



FTA Section 5310
Elderly & Disabled Specialized Transit
Grant Application

Due to RTPA: **March 11, 2013**
Due to Caltrans: **May 13, 2013**

***NOTE:** Please complete all sections of this application. Applications with incomplete and/or missing information will not be considered for funding. Available in alternate formats by request.*

Agency (Applicant) Legal Name **Laguna Honda Hospital and Rehabilitation Center**

Physical Address (No P.O. Box) **375 Laguna Honda Blvd**

City **San Francisco** County **San Francisco** Zip **94116**

Contact Person (Grant Management) **Mike Llewellyn**

Phone **(415)759-2363**

FAX **(415) 759-2374**

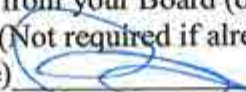
E-Mail Address **mike.llewellyn@sfdph.org**

Name of Authorizing Representative certifying to the information contained in this application is true and accurate:

Printed Name: **Barbara A. Garcia**

Title: **Director of Health**

Email Address: **barbara.garcia@sfdph.org**

Must attach a Resolution of Authority from your Board (original document) for the person signing all documents on behalf of your agency. (Not required if already on file with this program) (**Appendix K**)
Signature (Authorizing Representative) 

Service Area (Indicate all areas served by the project) **The City and County of San Francisco**

Regional Transportation Planning Agency (RTPA): **Metropolitan Transportation Commission (MTC)**

RTPA contact name, phone, and email address: **Drennen Shelton; (510)8175909;dshelton@mtc.ca.gov**

California Department of Transportation
Division of Mass Transportation, MS 39
P.O. Box 942874
1120 N Street, Room 3300
Sacramento, CA 95814
<http://www.dot.ca.gov/hq/MassTrans/5310.html>

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Applicants should use this checklist to ensure that all applicable parts of the application and attachments are completed and submitted.

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Coordinated Plan Certification

Reference: FTA C 9070.1F Sec V

The projects selected for funding under the Section 5310 program must be “derived from a locally developed, coordinated public transit-human services transportation plan” (Coordinated Plan) that was “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.” (Circular, V-5)

For additional information see the California Coordinated Plan Resource Center website at <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

Required Elements. Projects shall be derived from a coordinated plan that minimally includes four elements and a level consistent with available resources and the complexity of the local institutional environment. (Circular, V-2)


Adoption of a Plan. As part of the local coordinated planning process, the lead agency in consultation with participants should identify the process for adoption of the plan. This grant application must document the local plan from which each project is derived, including the lead agency, the date of adoption of the plan, or other appropriate identifying information. (Circular, V-7& V-8)

Lead agencies may develop a list of applicants for their region. The applicant will attach this list to the application in lieu of the required signature of lead agency. The list must include all information requested below including the signature of the lead agency representative.

Coordinated Plan Lead Agency

Name of Lead Agency responsible for preparation of the Coordinated Plan and certifying the project(s) were derived from the Coordinated Plan. Metropolitan Transportation Commission (MTC)	
Title of Coordinated Plan Coordinated Public Transit/Human Services Transportation Plan, Elderly and Disabled Component	Date Plan Adopted December 19, 2007, MTC Resolution No.3787
Agency Representative Name (Print) See attached letter from MTC	Title See attached letter from MTC
Signature See attached letter from MTC	Date See attached letter from MTC

Grant Applicant Certification

I certify that the project in this application is derived from the aforementioned Coordinated Plan:	
Agency (Applicant) Legal Name Laguna Honda Hospital and Rehabilitation Center	
Authorizing Agency Representative (Print) Barbara A. Garcia	Title Director of Health
Signature 	Date March 8, 2013

PART I – APPLICANT ELIGIBILITY

Current Grant Subrecipient - Compliance

If you are a **current** grant subrecipient and are not compliant with all FTA Section 5310 Elderly and Disabled Specialized Transit Program requirements you will not be eligible to apply for grant funds until compliance has been determined. You must be in compliance at time of application submittal.

