



Mark Farrell, Mayor

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JKI*

DATE: MAY 2, 2018

SUBJECT: NEW GRANTS: **MULTIPLE GRANTEES** for **COMMUNITY SERVICES for SENIORS AND ADULTS WITH DISABILITIES** (see table on the next page)

GRANT TERM:	7/1/18- 6/30/19	7/1/19- 6/30/20	7/1/18- 6/30/20	Contingency	Total
GRANT AMOUNT:	\$6,949,673	\$6,949,673	\$13,899,346	\$1,389,934	\$15,289,280
FUNDING SOURCE	County	State	Federal	Contingency	Total
ANNUAL AMOUNT	\$12,370,418		\$1,528,928	\$1,389,934	\$15,289,280
PERCENTAGE	89%		11%		100%

The Department of Aging and Adult Services requests authorization to enter into new grant agreements with multiple providers for the provision of Community Services to older adults and adults with disabilities for the time period beginning July 1, 2018 and ending June 30, 2020 in the combined amount of \$13,899,346, plus a 10% contingency for a total not to exceed amount of \$15,289,280. The funding amounts are detailed in the following table:

Grantee	FY 18/19	FY 19/20	Total FY 18-20	10% Contingency	Total Not to Exceed
Bayanihan Equity Center	\$388,834	\$388,834	\$777,668	\$77,766	\$855,434
Bayview Hunter's Point Multipurpose Senior Services	\$1,072,013	\$1,072,013	\$2,144,026	\$214,402	\$2,358,428
Bernal Heights Neighborhood Center	\$526,098	\$526,098	\$1,052,196	\$105,219	\$1,157,415
Catholic Charities	\$515,385	\$515,385	\$1,030,770	\$103,077	\$1,133,847
Centro Latino de San Francisco, Inc.	\$112,395	\$112,395	\$224,790	\$22,479	\$247,269
Curry Senior Center	\$234,279	\$234,279	\$468,558	\$46,855	\$515,413
Episcopal Community Services	\$249,945	\$249,945	\$499,890	\$49,989	\$549,879
Felton Institute	\$110,316	\$110,316	\$220,632	\$22,063	\$242,695
Golden Gate Senior Services	\$465,720	\$465,720	\$931,440	\$93,144	\$1,024,584
Independent Living Resource Center of San Francisco	\$115,936	\$115,936	\$231,872	\$23,187	\$255,059
Kimochi, Inc	\$210,617	\$210,617	\$421,234	\$42,123	\$463,357
Lighthouse for the Blind and Visually Impaired	\$106,729	\$106,729	\$213,458	\$21,345	\$234,803
Mission Neighborhood Centers	\$237,690	\$237,690	\$475,380	\$47,538	\$522,918
On Lok Day Services / 30th Street Senior Center	\$401,358	\$401,358	\$802,716	\$80,271	\$882,987
Openhouse	\$264,418	\$264,418	\$528,836	\$52,883	\$581,719
Russian American Community Services	\$93,164	\$93,164	\$186,328	\$18,632	\$204,960
San Francisco Senior Center	\$547,646	\$547,646	\$1,095,292	\$109,529	\$1,204,821
Self Help for the Elderly	\$638,524	\$638,524	\$1,277,048	\$127,704	\$1,404,752
Southwest Community Corporation	\$202,648	\$202,648	\$405,296	\$40,529	\$445,825
Y M C A of San Francisco	\$455,958	\$455,958	\$911,916	\$91,191	\$1,003,107
Total	\$6,949,673	\$6,949,673	\$13,899,346	\$1,389,934	\$15,289,280

Background

DAAS funded Community Services programs can be most easily identified as the network of Community Centers located throughout the City of San Francisco. These Community Centers are home to the rich history of San Francisco and have been built and nurtured over the years, with direct input, insight and support from the people and neighborhoods they serve.

Community Centers are more than just a meeting place for older adults and adults with disabilities. To meet the overall goal of Community Services programming, the Centers offer a wide array of activities and programming to enhance the cultural, educational, mental and physical well-being of participants. Community Centers may also be the entry point for many older adults and adults with disabilities in need of additional services, thus translation and social services are made available on site. Additional DAAS funded services, including Nutrition and Health Promotion programs, are often co-located at DAAS funded Community Centers.

Services to be Provided

Activities and services at DAAS funded Community Center programs can be described as fitting within four main categories of services:

1) Activity Scheduling: Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other activities that bring people together, for education or wellness purposes that help consumers maintain/enhance their level of functioning

2) Translation: Translation assistance is provided to consumers that cannot speak/read English. Translation may also include the use of American Sign Language, Braille, or Teleprompting. Services can include translation of forms and letters. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, and presentations.

3) Social Services: Social Services consist of one-to-one assistance for individuals to help resolve problems. Assistance may include information and referral, forms/application completion, home visits, and emotional support by phone or in person.

4) Enhanced Outreach: While there is an expectation that Community Center will do outreach to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, or problem-solving certain barriers to service, e.g., safety issues or transportation needs.

Performance

Grantees identified in the funding table are current DAAS funded Community Services contractors. All Grantees were determined to be in compliance with fiscal and programmatic requirements for FY 17/18. All Community Services Grantees received program monitoring visits in November or December of 2017, fiscal monitoring occurred as follows:

1. Bayanihan Equity Center; monitored in February 2018
2. Bayview Hunters Point Multipurpose Senior Services; monitored in April 2017
3. Bernal Heights Neighborhood Center; monitored in March 2018
4. Catholic Charities; monitored in March 2018.
5. Centro Latino de San Francisco; monitored in April 2017
6. Curry Senior Center; monitored in June 2017
7. Episcopal Community Services; monitored in January 2018
8. Felton Institute; monitored in January 2018
9. Golden Gate Senior Services; monitored in April 2017; waiver in 2018
10. Independent Living Resource Center; monitored in January 2018
11. Kimochi; monitored in April 2017
12. Lighthouse for the Blind and Visually Impaired, monitored December 2017
13. Mission Neighborhood Centers; monitored in March 2017
14. San Francisco Senior Center; monitored in April 2017
15. On Lok; monitored in April 2017
16. Open House; monitored in March 2017
17. Russian American Community Services; monitored in February 2016; waiver in 2017
18. Self Help for the Elderly; monitored in March 2018
19. Southwest Community Center; monitored in March 2017
20. YMCA; monitored in February 2018

Selection

Grantees were selected through RFP #785 issued in February 2018.

Funding

Community Service grants will be funded through a combination of Federal and County funds.

ATTACHMENTS

Bayanihan Equity Center

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Bayview Hunter's Point Multipurpose Senior Services

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix B1- Program Budget

Appendix B2- Program Budget

Appendix F- Site Chart

Bernal Heights Neighborhood Center

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix A1-Services to be Provided

Appendix B1- Program Budget

Appendix F- Site Chart

Catholic Charities of San Francisco

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Centro Latino de San Francisco, Inc.

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Curry Senior Center

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Episcopal Community Services

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Felton Institute

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Golden Gate Senior Services

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix B1- Program Budget

Appendix F- Site Chart

Independent Living Resource Center of San Francisco

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Kimochi, Inc.

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Lighthouse for the Blind and Visually Impaired

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Mission Neighborhood Centers

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

On Lok Day Services / 30th Street Senior Center

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Openhouse

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Russian American Community Services

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

San Francisco Senior Center

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix A1-Services to be Provided

Appendix B1- Program Budget

Appendix F- Site Chart

Self Help for the Elderly

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Southwest Community Corporation

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix F- Site Chart

Y M C A of San Francisco

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix B1- Program Budget

Appendix B2- Program Budget

Appendix B3- Program Budget

Appendix B4- Program Budget

Appendix F- Site Chart

APPENDIX A – SERVICES TO BE PROVIDED

BAYANIHAN EQUITY CENTER

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bayanihan Equity Center

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*

- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

Grantee will participate in multiple neighborhood organizing groups including SOMA Pilipinas Neighborhood Services and the SOMA Coordinating Committee. These groups focus on issues and seek solutions related to the immediate neighborhood including access to affordable and low-income

housing, overcoming barriers to services, and inclusivity and representation of older adults and adults with disabilities in program services. These groups also coordinate and staff neighborhood events and celebrations.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **600** unduplicated consumers at the Bayanihan Equity Center site and **75** unduplicated consumers at the Gene Friend Recreation Center. Grantee will serve a total of **650** unduplicated consumers between both sites.
- Grantee will provide **5,400** units of service of Activity Scheduling at the Bayanihan Equity Center site and **600** units of service of Activity Scheduling at the Gene Friend Recreation Center for a total of **6,000** units of service of Activity Scheduling.
- Grantee will provide **1350** units of service of Translation at the Bayanihan Equity Center site and **150** units of Translation at the Gene Friend Recreation Center for a total of **1500** units of service of Translation.
- Grantee will provide **1600** units of service of Social Services at the Bayanihan Equity Center site and **500** units of Social Services at the Gene Friend Recreation Center for a total of **2,100** units of service of Social Services.
- Grantee will provide **175** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.

- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
linda.murley@sfgov.org

or

David Kashani
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
david.kashani@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	BAYANIHAN EQUITY CENTER		07/01/2018-06/30/2020	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: COMMUNITY SERVICES			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/18-06/30/19	07/01/19-06/30/20	Total
12	Expenditures			
13	Salaries & Benefits	\$332,100	\$333,428	\$665,528
14	Operating Expense	\$56,734	\$55,406	\$112,140
15	Subtotal	\$388,834	\$388,834	\$777,668
16	Indirect Percentage (%)	0%	0%	0%
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$388,834	\$388,834	\$777,668
20	HSA Revenues			
21	General Fund	\$346,063	\$346,063	\$692,126
22	CFDA 93.778	\$42,771	\$42,771	\$85,542
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$388,834	\$388,834	\$777,668
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$388,834	\$388,834	\$777,668
37	Full Time Equivalent (FTE)			
39	Prepared by: LUISA M. ANTONIO	Telephone No.: 415-255-2347		Date: 4/11/2018
40	HSA-CO Review Signature: _____			
41	HSA #1	10/25/2016		

	A	B	C	D	E	F	G	H
1	Appendix B, Page 3							
2								
3								
4	Program: COMMUNITY SERVICES							
5	(Same as Line 9 on HSA #1)							
6								
7	Operating Expense Detail							
8								
9								
10								
11	TOTAL							
12	<u>Expenditure Category</u>			TERM	<u>07/01/18-06/30/19</u>	<u>7/01/19-06/31/20</u>	<u>07/01/2018-06/30/2020</u>	
13	Rental of Property				\$6,780	\$6,916	\$13,696	
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$5,000	\$5,000	\$10,000	
15	Office Supplies, Postage				\$1,200	\$1,200	\$2,400	
16	Building Maintenance Supplies and Repair				\$500	\$500	\$1,000	
17	Printing and Reproduction				\$900	\$900	\$1,800	
18	Insurance				\$4,000	\$4,000	\$8,000	
19	Staff Training							
20	Staff Travel-(Local & Out of Town)				\$6,000	\$6,000	\$12,000	
21	Rental of Equipment				\$800	\$800	\$1,600	
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE							
23	BOOKKEEPING				\$5,000	\$5,000	\$10,000	
24	AUDIT FEE				\$5,000	\$5,000	\$10,000	
25	INTERNS				\$5,000	\$3,700	\$8,700	
26	CMC CHOIR AT BEC				\$10,000	\$10,000	\$20,000	
27								
28	OTHER							
29	PAYROLL PROCESSING				\$2,920	\$2,500	\$5,420	
30	SENIORS ACTIVITY				\$3,634	\$3,890	\$7,524	
31								
32								
33								
34								
35	TOTAL OPERATING EXPENSE				\$56,734	\$55,406	\$112,140	
36								
37	HSA #3							10/25/2016

Appendix F SITE CHART

FY 07/01/2018 - 06/30/2020

AGENCY: **BAYANIHAN EQUITY CENTER** HSA/DAAS/OFFICE ON THE AGING

CONTRACT MAILING ADDRESS: 1010 MISSION STREET, SUITE C SAN FRANCISCO, CA 94103

PHONE NO.: 415-255-2347

DIRECTOR: LUISA M. ANTONIO

Name of Site	Main Office	Other Site applicable to this program:	
<p>SITES: (includes congregate nutrition, community/social services, home-delivered meal, food distribution, etc.)</p>	<p>VETERANS EQUITY CENTER</p>	<p>GENE FRIEND RECREATION CENTER</p>	
<p>Address and Zip</p>	<p>1010 MISSION STREET SAN FRANCISCO, CA 94103</p>	<p>270 6TH STREET SAN FRANCISCO, CA 94103</p>	
<p>Phone Number</p>	<p>415-255-2347</p>	<p>415-564-9532</p>	
<p>Fax Number</p>	<p>415-255-2358</p>	<p>SOUTH OF MARKET</p>	
<p>Neighborhood</p>	<p>SOUTH OF MARKET</p>		
<p>Person in Charge</p>	<p>LUISA M. ANTONIO</p>		
<p>Site Manager</p>			
<p>Programs Offered</p>	<p>SOCIAL SERVICES RECREATIONAL/SOCIAL ACTIVITIES TRANSLATION IMMIGRANT FOOD ASSISTANCE LEGAL CLINIC EDUCATIONAL WORKSHOPS HOUSING ASSISTANCE</p>	<p>SOCIAL SERVICES RECREATIONAL/SOCIAL ACTIVITIES TRANSLATION EDUCATIONAL WORKSHOPS</p>	
<p>Days Open</p>	<p><input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p>Mon ___ Tues ___ Wed ___ Thur ___ Fri ___ Sat ___ Sun ___</p>
<p>Hours Open</p>	<p>9:00AM - 5:00PM</p>	<p>TUESDAY, WEDNESDAY 9:30AM TO 2:00PM AND SOME SATURDAY</p>	
<p>Hours of scheduled programming</p>	<p>9:00AM - 5:00PM</p>	<p>9:30AM - 2:00PM</p>	
<p>Hours of meal service</p>	<p>N/A</p>	<p>N/A</p>	
<p>Annual number of meals at site</p>	<p>N/A</p>	<p>N/A</p>	
<p>Annual # nutrition education units</p>	<p>N/A</p>	<p>N/A</p>	
<p>Average number of meals per day</p>	<p>N/A</p>	<p>N/A</p>	
<p>Total number of service days in FY</p>	<p>258</p>	<p>104*</p>	
<p>Days closed</p>	<p>MOST WEEKENDS, FEDERAL & STATE HOLIDAYS</p>	<p>SUNDAY - RENTALS ONLY</p>	
<p>ADA Accessible</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

THE GENE FRIEND RECREATION CENTER IS CLOSED ON MONDAY. TUESDAY - THURSDAY THE RECREATION CENTER IS OPEN TO YOUTH ONLY FROM 2:00PM TO 6:00PM, FRIDAY 2:00PM TO 9:00PM.

APPENDIX A – SERVICES TO BE PROVIDED

BAYVIEW HUNTER’S POINT MULTIPURPOSE SENIOR SERVICES

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bayview Hunter’s Point Multipurpose Senior Services (BHPMSS)
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

Grantee conducts regular "Road Shows" which are off-site demonstrations of services offered by Grantee. "Road Shows" target sites such as senior housing and other community spaces where Grantee would like to raise awareness of services offered. Grantee's Dr. George W. Davis Senior Center site includes funding for staff time to coordinate with neighborhood groups on initiatives related to health, safety, housing, and food security. The Dr. Davis site coordinates and hosts the Network for Elders, a group which meets monthly to discuss community issues and welcome

educational speakers. Network for Elders also produces a monthly newsletter featuring information on issues of concerns to seniors.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis, across all BHPMSS sites:

- Grantee will serve **1,665** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **7,380** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **840** units of service of Translation.
- Grantee will provide **2,840** units of service of Social Services.
- Grantee will provide **730** units of service of Enhanced Outreach.

Service Objectives to be completed on an annual basis by site are as follows:

Site	Unduplicated Clients	Activity Scheduling (Hour)	Translation (Hour)	Social Services (Hour)	Enhanced Outreach (Hour)
Western Addition Senior Center	550	1,800	300	1040	
Rosa Parks Senior Center	300	1,680		900	190
Dr. Davis Senior Center	770	3600	480	840	540
Samoan Community Development Center	45	300	60	60	
Totals	1,665	7,380	840	2,840	730

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
linda.murley@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
steve.kim@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Bayview Senior Services - Western Addition Senior Center			07/01/18-06/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018-06/30/2019	07/01/2019-06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$146,608	\$146,608	\$293,216
14	Operating Expense	\$29,137	\$29,137	\$58,274
15	Subtotal	\$175,745	\$175,745	\$351,490
16	Indirect Percentage (10%)	10%	10%	
17	Indirect Cost (Line 16 X Line 15)	\$17,519	\$17,519	\$35,038
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$193,264	\$193,264	\$386,528
20	HSA Revenues			
21	General Fund	\$172,005	\$172,005	\$344,010
22	CFDA 93.778	\$21,259	\$21,259	\$42,518
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$193,264	\$193,264	\$386,528
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$193,264	\$193,264	\$386,528
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:		
40	HSA-CO Review Signature:	_____		
41	HSA #1	5/2/2018		

	A	B	C	D
1	Appendix B1, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Bayview Senior Services - Rosa Parks Senior Center			07/01/18-06/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018- 06/30/2019	07/01/2019- 06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$158,347	\$158,347	\$316,694
14	Operating Expense	\$21,477	\$21,477	\$42,954
15	Subtotal	\$179,824	\$179,824	\$359,648
16	Indirect Percentage (10%)	10%	10%	
17	Indirect Cost (Line 16 X Line 15)	\$17,912	\$17,912	\$35,824
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$197,736	\$197,736	\$395,472
20	HSA Revenues			
21	General Fund	\$175,985	\$175,985	\$351,970
22	CFDA 93.778	\$21,751	\$21,751	\$43,502
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$197,736	\$197,736	\$395,472
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$197,736	\$197,736	\$395,472
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:		
40	HSA-CO Review Signature:	_____		
41	HSA #1	5/2/2018		

	A	B	C	D
1	Appendix B2, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Bayview Senior Services - Dr. George W. Davis Senior Center			07/01/18-06/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018-06/30/2019	07/01/2019-06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$394,030	\$394,030	\$788,060
14	Operating Expense	\$100,273	\$100,273	\$200,546
15	Subtotal	\$494,303	\$494,303	\$988,606
16	Indirect Percentage (10%)	13%	13%	13%
17	Indirect Cost (Line 16 X Line 15)	\$61,910	\$61,910	\$123,820
18	Subcontractor/Capital Expenditures	\$124,800	\$124,800	\$249,600
19	Total Expenditures	\$681,013	\$681,013	\$1,362,026
20	HSA Revenues			
21	General Fund	\$606,102	\$606,102	\$1,212,204
22	CFDA 93.778	\$74,911	\$74,911	\$149,822
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$681,013	\$681,013	\$1,362,026
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$681,013	\$681,013	\$1,362,026
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:		
40	HSA-CO Review Signature:	_____		
41	HSA #1	5/2/2018		

	A	B	C	D	E	F	G	H	I
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Operating Expense Detail

TOTAL
07/01/18-
06/30/20

TERM 07/01/2018-
06/30/2019

07/01/2019-
06/30/2020

Expenditure Category

Rental of Property

Utilities(Elec, Water, Gas, Phone, Garbage)

Office Supplies, Postage

Building Maintenance Supplies and Repair

Printing and Reproduction

Insurance

Staff Training

Staff Travel-(Local & Out of Town)

