City and County of San Francisco



Edwin M. Lee, Mayor

Human Services Agency

Department of Human Services Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO:	AGING and	d ADULT SE	RVICES COMM	ISSION	
THROUGH:	SHIREEN	MCSPADDE	N, EXECUTIVE	DIRECTOR	
FROM:			TING DEPUTY I DIRECTOR OF C		
DATE:	JUNE 1, 20	16			
SUBJECT:	FAMILIES	S (NON-PROI	DGEWOOD CE FIT) TO PROVIE IP PROGRAM		
GRANT TERM:	<u>Current</u> 7/1/15- 6/30/16	<u>Renewal</u> 7/1/16 - 6/30/18	<u>Contingency</u>	Total	
TOTAL AMOUNT:	\$51,795	\$108,770	\$10,877	\$119,647	
ANNUAL AMOUNT:	<u>FY16/17</u> \$54,385	<u>FY17/18</u> \$54,385			
Funding Source FUNDING: PERCENTAGE:	<u>County</u> \$108,770 100%	State	Federal	Contingency \$10,877	<u>Total</u> \$119,647 100%

The Department of Aging & Adult Services (DAAS) requests authorization to renew the grant with Edgewood Center for Children & Families for the time period beginning July 1, 2016 ending on June 30, 2018, in the amount of \$108,770 plus a 10% contingency of \$10,877 for a total not to exceed amount of \$119,647. The purpose of the grant is to provide family caregiver support services.

Background

The reauthorization of the Older Americans Act in the year 2000 established the National Family Caregiver Support Program that calls for service provision to two types of caregivers: Family Caregiver and Grandparent/Older Relative Caregiver (Kinship) Program. The service designs in San Francisco adhere to the requirements set forth in the Older Americans Act Title III Part E – National Family Caregiver Support Program.

Services to be Provided

Grantee will continue to provide support to grandparents and older relative caregivers, performing the following services:

- A. Information Services Provide public information on caregiving and/or community education on caregiving, including information about available services. Grantee will educate groups of current and/or potential caregivers, as well as those requiring assistance about the Family Caregiver Support Program.
- **B.** Support Services Provide caregiver assessment, caregiver support groups, caregiver training, caregiver case management, and temporary respite care. Grantee will oversee the strengths assessments of potential caregivers that lead to care plans. Grantee will also hold support groups to provide caregivers a platform for sharing their work experiences, and deliver ongoing skills training. Grantee will also provide relief to caregivers requiring time off from their responsibilities through the program's Respite Care component.

Location and Time of Services

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

Grantee Performance

A standard fiscal and contract compliance site monitoring visit was conducted January 7, 2016. The Department is satisfied that the Grantee complies with all City contracting requirements.

Program performance monitoring was conducted on March 4, 2016. At this time, the Grantee's program is in full compliance. The Kinship Program provides a wide range of services for caregivers that help support them through the difficult journey of caring for their grandchildren.

Selection

Grantee was selected through Request for Proposals #584 competitively bid in January 2014.

Funding

Funding for these services will be provided through County General Funds.

ATTACHMENTS

Appendix A - Services to be Provided Appendix B - Program Budget Appendix F - Site Chart

APPENDIX A -SERVICES TO BE PROVIDED BY GRANTEE EDGEWOOD CENTER FOR CHILDREN AND FAMILIES FAMILY CAREGIVER SUPPORT AND KINSHIP PROGRAM

July 1, 2016 to June 30, 2018

I. Purpose

The purpose of this grant is to assist San Francisco residents who are grandparents, stepgrandparents, or any other older relative of a child by blood, marriage, or adoption who is 55 years of age or older, living with the child, and identified as the primary caregiver through a legal or informal arrangement.