The Section 5310 Elderly and Disabled Specialized Transit Program requires semi-annual milestone reporting as stated in Exhibit D of the Standard Agreement below:

- 11. Semi-Annual Milestone Reporting. The CONTRACTOR shall submit a Semi-Annual Milestone Report of its use of PROJECT equipment within thirty (30) calendar days after the close of each federal reporting period. The federal reporting periods are: 1) October 1 – March 31; 2) April 1 – September 30. (Semi-Annual Milestone Reports are due no later than April 30, and October 30 of each calendar year.) The report shall contain information requested by the STATE to indicate the extent to which the CONTRACTOR is carrying out the PROJECD in accordance with the terms of this contract. Failure to meet these requirements shall be considered grounds for PROJECT Termination as described in Exhibit C of this Agreement.*

	Yes	No
Does your agency have active vehicles purchased with a 5310 grant?		X
If yes, is your agency currently in compliance with their 5310 Standard Agreement?		
Attach a copy of the last semi-annual milestone report and the current Certificate of Liability Insurance submitted to the Division of Mass Transportation Section 5310 office listing all vehicles and required data.		

PART I –APPLICANT ELIGIBILITY

Project Need

Title 49 U.S.C. 5310(a)(2) provides that a State may allocate apportioned funds to a private non-profit organization if public transportation service provided under Section 5310(a)(1) is unavailable, insufficient, or inappropriate.

All applicants must provide current documentation supporting the stated transportation needs. The documentation must be attached as an appendix and its relevance discussed within the narrative (e.g., testimony or findings from a Transportation Development Act (TDA) Article 8 hearing, recognized studies or the region's Coordinated Plan).

A. Check the appropriate box below as applicable. One box must be checked.

Unavailable

There is no existing public transportation or Paratransit (e.g., ADA Paratransit, fixed route, dial-a-ride services) in the proposed project service area available to serve the described target population.

Insufficient

Available public transportation and Paratransit services are insufficient to meet the needs of the target population or equipment needs replacement to ensure continuance of service. (Examples: service at capacity service parameters, routes, hours, need not met due to eligibility and/or trip criteria, projected future need, vehicles inaccessible, etc.)

Inappropriate

Target population has unique or special needs that are difficult or impossible to serve on available public transportation and/or Paratransit. (Example: lack of wheelchair accessibility.)

B. Existing Transit Service

Describe how existing public transit or public Paratransit, including fixed-route, dial-a-ride, ADA complementary Paratransit and private Paratransit do not serve the population in your service area.

There is a comprehensive public transit system (e.g., bus, muni) in the City and County of San Francisco operated by San Francisco Municipal Transportation Agency. SFMTA fixed route service provides paratransit services in San Francisco but it is insufficient for Laguna Honda Hospital needs because of the following:

Laguna Honda Hospital and Rehabilitation Center (LHH) is located at the top of a hill; a 0.7 miles away from the nearest public transportation. To provide access to public transportation for our patients (780 seniors and adults with disabilities) LHH runs its own paratransit shuttle service to and from the nearby Muni Metro Forest Hill station during peak demand hours (replacing a local Muni connection that was discontinued in December 2009 due to budget cuts – Refer Appendix A-7). Visitors, seniors, and adults with disabilities rely on this paratransit services to get to/from Laguna Honda and Forest Hill Station because of the challenges of embarking on steep slopes and longer distances.

LHH tracks ridership on the shuttles for each run; the daily average for weekdays is 146 passengers for service between 6:00 am to 6:30 pm. Weekend ridership is lower, at 21 passengers each day for service between 9:45 am and 2:45 pm. (Appendix A-3).

Both the staff at LHH and our patients express the need for better connectivity, whether it is paratransit or fixed-route service. Many residents feel frustrated at the difficulty making “effective use of the fixed-route system and referred to the needs to enhance accessibility of vehicles” (ES-4 of the Coordinated Plan).