Rental of Equipment

CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE

OTHER

Activity Materials/Supplies and Snacks

TOTAL OPERATING EXPENSE

HSA #3

5/2/2018

	A	B	C	D	E
1					Appendix B2, Page 4
2					
3	Bayview Senior Services - Dr. George W. Davis Senior Center				
4	Program: Community Services				
5	(Same as Line 9 on HSA #1)				
6					
7	Subcontractor/Capital Expenditures				
8					
9					
10	SUBCONTRACTORS		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11	Wellness classes contractors		\$26,000	\$26,000	\$52,000
12	WISE Health - education		\$18,000	\$18,000	\$36,000
13	Instructors - ars & crafts, wellness		\$16,800	\$16,800	\$33,600
14	Network for Elders - Senior Empowerment		\$10,000	\$10,000	\$20,000
15	Samoan Community Development		\$54,000	\$54,000	\$108,000
16	TOTAL SUBCONTRACTOR COST		\$124,800	\$124,800	\$249,600
17					
18					
19	EQUIPMENT	TERM	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
20	Units	ITEM/DESCRIPTION			
21		Equipment A			
22					
23					
24					
25	TOTAL EQUIPMENT COST		\$0	\$0	\$0
26					
27	R E M O D E L I N G		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
28	Description:				
29	Remodel A				
30					
31					
32	TOTAL REMODELING COST		\$0	\$0	\$0
33					
34	TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$124,800	\$124,800	\$249,600
35					
36	HSA #4				6/4/2018

Appendix F SITE CHART

FY 07/01/2018 - 06/30/2020

HSA/DAAS/OFFICE ON THE AGING

AGENCY: BAYANIHAN EQUITY CENTER

CONTRACT MAILING ADDRESS: 1010 MISSION STREET, SUITE C SAN FRANCISCO, CA 94103

PHONE NO.: 415-255-2347

DIRECTOR: LUISA M. ANTONIO

Name of Site	Main Office	Other Site applicable to this program:	
<p>SITES: (includes congregate nutrition, community/social services, home-delivered meal, food distribution, etc.)</p> <p>VETERANS EQUITY CENTER</p>	<p>VETERANS EQUITY CENTER</p> <p>1010 MISSION STREET SAN FRANCISCO, CA 94103 415-255-2347 415-255-2358 SOUTH OF MARKET LUISA M. ANTONIO</p>	<p>GENE FRIEND RECREATION CENTER</p> <p>270 6TH STREET SAN FRANCISCO, CA 94103 415-554-9532 SOUTH OF MARKET</p>	
<p>Address and Zip</p> <p>Phone Number</p> <p>Fax Number</p> <p>Neighborhood</p> <p>Person in Charge</p> <p>Site Manager</p>	<p>SOCIAL SERVICES RECREATIONAL/SOCIAL ACTIVITIES TRANSLATION IMMIGRANT FOOD ASSISTANCE LEGAL CLINIC EDUCATIONAL WORKSHOPS HOUSING ASSISTANCE</p>	<p>SOCIAL SERVICES RECREATIONAL/SOCIAL ACTIVITIES TRANSLATION EDUCATIONAL WORKSHOPS</p>	
<p>Programs Offered</p>	<p><input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p>Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/></p>
<p>Days Open</p>	<p>9:00AM - 5:00PM</p>	<p>TUESDAY, WEDNESDAY 9:30AM TO 2:00PM AND SOME SATURDAY</p>	
<p>Hours Open</p>	<p>9:00AM - 5:00PM</p>	<p>9:30AM - 2:00PM</p>	
<p>Hours of scheduled programming</p>	<p>N/A</p>	<p>N/A</p>	
<p>Hours of meal service</p>	<p>N/A</p>	<p>N/A</p>	
<p>Annual number of meals at site</p>	<p>N/A</p>	<p>N/A</p>	
<p>Annual # nutrition education units</p>	<p>N/A</p>	<p>N/A</p>	
<p>Average number of meals per day</p>	<p>N/A</p>	<p>N/A</p>	
<p>Total number of service days in FY</p>	<p>258</p>	<p>104*</p>	
<p>Days closed</p>	<p>MOST WEEKENDS, FEDERAL & STATE HOLIDAYS</p>	<p>SUNDAY - RENTALS ONLY</p>	
<p>ADA Accessible</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

THE GENE FRIEND RECREATION CENTER IS CLOSED ON MONDAY. TUESDAY - THURSDAY THE RECREATION CENTER IS OPEN TO YOUTH ONLY FROM 2:00PM TO 6:00PM, FRIDAY 2:00PM TO 9:00PM.

APPENDIX A – SERVICES TO BE PROVIDED

Bernal Heights Neighborhood Center

COMMUNITY SERVICES Excelsior Location

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
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City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
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Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bernal Heights Neighborhood Center

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

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There are four categories of services:

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2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is not funded through this grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **800** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **3,500** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **3,500** units of service of Translation Services.
- Grantee will provide **3,500** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.

- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Monte Cimino, MSW
 Program Analyst
 P.O. Box 7988
 San Francisco, CA 94120
monte.cimino@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
steve.kim@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training, evidence of provision of training to staff regarding the Elder Abuse Reporting; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Bernal Heights Neighborhood Center			07/01/18-06/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services - Excelsior			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018- 06/30/2019	07/01/2019- 06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$184,801	\$184,505	\$369,306
14	Operating Expense	\$72,080	\$72,376	\$144,456
15	Subtotal	\$256,881	\$256,881	\$513,762
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$38,532	\$38,532	\$77,064
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$295,413	\$295,413	\$590,826
20	HSA Revenues			
21	General Fund	\$262,918	\$262,918	\$525,836
22	CFDA 93.778	\$32,495	\$32,495	\$64,990
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$295,414	\$295,413	\$590,826
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$295,414	\$295,413	\$590,826
37	Full Time Equivalent (FTE)	3.14	3.14	
39	Prepared by: Pura Nagrampa		Telephone No.: 415-206-2140 x 147	
40	HSA-CO Review Signature: _____			
41	HSA #1			5/2/2018

	A	B	C	D	E	F	G	H	I
1									
2									
3	Bernal Heights Neighborhood Center								
4	Program: Community Services - Excelsior								
5									
6	Operating Expense Detail								
7									
8	<u>Expenditure Category</u>	<u>TERM</u>	<u>07/01/2018- 06/30/2019</u>	<u>07/01/2019- 06/30/2020</u>	<u>TOTAL 07/01/18- 06/30/20</u>				
9	Rental of Property		\$ 37,176	\$ 37,248	\$ 74,424				
10	Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 7,200	\$ 7,200	\$ 14,400				
11	Office Supplies, Postage		\$ 2,370	\$ 2,370	\$ 4,740				
12	Building Maintenance Supplies and Repair		\$ 3,480	\$ 3,480	\$ 6,960				
13	Printing and Reproduction		\$ 1,200	\$ 1,200	\$ 2,400				
14	Insurance		\$ 2,731	\$ 3,003	\$ 5,734				
15	Staff Training		\$ 3,000	\$ 3,000	\$ 6,000				
16	Staff Travel-(Local & Out of Town)		\$ 3,600	\$ 3,780	\$ 7,380				
17	Rental of Equipment		\$ 1,650	\$ 1,700	\$ 3,350				
18	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
19									
20									
21									
22	OTHER								
23	Program Supplies		\$ 9,673	\$ 9,395	\$ 19,068				
24									
25									
26									
27	TOTAL OPERATING EXPENSE		\$ 72,080	\$ 72,376	\$ 144,456				
28									
29	HSA #3								5/2/2018

APPENDIX A1 – SERVICES TO BE PROVIDED

Bernal Heights Neighborhood Center

COMMUNITY SERVICES Cortland Location

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Bernal Heights Neighborhood Center
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is not being funded through this Grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **425** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **2,800** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **1,000** units of service of Translation Services.
- Grantee will provide **2,500** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Monte Cimino, MSW
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
monte.cimino@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
steve.kim@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training, evidence of provision of training to staff regarding the Elder Abuse Reporting; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B1, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Bernal Heights Neighborhood Center			07/01/18-06/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services - Cortland			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018-06/30/2019	07/01/2019-06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$154,046	\$151,104	\$305,150
14	Operating Expense	\$36,985	\$39,058	\$76,043
15	Subtotal	\$191,031	\$190,162	\$381,193
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$28,654	\$28,523	\$57,177
18	Subcontractor/Capital Expenditures	\$11,000	\$12,000	\$23,000
19	Total Expenditures	\$230,685	\$230,685	\$461,370
20	HSA Revenues			
21	General Fund	\$205,310	\$205,310	\$410,620
22	CFDA 93.778	\$25,375	\$25,375	\$50,750
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$230,685	\$230,685	\$461,370
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$230,685	\$230,685	\$461,370
37	Full Time Equivalent (FTE)	2.48	2.48	
39	Prepared by: Pura Nagrampa		Telephone No.: 415-206-2141 x 147	
40	HSA-CO Review Signature: _____			
41	HSA #1			5/2/2018

Bernal Heights Neighborhood Center
Community Service - Cortland

Salaries & Benefits Detail

11	12	Agency Totals		HSA Program		07/01/2018- 06/30/2019	07/01/2019- 06/30/2020	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAAS Program Budgeted Salary	DAAS Program Budgeted Salary	07/01/2018-06/30/20
		POSITION TITLE						
13	Director of Programs	\$70,000	1.00	12%	0.12	\$9,725	\$1,446	\$11,171
14	Senior Services Supervisor	\$47,840	1.00	100%	1.00	\$47,840	\$49,920	\$97,760
15	Social Services Coordinator	\$43,680	1.00	100%	1.00	\$43,680	\$45,760	\$89,440
16	Asst. Program Director	\$56,160	1.00	25%	0.25	\$14,040	\$14,560	\$28,600
17	Exercise Instructor	\$52,000	1.00	8%	0.08	\$4,290	\$4,462	\$8,752
18	Exercise Instructor	\$124,800	1.00	3%	0.03	\$3,120	\$3,120	\$6,240
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$ 394,480	6.00	248%	2.48	\$122,695	\$119,268	\$241,963
31								
32	FRINGE BENEFIT RATE		26%					
33	EMPLOYEE FRINGE BENEFITS	\$103,017				\$31,351	\$31,836	\$63,187
34								
35								
36	TOTAL SALARIES & BENEFITS	\$497,497				\$154,046	\$151,104	\$305,150
37	HSA #2							

	A	B	C	D	E	F	G	H	I
1									
2									
3									
4	Bernal Heights Neighborhood Center								
5	Community Service - Cortland								
6									
7	Operating Expense Detail								
8									
9									
10	<u>Expenditure Category</u>			<u>TERM</u>	<u>07/01/2018- 06/30/2019</u>		<u>07/01/2019- 06/30/2020</u>		<u>TOTAL 07/01/18- 06/30/20</u>
11	Rental of Property								
12	Utilities(Elec, Water, Gas, Phone, Garbage)				\$ 4,700		\$ 5,226		\$ 9,926
13	Office Supplies, Postage				\$ 2,119		\$ 2,278		\$ 4,397
14	Building Maintenance Supplies and Repair				\$ 3,300		\$ 3,500		\$ 6,800
15	Printing and Reproduction				\$ 1,400		\$ 1,500		\$ 2,900
16	Insurance				\$ 1,848		\$ 2,033		\$ 3,881
17	Staff Training				\$ 3,000		\$ 3,000		\$ 6,000
18	Staff Travel-(Local & Out of Town)				\$ 2,400		\$ 2,520		\$ 4,920
19	Rental of Equipment				\$ 1,638		\$ 1,720		\$ 3,358
20									
21	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
22									
23									
24									
25	OTHER								
26	Activity Materials/Supplies and Snacks				\$ 16,580		\$ 17,280		\$ 33,860
27									
28									
29									
30	TOTAL OPERATING EXPENSE				\$ 36,985		\$ 39,058		\$ 76,043
31									
32	HSA #3								5/2/2018

	A	B	C	D	E
1					Appendix B1, Page 4
2					
3					
4	Bernal Heights Neighborhood Center				
5	Program: Community Services - Cortland				
6					
7	Subcontractor/Capital Expenditures				
8					
9					TOTAL
10	SUBCONTRACTORS		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11	Choir Director		\$11,000	\$12,000	\$23,000
12					
13					
14					
15					
16	TOTAL SUBCONTRACTOR COST		\$11,000	\$12,000	\$23,000
17					
18					
19	EQUIPMENT		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
20	Units	ITEM/DESCRIPTION			
21					
22					
23					
24					
25	TOTAL EQUIPMENT COST		\$0	\$0	\$0
26					
27	REMODELING		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
28	Description:				
29					
30					
31					
32	TOTAL REMODELING COST		\$0	\$0	\$0
33					
34	TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$11,000	\$12,000	\$23,000
35					
36	HSA #4				5/2/2018

APPENDIX F - SITE CHART

HSA / DAAS / OFFICE ON THE AGING

FISCAL YEAR: 2018 - 2020

AGENCY: Bernal Heights Neighborhood Center

CONTRACT MAILING ADDRESS: 515 Cortland Avenue San Francisco CA 94110

PHONE NO.: 415-206-2140 ext 174

DIRECTOR: Lea Tamayo		PHONE NO.: 415-206-2140 ext 174	
SITES: (Community Services) Name of Site	Bernal Heights Neighborhood Center	Excelsior Community Center	
Address and Zip	515 Cortland Avenue San Francisco CA 94110	4468 Mission Street San Francisco CA 94112	
Phone Number	415-206-2140	415-206-2140	
Fax Number	415-648-0793	415-334-9918	
Neighborhood	Bernal Heights	Mission and Excelsior	
Muni Line #s	24, 67, 14	14, 49, 29	
Person in Charge	Lea Tamayo	Lea Tamayo	
Site Manager	Kimberly Bautista	Theresa Duran	
Programs Offered at Site	(Community Services, Congregate Meal)	(Community Services, Congregate Meal)	
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun
Hours Open	9:00 AM – 5:00 PM	9:00 AM – 5:00 PM	
Hours of <u>scheduled</u> programming	9:00 AM – 3:00 PM	9:00 AM – 3:00 PM	
Hours of meal service	1.00	1.00	
Annual number of meals at site	248	302	
Average number of meals per day	25	35	
Total number of service days in FY	248	250	

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

FISCAL YEAR: 2017-2018

AGENCY: Bernal Heights Neighborhood Center

CONTRACT MAILING ADDRESS: 515 Cortland Avenue San Francisco CA 94110

PHONE NO.: 415-206-2140 ext 174

SITES: (Community Services)	Bernal Heights Neighborhood Center	Excelsior Community Center		
Name of Site Days closed	Jan. 01 New Year's Day Jan. 18 Martin Luther King Jr. Day Feb.19 President's Day Mar.30 Cesar Chavez Day May 28 Memorial Day July 4 Independence Day Sept. 4 Labor Day Nov. 22 Thanksgiving Day Nov.23 Day After Thanksgiving Dec.24 --Dec.25 In Observance of Christmas Dec.31 In Observance of New Year's Day	Jan. 01 New Year's Day Jan. 18 Martin Luther King Jr. Day Feb.19 President's Day Mar.30 Cesar Chavez Day May 28 Memorial Day July 4 Independence Day Sept. 4 Labor Day Nov. 22 Thanksgiving Day Nov.23 Day After Thanksgiving Dec.24 --Dec.25 In Observance of Christmas Dec.31 In Observance of New Year's Day		
ADA Accessible	X Yes ___ No	X Yes ___ No		

APPENDIX A – SERVICES TO BE PROVIDED

CATHOLIC CHARITIES

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Catholic Charities of San Francisco
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

Grantee will operate "Catholic Charities Van Services" to provide transportation services to/from their service site and community programming to those individuals who are not able to use public transportation, or if transportation is not readily available due to the geographic limitations of the community.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **450** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **2000** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **700** units of service of Translation services.
- Grantee will provide **650** units of service of Social Services.
- Grantee will provide **850** units of service of Enhanced Outreach to extend the reach of Community Services to isolated older adults and adults with disabilities.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
linda.murley@sfgov.org

or

Esperanza Zapien
Contract Manager
Human Services Agency

PO Box 7988
San Francisco, CA 94120
esperanza.zapien@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			
6	Catholic Charities of San Francisco			
7	(Check One) New <input checked="" type="checkbox"/> Renewal _____ Modification _____			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: OMI Senior Center			
10	Budget Reference Page No.(s)			Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$289,974	\$289,974	\$579,948
14	Operating Expense	\$145,666	\$145,666	\$291,332
15	Subtotal	\$435,640	\$435,640	\$871,280
16	Indirect Percentage (%)	14.25%	14.25%	14.25%
17	Indirect Cost (Line 16 X Line 15)	\$62,079	\$62,079	\$124,158
18	Capital/subcontractor Expenditure	\$17,666	\$17,666	\$35,332
19	Total Expenditures	\$515,385	\$515,385	\$1,030,770
20	HSA Revenues			
21	General Fund	\$458,693	\$458,693	\$917,386
22	Federal Fund CFDA 93.778	\$56,692	\$56,692	\$113,384
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$515,385	\$515,385	\$1,030,770
30	Other Revenues			
31				
32				
33	Foundation / Grants	\$60,000	\$60,000	\$120,000
34	Program Income / Fees	\$22,790	\$22,790	\$45,580
35				
36	Total Revenues	\$598,175	\$598,175	\$1,196,350
37	Full Time Equivalent (FTE)			
39	Prepared by: Patty Clement/Rosa Mendez		Telephone No.: 415 Date 3/5/18	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H
1	Appendix B Page 2							
2								
3								
4	Program Name:							
5	OMI Senior Center							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11						7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
12		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL
	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	
13	Program Director - Clement	\$94,370	1.00	15%	0.15	\$14,156	\$14,156	\$28,312
14	Program Manager - Mendez	\$67,933	1.00	50%	0.50	\$33,967	\$33,967	\$67,934
15	Program Coordinator- Te-Huyhn	\$48,797	1.00	100%	1.00	\$48,797	\$48,797	\$97,594
16	Prog Asst #1 - Hernandez	\$34,424	0.80	100%	0.80	\$27,539	\$27,539	\$55,078
17	Prog Asst #2- Chu	\$34,424	1.00	90%	0.90	\$30,982	\$30,982	\$61,964
18	Prog Asst #3 - Qawsami	\$34,424	1.00	90%	0.90	\$30,982	\$30,982	\$61,964
19	Operations Manager-Jacob	\$49,400	1.00	60%	0.60	\$29,640	\$29,640	\$59,280
20	Custodian - Broaster	\$30,306	0.20	100%	0.20	\$6,061	\$6,061	\$12,122
21								
22					-			
23					-			
24					-			
25					-			
26					-			
27					-			
28					-			
29					-			
30	TOTALS	\$394,078	7.00	605%	5.05	\$222,123	\$222,123	\$444,246
31								
32	FRINGE BENEFIT RATE	30.55%				30.55%	30.55%	
33	EMPLOYEE FRINGE BENEFITS	\$120,379				\$67,851	\$67,851	\$135,702
34								
35								
36	TOTAL SALARIES & BENEFITS	\$514,457				\$289,974	\$289,974	\$579,948
37	HSA #2							10/25/2016

	A	B	C	D	E
1			Appendix B Page 4		
2					
3					
4	Program Name:				
5	OMI Senior Center				
6					
7		Program Expenditure Detail			
8					Total
9	SUBCONTRACTOR COST		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
10	No.	ITEM/DESCRIPTION			
11					
12		Community Music Center-Choir	\$17,666	\$17,666	\$35,332
13					
14					
15	TOTAL SUBCONTRACTOR COSTS		\$17,666	\$17,666	\$35,332
16					
17					TOTAL
18	EQUIPMENT	TERM	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
19	No.	ITEM/DESCRIPTION			
20					
21					
22					
23					
24	TOTAL EQUIPMENT COST		0	0	0
25					
26	REMODELING				
27	Description:				
28					
29					
30					
31					
32					
33	TOTAL REMODELING COST		0	0	0
34					
35	TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE		\$17,666	\$17,666	\$35,332
36	(Equipment and Remodeling Cost)				
37	HSA #4				10/25/2016

APPENDIX A – SERVICES TO BE PROVIDED

CENTRO LATINO DE SAN FRANCISCO, INC.