П. Definitions

ADA Compliance (Disability Access and Reasonable	The grantee shall comply with the Americans with Disabilities Act (ADA) that requires that people with disabilities have equal opportunity to participate in its programs and services. The ADA does not allow denial of entry to City-funded programs, benefits, activities or services, simply because of a disability.
Accommodation Requirements)	<u>Communication Access</u> - The ADA requires that City-funded agencies communicate to people with disabilities in a manner that is as effective as communication with others. This may require providing services such as: Large print or Braille (for people with visual impairments), ASL interpreters or captioning (for people with hearing impairments), Readers (for people with learning disabilities, or other cognitive or visual impairments), Communicating via TTY or the California Relay Service (by dialing 7-1-1)
	<u>Programmatic Access</u> - The ADA also requires that City-funded agencies modify their policies, practices and procedures in order to provide equal access for a person with a disability. Examples of this may include: Assistance in filling out forms; An appointment so a person does not have to wait in a long line or in a crowded and noisy room; Changing a work assignment to accommodate a person's disability
	<u>Architectural Access</u> - The ADA also requires that a program's service areas, including bathrooms, public telephones, drinking fountains, etc., be architecturally accessible to people with disabilities. In addition, the grantee shall: Post signs in lobbies and in other waiting areas, in several languages, informing clients of their right to assistance and/or accommodations as persons with disabilities; Provide a process and develop forms for clients to request reasonable accommodations and modifications, which may include a Release of Medical Information Form and Certification of Medical Need Form; Require medical verification when applicable to establish the need for an accommodation; Require intake workers to engage in the interactive process with clients to determine any special needs or requests for accommodations and note this information in the clients' record; Make formal arrangements with interpreting services or community groups for competent and timely interpreter services for deaf/hard of hearing clients; Allow but not require clients to provide their own sign language interpreter; Allow minors (under 18) to act as interpreters for clients only in emergencies or extenuating circumstances; Provide training to ensure that staff have a better understanding of, and sensitivity to, individuals with disabilities; Provide
	notice to and train all staff, particularly client contact staff, with respect to the Agency's obligation to provide equal services to people with disabilities, and on the disability/accommodation policies and the procedures to be followed in securing such assistance in a timely manner; Insert notices, in appropriate languages, about the right of people with disabilities to equal delivery of services in brochures, pamphlets, manuals, and

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	other materials disseminated to the public and to staff; Provide notice to the public regarding the disability/accommodation policies and procedures; Adopt a procedure for the resolution of complaints regarding the provision of services to people with disabilities; and for notifying clients of their right to and how to file a complaint; Appoint an employee to ensure that there is regular monitoring of clients' needs.
Care Receiver – Older Adults	An older individual (60 years of age or older) or an individual (of any age) with Alzheimer's disease or related disorder with neurological and organic brain dysfunction. [Section 302(3) of the OAA]
Care Giver	An adult (18 years or older) family member or another individual (e.g., friend or neighbor) who is an informal (ie., unpaid) provider of in-home or community care to a care receiver.
Caregiver Support	To provide individual counseling, organization of support group and caregiver training to caregivers to assist the caregiver in making decisions and solving problems relating to their care giving roles.
Child	An individual who is not more than 18 years of age or who is an individual (of any age) with a disability. [Section 372(a)(1) of the OAA]
DAAS	Department of Aging and Adult Services of the San Francisco Human Services Agency
Division 21-100	Division 21-100 Nondiscrimination in State and Federally Assisted Programs require that grantees administer their program(s) in a nondiscriminatory manner and in compliance with civil rights obligations and to accommodate non-English-speaking or limited-English-proficient individuals and individuals with disabilities or impairments. At a minimum, grantee must <i>provide</i> the following: Procedures for informing clients of their civil rights; Policies and procedures for handling complaints filed with or against a Contractor/Grantee; Policies and procedures that ensure Contractors/Grantees accommodate individuals with hearing impairments, visual impairments and other disabilities; Policies and procedures that ensure that Contractors/Grantees provide appropriate language services, including a breakdown of bilingual/interpreter staff and a description of how written information is communicated to non-English speaking clients; and Policies and procedures for ensuring that Contractor staff are adequately trained in the requirements of Division 21 <u>http://www.dss.cahwnet.gov/getinfo/pdf/3cfcman.pdf</u>
Disability	Disability is an umbrella term for impairments, activity limitations, and participation restrictions. A disability attributable to mental or physical impairment, or a combination of mental and physical impairments, that results in substantial functional limitations in 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.
Grandparent	Grandparent, step-grandparent, or any other older relative of a child by blood, marriage, or adoption who is 55 years of age or older, living with the child, and identified as the primary caregiver through a legal or informal arrangement.
Grantee	To be determined
HSA	San Francisco Human Services Agency

OOA	Office on Aging, a unit within the Department of Aging and Adult Services of the San Francisco Human Services Agency
Program	Program requirements found in the Older Americans Act (OOA), Title III, Part E, Sections
Requirements	371 through 374.California Department of Aging Program Memorandum PM 08-03 (P)
Purchaser	Director of Purchasing of the City and County of San Francisco, or designated agent.
Web-based	A web-based application developed for DAAS staff and its service providers to maintain and
Consumer and	track services provided and consumers served citywide. Minimum computer requirements
Service Reporting	to access the application includes Windows 2000, Internet Explorer 6.0, and Adobe Acrobat
	5.0