Additionally, LHH provides transport to patients to and from services located in the community that support their care plan and assist with community re-integration. There is a serious gap of getting patients to needed community services or to link them to housing, health, and support programs because of limited vehicle availability. The request for expansion of service and replacement vehicles will sustain transportation service to key activity centers in the community for seniors and adult with disabilities. Moreover, it will enhance our fleet capacity with appropriate equipment services to accommodate our large demand of seniors and adult with disabilities. LHH has an average daily census of 780 with an annual patient population of 1,143 all of whom are seniors and people with disabilities requiring skilled nursing level care. Seventy-five percent of the patients are in wheelchairs and dependent on lift users.

LHH is requesting funding from this grant to procure four (4) Elderly & Disabled Specialized transit vehicles to maintain and improve upon our existing Paratransit services. The request includes one expansion vehicle and three replacement vehicles. The vehicle will be used for the following purposes:

(1) to provide an accessible connection to MUNI to the 780 residents who qualify as the target population for this grant, as well as employees, visitors, and volunteers many whom are also disabled seniors,

(2) to transport patients to and from San Francisco General Hospital, other community appointments and housing options that will help to ready them for community re-integration and discharge. The Social Services department depends on wheelchair accessible vans for all activities related to discharge. Occupational Therapy relies on the same vehicles to connect patients to community services that provide basic living skills to prepare them for community reintegration. Existing paratransit is not appropriate for the specialized trips used by the social services and occupational therapy departments, which include same day requests, intra-county services, require time-certain arrivals. The lack of wheel chair accessible vehicles for these activities presents a challenge, and both departments have said they would have the ability to provide more needed activities if additional vehicles were available. Hours of operation will be between 8am and 5pm, M-F for an estimated 30 hours per week depending on frequency of hospital discharges and occupational therapy trips and

(3) provide service to our disabled and senior patient to attend community outings and recreational activities that support their care plan and prepare them for community living. The bus LHH seeks to replace is over 13 years old, and cost the city over \$22,000 in maintenance and repairs in FY 2012. A new activity bus will not only reduce maintenance costs, but will ensure continuity of resident activities and improve LHH's quality of care.

PART I –APPLICANT ELIGIBILITY

Private Nonprofit Agency – Corporation Status Inquiry and Certification

If you are claiming eligibility as a Section 5310 applicant based on your status as a private nonprofit organization, you must obtain verification of your incorporation number and current legal standing from the California Secretary of State Information Retrieval /Certification & Records Unit (IRC Unit). The “Status Inquiry” document must be attached as an appendix to the application. To assist you in obtaining this information, use one of the following two methods:

1. To obtain Corporate Records Information over the Internet, go to: <http://kepler.sos.ca.gov> and enter your agency name. If you are active, print the page and use that as proof. If you are not active, go to page 2 and follow the directions. If the verification of your status is not available at the time you submit your application, you must indicate the date on which you requested the verification and the estimated date it will be forwarded to the Section 5310 Elderly and Disabled Specialized Transit Program.
2. If you are unable to locate the information on line, you can obtain the “Status Inquiry” document by making a written request to:

**Secretary of State
Information Retrieval/Certification Unit (IRC)
1500 11th Street, 3rd Floor, Sacramento, CA 95814
(916) 653-6814**

Do not submit articles of incorporation, bylaws or tax status documentation.

Private Non-profits

Legal Name of Non-profit Applicant: **Laguna Honda Hospital is NOT a private nonprofit agency**

State of California Articles of Incorporation Number: **Laguna Honda Hospital is NOT a private nonprofit agency**

Date of Incorporation: **Laguna Honda Hospital is NOT a private nonprofit agency**

Public Agency Certification

49 U.S.C. 5310(a)(2) provides that a State may allocate apportioned funds to a governmental authority provided that: 1) the governmental authority is approved by the State to coordinate services for elderly individuals and individuals with disabilities; and 2) there are no non-profit organizations readily available in the area to provide the special services.

A public agency must certify that no non-profit agencies are readily available to provide the proposed service, by completing and signing the “**Public Agency Certification**” below. A public hearing is a required part of the application process and should be completed between the Call for Projects release date and the due date of the application to the RTPA. If a public hearing has been scheduled, but not completed by this date, write the scheduled hearing date in the space provided at the bottom of the Certification. Under no circumstances will the Department accept missing documentation relative to this Certification after the Caltrans due date.