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Centro Latino de San Francisco Inc.
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

No Enhanced outreach is being funded through this Grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **416** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **1436** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **130** units of service of Translation.
- Grantee will provide **868** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
 Program Analyst
 P.O. Box 7988
 San Francisco, CA 94120
linda.murley@sfgov.org

or

David Kashani
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
david.kashani@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units

of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B Page 1			
2				4/17/2018
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Centro Latino De San Francisco, Inc.			07/01/18 - 6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Service			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18 - 6/30/19	7/1/19 - 6/30/20	Total
12	Expenditures			
13	Salaries & Benefits	\$91,823	\$91,823	\$183,646
14	Operating Expense	\$20,572	\$20,572	\$41,144
15	Subtotal	\$112,395	\$112,395	\$224,790
16	Indirect Percentage (%)	0%	0%	0%
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$112,395	\$112,395	\$224,790
20	HSA Revenues			
21	General Fund	\$100,032	\$100,032	\$200,064
22	Federal Fund CFDA 93.778	\$12,363	\$12,363	\$24,726
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$112,395	\$112,395	\$224,790
30	Other Revenues			
31				
32				
33				
34				
35	TOTAL OTHER REVENUES	\$0	\$0	\$0
36				
37	TOTAL REVENUES (HSA + OTHER)	\$112,395	\$112,395	\$224,790
38	Full Time Equivalent (FTE)			
40	Prepared by:	Telephone No.:		Date
41	HSA-CO Review Signature: _____			
42	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H
1						Appendix B, Page 2		
2						Document Date:		4/17/2018
3								
4	Program: Community Service							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11								
		7/1/18 - 6/30/19		7/1/19 - 6/30/20				
		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	7/1/18 - 6/30/20
12	POSITION TITLE							
13	Executive Director - Gloria Bonilla	\$78,208	0.95	10%	0.09	\$7,332	\$7,332	\$14,664
14	Associate Director/Facilities Manager - TBH	\$43,680	0.75	33%	0.25	\$10,920	\$10,920	\$21,840
15	Accountant/HR - Olivia Riano	\$62,400	0.38	27%	0.10	\$6,240	\$6,240	\$12,480
16	Contracts Compliance Mgr./Adm. Asst. - Javier Barahona	\$41,600	1.00	13%	0.13	\$5,200	\$5,200	\$10,400
17	Social Worker - Sylvia Rivera	\$45,760	0.88	24%	0.21	\$9,438	\$9,438	\$18,876
18	Nutritionist/Educator - Flor Alvarez	\$47,840	0.81	18%	0.15	\$7,176	\$7,176	\$14,352
19	Supportive Services Coordinator (Senior) - Jose Omar Romero	\$37,440	1.00	38%	0.38	\$14,040	\$14,040	\$28,080
20	Supportive Services Assistant (Senior) - Ana Quiceno	\$34,320	0.38	50%	0.19	\$6,435	\$6,435	\$12,870
21	Supportive Services Assistant - Allie Acosta	\$34,320	0.38	50%	0.19	\$6,435	\$6,435	\$12,870
22	Driver - Javier Michel	\$31,200	0.49	15%	0.08	\$2,340	\$2,340	\$4,680
23	Janitor - Patricia	\$31,200	0.44	21%	0.09	\$2,925	\$2,925	\$5,850
24					-			
25					-			
26					-			
27					-			
28					-			
29					-			
30					-			
31	TOTALS	\$487,968	7.44	299%	1.84	\$78,481	\$78,481	\$156,962
32								
33	FRINGE BENEFIT RATE	17%						
34	EMPLOYEE FRINGE BENEFITS	\$82,955				\$13,342	\$13,342	\$26,684
35								
36								
37	TOTAL SALARIES & BENEFITS	\$570,923				\$91,823	\$91,823	\$183,646
38	HSA #2							10/25/2016

	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 3								
2	Document Date: 4/17/2018								
3									
4	Program: Community Service								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11	TOTAL								
12	<u>Expenditure Category</u>			TERM	<u>7/1/18 - 6/30/19</u>	<u>7/1/19 - 6/30/20</u>	<u>7/1/18 - 6/30/20</u>		
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$3,641	\$3,641	\$7,282		
15	Office Supplies, Postage				\$2,600	\$2,600	\$5,200		
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction				\$1,424	\$1,424	\$2,848		
18	Insurance								
19	Staff Training								
20	Staff Travel-(Local & Out of Town)								
21	Rental of Equipment								
22	<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>								
23	Audit Fees				\$1,000	\$1,000	\$2,000		
24	Dance Instructor				\$1,500	\$1,500	\$3,000		
25	Computer Instructor				\$3,120	\$3,120	\$6,240		
26									
27	<u>OTHER</u>								
28	Education and Program Supplies				\$3,000	\$3,000	\$6,000		
29	Payroll Services				\$487	\$487	\$974		
30	Stipends				\$3,800	\$3,800	\$7,600		
31									
32									
33	TOTAL OPERATING EXPENSE				\$20,572	\$20,572	\$ 41,144		
34									
35	HSA #3								10/25/2016

APPENDIX F - SITE CHART

HSA / DAAS / OFFICE ON THE AGING

AGENCY: Centro Latino de San Francisco, In.

FISCAL YEAR: 2018-2020

CONTRACT MAILING ADDRESS: 1656 15th Street, San Francisco, CA 94103

DIRECTOR: Gloria Bonilla

PHONE NO.:

SITES: (Community Services)	Los Mayores			
Name of Site				
Address and Zip	1656 15 th Street, San Francisco, CA 94103			
Phone Number	(415) 861-8790			
Fax Number	(415) 861-8782			
Neighborhood	Mission District			
Muni Line #s	14L, 22, 33, 47, 49, 71			
Person in Charge	Gloria Bonilla			
Site Manager	Omar Romero			
Programs Offered at Site	Congregate Meals, Home Delivered Meals, Community Services, Naturalization			
Days Open	X Mon X Tues X Wed X Thurs X Fri X Sat ___ Sun			
Hours Open	9:00 a.m. – 4:00 p.m.			
Hours of scheduled programming	9:00 a.m. – 4:00 p.m.			
Hours of meal service	11:30 a.m. – 1:00 p.m.			
Annual number of meals at site	27,675			
Average number of meals per day	91			
Total number of service days in FY	303			
Days closed	New Year, President, Cesar Chavez, Memorial, Independence, Labor, Veterans, Day after Thanksgiving, Christmas Day			
ADA Accessible	X Yes ___ No			

APPENDIX A – SERVICES TO BE PROVIDED

CURRY SENIOR CENTER

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Curry Senior Center

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

In order to better raise community awareness of Curry Senior Center's programs, Curry Senior Center staff will participate in various larger community events including Project Homeless Connect, Community Housing Partnership's Senior Brownbag event, Tenderloin Sunday Streets, and other relevant events.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **400** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **1,475** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **225** units of service of Translation.
- Grantee will provide **175** units of service of Social Services.
- Grantee will provide **50** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.

J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Rick Appleby
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Rick.Appleby@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Steve.Kim@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	CURRY SENIOR CENTER		7/1/2018 - 6/30/2020	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	7/1/2018 - 6/30/2020
12	Expenditures			
13	Salaries & Benefits	\$155,794	\$155,794	\$311,588
14	Operating Expense	\$21,840	\$21,840	\$43,680
15	Subtotal	\$177,634	\$177,634	\$355,268
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$26,645	\$26,645	\$53,290
18	Subcontractor/Capital Expenditures	\$30,000	\$30,000	\$60,000
19	Total Expenditures	\$234,279	\$234,279	\$468,558
20				
21	HSA-DAAS Revenues			
22	General Fund	\$208,508	\$208,508	\$417,016
23	CFDA 93.778	\$25,771	\$25,771	\$51,542
24				
25				
26	TOTAL HSA-DAAS REVENUES	\$234,279	\$234,279	\$468,558
27	Other Revenues			
28	In-Kind Program Assistants - Horizon	\$10,000	\$10,000	\$20,000
29	In-Kind Program Assistants - Dolby	\$20,000	\$20,000	\$40,000
30	In-Kind Program Assistants-FR	\$54,571	\$54,571	\$109,142
31				\$0
32	Total Revenues	\$318,850	\$318,850	\$637,700
33	Full Time Equivalent (FTE)	2.58	2.58	
34				
35	Prepared by: David Knego/Rosa Wong			Date
36	HSA-CO Review Signature: _____			
37	HSA #1			5/2/2018

	A	B	C	D	E
1	Appendix B, Page 4				
2					
3	CURRY SENIOR CENTER				
4	Program: Community Services				
5	(Same as Line 9 on HSA #1)				
6					
7	Subcontractor/Capital Expenditures				
8					
9					
10	SUBCONTRACTORS		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11	St. Anthony's - Outreach & Safety		\$30,000	\$30,000	\$60,000
12					
13					
14					
15					
16	TOTAL SUBCONTRACTOR COST		\$30,000	\$30,000	\$60,000
17					
18					
19	EQUIPMENT		TERM	7/1/18-6/30/19	7/1/19-6/30/20
20	Units	ITEM/DESCRIPTION			
21		Equipment A			
22					
23					
24					
25	TOTAL EQUIPMENT COST		\$0	\$0	\$0
26					
27	R E M O D E L I N G		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
28	Description:				
29	Remodel A				
30					
31					
32	TOTAL REMODELING COST		\$0	\$0	\$0
33					
34	TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$30,000	\$30,000	\$60,000
35					
36	HSA #4		5/2/2018		

Appendix F-SITE CHART

FY 2018-2020

AGENCY: Curry Senior Center

HSA/DAA/S/OFFICE ON THE AGING

CONTRACT MAILING ADDRESS: 333 Turk Street, San Francisco CA 94102

PHONE NO.: 415-885-2274

DIRECTOR: David Knego

SITES: (includes congregate nutrition, community/social services, home-delivered meal, food distribution, etc.)	Main Office	Other Site applicable to this program:	Yes	No
<p>Name of Site</p> <p>Address and Zip</p> <p>Phone Number</p> <p>Fax Number</p> <p>Neighborhood:</p> <p>Person in Charge:</p> <p>Site Manager:</p>	<p>333 Turk Street 415-885-2274 415-673-0349</p> <p>Tenderloin/Civic Center David Knego Toby Shorts</p>	<p>315 Turk Street 415-885-2274 415-673-0349</p> <p>Same Same Same</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Programs Offered</p>	<p>Primary Health Care, Dining Room (congregate meals), Drop-in Center</p>	<p>Mental Health, Substance Abuse, Homeless Outreach; Case Mgmt; Social (Comm. Prgrm)</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Days Open</p>	<p>X Mon X Tues X Wed X Thurs X Fri X Sat X Sun</p>	<p>X Mon X Tues X Wed D Thurs X Fri Sat Sun</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Hours Open</p>	<p>Health Center - M-F 9:00-5:00; Dining Room - Daily 8:00-1:30; Drop-In Daily 9:00-1:30.</p>	<p>M-F 9-4:30</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Hours of scheduled programming</p>	<p>M-F 8-5:00; Sat & Sun 8-1:30</p>	<p>M-F 9-4:30</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Hours of meal service</p>	<p>10:00a.m., 11:00a.m., 12:00 - Noon</p>	<p>Periodic Cultural Events & Lunches 11:30 a.m.</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Annual number of meals at site</p>	<p>132,203</p>	<p>960</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Average number of meals per day</p>	<p>362</p>	<p>80 per month</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Total number of service days in FY</p>	<p>Dining Room: 365 Other Programs: 248</p>	<p>All: 248</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Days closed</p>	<p>Jan 1, MLK Jr. Day, Presidents' Day Memorial Day, July 4, Labor Day, Columbus Day (Indigenous Peoples' Day) Veterans' Day, T-giving Day and the day after, Dec 25</p>	<p>Same</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>ADA Accessible</p>	<p>X Yes No</p>	<p>X Yes No</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>

APPENDIX A – SERVICES TO BE PROVIDED

EPISCOPAL COMMUNITY SERVICES

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Episcopal Community Services (“ECS”)
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

Grantee's Enhanced Outreach includes sending staff and informational materials to shelters, housing sites, adult education, and vocational programs to raise awareness about Episcopal Community Services programs for seniors and adults with disabilities. Grantee will also participate in three monthly sector-specific DAAS Community Partnership meetings – Latino partnership, African American partnership, and Asian Pacific Islander partnership.

The Grantee will share information, resources, and discuss target population needs at these partnership meetings.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **546** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **2,621** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **454** units of service of Translation.
- Grantee will provide **1,377** units of service of Social Services.
- Grantee will provide **170** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Monte Cimino
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Monte.Cimino@sfgov.org

or

Rocio Duenas
Contract Manager
Human Services Agency

PO Box 7988
San Francisco, CA 94120
Rocio.Duenas@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1				Appendix B, Page 1
2				Date: 4/11/18
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Episcopal Community Services			7/1/18-6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: COMMUNITY SERVICES			
10	Budget Reference Page No.(s)			Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$180,477	\$180,477	\$360,954
14	Operating Expense	\$42,688	\$42,688	\$85,376
15	Subtotal	\$223,165	\$223,165	\$446,330
16	Indirect Percentage (%)	12%	12%	12%
17	Indirect Cost (Line 16 X Line 15)	\$26,780	\$26,780	\$53,560
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$249,945	\$249,945	\$499,890
20	HSA Revenues			
21				
22	General Fund	\$222,451	\$222,451	\$444,902
23	CFDA 93.778	\$27,494	\$27,494	\$54,988
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$249,945	\$249,945	\$499,890
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$249,945	\$249,945	\$499,890
37	Full Time Equivalent (FTE)			
39	Prepared by: EVELYN L. LAM		Telephone No.:415-48	03/01/18
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	J	K
1									Appendix B, Page 3
2									Date: 4/11/18
3									
4									
5	Program: COMMUNITY SERVICES								
6									
7	Operating Expense Detail								
8									
9									
10									
11									TOTAL
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		<u>7/1/19-6/30/20</u>		<u>7/1/18-6/30/20</u>
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$22,868		\$22,868		\$45,736
15	Office Supplies, Postage				\$2,035		\$2,035		\$4,070
16	Building Maintenance Supplies and Repair				\$2,500		\$2,500		\$5,000
17	Printing and Reproduction				\$1,575		\$1,575		\$3,150
18	Insurance				\$1,115		\$1,115		\$2,230
19	Staff Training				\$1,060		\$1,060		\$2,120
20	Staff Travel-(Local & Out of Town)				\$1,275		\$1,275		\$2,550
21	Rental of Equipment								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25									
26									
27									
28	OTHER								
29	Staff Recruitment				\$1,500		\$1,500		\$3,000
30	Program Supplies				\$6,080		\$6,080		\$12,160
31	Telecommunications				\$2,680		\$2,680		\$5,360
32									
33									
34									
35	TOTAL OPERATING EXPENSE				\$42,688		\$42,688	\$	85,376
36									
37	HSA #3								10/25/2016

APPENDIX A – SERVICES TO BE PROVIDED

FELTON INSTITUTE

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Felton Institute
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

As a relatively new Community Services site, Grantee's Enhanced Outreach will work to develop meaningful collaborations with residents and other stakeholders in the Visitacion Valley Community in order to gain better knowledge of community needs and raise awareness of Grantee's service offerings at 66 Raymond. Grantee will continue to participate in the Visitacion Valley Services Collaborative (a collective of 11 community based organizations operating in the neighborhood), the

Visitacion Valley Neighborhood Association, and the Visitacion Valley Family Center Advisory Committee in order to pursue these goals.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **250** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **960** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **300** units of service of Translation.
- Grantee will provide **200** units of service of Social Services.
- Grantee will provide **150** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
linda.murley@sfgov.org

or

Rocio Duenas
Contract Manager
Human Services Agency

PO Box 7988
San Francisco, CA 94120
rocio.duenas@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	E
1				Appendix B, Page 1 Document Date: 4/18/18
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM			
4				
5	Name:			Term
6	Family Service Agency of San Francisco/dba Felton Institute			7/1/18-6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$57,564	\$57,564	\$115,128
14	Operating Expense	\$12,316	\$12,316	\$24,632
15	Subtotal	\$69,880	\$69,880	\$139,760
17	Indirect Percentage (%)	15%	15%	15%
18	Indirect Cost (Line 16 X Line 15)	\$10,482.00	\$10,482.00	\$20,964
19	Consultant - Asian Pacific American Community C	\$29,954	\$29,954	\$59,908
20	Capital Expenditure	\$0	\$0	\$0
21	Total Expenditures	\$110,316	\$110,316	\$220,632
22	HSA Revenues			
23	General Fund	\$98,181	\$98,181	\$196,363
24	CFDA 93.778	\$12,135	\$12,135	\$24,270
25				
26				
27				
28				
29				
30				
31	TOTAL HSA REVENUES	\$110,316	\$110,316	\$220,632
32	Other Revenues			
33	Metta Fund (FY 18-19 secured; 19-20 anticipated)	\$50,000	50,000	\$100,000
34				
35				
36				
37				
38	Total Revenues	\$160,316	\$160,316	\$320,632
39	Full Time Equivalent (FTE)			
41	Prepared by: Candy Marie Wikert, Grants Manager		Telephone No.: 415-474- Date: 2.15.18	
42	HSA-CO Review Signature: _____			
43	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H	K
1									Appendix B, Page 3
2									Document Date: 4/18/1
3									
4	Program Name: Community Services								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		<u>7/1/19-6/30/20</u>		TOTAL <u>7/1/18-6/30/20</u>
13	Rental of Property				\$7,200		\$7,200		\$14,400
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$784		\$784		\$1,568
15	Office Supplies, Postage				\$428		\$428		\$856
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction				\$1,531		\$1,531		\$3,062
18	Insurance				\$798		\$798		\$1,596
19	Staff Training								
20	Staff Travel-(Local & Out of Town)				\$364		\$364		\$728
21	Rental of Equipment								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23	Asian Pacific American Community Center								
24	*Included on Budget summary page, so as to avoid								
25	indirect calculation.								
26									
27									
28	OTHER								
29	Activities Supplies and Program Expenses				\$1,211		\$1,211		\$2,422
30									
31									
32									
33									
34									
35	TOTAL OPERATING EXPENSE				\$12,316		\$12,316		\$24,632
36									
37	HSA #3								10/25/2016

APPENDIX A – SERVICES TO BE PROVIDED

GOLDEN GATE SENIOR SERVICES

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Golden Gate Senior Services

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*

- Person 18 years of age or older with a disability

V. Location and Time of Services

Golden Gate Senior Services operates at two sites: the Richmond Senior Center and the Castro Senior Center. The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