III. Target Population

- A relative caregiver residing in San Francisco
- Low Income
- Non or limited –English speaking
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Description of Services

The following are the service categories funded for the Family Caregiver Support and Kinship Program:

INFORMATION SERVICES

Information Services means the provision of public information on caregiving and/or community education on caregiving, including information about available services. UNIT: 1 activity **TOTAL UNITS: 24**

Community Education on Caregiving means an Information Service designed to educate groups of current or potential caregivers and those who may provide them with assistance about available FCSP and other caregiver support resources and services. *ex: booth at spring and fall health fairs = two activities, multiple "Making the Link" visits with medical staff = one activity*

UNITS: 24

SUPPORT SERVICES

Support Services means the provision of caregiver assessment, caregiver counseling, caregiver peer counseling, caregiver support groups, caregiver training, and (if necessary) caregiver case management. UNIT: 1 hour (time includes preparation, service provision, related travel) TOTAL UNITS: 1625

*Caregiver Assessment*_means a *Support Service* conducted by persons trained and experienced in the skills required to deliver the service that *should* result in a plan that includes emergency back-up provisions and is periodically updated; and will explore options and courses of action for caregivers by identifying their: 1) Willingness to provide care; 2) Duration and care frequency preferences; 3) Caregiving abilities; 4) Physical health, psychological, social support, and training needs; 5) Financial resources relative for caregiving; and 6)Strengths and weaknesses within the immediate caregiving environment and (caregiver's) extended informal support system.

UNITS: 250

Caregiver Support Group means a *Supportive Service* provided to a group of 3-12 caregivers that is led by a competent facilitator; conducted at least monthly *within a supportive setting or via a controlled access, moderated online or teleconference approach*; for the purpose of sharing experiences and ideas to ease the stress of caregiving and enhancing decision making and problem solving related to their caregiving roles. This service must also include *include assistance to caregivers in the area of health, nutrition and financial literacy.*

UNIT: 150

Caregiver Training means a *Supportive Service* consisting of workshops *or one-on-one individually tailored sessions*, conducted either in person *or electronically* by a skilled trainer, to assist caregivers in developing the skills and gaining the knowledge necessary to meet and enhance their caregiving roles; and shall address the areas of <u>health</u>, <u>nutrition</u>, and <u>financial literacy</u>.

Examples of other areas include daily care management, disease progression behavior interventions and coping skills, assistive technology and home adaptation options, supplemental resources and services, legal issues and family caregiver rights, and emergency and long-term care planning UNITS: 75

Case Management means a *Support Service* provided by a person who is trained and experienced in the skills that are required to coordinate and monitor the provision of formal caregiver-related services in circumstances where *caregiver are experiencing diminishing capacities* due to mental impairment or temporary severe stress and/or depression. *ex: temporary basis while stressed, caregiving spouse re-stabilizes ongoing basis to assist mentally impaired son with household management, who otherwise is capable of meeting parent's needs.*

UNITS: 1000

Respite Care means a brief period of relief or rest from caregiving responsibilities, and is provided to caregivers on an emergency basis in a manner that responds to the individual needs and preferences of the caregivers and their care receiver rather than a pre-established set amount offered on a "first come, first served" waiting list basis. Respite Care shall be provided only to a caregiver of a care receiver having two or more activities of daily living limitations or a cognitive impairment, or to a caregiver who is the grandparent or older adult relative caring for a child. Examples of temporary respite care: <u>Intermittent</u> – Time off a few hours once a week for a limited time to give the caregiver a planned or unscheduled break. <u>Occasional</u> – Time off for the caregiver to attend a special event. <u>Emergency</u> – Extended break to address an intervening circumstance, such as caregiver emotional stress or hospitalization and recovery. Respite Out-of-Home Day means Temporary Respite Care where the care receiver attends a supervised/protective, congregate setting during some portion of a day, and includes assess to social and recreational activities.

UNITS: 150

<u>Please note:</u> The Grantee will have to be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices G & H of the Grant Agreement.

V. Eligibility for Family Caregiver Support Services

In order to obtain services, an individual must meet the following criteria:

Grandparent, step-grandparent, or any other older relative of a child by blood, marriage, or adoption who is 55 years of age or older, living with the child, and identified as the primary caregiver through a legal or informal arrangement.