No Enhanced Outreach is funded through this Grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of at least 35% of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve 325 unduplicated consumers at the Richmond Senior Center site and 300 unduplicated consumers at the Castro Senior Center site. Grantee will serve a total of 625 unduplicated consumers between both sites.
- Grantee will provide 2,350 units of service of Activity Scheduling at the Richmond Senior Center site and 2,500 units of service of Activity Scheduling at the Castro Senior Center site for a total of 4,850 units of service of Activity Scheduling.
- Grantee will provide 400 units of service of Translation at the Richmond Senior Center site and 0 units of Social Services at the Castro Senior Center for a total of 400 units of service of Translation Services.
- Grantee will provide 450 units of service of Social Services at the Richmond Senior Center site and 0 units of Social Services at the Castro Senior Center site for a total of 450 units of service of Social Services.
- Grantee will provide 0 units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Rick Appleby
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Rick.Appleby@sfgov.org

or

Tahir Shaikh
Contract Manager

Human Services Agency
PO Box 7988
San Francisco, CA 94120
Tahir.Shaikh@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	E
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			4/10/2018
5	Name			Term
6	Golden Gate Senior Services			07/01/18 - 06/30/2020
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services - Castro Senior Center			
10	Budget Reference Page No.(s)			Total
11	Program Term	07/01/2018 - 06/30/2019	07/01/2019 - 06/30/2020	07/01/2018-06/30/2020
12	Expenditures			
13	Salaries & Benefits	\$114,652	\$114,652	\$229,304
14	Operating Expense	\$52,791	\$52,791	\$105,582
15	Subtotal	\$167,443	\$167,443	\$334,886
16	Indirect Percentage (%)	15%	15%	0%
17	Indirect Cost (Line 16 X Line 15)	\$25,117	\$25,117	\$50,234
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$192,560	\$192,560	\$385,120
20	HSA Revenues			
21	General Fund	\$171,378	\$171,378	\$342,756
22	CFDA 93.778	\$21,182	\$21,182	\$42,364
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$192,560	\$192,560	\$385,120
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$192,560	\$192,560	\$385,120
37	Full Time Equivalent (FTE)			
39	Prepared by: Nick Lederer		Telephone No.: 415-405-46 Date: 4/10/18	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	I
1	Appendix B, Page 2							
2								
3								
4	Program: Community Services - Castro Senior Center							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11	07/01/2018 - 06/30/2019 07/01/2019 - 06/30/2020							
12		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL
	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	1/0/00 to 2/0/00
13	Executive Director	\$89,600	0.50	27%	0.13	\$12,000	\$12,000	\$24,000
14	CSC Director	\$75,000	1.00	100%	1.00	\$75,000	\$75,000	\$150,000
15	CSC Data Specialist	\$41,600	0.10	100%	0.10	\$4,160	\$4,160	\$8,320
16					-			
17					-			
18					-			
19					-			
20					-			
21					-			
22					-			
23					-			
24					-			
25					-			
26					-			
27					-			
28					-			
29					-			
30	TOTALS	\$ 206,200	1.60	227%	1.23	\$91,160	\$91,160	\$182,320
31								
32	FRINGE BENEFIT RATE	26%						
33	EMPLOYEE FRINGE BENEFITS	\$53,138				\$23,492	\$23,492	\$46,984
34								
35								
36	TOTAL SALARIES & BENEFITS	\$259,338				\$114,652	\$114,652	\$229,304
37	HSA #2	10/25/2016						

	A	B	C	E
1	Appendix B1, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			4/17/2018
5	Name			
6	Golden Gate Senior Services			
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services - Richmond Senior Center			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018 - 06/30/2019	07/01/2019 - 06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$204,523	\$204,523	\$409,046
14	Operating Expense	\$24,312	\$24,312	\$48,624
15	Subtotal	\$228,835	\$228,835	\$457,670
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$34,325	\$34,325	\$68,650
18	Capital Expenditure/Sub-Contractor	\$10,000	\$10,000	\$20,000
19	Total Expenditures	\$273,160	\$273,160	\$546,320
20	HSA Revenues			
21	General Fund	\$243,112	\$243,112	\$486,224
22	CFDA 93.778	\$30,048	\$30,048	\$60,096
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$273,160	\$273,160	\$546,320
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$273,160	\$273,160	\$546,320
37	Full Time Equivalent (FTE)			
39	Prepared by: Kaleda Walling		Telephone No.:415-405-46 Date: 4/17/18	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H	J	K
1	Appendix B1, Page 3									
2										
3										
4	Program: Community Services - Richmond Senior Center									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	Expenditure Category		TERM	07/01/2018 - 06/30/2019	07/01/2019 - 06/30/2020				TOTAL	07/01/2018-06/30/2020
13	Rental of Property			\$10,000	\$10,000				\$20,000	
14	Utilities(Elec, Water, Gas, Phone, Garbage)									
15	Office Supplies, Postage			\$8,312	\$8,312				\$16,624	
16	Building Maintenance Supplies and Repair			\$1,500	\$1,500				\$3,000	
17	Printing and Reproduction			\$1,700	\$1,700				\$3,400	
18	Insurance									
19	Staff Training			\$1,500	\$1,500				\$3,000	
20	Staff Travel-(Local & Out of Town)			\$1,300	\$1,300				\$2,600	
21	Rental of Equipment									
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE									
23										
24										
25										
26										
27										
28	OTHER									
29										
30										
31										
32										
33										
34										
35	TOTAL OPERATING EXPENSE			<u>\$24,312</u>	<u>\$24,312</u>				\$48,624	
36										
37	HSA #3									10/25/2016

	A	B	C	D	F
1	Appendix B1, Page 4				
2					
3					
4	Program Name: Community Service				
5	(Same as Line 9 on HSA #1)				
6					
7	Program Expenditure Detail				
8					
9	TOTAL				
10	Subcontractors	TERM	07/01/2018 - 06/30/2019	07/01/2019 - 06/30/2020	07/01/2018-6/30/2020
11	No.	ITEM/DESCRIPTION			
12		Choir Program	10,000	10,000	20,000
13					0
14					0
15					0
16					0
17					0
18					0
19					0
20	TOTAL EQUIPMENT COST		10,000	10,000	20,000
21					
22	R E M O D E L I N G				
23	Description:				0
24					0
25					0
26					0
27					0
28					0
29	TOTAL REMODELING COST		0	0	0
30					
31	TOTAL CAPITAL EXPENDITURE		10,000	10,000	20,000
32	(Equipment and Remodeling Cost)				
33	HSA #4				10/25/2016

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

FISCAL YEAR: 2018 - 2020

AGENCY: Golden Gate Senior Services

CONTRACT MAILING ADDRESS: 6221 Geary Blvd., 3rd Floor, San Francisco CA 94121

DIRECTOR: Nick Lederer

PHONE NO.: 415-752-6444

SITES: (Community Services)	Richmond Senior Center	Castro Senior Center	
Name of Site	Richmond Senior Center	Castro Senior Center	
Address and Zip	6221 Geary Blvd., 3 rd Fl. SF, 94121	110 Diamond St. SF, 94114	
Phone Number	415-752-6444	415-863-3507	
Fax Number	No fax	415-252-7495	
Neighborhood	Richmond District 1	Castro District 8	
Muni Line #s	1, 28, 38	33, 8, 24, 35, 37 and Muni Metro	
Person in Charge	Nick Lederer, Executive Director	Nick Lederer, Executive Director	
Site Manager	Kaleda Walling, Director	Patrick Larkin, Director	
Programs Offered at Site	Community Services, ADRC – Information & Referral Home Delivered Groceries Community Bridges (Village) Health Promotion Congregate Meals, Safe Streets SF Connected	Community Services Health Promotion Congregate Meals LGBT Outreach SF Connected	
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	
Hours Open	8:30 – 4:30 p.m.	8:30 – 4:00 p.m.	
Hours of scheduled programming	8:30 – 4:30 p.m.	8:30 – 4:00 p.m.	
Hours of meal service	11:45 – 12:30 p.m.	11:45 – 12:30 p.m.	
Annual number of meals at site	17,220	15,990	
Average number of meals per day	70	65	
Total number of service days in FY	246	246	
Days closed	14 Days Independence Day, Labor Day, Indigenous People's Day, Veteran's Day, Thanksgiving Day and day after, Christmas Eve and Day, New Year's Eve and Day, MLK Jr. Day, President's Day, Cesar Chavez Day, Memorial Day	14 Days Independence Day, Labor Day, Indigenous People's Day, Veteran's Day, Thanksgiving Day and day after, Christmas Eve and Day, New Year's Eve and Day, MLK Jr. Day, President's Day, Cesar Chavez Day, Memorial Day	
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

APPENDIX A – SERVICES TO BE PROVIDED

INDEPENDENT LIVING RESOURCE CENTER SAN FRANCISCO

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Independent Living Resource Center San Francisco (ILRCSF)

HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency of San Francisco
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

No Enhanced Outreach is being funded through this Grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **120** unduplicated consumers, seniors and younger adults with disabilities.
- Grantee will provide **600** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **250** units of service of Translation.
- Grantee will provide **300** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Rick Appleby
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Email: Rick.Appleby@sfgov.org

or

Judy Ng
Contract Manager
Human Services Agency
PO Box 7988

San Francisco, CA 94120
Email: Judy.Ng@sfgov.org

XI. Monitoring Activities

- A. **Program Monitoring**: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. **Fiscal Compliance and Contract Monitoring**: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2	Document Date: 4/17/2018			
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4				
5	Independent Living Resource Center of San Francisco (ILRC-SF)			Term
6				7/1/2018- 6/30/2020
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	Total 7/1/2018-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$63,167	\$63,167	\$126,334
14	Operating Expense	\$34,974	\$34,974	\$69,948
15	Subtotal	\$98,141	\$98,141	\$196,282
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$14,926	\$14,926	\$29,852
18	Capital and Subcontractor Expenses	\$2,869	\$2,869	\$5,738
19	Total Expenditures	\$115,936	\$115,936	\$231,872
20	HSA Revenues			
21	General Fund	\$103,183	\$103,183	\$206,366
22	CFDA 93.778	\$12,753	\$12,753	\$25,506
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$115,936	\$115,936	\$231,872
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$115,936	\$115,936	\$231,872
37	Full Time Equivalent (FTE)			
39	Prepared by: Jerome Lourme	Telephone No.: 415-543-6222		
40	HSA-CO Review Signature:	_____		
41	HSA #1	4/17/2018		

	A	B	C	D	F	G	H	I	J
1									
2									
3									
4	Program: Community Services								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>		<u>TERM</u>			7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020		TOTAL 7/1/18- 6/30/20
13	Rental of Property					\$20,386	\$20,386		\$40,772
14	Utilities (Elec, Water, Gas, Phone)					\$3,355	\$3,355		\$6,710
15	Office Supplies, Postage					\$382	\$382		\$764
16	Building Maintenance Supplies and Repair					\$70	\$70		\$140
17	Printing and Reproduction					\$200	\$200		\$400
18	Insurance					\$1,452	\$1,452		\$2,904
19	Staff Training					\$0	\$0		\$0
20	Staff Travel-(Local & Out of Town)					\$0	\$0		\$0
21	Rental of Equipment & Software					\$442	\$442		\$884
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25									
26									
27									
28	OTHER								
29	Publication and membership dues					\$437	\$437		\$874
30	Celebration Expenses					\$1,000	\$1,000		\$2,000
31	Publicity					\$250	\$250		\$500
32	Community Action Events and Travel					\$6,000	\$6,000		\$12,000
33	Food and Supplies for Client Meetings					\$1,000	\$1,000		\$2,000
34									
35	TOTAL OPERATING EXPENSE					\$34,974	\$34,974		\$69,948
36									
37	HSA #3								
	4/17/2018								

	A	B	D	E	F
1					Appendix B, Page 4
2					Document Date: 4/17/2018
3					
4		Program: Community Services			
5		(Same as Line 9 on HSA #1)			
6					
7					
8					
9					TOTAL
10	EQUIPMENT	TERM	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	7/1/18 - 6/30/20
11	No.	ITEM/DESCRIPTION			
12					
13					
14					
15					
16					
17	TOTAL EQUIPMENT COST		0	0	0
18					
19	SUBCONTRACTOR				
20	Subcontractor: Janitorial & Pest Control		\$1,047	\$1,047	\$2,094
21	Subcontractor - IT Services		\$822	\$822	\$1,644
22	Subcontractor - Sign Language Interpreters		\$1,000	\$1,000	\$2,000
23					
24					
25					
26	TOTAL SUBCONTRACTOR EXPENSES		\$ 2,869	\$ 2,869	\$ 5,738
27					
28	TOTAL CAPITAL AND SUBCONTRACTOR EXPENSES		\$ 2,869	\$ 2,869	\$ 5,738
29					
30	HSA #4				4/17/2018

AGENCY: Independent Living Resource Center San Francisco

FISCAL YEAR: 2018-2020

CONTRACT MAILING ADDRESS: 825 Howard Street San Francisco, CA 94103

DIRECTOR: Jessie Lorenz

PHONE NO.: 415-543-6222

SITES: (Community Services) Name of Site	ILRCSF				
Address and Zip Phone Number Fax Number Neighborhood Muni Line #s Person in Charge Site Manager	825 Howard Street San Francisco, CA 94103 PH: 415-543-6222 FAX: 415-543-6318 South of Market (SOMA) MUNI: L, K, M, T, F, 14, 45, 27, 30 Jessie Lorenz, Executive Director				
Programs Offered at Site	Peer Support, Independent Living Skills training, Housing, Legal services, Benefits/Economic Empowerment, emergency rental assistance, Assistive Technology and Device Lending Library, Community Activities, translation services/multi-lingual services, information, support, advocacy and referrals regarding healthcare access, accessible transportation, workplace accommodations, use of accessible computer station, Accessible AI-Anon meetings, Spinal Cord Injury Support Group.				
Days Open	___x Mon ___ Tues ___x Wed ___x Thurs ___x Fri ___ Sat ___ Sun			___ Mon ___ Tues ___ Wed ___ Thur ___ Fri ___ Sat ___ Sun	___ Mon ___ Tues ___ Wed ___ Thur ___ Fri ___ Sat ___ Sun
Hours Open	9am-4:30pm, weekends and extended hours, as needed.				
Hours of scheduled programming	9am-4:30 pm (4:30-5pm reserved for Admin)				

APPENDIX A – SERVICES TO BE PROVIDED

KIMOCHI, INC.

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Kimochi, Inc. (“Kimochi”)
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

No Enhanced Outreach is being funded through this grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.

- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **400** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **1,000** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **1,250** units of service of Translation.
- Grantee will provide **2,000** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Monte Cimino
 Program Analyst
 P.O. Box 7988
 San Francisco, CA 94120
Monte.Cimino@sfgov.org

or

Elizabeth Leone
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
Elizabeth.Leone@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units

of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Kimochi, Inc.		7/1/2018 - 6/30/2020	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18 - 6/30/19	7/1/19 - 6/30/20	Total
12	DAAS Expenditures			
13	Salaries & Benefits	\$133,686	\$133,686	\$267,372
14	Operating Expense	\$57,296	\$57,296	\$114,592
15	Subtotal	\$190,982	\$190,982	\$381,964
16	Indirect Percentage (%)	10%	10%	10%
17	Indirect Cost (Line 16 X Line 15)	\$19,635	\$19,635	\$39,270
18	Capital Expenditure	\$0	\$0	\$0
19	DAAS Total Expenditures	\$210,617	\$210,617	\$421,234
20	Non- DAAS Expenditures			
21	Salaries & Benefits	\$21,000	\$21,000	\$42,000
22	Operating Expense	\$0	\$0	\$0
23	Subtotal	\$21,000	\$21,000	\$42,000
24	Indirect Percentage (%)	32%	32%	32%
25	Indirect Cost (Line 16 X Line 15)	\$6,650	\$6,650	\$13,300
26	Capital Expenditure	\$0	\$0	\$0
27	Non DAAS Total Expenditures	\$27,650	\$27,650	\$55,300
28	Total Expenditures	\$238,267	\$238,267	\$476,534
29				
30	HSA Revenues			
31	General Fund	\$187,449	\$187,449	\$374,898
32	CDFR 93.778	\$23,168	\$23,168	\$46,336
33	TOTAL HSA REVENUES	\$210,617	\$210,617	\$421,234
34	Other Revenues			
35				
36	Fundraising	\$6,650	\$6,650	\$13,300
37	In-Kind Volunteer	\$21,000	\$21,000	\$42,000
38	TOTAL Non HSA REVENUES	\$27,650	\$27,650	\$55,300
39				
40	Total Revenues	\$238,267	\$238,267	\$476,534
41	Full Time Equivalent (FTE)			
43	Prepared by: Rod Valdepenas		Date 4/10/18	
44	HSA-CO Review Signature: _____			
45	HSA #1			4/10/2018

	A	B	C	D	E	F	G	I
1	Appendix B, Page 2							
2								
3								
4	Program: Community Services							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11								
		Agency Totals		HSA Program		7/1/18 - 6/30/19	7/1/19 - 6/30/20	
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAAS Program Budgeted Salary	DAAS Program Budgeted Salary	TOTAL
12	DAAS POSITION TITLE							
13	Lounge Outreach Worker	\$31,200	50%	100%	50%	\$15,600	\$15,600	\$31,200
14	Senior Center Coordinator	\$43,680	100%	40%	40%	\$17,472	\$17,472	\$34,944
15	Senior Center Asst.	\$38,000	100%	50%	50%	\$19,000	\$19,000	\$38,000
16	Case Manager Jap coordinator	\$50,000	100%	25%	25%	\$12,500	\$12,500	\$25,000
17	Case Manager	\$42,000	100%	50%	50%	\$21,000	\$21,000	\$42,000
18	Case Manager Kor	\$42,000	100%	50%	50%	\$21,000	\$21,000	\$42,000
19	Asst. to Program Dir.	\$40,560	100%	15%	15%	\$6,084	\$6,084	\$12,168
20					-			
21	TOTALS	\$287,440	6.50	330%	2.80	\$112,656	\$112,656	\$225,312
22								
23	FRINGE BENEFIT RATE	19%						
24	EMPLOYEE FRINGE BENEFITS	\$53,657.30				\$21,030	\$21,030	\$42,060
25	DAAS TOTAL SALARIES & BENEFITS	\$341,097				\$133,686	\$133,686	\$267,372
26								
27								
28		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	
29	Non DAAS POSITION TITLE							
30	In-Kind Volunteer	\$21,000	100%	100%	100%	\$21,000	\$21,000	\$42,000
31					-			\$0
32	TOTALS	\$21,000	1.00	100%	1.00	\$21,000	\$21,000	\$42,000
33								
34	FRINGE BENEFIT RATE							
35	EMPLOYEE FRINGE BENEFITS					\$0	\$0	\$0
36								
37	Non DAAS TOTAL SALARIES & BENEFITS					\$21,000	\$133,686	\$267,372
38	HSA #2							

	A	B	C	D	E	F	G	H	J	K
1	Appendix B, Page 3									
2										
3										
4	Program: Community Servi									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	<u>DAAS - Expenditure Category</u>			TERM	<u>7/1/18 - 6/30/19</u>		<u>7/1/19 - 6/30/20</u>			<u>TOTAL</u>
13	Auto - Fuel				\$7,000		\$7,000			\$ 14,000
14	Computer/IT/Website				\$5,300		\$5,300			\$ 10,600
15	Data Plan				\$500		\$500			\$ 1,000
16	Dues/Subscriptions				\$100		\$100			\$ 200
17	Insurance - D&O/Other				\$1,500		\$1,500			\$ 3,000
18	Insurance - General				\$3,444		\$3,444			\$ 6,888
19	Maintenance Contracts				\$348		\$348			\$ 696
20	Outside Services (Pest control, Environmental Fees, Misc Services, etc)				\$1,554		\$1,554			\$ 3,108
21	Postage				\$750		\$750			\$ 1,500
22	Printing				\$600		\$600			\$ 1,200
23	Prof Services - Acctg				\$2,200		\$2,200			\$ 4,400
24	Rent - Eqpt./Others				\$3,500		\$3,500			\$ 7,000
25	Rent - Property				\$12,000		\$12,000			\$ 24,000
26	Supplies/Materials				\$3,000		\$3,000			\$ 6,000
27	Telephone				\$7,000		\$7,000			\$ 14,000
28	Training				\$500		\$500			\$ 1,000
29	Utilities				\$8,000		\$8,000			\$ 16,000
30										\$ -
31	TOTAL DAAS OPERATING EXPENSE				<u>\$57,296</u>		<u>\$57,296</u>			<u>\$ 114,592</u>
32										
33	<u>Non-DAAS - Expenditure Category</u>									
34										
35	Rent - Property				\$0		\$0			\$ -
36	Site Utilities & Common Area Maintenance				\$0		\$0			\$ -
37	TOTAL Non DAAS OPERATING EXPENSE				<u>\$0</u>		<u>\$0</u>			<u>\$0</u>
38										
39	HSA #3									4/10/2018

APPENDIX F - SITE CHART
FY 2018 - 2020

AGENCY: KIMOCHI, INC.

HSA/DAAS/Office on the Aging

CONTRACT MAILING ADDRESS: 1715 BUCHANAN, SAN FRANCISCO, CA 94115

DIRECTOR: STEVE ISHII, EXECUTIVE DIRECTOR

PHONE NO. (415) 931-2294

SITES: Name of Site	KIMOCHI SENIOR CENTER	KIMOCHI 1715 BUCHANAN	KIMOCHI LOUNGE	
Address and Zip	1840 SUTTER, 94115	1715 BUCHANAN 94115	1581 WEBSTER #202, 94115	
Phone Number	(415) 931-2287	(415) 931-2275	(415) 563-5626	
Fax Number	(415) 931-2299	(415) 931-2299	(415) 931-2299	
Neighborhood	WESTERN ADDITION	WESTERN ADDITION	WESTERN ADDITION	
Person in Charge	KAI FUKUMITSU	YUMI BERMAN	BASIL LEE	
Site Manager	KAI FUKUMITSU	YUMI BERMAN	BASIL LEE	
Programs Offered	COMMUNITY SERVICES SENIOR CENTER ACTIVITIES	COMMUNITY SERVICES SOCIAL SERVICES TRANSLATION	COMMUNITY SERVICES SENIOR CENTER ACTIVITIES SOCIAL SERVICES	
Days Open	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	Mon X Tues Wed X Thurs Fri X Sat Sun	Mon Tues Wed Thurs Fri Sat Sun
Hours Open	9:00am-5:00pm	9:00am-5:00pm	11:00am-3:00pm	
Hours of scheduled programming	9:30am-4:00pm	9:00am-5:00pm	11:00am-3:00pm	
Hours of meal service	11:30am-12:30pm	N/A	N/A	
Annual number of meals at site	60,000	N/A	N/A	
Average number of meals per day	200	N/A	N/A	
Total number of service days in FY	230	230	230	
Days closed	Sat, Sun, Agency Holidays	Sat, Sun, Agency Holidays	Sun, Mon, Agency Holidays	
ADA Accessible	X Yes No	X Yes No	X Yes No	X Yes No

APPENDIX A – SERVICES TO BE PROVIDED

LIGHTHOUSE FOR THE BLIND AND VISUALLY IMPAIRED

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Lighthouse for the Blind and Visually Impaired (Lighthouse)
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

Grantee will outreach to develop relationships with eye care professionals (ophthalmologists, optometrists, etc.) to raise awareness about Grantee services and facilitate referrals. Grantee has the capability to develop outreach materials in braille and other accessible formats and will do so to provide information to consumers about Lighthouse and other community providers.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **200** unduplicated consumers, seniors and younger adults with disabilities.
- Grantee will provide **720** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **24** units of service of Translation.
- Grantee will provide **750** units of service of Social Services.
- Grantee will provide **84** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Rick Appleby
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Email: Rick.Appleby@sfgov.org

or

Judy Ng
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Email: judy.ng@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Agency Name:			Term
6	LightHouse for the Blind and Visually Impaired			07/01/18 - 06/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018- 06/30/2019	07/01/2019- 06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$95,127	\$95,127	\$190,254
14	Operating Expense	\$1,900	\$1,900	\$3,800
15	Subtotal	\$97,027	\$97,027	\$194,054
16	Indirect Percentage (%)	10%	10%	10%
17	Indirect Cost (Line 16 X Line 15)	\$9,702	\$9,702	\$19,404
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$106,729	\$106,729	\$213,458
20	HSA Revenues			
21	General Fund	\$94,989	\$94,989	\$189,978
22	CFDA 93.778	\$11,740	\$11,740	\$23,480
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$106,729	\$106,729	\$213,458
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$106,729	\$106,729	\$213,458
37	Full Time Equivalent (FTE)			
39	Prepared by: Jennifer Sachs		Telephone No.: 415-694-7333	
40	HSA-CO Review Signature: _____			
41	HSA #1			Date: 4/16/2018

Program: Community Services
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

	A	B	C	D	E	F	G	H	
1									
2									
3									
4	Program: Community Services								
5	(Same as Line 9 on HSA #1)								
6									
7	Salaries & Benefits Detail								
8									
9									
10						07/01/2018- 06/30/2019	07/01/2019- 06/30/2020		
11		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL	
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	07/01/2018-06/30/20	
13	Director of Community Services	\$84,816	1.00	13%	0.13	\$11,026	\$11,026	\$22,052	
14	Senior Director, Programs	\$156,818	1.00	3%	0.03	\$4,705	\$4,705	\$9,410	
15	Information Concierge	\$43,444	1.00	50%	0.50	\$21,722	\$21,722	\$43,444	
16	Adult Programs Coordinator	\$56,670	1.00	60%	0.60	\$34,002	\$34,002	\$68,004	
17	Junior Executive Assistant	\$45,000	1.00	10%	0.10	\$4,500	\$4,500	\$9,000	
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30	TOTALS	\$386,748	5.00	136%	1.36	\$75,955	\$75,955	\$151,910	
31									
32	FRINGE BENEFIT RATE	25%							
33	EMPLOYEE FRINGE BENEFITS	\$97,619.84				\$19,172	\$19,172	\$38,344	
34									
35									
36	TOTAL SALARIES & BENEFITS	\$484,368				\$95,127	\$95,127	\$190,254	
37	HSA #2								

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	Program: Community Services										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11											
12	Expenditure Category				07/01/2018- 06/30/2019	07/01/2019- 06/30/2020				TOTAL 07/01/18 - 06/30/20	
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Garbage)										
15	Office Supplies, Postage										
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction										
18	Insurance										
19	Staff Training										
20	Staff Travel-(Local & Out of Town)				\$300	\$300				\$600	
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25											
26											
27											
28	OTHER										
29	Translation Services				\$600	\$600				\$1,200	
30	Program Supplies(Exercise Equip,Arts & Crafts, misc)				\$1,000	\$1,000				\$2,000	
31											
32											
33											
34											
35	TOTAL OPERATING EXPENSE				\$1,900	\$1,900				\$3,800	
36											
37	HSA #3									Date: 4/16/2018	

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

FISCAL YEAR: 7/1/2018 – 6/30/2020

AGENCY: LightHouse for the Blind and Visually Impaired

CONTRACT MAILING ADDRESS: 1155 Market Street, 10th Floor, San Francisco, CA 94103

DIRECTOR: Bryan Bashin, CEO

PHONE NO.: 415-694-7346

SITES: (Community Services) Name of Site	LightHouse for the Blind and Visually Impaired				
Address and Zip Phone Number Fax Number Neighborhood Muni Line #s Person in Charge Site Manager	1155 Market Street, 10 th Floor, 94103 415-431-1481 415-863-7568 Mid Market, D6 5, 5R, 9R, 14, 14R, 19, J, K, L, M, N, T, F Lisamaria Martinez Scott Blanks				
Programs Offered at Site	Community Services, Tech Training, Daily Living Skills, Counseling, Braille, White Cane Mobility, more				
Days Open	x Mon x Tues x Wed x Thurs x Fri Sat Sun	Mon Tues Wed Thur Fri Sat Sun	Mon Tues Wed Thur Fri Sat Sun	Mon Tues Wed Thur Fri Sat Sun	Mon Tues Wed Thur Fri Sat Sun
Hours Open	8 a.m. – 6 p.m.				
Hours of scheduled programming	720				
Hours of meal service	N/A				
Annual number of meals at site	N/A				
Average number of meals per day	N/A				
Total number of service days in FY	Year round				
Days closed	Sundays, holidays, between Christmas and New Year's				
ADA Accessible	x Yes No	X Yes No	Yes No	Yes No	Yes No

APPENDIX A – SERVICES TO BE PROVIDED

Mission Neighborhood Centers

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Mission Neighborhood Centers
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

Grantee owns a ten-passenger van which is used to pick-up and drop-off clients at Mission Housing Development Corporation senior housing sites.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **550** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **1650** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **525** units of service of Translation.
- Grantee will provide **1450** units of service of Social Services.
- Grantee will provide **750** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
linda.murley@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
steve.kim@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			
6	<u>Mission Neighborhood Centers, Inc.</u>			
7	(Check One) New <input checked="" type="checkbox"/>	Renewal <input type="checkbox"/>	Modification <input type="checkbox"/>	
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Capp Street Senior Center			
10	Budget Reference Page No.(s)			
11	Program Term	7/01/18-6/30/2019	7/01/19-6/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$152,026	\$152,026	\$304,052
14	Operating Expense	\$40,852	\$40,852	\$81,704
15	Subtotal	\$192,878	\$192,878	\$385,756
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$28,932	\$28,932	\$57,864
18	Subcontractor/Capital Expenditures	\$15,880	\$15,880	\$31,760
19	Total Expenditures	\$237,690	\$237,690	\$475,380
20	HSA Revenues			
21	General Fund	\$211,544	\$211,544	\$423,088
22	CFDA 93.778	\$26,146	\$26,146	\$52,292
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$237,690	\$237,690	\$475,380
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$237,690	\$237,690	\$475,380
37	Full Time Equivalent (FTE)	2.63	2.63	
39	Prepared by: Maria Bermudez	Telephone No.:415 206-7754		
40	HSA-CO Review Signature: _____			
41	HSA #1	5/2/2018		

	A	B	C	D	E	F	G	H	I
1									
2									
3									
4	Mission Neighborhood Centers, Inc.								
5	Program: Capp Street Senior Center								
6									
7	Operating Expense Detail								
8									
9									
10									
11	TOTAL								
12	<u>Expenditure Category</u>				TERM	7/01/18-6/30/2019	7/01/19-6/30/2020		
13	Rental of Property				\$	3,120	\$ 3,120	\$	6,240
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$	10,478	\$ 10,478	\$	20,956
15	Office Supplies, Postage				\$	1,992	\$ 1,992	\$	3,984
16	Building Maintenance Supplies and Repair				\$	3,120	\$ 3,120	\$	6,240
17	Printing and Reproduction				\$	100	\$ 100	\$	200
18	Insurance				\$	3,100	\$ 3,100	\$	6,200
19	Staff Training				\$	500	\$ 500	\$	1,000
20	Staff Travel-(Local & Out of Town)								
21	Rental of Equipment								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25	OTHER								
26	Fuel Maint & Repair				\$	1,600	\$ 1,600	\$	3,200
27	Educational Outings				\$	2,946	\$ 2,946	\$	5,892
28	Advertising				\$	500	\$ 500	\$	1,000
29	Program Supplies (exercise,music,sewing, etc)				\$	3,600	\$ 3,600	\$	7,200
30	Food Supplies (cooking classes, food for activities)				\$	3,500	\$ 3,500	\$	7,000
31	Janitorial supplies (soap,toiletries,mops,buckets, etc)				\$	2,496	\$ 2,496	\$	4,992
32	Stipend for Participants				\$	800	\$ 800	\$	1,600
33	Transportation				\$	3,000	\$ 3,000	\$	6,000
34	TOTAL OPERATING EXPENSE				\$	40,852	\$ 40,852	\$	81,704
35									
36	HSA #3								5/2/2018

	A	B	C	D	E
1					Appendix B, Page 4
2					
3		Mission Neighborhood Centers, Inc.			
4		Program: Capp Street Senior Center			
5		(Same as Line 9 on HSA #1)			
6					
7		Subcontractor/Capital Expenditures			
8					
9					
10		SUBCONTRACTORS	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11		Nutritionist	\$600	\$600	\$1,200
12		Exercise Instructor	\$7,680	\$7,680	\$15,360
13		Group Therapist	\$3,200	\$3,200	\$6,400
14		Dance Instructor	\$1,200	\$1,200	\$2,400
15		Choir Instructor	\$3,200	\$3,200	\$6,400
16		TOTAL SUBCONTRACTOR COST	\$15,880	\$15,880	\$31,760
17					
18					
19		EQUIPMENT	TERM	7/1/18-6/30/19	7/1/19-6/30/20
20	Units	ITEM/DESCRIPTION			
21					
22					
23					
24		TOTAL EQUIPMENT COST	\$0	\$0	\$0
25					
26		REMODELING	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
27		Description:			
28					
29					
30					
31		TOTAL REMODELING COST	\$0	\$0	\$0
32					
33		TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$15,880	\$15,880	\$31,760
34					
35		HSA #4			6/4/2018

FISCAL YEAR: 2018-2020

AGENCY: MISSION NEIGHBORHOOD CENTERS, INC

CONTRACT MAILING ADDRESS: 362 CAPP ST SAN FRANCISCO CA 94110

DIRECTOR: MARIA BERMUDEZ

PHONE NO.: (415) 206-7752

SITES: (Community Services)	MISSION NEIGHBORHOOD CENTERS, INC					
Name of Site	MISSION NEIGHBORHOOD CENTERS, INC					
Address and Zip	362 Capp St San Francisco, CA 94110					
Phone Number	(415) 206-7750					
Fax Number	(415) 647-6911					
Neighborhood	Mission					
Muni Line #s	14 & 49					
Person in Charge	Maria Bermudez					
Site Manager						
Programs Offered at Site	Community and Social Services Congregate Meals Program Exercises Classes Computer Classes Nutrition Classes Psychoeducation Health Screenings Recreational activities Food Bank Distribution					
Days Open	X Mon X Tues X Wed X Thurs X Fri Sat Sun					Mon ___ Tues ___ Wed ___ Thur ___ Fri ___ Sat ___ Sun ___
Hours Open	9:00 AM – 5:00 PM					
Hours of scheduled programming	9:00 AM – 4:00 PM					
Hours of meal service	12:00 – 1:00 PM					
Annual number of meals at site	12,227					
Average number of meals per day	53					
Total number of service days in FY	248					
Days closed	12					
ADA Accessible	XX Yes ___ No	X Yes ___ No	Yes ___ No	Yes ___ No	Yes ___ No	Yes ___ No

APPENDIX A – SERVICES TO BE PROVIDED

ON LOK DAY SERVICES / 30TH STREET SENIOR CENTER

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	On Lok / 30 th Street Senior Center
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is not funded through this grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **1,550** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **8,100** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **2,060** units of service of Translation.
- Grantee will provide **1,800** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Monte Cimino
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Monte.Cimino@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Steve.Kim@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	On Lok Day Services			07/01/18-06/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018- 06/30/2019	07/01/2019- 06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$291,183	\$291,183	\$582,366
14	Operating Expense	\$56,535	\$56,535	\$113,070
15	Subtotal	\$347,718	\$347,718	\$695,436
16	Indirect Percentage (%)	10%	10%	10%
17	Indirect Cost (Line 16 X Line 15)	\$33,140	\$33,140	\$66,280
18	Subcontractor/Capital Expenditures	\$20,500	\$20,500	\$41,000
19	Total Expenditures	\$401,358	\$401,358	\$802,716
20	HSA Revenues			
21	General Fund	\$357,209	\$357,209	\$714,418
22	CFDA 93.778	\$44,149	\$44,149	\$88,298
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$401,358	\$401,358	\$802,716
30	Other Revenues			
31	Fundraising	\$60,203	\$60,203	\$120,406
32	Volunteers	\$246,261	\$246,261	\$492,523
33				
34				
35				
36	Total Revenues	\$707,823	\$707,823	\$1,415,646
37	Full Time Equivalent (FTE)	4.06	4.06	
39	Prepared by: Valorie Villela		Telephone No.: (415) 550-2211	
40	HSA-CO Review Signature: _____			
41	HSA #1			5/2/2018

	A	B	C	D	E	F	G	H	I
1									
2									
3	On Lok Day Services								
4	Program: Community Services								
5									
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>			TERM	07/01/2018- 06/30/2019		07/01/2019- 06/30/2020		TOTAL 07/01/18- 06/30/20
13	Rental of Property								\$ -
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$ 23,938		\$ 23,938		\$ 47,876
15	Office Supplies, Postage				\$ 1,960		\$ 1,960		\$ 3,920
16	Building Maintenance Supplies and Repair				\$ 30,637		\$ 30,637		\$ 61,274
17	Printing and Reproduction								\$ -
18	Insurance								\$ -
19	Staff Training								\$ -
20	Staff Travel-(Local & Out of Town)								\$ -
21	Rental of Equipment								\$ -
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									\$ -
25									\$ -
26									\$ -
27									\$ -
28	OTHER								
29									
30									\$ -
31									\$ -
32									\$ -
33									\$ -
34									
35	TOTAL OPERATING EXPENSE				\$ 56,535		\$ 56,535		\$ 113,070
36									
37	HSA #3								
									5/2/2018

	A	B	C	D	E
1					
2					
3		On Lok Day Services			
4		Program: Community Services			
5		(Same as Line 9 on HSA #1)			
6					
7		Subcontractor/Capital Expenditures			
8					
9					TOTAL
10		SUBCONTRACTORS	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11		Jesuit Volunteer Corps	\$20,500	\$20,500	\$41,000
12					
13					
14					
15					
16		TOTAL SUBCONTRACTOR COST	\$20,500	\$20,500	\$41,000
17					
18					
19		EQUIPMENT	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
20	Units	ITEM/DESCRIPTION			
21		Equipment A			
22					
23					
24					
25		TOTAL EQUIPMENT COST	\$0	\$0	\$0
26					
27		REMODELING	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
28		Description:			
29		Remodel A			
30					
31					
32		TOTAL REMODELING COST	\$0	\$0	\$0
33					
34		TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$20,500	\$20,500	\$41,000
35					
36		HSA #4			5/2/2018

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

FISCAL YEAR: 2018-2020

AGENCY: On Lok Day Services/30th Street Senior Center

CONTRACT MAILING ADDRESS: 225 30th Street San Francisco, CA 94131

DIRECTOR: Valorie Villela

PHONE NO.: 415-550-2210

SITES: (Community Services)	30 th Street Senior Center			
Name of Site				
Address and Zip Phone Number Fax Number Neighborhood Muni Line #s	225 30 th Street 415-550-2210 415-550-2255 Upper Noe Valley 24,36,14,49 & JChurch			
Person in Charge Site Manager	Betsy Gran Betsy Gran			
Programs Offered at Site	Recreation & art classes, Exercise Classes & health promotion programs, Life Long learning, gardening,			
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun			
Hours Open	Mon-Sat. & all Holidays 8:30am-5:00pm			
Hours of scheduled programming	Mon-Sat & Holidays 8:30 am-5:00pm.			
Hours of meal service	12:00 noon to 1:15 pm			
Annual number of meals at site	50,000/year			
Average number of meals per day	170/day			
Total number of service days in FY Days closed	313 days Sundays			
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

APPENDIX A – SERVICES TO BE PROVIDED

OPENHOUSE

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Openhouse
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

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4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

In addition to general outreach to raise community awareness of Openhouse's offerings, Openhouse will be engaging in Enhanced Outreach by specifically targeting additional outreach to the Transgender community and LGBTQ older adults of color. In order to reach and engage these "communities within communities," Openhouse will develop specific programming in-house as well as fostering cross-organizational programming with other local organizations. Openhouse will also

continue collaborations with API Wellness/Trans Thrive, Lyric, Positive Resource Center, and the City's Office of Transgender Initiatives. Further, Openhouse will participate in related community events including the Transgender Day of Visibility/Remembrance, Trans March, and Castro Street Fair.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **400** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **1,300** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **0** units of service of Translation.
- Grantee will provide **1,100** units of service of Social Services.
- Grantee will provide **45** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Rick Appleby
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Rick.Appleby@sfgov.org

or

Steve Kim
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Steve.Kim@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			
6	Openhouse			
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/18 - 6/30/19	7/1/19 - 6/30/20	7/1/18 - 6/30/20
12	Expenditures			
13	Salaries & Benefits	\$195,077	\$195,077	\$390,154
14	Operating Expense	\$32,152	\$32,152	\$64,304
15	Subtotal	\$227,229	\$227,229	\$454,458
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$34,489	\$34,489	\$68,978
18	Subcontractor/Capital Expenditures	\$2,700	\$2,700	\$5,400
19	Total Expenditures	\$264,418	\$264,418	\$528,836
20	HSA Revenues			
21	General Fund	\$235,332	\$235,332	\$470,664
22	CFDA 93.778	\$29,086	\$29,086	\$58,172
23				
24				
25				
26				
27				
28				
29				
30	TOTAL HSA-DAAS REVENUES	\$264,418	\$264,418	\$528,836
31	Other Revenues			
32				
33				
34				
35				
36				
37	Total Revenues	\$264,418	\$264,418	\$528,836
38	Full Time Equivalent (FTE)	2.88	2.88	
40	Prepared by: Matthew Cimino	Telephone No.: (415) 530-2783		
41	HSA-CO Review Signature: _____			
42	HSA #1	5/2/2018		