VI. Location and Time of Services

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

VII. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

- Grantee will serve a total of <u>30</u> unduplicated clients.
- Grantee will serve a total of <u>24</u> units of services in providing caregiver resource information, access assistance and outreaching;
- Grantee will serve a total of <u>1625</u> units of service in providing caregiver assessment, support services, counseling and case management to the clients.

VIII. Outcome Objectives

- To measure consumer satisfaction with services: <u>85%</u> of respondents to consumer satisfaction survey will express satisfaction with services provided.
- Caregivers will reduce by more than <u>80%</u> family needs" as measured by Family Needs Scale administered at Intake and Graduation/Closing.
- At least <u>80%</u> of the caregivers will return the annual consumer satisfaction survey.

IX. Reporting and Other Requirements

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

- A. Grantee will enroll all the clients into CA-GetCare and enter all the units of service in the Service Recording Tool and data by the 5th working day of the month for the preceding month.
- B Grantee will provide a **monthly** report of activities, referencing the tasks as described in Sections VII & VIII- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month: **Number of clients served; number of units of services in** providing caregiver resource information, access assistance and outreaching; number of units of service in providing caregiver assessment, support services, counseling and case management to the clients.
- C. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year **on an annual basis:** a) Percentage of respondents to consumer satisfaction survey that will express satisfaction with services provided; b) Percentage of caregivers' family needs" as measured by Family Needs Scale administered at Intake and Graduation/Closing.
- D. Grantee will develop and maintain with OOA's approval an updated Site Chart (using OOA's format).
- E. Grantee will provide other reports as requested.
- F. Apart from the on-line reporting via CA GetCare and CARBON database and reports requested to be sent via e-mail to the Program Manager and/or Contract Manager, all other reports should be sent to the following addresses:

Monte Cimino, Program Support Analyst DAAS, Office on the Aging PO Box 7988 San Francisco, CA 94120

Email address: Monte.Cimino@sfgov.org Justin Chan, Contracts Manager Human Services Agency PO Box 7988 San Francisco, CA 94120

Email address: justin.chan@sfgov.org

X. Monitoring Activities

- A. <u>Program Monitoring</u>: Program monitoring will include review of 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; 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; and whether services are provided appropriately according to Sections VI and VII.
- B. <u>Fiscal Compliance and Contract Monitoring</u>: 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, the current board roster and selected board minutes for compliance with the Sunshine Ordinance, and HIPAA compliance.

	Α	В	С	D
1			Appendix B, Page	
2			Document Date:	3/29/201
3	HUMAN SERVICES AG	ENCY CONTRAC	T BUDGET SU	MMARY
4		2		
5	Contractor's Name		Contract Term	1
6	Edgewood Center for Children and Famil	ies July	1, 2016 - June 30, 2	2018
7	(Check One) New 🗌 Renewal 🗡			
8	If modification, Effective Date of Mod.	No. of Mod.		
9	Program:			
10	Budget Reference Page No.(s)			Total
	Program Term	7/1/16-6/30/17	7/1/17-6/30/18	7/1/16-6/30/18
12		111110-0/00/11	11111-0/00/10	771710-0/30/10
	Salaries & Benefits	\$38,695	\$38,695	\$77,390
	Operating Expense	\$8,596	\$8,596	\$17,192
	Subtotal	\$47,291	\$47,291	\$94,582
	Indirect Percentage (15%)	15%	15%	15%
17		\$7,094	\$7,094	\$14,188
-	Capital Expenditure	+,,	¢7,001	\$0
		\$54,385	\$54,385	\$108,770
20	HSA Revenues			•••••
21	General Fund	\$54,385	\$54,385	\$108,770
22				\$100,110
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$54,385	\$54,385	\$108,770
30 31	Other Revenues			
	Wells Fargo Foundation	\$5,000	\$5,000	\$10,000
_	Field Foundation	\$25,000	\$25,000	\$50,000
34	Sleep Train Youth Activity Fund	\$3,000	\$3,000	\$6,000
35				
36	Total Other Revenues	\$87,385	\$87,385	\$174,770
37	Full Time Equivalent (FTE)			
39	Prepared by: Melek Totah	Telephone No.: 4	15 694 8057	5/23/2016
40	HSA-CO Review Signature:			
	HSA #1			11/15/2007

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1 2						Appendix B, Page Document Date:	2 3/29/20
3							
4 Program Name:5 (Same as Line 9 on HSA #1)							
6							
7		Salari	es & Bei	nefits Det	ail		
8							
9 10	Agency	Totals	For HSA	A Program	For DHS Program	For DHS Program	TOTAL
	Annual Full		101110/				TOTAL
11 POSITION TITLE	TimeSalary for FTE	Total % FTE	% FTE	Adjusted FTE	7/1/16-6/30/17	7/1/17-6/30/18	7/1/16-6/30/18
12 Program Director	\$85,013	100%	10%	10%	\$8,501	\$8,501	\$17,002
13 Kinship Resource Coordinator 1	\$43,455	100%	25%	25%	\$10,400	\$10,400	\$20,800
14 Family Resource Specialist	\$39,603	100%	27%	27%	\$10,864	\$10,864	\$21,728
15							
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27							AC
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29 TOTALS	\$168,071	3.00	0.62	0.62	\$29,765	\$29,765	\$59,530
31 FRINGE BENEFIT RATE	30%						
32 EMPLOYEE FRINGE BENEFITS	\$50,421				\$8,930	\$8,930	\$17,860
33 34							
35 TOTAL SALARIES & BENEFITS	\$218,492				\$38,695	\$38,695	\$77,390
36 HSA #2							11/15/2007

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7				Ope	rating Expens	se Detail	
8							
9 10	-						
11							TOTAL
12	Expenditure Ca	ategory		TERM	7/1/16-6/30/17	7/1/17-6/30/18	7/1/16-6/30/1
13	Rental of Prope	erty		6	\$2,000	\$2,000	\$4,00
14	Utilities(Elec, V	Vater, Gas, Ph	one, Scavenge	er)			
15	Office Supplies	s, Postage			\$500	\$500	\$1,00
16	Building Mainte	enance Supplie	es and Repair				
17	Printing and Re	eproduction			1		
18	Insurance				\$500	\$500	\$1,00
19	Staff Training			-	\$500	\$500	\$1,00
20	Staff Travel-(Lo	ocal & Out of T	own)	-	\$750	\$750	\$1,50
21	Rental of Equip	oment		_			5 <u></u>
22	CONSULTANT/SU	BCONTRACTOR	DESCRIPTIVE TI	TLE			
	Vehicle Mainter	nance & Gas		: 0-	\$1,000	\$1,000	\$2,00
24				-			
25 26				-			
27				-			
28	OTHER			-			
	Client Special E	events and Res	pite Activities		\$3,346	\$3,346	\$6,692
30				_			
31				_			
32				-			
33				-			
34					¢0 506	¢0 506	¢17 100
	TOTAL OPERA	TING EXPEN	DE	-	\$8,596	\$8,596	\$17,192
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37	HSA #3						11/15/2007

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AGENCY: Edgewood Center for Children and Families ≥ HSA/DAAS/Office on the Aging

FY 2016-2018

CONTRACT MAILING ADDRESS: 1801 Visconto Stront Son Emotion Contractor	CC: 1801 Visconto Stroot			F 1 2010-2010
Chief Executive Officer: Nan	Nancy Rubin, MSW	, out i failcisco, on s	+110	PHONE NO. (415) 681-3211
<u>SITES:</u> Name of Site	Edgewood Center for Children and Families – Main Campus and Administrative Offices	Edgewood Center for Children and Families – Bayview Plaza	Family Support Services of the Bay Area	Baptist
Address and Zip	1801 Vicente Street San Francisco, CA 94116	3801 Third Street, Suite 610	205 13th Street, Suite 3150	608 Hayes St. San Francisco, CA 94102
Phone Number Fax Number	Matt Madais	San Francisco, CA 94124	San Francisco, CA 94103	
Neighborhood	CEO	Jenny McTackett	(415) 861-4060 Phone	Pastor Lane
Person in Charge Site Manager	415-682-3211	P. (415) 682-3281	(415) 861-4410 Fax	Office: 415.621.8748 Fax: 415.621.2214
Programs Offered	Case Management Food Bank	Support Group Educational Workshops Case Management Drop In Resource Room	Support Group	Support Group
Days Open	SUN ⊠MON ⊠TUE ⊠WED ⊠THU ⊠FRI ⊠SAT	SUN XMON TUE XWED SAT	SAT	SAT
Hours Open	24 hours	8:30AM - 7:00 PM	8:30AM - 7:00 PM	10AM – 5PM
Hours of <u>scheduled</u> programming	Daily	Monday-Friday 8:30am – 7pm	1pm – 3PM 2 nd /4 th Wednesday	1pm – 3PM 1 st /3 rd Wednesday
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	365	255	24	24
Days closed	N/A			
Handicapped Accessible	⊠YES	XYES	XYES	XYES

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