	A	B	C	D	E	F	G	H	I
1									
2									
3	Openhouse								
4	Program: Community Services								
5									
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>				TERM	<u>7/1/18 - 6/30/19</u>	<u>7/1/19-6/30/20</u>	TOTAL <u>7/1/18 - 6/30/20</u>	
13	Rental of Property					\$ 6,915	\$ 6,915	\$ 13,830	
14	Utilities(Elec, Water, Gas, Phone, Scavenger)								
15	Office Supplies, Postage					\$ 1,237	\$ 1,237	\$ 2,474	
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction					\$ 24,000	\$ 24,000	\$ 48,000	
18	Insurance								
19	Staff Training								
20	Staff Travel-(Local & Out of Town)								
21	Rental of Equipment								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25									
26									
27	OTHER								
28									
29									
30									
31									
32									
33									
34	TOTAL OPERATING EXPENSE					\$ 32,152	\$ 32,152	\$ 64,304	
35									
36	HSA #3							5/2/2018	

	A	B	C	D	E
1	Appendix B, Page 4				
2					
3	Openhouse				
4	Program: Community Services				
5	(Same as Line 9 on HSA #1)				
6					
7	Subcontractor/Capital Expenditures				
8					
9	TOTAL				
10	SUBCONTRACTORS		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11	Community Outreach - multiple providers		\$2,700	\$2,700	\$5,400
12					
13					
14					
15					
16	TOTAL SUBCONTRACTOR COST		\$2,700	\$2,700	\$5,400
17					
18					
19	EQUIPMENT	TERM	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
20	Units	ITEM/DESCRIPTION			
21		Equipment A			
22					
23					
24					
25	TOTAL EQUIPMENT COST		\$0	\$0	\$0
26					
27	REMODELING		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
28	Description:				
29	Remodel A				
30					
31					
32	TOTAL REMODELING COST		\$0	\$0	\$0
33					
34	TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$2,700	\$2,700	\$5,400
35					
36	HSA #4				5/2/2018

Appendix F- SITE CHART

FY 07/01/2018 – 06/30/2020

HSA/DAAS/OFFICE ON THE AGING

AGENCY: OPENHOUSE

CONTRACT MAILING ADDRESS: 65 Laguna Street, San Francisco, CA 94102

DIRECTOR: Karyn Skultety, PhD, Executive Director

PHONE NO.: 415-296-8995

<p>SITES: (includes congregate nutrition, community/social services, home-delivered meal, food distribution, etc.)</p> <p>Name of Site</p>	<p>Main Office</p> <p>Openhouse at the Bob Ross LGBT Senior Center</p>	
<p>Address and Zip</p> <p>Phone Number</p> <p>Fax Number</p> <p>Neighborhood</p> <p>Person in Charge</p> <p>Site Manager</p>	<p>65 Laguna Street, 94102</p> <p>415-296-8995</p> <p>415-296-8008</p> <p>Castro: D8</p> <p>Karyn Skultety PhD, Executive Director</p> <p>Matthew Cimino, Director of Operations</p>	
<p>Programs Offered</p>	<p>Community Services; Case Management; ADRC; Friendly Visitor; Lifelong Learning; Health and Wellness; Community Engagement</p>	
<p>Days Open</p>	<p><u>X</u> Mon <u>X</u> Tues <u>X</u> Wed <u>X</u> Thurs</p> <p><u>X</u> Fri ___ Sat ___ Sun</p>	<p>Mon ___ Tues ___</p> <p>Wed ___ Thur ___</p> <p>Fri ___ Sat ___</p> <p>Sun ___</p>
<p>Hours Open</p>	<p>9:30AM – 5:30PM</p>	
<p>Hours of scheduled programming</p>	<p>9:30AM – 5:30PM</p>	
<p>Hours of meal service</p>	<p>N/A</p>	
<p>Annual number of meals at site</p>	<p>N/A</p>	
<p>Annual # nutrition education units</p>	<p>N/A</p>	
<p>Average number of meals per day</p>	<p>N/A</p>	
<p>Total number of service days in FY</p>	<p>250</p>	
<p>Days closed</p>	<p>New Year's Day, MLK, Jr. Day, Presidents' Day, Memorial Day Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas</p>	
<p>ADA Accessible</p>	<p><u>X</u> Yes ___ No</p>	<p>___ Yes ___ No</p>

APPENDIX A – SERVICES TO BE PROVIDED

Russian American Community Services

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Russian American Community Services
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

No Enhanced Outreach is being funded through this grant.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **350** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **582** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **250** units of service of Translation.
- Grantee will provide **1250** units of service of Social Services.
- Grantee will provide **0** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
 Program Analyst
 P.O. Box 7988
 San Francisco, CA 94120
linda.murley@sfgov.org

or

David Kashani
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120
david.kashani@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Russian American Community Services			07/01/18-06/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal _____ Modification _____			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			
11	Program Term	07/01/2018- 06/30/2019	07/01/2019- 06/30/2020	Total
12	Expenditures			
13	Salaries & Benefits	\$69,206	\$69,206	\$138,412
14	Operating Expense	\$15,489	\$15,489	\$30,978
15	Subtotal	\$84,695	\$84,695	\$169,390
16	Indirect Percentage (%)	10%	10%	10%
17	Indirect Cost (Line 16 X Line 15)	\$8,469	\$8,469	\$16,938
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$93,164	\$93,164	\$186,328
20	HSA Revenues			
21				
22	General Fund	\$10,248	\$10,248	\$20,496
23	CFDA 93.778	\$82,916	\$82,916	\$165,832
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$93,164	\$93,164	\$186,328
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$93,164	\$93,164	\$186,328
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:		
40	HSA-CO Review Signature:	_____		
41	HSA #1			

	A	B	C	D	E	F	G	H	
1	Appendix B, Page 2								
2									
3									
4	Program Name:								
5	(Same as Line 9 on HSA #1)								
6									
7	Salaries & Benefits Detail								
8									
9									
10						07/01/2018- 06/30/2019	07/01/2019- 06/30/2020		
11		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL	
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	07/01/2018-06/30/20	
13	<i>Social Worker</i>	\$65,000	0.75	100%	0.75	\$48,750	\$48,750	\$97,500	
14	<i>Activities Director</i>	\$26,000	0.40	100%	0.40	\$10,400	\$10,400	\$20,800	
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30	TOTALS	\$91,000	1.15	200%	1.15	\$59,150	\$59,150	\$118,300	
31									
32	FRINGE BENEFIT RATE	17%							
33	EMPLOYEE FRINGE BENEFITS	\$15,470				\$10,056	\$10,056	\$20,112	
34									
35									
36	TOTAL SALARIES & BENEFITS	\$106,470				\$69,206	\$69,206	\$138,412	
37	HSA #2	10/25/2016							

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

FISCAL YEAR: 2018-2020

AGENCY: Russian American Community Services (RACS)

CONTRACT MAILING ADDRESS:

DIRECTOR: Nick Buick

PHONE NO.: (415) 387-5336

SITES: (Community Services)		RACS			
Name of Site					
Address and Zip	300 Anza St, 94118				
Phone Number	(415) 387-5336				
Fax Number	(415) 387-5357				
Neighborhood	Richmond				
Muni Line #s	38, 43				
Person in Charge	Olga Medvedko				
Site Manager	Sasha Whooley				
Programs Offered at Site	Community Services Congregate Meals Home Delivered Meals Home Delivered Groceries				
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	
Hours Open	9-4				
Hours of scheduled programming	10:30- 1:30				
Hours of meal service	11am- 1pm				
Annual number of meals at site	35,000				
Average number of meals per day	133				
Total number of service days in FY	253				
Days closed	NY, Jan 7, Pres Day, Bright Monday, Memorial Day, July 4, Labor Day, TGiving(2), Christmas				
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

APPENDIX A – SERVICES TO BE PROVIDED

San Francisco Senior Center – Aquatic Park

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	San Francisco Senior Center
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee’s Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

The Aquatic Park Center Chinese Outreach project will reach out to the monolingual Chinese community at Aquatic Park Center as well as monolingual residents in low income senior housing in Districts 2 & 3. The Center has targeted dwellings with few opportunities of services and engagement, as well as Tel Hi Center participants that would benefit the most from the Living Well, Aging Well (LWAW) program offered at the Aquatic Park Center. The goal is to identify individuals who are not connected to the local community and its resources. The Outreach staff will collaborate

with the Aging and Disability Resource Center (ADRC) Chinese speaking staff at Aquatic Park Center to outreach together for greater participation outcomes. The Aquatic Park Center staff will pursue the goal of achieving engagement throughout the neighborhood via deliberate and coordinated outreach and connection back to the services and programs of the Center. The Chinese Outreach Worker will personally introduce Chinese participants to physical fitness and social opportunities, joining in the classes to make them more approachable, as well as providing an introduction to ADRC and LWAW staff.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **1,000** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **9,600** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **960** units of service of Social Services.
- Grantee will provide **780** units of Translation Services
- Grantee will provide **720** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.

- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Paulo Salta
 Program Analyst
 P.O. Box 7988

San Francisco, CA 94120
Paulo.Salta@sfgov.org

or

Elizabeth Léone
Senior Contracts Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Elizabeth.Leone@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2	Document Date:			4/12/2018
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY			
4	BY PROGRAM			
5	Contractor's Name			Contract Term
6	San Francisco Senior Center			7/01/18 - 6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services/Aquatic Park			
10	Budget Reference Page No.(s)			
11	Program Term	7/01/18 - 6/30/19	7/01/19 - 6/30/20	Total
12	Expenditures			
13	Salaries & Benefits	\$219,024	\$219,024	\$438,048
14	Operating Expense	\$53,469	\$53,469	\$106,938
15	Subtotal	\$272,493	\$272,493	\$544,986
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 17)	\$40,874	\$40,874	\$81,748
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$313,367	\$313,367	\$626,734
20	HSA Revenues			
21	General Fund	\$278,897	\$278,897	\$557,794
22	CFDA 93.778	\$34,470	\$34,470	\$68,940
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$313,367	\$313,367	\$626,734
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$313,367	\$313,367	\$626,734
37	Full Time Equivalent (FTE)			
39	Prepared by: Tina Sha	Telephone No: 415-351-3648	Date: 02/20/18	
40	HSA-CO Review Signature: _____			
41	HSA #1			4/12/2018

	A	B	C	D	E	F	G	H			
1	Appendix B, Page 2										
2								4/12/2018			
3											
4	Program: Community Services/Aquatic Park										
5											
6											
7	Salaries & Benefits Detail										
8											
9											
10					7/01/18 - 6/30/19		7/01/19 - 6/30/20		7/01/18 - 6/30/20		
11	Agency Totals		For HSA Program		For DAAS Program		For DAAS Program		TOTAL		
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary			
13	Service Coordinator -Jill Spezzano	\$62,691	94%	65%	61%	\$38,202	\$38,202	\$76,405			
14	Program Coordinator -Joseph Mitchell	\$60,216	100%	19%	19%	\$11,441	\$11,441	\$22,882			
15	Program Assistant I -Janet Freeman	\$46,342	50%	30%	15%	\$6,951	\$6,951	\$13,903			
16	Activity Assistant -Gloria Garcia	\$40,851	100%	50%	50%	\$20,426	\$20,426	\$40,851			
17	Center Director-Susan Horst	\$89,697	100%	25%	25%	\$22,424	\$22,424	\$44,849			
18	Living Well Aging Well Program Assistant	\$46,342	50%	100%	50%	\$23,171	\$23,171	\$46,342			
19	Chinese Outreach Worker	\$41,600	75%	100%	75%	\$31,200	\$31,200	\$62,400			
20	LWAW Data Entry Staff	\$33,696	25%	100%	25%	\$8,424	\$8,424	\$16,848			
21											
22											
23											
24											
25											
26											
27											
28											
29											
30	TOTALS	\$421,436	5.94	4.89	3.20	\$162,240	\$162,240	\$324,480			
31											
32	FRINGE BENEFIT RATE	35.00%									
33	EMPLOYEE FRINGE BENEFITS	\$147,503				\$56,784	\$56,784	\$113,568			
34											
35											
36	TOTAL SALARIES & BENEFITS	\$568,939				\$219,024	\$219,024	\$438,048			
37	HSA #2								4/12/2018		

APPENDIX A1 – SERVICES TO BE PROVIDED

San Francisco Senior Center – Downtown Center

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	San Francisco Senior Center
HSA SFSC - Downtown Community Services 18-20	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

The Downtown Center SRO (Single Room Occupancy Hotel) outreach project is designed to connect staff to the surrounding SRO community to identify and target older adults and adults with disabilities who would benefit from the comprehensive services of the Downtown center. Staff will engage managers, collaborators, and peer older adults from targeted buildings to seek out isolated, challenged older adults and adults with disabilities to encourage engagement. Efforts will be made to

address the monolingual communities surrounding the center. Translated materials will encourage joining the center and attending specific supportive programming. The goal is to create consistent contact and trust building, encouraging more service on-site in these communities as well as attracting these individuals to the Center. Staff will create a SRO hotel roadmap surrounding the closest blocks of the Center. It is anticipated that a minimum of 5-7 hotels will cooperate with SFSC's outreach program. Programs are designed to address and alleviate many of the common characteristic social issues that affect older adults in the Tenderloin: isolation and loneliness; fractured or non-existent familial support; disengagement with friends and community; nutrition insecurity; lack of interest in social events; physical deterioration; and apprehension to learning new skills. Once new clients are stabilized, seniors will be invited, supported, and encouraged to come in to the Downtown Center and the Project Open Hand lunch program.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **700** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **3,996** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **782** units of service of Social Services.
- Grantee will provide **240** units of Translation Services
- Grantee will provide **520** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.

- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Paulo Salta

Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Paulo.Salta@sfgov.org

or

Elizabeth Léone
Senior Contracts Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Elizabeth.Leone@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B1, Page			
2	Document Date: 4/12/2018			
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY			
4	BY PROGRAM			
5	Contractor's Name		Contract Term	
6	San Francisco Senior Center		7/1/2018 - 6/30/2020	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services (Downtown)			
10	Budget Reference Page No.(s)			
11	Program Term	7/01/18 - 6/30/19	7/01/19 - 6/30/20	Total
12	Expenditures			
13	Salaries & Benefits	\$190,235	\$190,235	\$380,470
14	Operating Expense	\$13,486	\$13,486	\$26,972
15	Subtotal	\$203,721	\$203,721	\$407,442
16	Indirect Percentage (%)	15%	15%	\$0
17	Indirect Cost (Line 16 X Line 17)	\$30,558	\$30,558	\$61,116
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$234,279	\$234,279	\$468,558
20	HSA Revenues			
21	General Fund	\$208,508	\$208,508	\$417,016
22	CFDA 93.778	\$25,771	\$25,771	\$51,542
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$234,279	\$234,279	\$468,558
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$234,279	\$234,279	\$468,558
37	Full Time Equivalent (FTE)			
39	Prepared by: Tina Sha		Telephone No: 415-351-3648	
40	HSA-CO Review Signature: _____			
41	HSA #1			4/12/2018

	A	B	C	D	E	F	G	H	K	L
1	Appendix B1, Page 3									
2										4/12/2018
3										
4	Program: Community Services (Downtown)									
5										
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	<u>Expenditure Category</u>			TERM	<u>7/01/18 - 6/30/19</u>	<u>7/01/19 - 6/30/20</u>				TOTAL <u>7/1/2018 - 6/30/2020</u>
13	Rental of Property				\$4,172	\$4,172				\$8,344
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$6,135	\$6,135				\$12,270
15	Insurance									
16	Office Supplies, Postage				\$2,179	\$2,179				\$4,358
17	Building Maintenance Supplies and Repair									
18	Printing and Reproduction				\$1,000	\$1,000				\$2,000
19	Staff Training									
20	Staff Travel-(Local & Out of Town)									
21	Data Plan									
22	Translation Services									
23	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE									
24										
25										
26										
27										
28										
29	OTHER									
30										
31										
32										
33										
34										
35										
36	TOTAL OPERATING EXPENSE				\$13,486	\$13,486				\$26,972
37										
38	HSA #3									4/12/2018

AGENCY: San Francisco Senior Center/NCPHS

FISCAL YEAR: 2018-2020

CONTRACT MAILING ADDRESS: 1525 Post Street San Francisco, CA 94109

DIRECTOR: Sue Horst PHONE NO.: 415-775-2562

SITES: (Community Services)							
Name of Site	Downtown Center	Aquatic Park Center					
Address and Zip	481 O'Farrell Street 94102	890 Beach Street 94109					
Phone Number	415-771-7950	415-775-1866					
Fax Number	415-923-4495	415-775-4020					
Neighborhood	Tenderloin	SF Maritime National Historical Park/Polk Gulch					
Muni Line #s	#38, #39, #19	#28, #47, #49, #30, #F Line, #19					
Person in Charge	Sue Horst	Sue Horst					
Site Manager	Crystal Booth	Frank Mitchell					
Programs Offered at Site	Community Services - Multiservice senior center programming - health & wellbeing education, lifelong learning, computers, hot lunch & breakfast, SRO outreach, exercise, Chinese cultural song and dance, translation, ADRC, case management, social services	Community Services - Multiservice senior center programming - health & wellbeing education, computers, hot lunch & breakfast, SRO outreach, exercise, Chinese cultural song and dance, translation, ADRC, case management, social services					
Days Open	Mon x Tues Wed x Thurs Fri x Sat Sun	Mon x Tues Wed x Thurs Fri x Sat Sun					Mon Tues Wed Thurs Fri Sat Sun
Hours Open	9am - 4pm M-Th Fri 9am - 3:30pm Sat/Sun - 10am - 1pm	9am - 4pm M-F, Sun 10am - 2pm					
Hours of scheduled programming	333 per month 3,996 per year	839 per month 10,068 per year					
Hours of meal service	3 hours	2 hours					

Annual number of meals at site	Lunch - 23,000 M-Sun Breakfast - 9,100 M-F	Lunch - 19,820 M, Tu, W, Th, F, Su			
Average number of meals per day	100 (Breakfast & Lunch)	69			
Total number of service days in FY	365	306			
Days closed	SFSC - Sat/Sun & National Holidays POH - none	SFSC/POH - Sat & National Holidays			
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

APPENDIX A – SERVICES TO BE PROVIDED

SELF-HELP FOR THE ELDERLY

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Self-Help for the Elderly
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

In order to raise awareness of program services and locations, Grantee will attend and participate in multiple community fairs that occur each year in the City, including Aging Your Way, Sunday Streets, and the Chinese Lunar New Year Fair. Grantee will continue to organize its annual Longevity Walk-A-Thon to raise both awareness and funds for older adult programming. Grantee will continue its newspaper, radio, and TV media campaigns. Grantee will continue to utilize in-house transportation services to enhance access to their services, including a van shuttle service in the Visitation Valley neighborhood.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis across all SHE sites:

- Grantee will serve **2850** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **9840** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **2520** units of service of Translation.
- Grantee will provide **3120** units of service of Social Services.
- Grantee will provide **984** units of service of Enhanced Outreach.

Site	Unduplicated Clients	Activity Scheduling (Hour)	Translation (Hour)	Social Services (Hour)	Enhanced Outreach (Hour)
Jackie Chan	450	1320	360	360	120
Lady Shaw	200	840	240	360	96
Manilatown	200	840	240	360	96
Geen Mun	400	1440	360	480	120
South Sunset	400	1200	240	360	120
Woolf House	300	840	240	240	96
Mendelsohn House	300	840	240	240	96
West Portal	350	1200	360	480	120
John King	250	1320	240	240	120
Total	2850	9840	2520	3120	984

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.

- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
Linda.Murley@sfgov.org

or

Tahir Shaikh
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
Tahir.Shaikh@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	SELF-HELP FOR THE ELDERLY		7/1/18-6/30/20	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: COMMUNITY SERVICE			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/2020
12	Expenditures			
13	Salaries & Benefits	\$442,864	\$442,864	\$885,728
14	Operating Expenses	\$113,352	\$110,112	\$223,464
15	Subtotal	\$556,216	\$552,976	\$1,109,192
16	Indirect Percentage (%)	13%	13%	13.00%
17	Indirect Cost (Line 16 X Line 15)	\$72,308	\$71,886	\$144,194
18	Capital/Subcontractor Expenditures	\$10,000	\$10,000	\$20,000
19	Total Expenditures	\$638,524	\$634,862	\$1,273,386
20	HSA Revenues			
21	General Fund	\$568,286	568286	\$1,136,572
22	CFDA 93.778	\$70,238	\$70,238	\$140,476
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$638,524	\$638,524	\$1,277,048
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$638,524	\$638,524	\$1,277,048
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:	Date: 04/02/2018	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H
1	Appendix B, Page 2							
2								
3								
4	Program: COMMUNITY SERVICE							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10						7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11		Agency Totals		HSA Program		DAAS	DAAS	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
13	<i>Director of Nutrition</i>	\$86,000	1.00	26%	0.26	\$22,500	\$22,500	\$45,000
14	<i>Community Service Manager</i>	\$52,000	1.00	100%	1.00	\$52,000	\$52,000	\$104,000
15	<i>Administrative Coordinator</i>	\$45,760	1.00	50%	0.50	\$22,880	\$22,880	\$45,760
16	Program Assistant	\$35,360	0.75	33%	0.25	\$8,840	\$8,840	\$17,680
17	Program Assistant	\$35,360	1.00	100%	1.00	\$35,360	\$35,360	\$70,720
18	Program Assistant	\$35,360	1.00	100%	1.00	\$35,360	\$35,360	\$70,720
19	Program Assistant	\$35,360	1.00	100%	1.00	\$35,360	\$35,360	\$70,720
20	Center Coordinator	\$33,280	1.00	50%	0.50	\$16,640	\$16,640	\$33,280
21	Center Coordinator	\$33,280	1.00	100%	1.00	\$33,280	\$33,280	\$66,560
22	Center Coordinator	\$33,280	1.00	100%	1.00	\$33,280	\$33,280	\$66,560
23	Center Coordinator	\$33,280	1.00	100%	1.00	\$33,280	\$33,280	\$66,560
24	Driver	\$33,280	1.00	100%	1.00	\$33,280	\$33,280	\$66,560
25								
26								
27								
28								
29								
30	TOTALS	491600.00	11.75	959%	9.51	\$362,060	\$362,060	\$724,120
31								
32	FRINGE BENEFIT RATE	22%						
33	EMPLOYEE FRINGE BENEFITS	\$109,627				\$80,804	\$80,804	\$161,608
34								
35								
36	TOTAL SALARIES & BENEFITS	\$601,227				\$442,864	\$442,864	\$885,728
37	HSA #2							10/25/2016

	A	B	C	D	E	F	G	H	I	J
1										
2										
3										
4	Program:		COMMUNITY SERVICE							
5	(Same as Line 9 on HSA #1)									
6										
7										
8										
9										
10										
11										
12	<u>Expenditure Category</u>				<u>TERM</u>	<u>7/1/18-6/30/19</u>	<u>7/1/19-6/30/20</u>			<u>TOTAL</u> <u>7/1/18-6/30/20</u>
13	Rental of Property					\$54,476	\$54,476			\$ 108,952
14	Utilities(Elec, Water, Gas, Phone, Internet, Garbage)					\$29,781	\$26,541			\$ 56,322
15	Office Supplies, Postage					\$900	\$900			\$ 1,800
16	Building Maintenance Supplies and Repair					\$3,545	\$3,545			\$ 7,090
17	Printing and Reproduction									
18	Insurance					\$2,700	\$2,700			\$ 5,400
19	Staff Training					\$1,075	\$1,075			\$ 2,150
20	Staff Travel-(Local & Out of Town)					\$900	\$900			\$ 1,800
21	Rental of Equipment					\$1,977	\$1,977			\$ 3,954
22										
23	CONSULTANTS									
24										
25										
26	OTHER									
27	Program Expenses (exercise equip ,arts & crafts,music, misc.)					\$11,138	\$11,138			\$ 22,276
28	Vehicle Expenses (gas & oil for client trans.)					\$2,975	\$2,975			\$ 5,950
29	Vehicle Insurance					\$2,160	\$2,160			\$ 4,320
30	Recruitment Expenses(advertising, background checks)					\$1,725	\$1,725			\$ 3,450
31										
32	TOTAL OPERATING EXPENSE					\$ 113,352	\$ 110,112			\$ 223,464
33										
34	HSA #3									10/25/2016

	A	B	C	D	E
1	Appendix B, Page 4				
2					
3					
4	Program: COMMUNITY SERVICE				
5	(Same as Line 9 on HSA #1)				
6	Program Expenditure Detail				
7	SUBCONTRACTORS		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
8	Sub-Contractor-Samoan Community Service		\$10,000	\$10,000	\$20,000
9					
10					
11	TOTAL SUBCONTRACTOR COST		\$10,000	\$10,000	\$20,000
12					
13	EQUIPMENT	TERM	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
14	No.	ITEM/DESCRIPTION			
15					
16					
17					
18	TOTAL EQUIPMENT COST		\$0	\$0	\$0
19					
20	R E M O D E L I N G				
21	Description:		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
22					
23					
24					
25	TOTAL REMODELING COST		\$0	\$0	\$0
26					
27	TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE		\$10,000	\$10,000	\$20,000
28					
29	HSA #4		10/25/2016		

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

AGENCY: Self-Help for the Elderly

FISCAL YEAR: 18-20

CONTRACT MAILING ADDRESS: 731 Sansome Street Suite 100 San Francisco, CA 94111

DIRECTOR: Kelly Chew

PHONE NO.: 415-677-7606

SITES: (Community Services)	Jackie Chan Senior Center	Manliatown Senior Center	Geen Mun Senior Center	Lady Shaw Senior Center	South Sunset Senior Center
Name of Site	5757 Geary Blvd San Francisco, CA 94121 415-677-7571 No Fax	848 Kearny St San Francisco, CA 94108 415-398-3250 No Fax	777 Stockton St San Francisco, CA 94108 415-391-3843 No Fax	1483 Mason Street San Francisco, CA 94133 415-677-7581 No Fax	2601 40th Ave San Francisco, CA 94116 415-566-2845 No Fax
Address and Zip	Richmond - D1 Muni 38BX, 38L, 38AX, 29, 38	Chinatown - D3 Muni 30X, 8AX, 8BX, 8X, 82X, 1, 10, 12, 30, 41, 45, 91	Chinatown - D3 Muni 8AX, 8BX, 8X, 1, 30, 45, 91	Chinatown - D3 Muni 8AX, 8BX, 8X, 10, 12, 30, 41, 45, 91	South Sunset - D4 Muni 29
Phone Number	Kelly Chew	Kelly Chew	Kelly Chew	Kelly Chew	Kelly Chew
Fax Number	Anita Li	Jani Chow	Dongfong Xu	Shirley Chan	Maggie Lu
Neighborhood	Congregate Meals Community Services Nutrition Education SF Connected	Congregate Meals Community Services Nutrition Education	Congregate Meals Community Services Nutrition Education	Congregate Meals Community Services Nutrition Education SF Connected	Congregate Meals Community Services Nutrition Education
Muni Line #s	X Mon X Tues X Wed X Thurs X Fri X Sat Sun	X Mon X Tues X Wed X Thurs X Fri X Sat Sun	X Mon X Tues X Wed X Thurs X Fri X Sat Sun	X Mon X Tues X Wed X Thurs X Fri X Sat Sun	X Mon X Tues X Wed X Thurs X Fri X Sat Sun
Person in Charge	M - F 9:00am - 7:30 pm Sat 9:00am - 2:00 pm	M - F 9:00am - 2:00 pm	M - F 9:00am - 5:00 pm Sat 9:00am - 1:00 pm	M - F 9:00am - 5:00 pm	M - F 9:00am - 3:00 pm
Site Manager	M - F 9:00am - 11:15am M - F 12:45pm - 2:00pm	M - F 9:00am - 11:30pm M - F 12:30pm - 2:00 pm	M - F 9:00am - 12:00pm M - F 1:00pm - 4:30pm Sat 9:00am - 11:30am	M - F 9:00am - 11:30pm M - F 12:30pm - 5:00 pm	M - F 9:00am - 11:30pm M - F 12:30pm - 3:00 pm
Programs Offered at Site	M - F 11:30 pm - 12:30 pm; 4:15pm - 5:15pm Sat 11:30 am - 12:30 pm	M - F 11:30 am - 12:30 pm	M - F 11:30 pm - 12:30pm; 4:15pm - 5:15pm Sat 11:30 am - 12:30 pm	M - F 11:30 am - 12:30 pm	M - F 11:30 am - 12:30 pm
Days Open	24,267	27,455	49,798	18,700	24,892
Hours Open	80	109	164	75	100
Hours of <u>scheduled</u> programming	304	251	304	251	251
Hours of meal service	New Year's Day Chinese New Year Veterans Day	President's Day Memorial Day	Independence Day Labor Day	Columbus Day Day after Thanksgiving	Thanksgiving Day Christmas Day
Annual number of meals at site	X Yes No	X Yes No	X Yes No	X Yes No	X Yes No
Average number of meals per day					
Total number of service days in FY					
Days closed					
ADA Accessible					

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

AGENCY: Self-Help for the Elderly

FISCAL YEAR: 18-20

CONTRACT MAILING ADDRESS: 731 Sansome Street Suite 100 San Francisco, CA 94111

DIRECTOR: Kelly Chew

PHONE NO.: 415-677-7606

SITES: (Community Services)	West Portal Club House	Mendelsohn House Senior Center	Woolf House Senior Center	John King Senior Center
Name of Site	West Portal Club House	Mendelsohn House Senior Center	Woolf House Senior Center	John King Senior Center
Address and Zip	131 Lenox Way San Francisco, CA 94127	737 Folsom Street San Francisco, CA 94107	801 Howard Street San Francisco, CA 94103	500 Raymond Ave. San Francisco, CA 94134
Phone Number	415-753-7038	415-243-9018	415-495-0931	415-885-2274
Fax Number	No Fax	No Fax	No Fax	No Fax
Neighborhood	West Portal - D7 17, 48, 91, L	South of Market - D6 Muni 8AX, 8BX, 8X, 10, 12, 30, 45	South of Market - D6 Muni N, 71L, 5L, 8AX	Visitacion Valley - D10 Muni 8Bx, 8x, 56, 91
Muni Line #s				
Person in Charge	Kelly Chew	Kelly Chew	Kelly Chew	Kelly Chew
Site Manager	Lance Ma	Ada Ma	Connie Poon	Linda Chan
Programs Offered at Site	Congregate Meals Community Services Nutrition Education	Congregate Meals Community Services Nutrition Education	Congregate Meals Community Services Nutrition Education	Community Services SF Connected
Days Open	X Mon X Tues X Wed X Thur X Fri Sat Sun	X Mon X Tues X Wed X Thur X Fri Sat Sun	X Mon X Tues X Wed X Thurs X Fri Sat Sun	X Mon X Tues X Wed X Thur X Fri Sat Sun
Hours Open	M - F 9:00am - 2:00 pm	M - F 9:00am - 2:00 pm	M - F 9:00am - 2:00 pm	M - F 9:00am - 3:00 pm
Hours of scheduled programming	M - F 9:00am - 11:30pm M - F 12:30pm - 2:00 pm	M - F 9:00am - 11:30pm M - F 12:30pm - 2:00 pm	M - F 9:00am - 11:15am M - F 12:45pm - 2:00pm	M - F 9:00am - 11:30pm M - F 12:30pm - 2:00 pm
Hours of meal service	M - F 11:30 am- 12:30 pm			
Annual number of meals at site	21,335	16,119	16,119	21,335
Average number of meals per day	85	65	65	85
Total number of service days in FY	251	248	248	251
Days closed	Independence Day Labor Day	President's Day Memorial Day	New Year's Day Chinese New Year Veterans Day	Columbus Day Day after Thanksgiving Thanksgiving Day Christmas Day
ADA Accessible	X Yes No	X Yes No	X Yes No	X Yes No

APPENDIX A – SERVICES TO BE PROVIDED
SOUTHWEST COMMUNITY CORPORATION
COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Southwest Community Corporation
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender Identity
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

Grantee will participate in the OMI Collaborative in order to help determine community need, discuss community issues, and raise awareness of Grantee's services. Grantee will do a direct mail campaign and post flyers in local businesses in order to raise awareness of Grantee's services. Grantee will also develop and deploy a "Road Show" outreach demonstration, which is an off-site re-creation of program services at locations throughout Grantee's service area.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis:

- Grantee will serve **125** unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide **1200** units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide **50** units of service of Translation.
- Grantee will provide **400** units of service of Social Services.
- Grantee will provide **75** units of service of Enhanced Outreach.

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
linda.murley@sfgov.org

or

David Kashani
Contract Manager
Human Services Agency

PO Box 7988
San Francisco, CA 94120
david.kashani@sfgov.org

XI. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	SOUTHWEST COMMUNITY CORP		7/1/18-6/30/20	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Service			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	Total
12	Expenditures			
13	Salaries & Benefits	\$142,591	\$142,591	\$285,182
14	Operating Expenses	\$37,838	\$37,838	\$75,676
15	Subtotal	\$180,429	\$180,429	\$360,858
16	Indirect Percentage (%)	4%	4%	4%
17	Indirect Cost (Line 16 X Line 15)	\$7,219	\$7,219	\$14,438
18	Capital/Subcontractor Expenditures	\$15,000	\$15,000	\$30,000
19	Total Expenditures	\$202,648	\$202,648	\$405,296
20	HSA Revenues			
21				
22	CFDA 93.778	\$22,291	\$22,291	\$44,582
23	General Fund	\$180,357	\$180,357	\$360,714
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$202,648	\$202,648	\$405,296
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$202,648	\$202,648	\$405,296
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:	Date: 04/02/2018	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	H
1	Appendix B, Page 2							
2								
3								
4	Program: Community Service							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11						7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
		Agency Totals		HSA Program		DAAS	DAAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	POSITION TITLE							
13	<i>Executive Director</i>	\$60,000	1.00	100%	1.00	\$60,000	\$60,000	\$120,000
14	<i>Program Manager</i>	\$34,320	1.00	100%	1.00	\$34,320	\$34,320	\$68,640
15	<i>Program Assistant/Custodian</i>	\$26,520	1.00	100%	1.00	\$26,520	\$26,520	\$53,040
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$120,840	3.00	300%	3.00	\$120,840	\$120,840	\$241,680
31								
32	FRINGE BENEFIT RATE	18%						
33	EMPLOYEE FRINGE BENEFITS	\$21,751.20				\$21,751	\$21,751	\$43,502
34								
35								
36	TOTAL SALARIES & BENEFITS	\$142,591				\$142,591	\$142,591	\$285,182
37	HSA #2	10/25/2016						

	A	B	C	D	E	F	G	H	I	J
1	Appendix B, Page 3									
2										
3										
4	Program: Community Service									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11	TOTAL									
12	<u>Expenditure Category</u>				TERM	<u>7/1/18-6/30/19</u>	<u>7/1/19-6/30/20</u>			<u>7/1/18-6/30/20</u>
13	Rental of Property									
14	Utilities(Elec, Water, Gas, Phone, Garbage)					\$12,603	\$12,603			\$25,206
15	Office Supplies, Postage					\$3,000	\$3,000			\$6,000
16	Building Maintenance Supplies and Repair					\$1,560	\$1,560			\$3,120
17	Printing and Reproduction					\$1,075	\$1,075			\$2,150
18	Insurance					\$2,500	\$2,500			\$5,000
19	Staff Training									
20	Staff Travel-(Local & Out of Town)					\$600	\$600			\$1,200
21	Rental of Equipment					\$3,500	\$3,500			\$7,000
22										
23	CONSULTANTS									
24	Senior/Intergenerational Story Time					\$5,000	\$5,000			\$10,000
25										
26										
27	OTHER									
28	Field Trip					\$1,500	\$1,500			\$3,000
29	Custodian/Maintenance					\$5,000	\$5,000			\$10,000
30	Crafts & Supplies					\$1,500	\$1,500			\$3,000
31										
32	TOTAL OPERATING EXPENSE					\$37,838	\$37,838			\$75,676
33										
34	HSA #3									10/25/2016

	A	B	C	D	E
1				Appendix B, Page 4	
2					
3					
4	Program: Community Service				
5	(Same as Line 9 on HSA #1)				
6	Program Expenditure Detail				
7	SUBCONTRACTORS		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
8		Older Adult Choir	\$15,000	\$15,000	\$30,000
9					
10					
11	TOTAL SUBCONTRACTOR COST		\$15,000	\$15,000	\$30,000
12					
13	EQUIPMENT		TERM		
			7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
14	No.	ITEM/DESCRIPTION			
15					
16					
17					
18	TOTAL EQUIPMENT COST				
19					
20	R E M O D E L I N G				
21	Description:		7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
22					
23					
24					
25	TOTAL REMODELING COST				
26					
27	TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE		\$15,000	\$15,000	\$30,000
28					
29	HSA #4				10/25/2016

Appendix F-SITE CHART

AGENCY: Southwest Community Corporation

HSA/DAAS/OFFICE ON THE AGING

CONTRACT MAILING ADDRESS: 446 Randolph Street, San Francisco, CA 94132

PHONE NO.: 415-586-8020

DIRECTOR: Felisia Thibodeaux

Name of Site	Main Office	Other Site applicable to this program:			
<p>SITES: (includes community/social services, home-delivered groceries provided by CLC, food distribution, etc.)</p> <p>Name of Site</p> <p>Address and Zip</p> <p>Phone Number</p> <p>Fax Number</p> <p>Neighborhood</p> <p>Person in Charge</p> <p>Site Manager</p>	<p>I.T. Bookman Community Center</p> <p>446 Randolph Street</p> <p>415-586-8020</p> <p>O.M.I (District 11)</p> <p>Felisia Thibodeaux</p> <p>Board Chair, Ernest Jones</p>				
<p>Programs Offered</p>	<p>Computer Lab, Always Active, Line Dancing, Table Games, Qi Gong, Gentle Yoga, Healthy Living, Nutrition for Seniors, Spiritual Discussion</p>				
<p>Days Open</p>	<p><input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>	<p><input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun</p>
<p>Hours Open</p>	<p>9:00AM-5:00PM</p>				
<p>Hours of scheduled programming</p>	<p>9:00AM-5:00PM</p>				
<p>Hours of meal service</p>	<p>N/A</p>				
<p>Annual number of meals at site</p>	<p>N/A</p>				
<p>Annual # nutrition education units</p>	<p>N/A</p>				
<p>Average number of meals per day</p>	<p>260</p>				
<p>Total number of service days in FY</p>	<p>Saturdays and Sundays</p>				
<p>Days closed</p>	<p>New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas</p>				
<p>ADA Accessible</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

APPENDIX A – SERVICES TO BE PROVIDED

YMCA OF SAN FRANCISCO

COMMUNITY SERVICES

Effective July 1, 2018 to June 30, 2020

I. Purpose

The purpose of this grant is to maintain or improve the well-being of older adults and adults with disabilities through the provision of a variety of services and activities in site based Community Centers.

II. Definitions

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City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	YMCA of San Francisco
HSA	Human Services Agency of the City and County of San Francisco

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
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OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older
OOA	Office on the Aging
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in Grantee's Community Service program and reflected via enrollment in CA GetCare.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for Community Services

- Resident of San Francisco *and*
- Person aged 60 and above *or*
- Person 18 years of age or older with a disability

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Service Description

Community Services consist of activities/services that maintain or improve the quality of life of consumers. Activities and services focus on the physical, social, psychological, economic, educational, recreational, and/or creative needs of older persons and adults with disabilities. These activities and services are provided in the agency's Community Center and in the community.

There are four categories of services:

1) Activity Scheduling – Units of Service are measured by the number of scheduled activity hours sponsored by the Community Centers. Activities may include educational presentations, workshops, trainings, cultural events, food bag programs, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.

2) Translation – Units of Service are measured by the number of hours of translation assistance provided to consumers that cannot speak/read English. In addition, Translation may also include the use of American Sign Language, Braille, or Teleprompting. Translation services may include translation of forms, letters, applications, phone calls, etc. for an individual. It can also include written translation from English of monthly activity calendars, flyers, and verbal translation for group announcements, presentations, etc.

3) Social Services – Units of Service are measured by the number of hours providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

4) Enhanced Outreach - While there is an expectation that Community Centers will do outreach within their existing Community Service budgets to reach their target populations, some agencies may decide to propose more formal outreach plans or a specific campaign to address access barriers in the community. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, i.e., safety issues, transportation needs, etc. Enhanced Outreach efforts must receive prior review and approval from Office on the Aging staff before commencing. Units of Service are measured by the number of hours spent working on Enhanced Outreach.

Enhanced Outreach is being provided as part of this grant, details of Grantee's Enhanced Outreach are as follows:

YMCA Stonestown will be pursuing Enhanced Outreach activities in Supervisorial District 7. Grantee will participate in the OMI Community Collaborative Fair, and the Sunset, Ocean Ave., and Presidio Community Fairs. Grantee will attend and provide information about services at the Stonestown and Parkmerced Farmer's Markets. Grantee will also participate in the annual Senior Smiles event which is a UCSF resource fair focusing on older adults. Grantee will continue to participate in the Oceanview, Merced, Ingleside Community Collaborative (OMICC), a group of

non-profits and local businesses that meet regularly to discuss community needs and plan events. Other Enhanced Outreach efforts will include canvassing the nearby Parkmerced, OMI, Outer and Inner Sunset and Parkside neighborhoods, passing out flyers and talking with consumers and local businesses.

VII. Contractor Responsibilities

Services should be provided according to OOA Community Services Standards, Program Memorandum #41.

Service offerings in the four categories of Community Services should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Provide physical activities that may improve the health of participants.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Provide activities to increase socialization opportunities for individual consumers.

Grantee will administer an annual Consumer Satisfaction Survey, pre-approved by Office on the Aging staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VIII. Service Objectives

On an annual basis across all YMCA of san Francisco sites:

- Grantee will serve 2,775 unduplicated consumers, older adults and adults with disabilities.
- Grantee will provide 6,832 units of service of Activity Scheduling at a center or venues approved by the Office on the Aging.
- Grantee will provide 420 units of service of Translation.
- Grantee will provide 1800 units of service of Social Services.
- Grantee will provide 200 units of service of Enhanced Outreach.

Site	Unduplicated Clients	Activity Scheduling (Hour)	Translation (Hour)	Social Services (Hour)	Enhanced Outreach (Hour)
YMCA Richmond District	50	240			
YMCA Chinatown	100	350	75		
YMCA Stonestown	2000	3000	120	1000	100
YMCA Parkmerced	125	650	75	100	100
YMCA Mission	500	2,592	150	700	
Totals	2775	6,832	420	1800	200

IX. Outcome Objectives

- At least 80% of participants surveyed will indicate that they receive the services and/or activities they need from the agency.
- At least 80% of participants surveyed who participate in physical activity programming will report positive impact on their health.
- At least 80% of participants surveyed who received Social Services or Translation assistance, or participated in an educational program, will report that this helped to improve their lives.
- At least 80% of participants surveyed will report that center activities increased their socialization opportunities and interaction with others.

X. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

- A. The Grantee will enter consumers' data into the CA GetCare - Community Services module.
- B. The Grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.
- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall submit Community Services Block Grant (CSBG) time study to HSA/DAAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

- K. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Linda Murley
Program Analyst
P.O. Box 7988
San Francisco, CA 94120
linda.murley@sfgov.org

or

Rocio Duenas
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
rocio.duenas@sfgov.org

XI. Monitoring Activities

- A. **Program Monitoring**: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; review of program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. **Fiscal Compliance and Contract Monitoring**: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	E
1				Appendix B, Page 1
2				Date: 4/10/18
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Richmond District YMCA			7/1/18 - 6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$20,958	\$20,958	\$41,915
14	Operating Expense	\$4,075	\$4,075	\$8,150
15	Subtotal	\$25,033	\$25,033	\$50,065
16	Indirect Percentage (%)	2%	2%	2%
17	Indirect Cost (Line 16 X Line 15)	\$592	\$592	\$1,184
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$25,625	\$25,625	\$51,250
20	HSA Revenues			
21	General Fund	\$22,806	\$22,806	\$45,612
22	CFDA 93.778	\$2,819	\$2,819	\$5,638
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$25,625	\$25,625	\$51,250
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$25,625	\$25,625	\$51,250
37	Full Time Equivalent (FTE)			
39	Prepared by:		Telephone No.:	Date
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

Program Name: Community Services
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

	A	B	C	D	E	F	G	I
1								
2								
3								
4	Program Name: Community Services							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11					7/1/18-6/30/19	7/1/19-6/30/20		
		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	7/1/18-6/30/20
12	POSITION TITLE							
13	Director of Community Outreach	\$60,000	1.00	10%	0.10	\$6,000	\$6,000	\$12,000
14	AOA Lead Staff	\$41,600	1.00	10%	0.10	\$4,160	\$4,160	\$8,320
15	Sit & Be Fit Instructor	\$3,000	1.00	100%	1.00	\$3,000	\$3,000	\$6,000
16	Chair Yoga Instructor	\$2,250	1.00	100%	1.00	\$2,250	\$2,250	\$4,500
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28	TOTALS	\$ 106,850	4.00	220%	2.20	\$15,410	\$15,410	\$30,820
29								
30	FRINGE BENEFIT RATE	36%						
31	EMPLOYEE FRINGE BENEFITS	\$38,466				\$5,548	\$5,548	\$11,096
32								
33								
34	TOTAL SALARIES & BENEFITS	\$145,316				\$20,958	\$20,958	\$41,916
35	HSA #2							

	A	B	C	D	E	F	G	H	K
1	Appendix B, Page 3								
2	Date: 4/10/18								
3									
4	Program Name: Community Services								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>								<u>TOTAL</u>
									<u>7/1/18-6/30/20</u>
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Garbage)								
15	Office Supplies, Postage								
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction								
18	Insurance								
19	Staff Training								
20	Staff Travel-(Local & Out of Town)								
21	Rental of Equipment								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25									
26									
27									
28	OTHER								
29	Trip Entrance Fees				\$2,600		\$2,600		\$5,200
30	Program Supplies				\$475		\$475		\$950
31	Program Food & Beverage				\$1,000		\$1,000		\$2,000
32									
33									
34									
35	TOTAL OPERATING EXPENSE				\$4,075		\$4,075		\$8,150
36									
37	HSA #3								10/25/2016

	A	B	C	E
1				Appendix B1, Page 1
2				Document Date: 4/18/18
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name:			Term:
6	Chinatown YMCA			7/1/18-6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$29,645	\$30,608	\$60,253
14	Operating Expense	\$6,899	\$5,935	\$12,834
15	Subtotal	\$36,544	\$36,543	\$73,087
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$5,482	\$5,482	\$10,964
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$42,025	\$42,025	\$84,050
20	HSA Revenues			
21	General Fund	\$37,402	\$37,402	\$74,804
22	CFDA 93.778	\$4,623	\$4,623	\$9,246
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$42,025	\$42,025	\$84,050
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$42,025	\$42,025	\$84,050
37	Full Time Equivalent (FTE)			
39	Prepared by:		Telephone No.:	Date
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	J	K
1									Appendix B1, Page 3
2									Document Date: 4/18/18
3									
4	Program Name: Community Services								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									TOTAL
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		<u>7/1/19-6/30/20</u>		<u>7/1/18-6/30/20</u>
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Garbage)								
15	Office Supplies, Postage				\$300		\$200		\$500
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction				\$500		\$300		\$800
18	Insurance								
19	Staff Training				\$500		\$200		\$700
20	Staff Travel-(Local & Out of Town)				\$300		\$265		\$565
21	Rental of Equipment								
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25									
26									
27									
28	OTHER								
29	Food (health workshops, lunch & learn)				\$1,500		\$1,500		\$3,000
30	Program Supplies				\$979		\$750		\$1,729
31	Fitness Equipment & Incentives				\$700		\$600		\$1,300
32	Bus / Travel for trips				\$1,500		\$1,500		\$3,000
33	Entrance Fees				\$620		\$620		\$1,240
34									
35	TOTAL OPERATING EXPENSE				\$6,899		\$5,935	\$	12,834
36									
37	HSA #3								10/25/2016

	A	B	C	E
1				Appendix B2, Page 1
2				Date: 4/10/18
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name:			Term:
6	Stonestown Family YMCA			7/1/18-6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			Total
11	Program Term		7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$164,859	\$169,430	\$334,289
14	Operating Expense	\$27,953	\$23,937	\$51,890
15	Subtotal	\$192,812	\$193,367	\$386,179
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$28,922	\$29,005	\$57,927
18	Capital Expenditure	\$638	\$0	\$638
19	Total Expenditures	\$222,372	\$222,372	\$444,744
20	HSA Revenues			
21	General Fund	\$197,911	\$197,911	\$395,822
22	CFDA 93.778	\$24,461	\$24,461	\$48,922
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$222,372	\$222,372	\$444,744
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$222,372	\$222,372	\$444,744
37	Full Time Equivalent (FTE)			
39	Prepared by: Danielle Elizondo		Telephone No.:	Date 2/12/18
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	B	C	D	E	F	G	I
1								
2								
3								
4	Program Name: Community Services							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10						7/1/18-6/30/19	7/1/19-6/30/20	
11		Agency Totals		HSA Program		DAAS Program	DAAS Program	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	7/1/18-6/30/20
13	Director	\$64,335	1.00	100%	1.00	\$64,335	\$66,265	\$130,600
14	Coordinator	\$50,960	1.00	10%	0.10	\$5,096	\$5,249	\$10,345
15	Program Analyst	\$37,440	0.90	100%	0.90	\$33,696	\$34,707	\$68,403
16	Exercise Instructors	\$72,800	1.00	30%	0.30	\$21,840	\$22,495	\$44,335
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$ 225,535	3.90	240%	2.30	\$124,967	\$128,716	\$253,683
31								
32	FRINGE BENEFIT RATE	36% 36% for Director, Coordinator, Analyst; 11% Exercise Instructors						
33	EMPLOYEE FRINGE BENEFITS	\$81,193				\$39,892	\$40,714	\$80,606
34								
35								
36	TOTAL SALARIES & BENEFITS	\$306,728				\$164,859	\$169,430	\$334,289
37	HSA #2							10/25/2016

	A	B	C	D	E	F	G	J	K
1									Appendix B2, Page 3
2									Date: 4/10/18
3									
4	Program Name: Community Services								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>				TERM	<u>7/1/18-6/30/19</u>	<u>7/1/19-6/30/20</u>		TOTAL <u>7/1/18-6/30/20</u>
13	Utilities(Elec, Water, Gas, Phone, Garbage)					\$600	\$600		\$1,200
14	Office Supplies, Postage								
15	Building Maintenance Supplies and Repair								
16	Printing and Reproduction								
17	Insurance								
18	Staff Training								
19	Staff Travel-(Local & Out of Town)								
20	Conference								
21	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
22	GigMaster Performances					\$1,250			\$1,250
23									
24	OTHER								
25	Bus Leasing					\$10,800	\$9,362		\$20,162
26	Food Costs (trips, cooking classes, volunteer recognition event etc.)					\$9,503	\$8,500		\$18,003
27	Entrance Fees					\$5,800	\$5,475		\$11,275
28									
29	TOTAL OPERATING EXPENSE					\$27,953	\$23,937		\$51,890
30									
31	HSA #3								10/25/2016

	A	B	C	D	F
1				Appendix B2, Page 4	
2				Date: 4/10/18	
3					
4		Program Name: Community Services			
5		(Same as Line 9 on HSA #1)			
6					
7		Program Expenditure Detail			
8					
9					TOTAL
10	EQUIPMENT	TERM	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
11	No.	ITEM/DESCRIPTION			
12		Remainder Balance of TV/Sound System	\$ 178		\$ 178
13		Remainder Balance of Blu Ray Player	\$ 460		\$ 460
14					
15					
16					
17					
18					
19	TOTAL EQUIPMENT COST		\$ 638		\$ 638
20					
21	R E M O D E L I N G				
22	Description:				
23					
24					
25	TOTAL REMODELING COST				
26					
27	TOTAL CAPITAL EXPENDITURE		\$ 638		\$ 638
28	(Equipment and Remodeling Cost)				
29	HSA #4				10/25/2016

	A	B	C	E
1				Appendix B3, Page 1
2				Date: 4/10/18
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name:			Term:
6	Parkmerced YMCA			7/1/18-6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$65,220	\$65,220	\$130,440
14	Operating Expense	\$0	\$0	\$0
15	Subtotal	\$65,220	\$65,220	\$130,440
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$9,780	\$9,780	\$19,560
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$75,000	\$75,000	\$150,000
20	HSA Revenues			
21	General Fund	\$66,750	\$66,750	\$133,500
22	CFDA 93.778	\$8,250	\$8,250	\$16,500
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$75,000	\$75,000	\$150,000
30	Other Revenues			
31				
32	Parkmerced Funding	\$25,000	\$25,000	\$50,000
33				
34				
35				
36	Total Revenues	\$100,000	\$100,000	\$200,000
37	Full Time Equivalent (FTE)			
39	Prepared by: Yuemin Li		Telephone No.:	Date: 2/13/18
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016

	A	D	E	F
1	Appendix B4, Page 1			
2	Document Date: 4/10/18			
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY			
4				
5	Name:		Term:	
6	Mission YMCA		07/01/18 - 06/30/20	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Community Services			
10	Budget Reference Page No.(s)			Total
11	Program Term		7/1/18 - 6/30/19	7/1/19-6/30/20
12	Original			
13	Expenditures			
14	Salaries & Benefits	\$79,074	\$79,074	\$158,148
15	Operating Expense	\$0	\$0	\$0
16	Subtotal	\$79,074	\$79,074	\$158,148
17	Indirect Percentage (%)	15%	15%	15%
18	Indirect Cost (Line 16 X Line 15)	\$11,862	\$11,862	\$23,724
19	Capital Expenditure	\$0	\$0	\$0
20	Total Expenditures	\$90,936	\$90,936	\$181,872
21	HSA Revenues			
22				
23	General Fund	\$80,933	\$80,933	\$161,866
24	CFDA 93.778	\$10,003	\$10,003	\$20,006
25				
26				
27				
28				
29				
30	TOTAL HSA REVENUES	\$90,936	\$90,936	\$181,872
31	Other Revenues			
32				
33				
34				
35				
36				
37	Total Revenues	\$80,933	\$80,933	\$161,866
38				
40	Prepared by: Genny Pinzon			Date: 4-10-18
41	HSA-CO Review Signature:			
42	HSA #1			

Program Name: Community Services
 (Same as Line 9 on HSA #1)

Salaries & Benefits Detail

11	12	Agency Totals		For HSA Program		7/1/18-6/30/19	7/1/19-6/30/20	TOTAL 7/1/18-6/30/20
		Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	For DAAS Program Budgeted Salary	For DAAS Program Budgeted Salary	
13	Associate Director of Healthy Living - Genny Pinzon	\$51,582	100%	100%	100%	\$51,582	\$51,582	\$103,164
14	Group Ex Instructor #1	\$68,640	0.05%	100%	0.05%	\$2,574	\$2,574	\$5,148
15	Group Ex Instructor #2	\$68,640	0.05%	100%	0.05%	\$2,574	\$2,574	\$5,148
16	Group Ex Instructor #3	\$68,640	0.05%	100%	0.05%	\$2,574	\$2,574	\$5,148
17	Group Ex Instructor #4	\$68,640	0.05%	100%	0.05%	\$2,574	\$2,574	\$5,148
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28	TOTALS	\$326,142	1.00	5.00	1.00	\$61,878	\$61,878	\$123,756
29								
30	FRINGE BENEFIT RATE		36%					
31	EMPLOYEE FRINGE BENEFITS	\$117,411				\$17,196	\$17,196	\$34,392
32								
33								
34	TOTAL SALARIES & BENEFITS	\$443,553				\$79,074	\$79,074	\$158,148
35	HSA #2							

APPENDIX F - SITE CHART
HSA / DAAS / OFFICE ON THE AGING

AGENCY: YMCA of San Francisco

CONTRACT MAILING ADDRESS: 3150 20th Avenue San Francisco CA 94132

PHONE NO: 415242 7115

DIRECTOR: Danielle Elizondo

SITES: (Community Services)	Stonestown Family YMCA Annex	Parkmerced Office/Clubhouse	Mission YMCA	Chinatown	Richmond District
Name of Site					
Address and Zip	3150 20 th Avenue San Francisco, CA 94132	3711 19 th Avenue San Francisco 94132	4080 Mission St. San Francisco 94112	855 Sacramento St San Francisco 94108	360 18 th Avenue, San Francisco, CA 94121
Phone Number	415-242-7135	415-405-4600	415-542-7581	(415) 576-9622	(415) 666-9622
Fax Number	415-731-1456	NA			N/A
Neighborhood	Parkside	Parkside	Mission/Excelsior	Chinatown	Richmond District
Muni Line #s	17,28,29,57 M, K/T	28, 29, 57, M, K/T	14, 49 Glen Park BART station	30, 45, 1, 8	38, 38L, 1, 2
Person in Charge	Lauren Clapperton	Danielle Elizondo	Laura Chavez	Andy Chu	Andrew Ward
Site Manager	Danielle Elizondo	Yuermin Li	Genny Pinzon	Monica Lai	Sina Szabados
Programs Offered at Site	Community Services, Congregate Meals, SF Connected	Community Services	Community Services, Congregate Meals, SF Connected	Community Services	Community Services
Days Open	X Mon X Tues X Wed X Thurs X Fri ___ Sat ___ Sun	X Mon X Tues X Wed X Thurs X Fri ___ Sat ___ Sun	X Mon X Tues X Wed X Thurs X Fri ___ Sat ___ Sun	X Mon X Tues X Wed X Thurs X Fri ___ Sat X Sun	X Mon X Tues X Wed X Thurs X Fri ___ Sat X Sun
Hours Open	7:30am-3:30pm *some days may extend due to programming hours	9am --*5pm *some days may extend due to programming hours	M-F 7:00 am - 6:30 pm	M-F 5:30 am to 9pm Sat 7 am to 7 pm Sun 8 am to 5 pm	M-F: 5:30 am-9:45 pm Sat & Sun: 7:30 am-7 pm
Hours of scheduled programming	M-F 8:00am to 4pm	M-F 10:00am to 4:00pm	M-F 7:30am to 7:00pm	Currently 20 hours of older adult programming per month	Currently 43 hours of older adult programming per month
Hours of meal service	11:30am-12:30pm	N/A	11:40 am to 12:15pm	N/A	N/A
Annual number of meals at site	11,700	N/A	22833	N/A	N/A
Average number of meals per day	45; additional meals ordered for holidays	N/A	35	N/A	N/A
Total number of service days in FY	251	251	251	347	333
Days closed	10(holiday) 104 (Weekend days)	10(Holidays) 104(Weekend days)	10(Holidays) 104 (Weekend days)	10 (Holidays)	Easter, Christmas Day
ADA Accessible	X Yes ___ No	X Yes ___ No	X Yes ___ No	X Yes ___ No	X Yes ___ No