Public Agencies

Check one and provide the following as instructed:

- a) Certifying to the Governor that no non-profit corporations or associations are readily available in the service area to provide the proposed service.

Note: If a hearing is scheduled but has not yet been held, follow instructions provided below (shown in italics), under each specific item.

1. Submit proof of a public hearing notice and a copy of the contact letter sent to non-profit transportation providers informing them of the hearing. *If the hearing has not been held prior to the application’s submittal to the RTPA, then proof of the scheduled public hearing date must be submitted to both Caltrans and the RTPA prior to the final application due date.*
2. Submit a resolution that no non-profit agencies are readily available to provide the proposed service. *If a hearing has not yet been held, submit the resolution following the hearing.*
3. Complete Public Agency Certification. *If a hearing has not yet been held, submit certification following the hearing. (A hearing will be held on May 1, 2013 at 2pm at the Department of Public Health headquarters, 101 Grove Street, SF CA 94102- (Refer to Appendix H-2)*
4. Submit proof of contact with all non-profit transportation providers regarding notice of public hearing. **(Refer to Appendix H 1)**

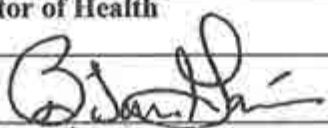
- b) Approved by the State to coordinate services for elderly individuals and individuals with disabilities, including CTSA’s designated by the RTPA.

1. Submit current designation letter.

Certification of No Readily Available Service Providers

The public agency, _____, certifies that there are no non-profit agencies readily available to provide the service proposed in this application.

Certifying Representative

Name (print): Barbara A. Garcia	
Title (print): Director of Health	
Signature: 	Date: March 8, 2013
Date of Hearing: May 1st, 2013	

PART I –APPLICANT ELIGIBILITY

General Certifications and Assurances Summary

The original "General Certifications and Assurances" shall be signed and dated in blue ink.

Use the legal name of your agency exactly as it appears on your California Secretary of State Status Inquiry form. If you are a public entity, attach as an appendix to the application, an authorizing resolution designating a person authorized to sign on behalf of the agency.

Legal Name of Applicant: Laguna Honda Hospital & Rehabilitation Center		
Address: 375 Laguna Honda Blvd San Francisco CA. 94116		
Contact Person: Mike Llewellyn	Work Phone 415)759-2363	Work Fax (415) 759-2374

- a. Pursuant to 49 CFR, Part 21, Title VI of the Civil Rights Act of 1964: The applicant assures that no person, on the grounds of race, color, creed, national origin, sex, age, or disability shall be excluded from participating in, or denied the benefits of, or be subject to discrimination under any project, program, or activity (particularly in the level and quality of transportation services and transportation-related benefits) for which the applicant receives Federal assistance funded by the Federal Transit Administration (FTA).
 - b. Pursuant to 49 CFR, Part 21, Title VI of the Civil Rights Act of 1964: The applicant assures that it shall not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability and that it shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, age, or disability.
 - c. The applicant certifies that it will conduct any program or operate any facility that receives or benefits from Federal financial assistance administered by FTA in compliance with all applicable requirements imposed by or pursuant to 49 CFR Part 27, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance" and the Americans with Disabilities Act of 1990, as amended, at 49 CFR Parts 27, 37, & 38.
 - d. The applicant assures that it will comply with the Federal statutes, regulations, executive orders, and administrative requirements, which relate to applications made to and grants received from FTA. The applicant acknowledges receipt and awareness of the list of such statutes, regulations, executive orders, and administrative requirements that is provided as references in FTA Circular 9070.1F - "Elderly Individuals and Individuals with Disabilities Program Guidance and Application Instructions, dated May 1, 2007."
 - e. The applicant certifies that the contracting and procurement procedures that are in effect and will be used by the applicant for Section 5310 equipment are in accordance and comply with the significant aspects of FTA Circular 4220.1F, "Third Party Contracting Guidelines."
 - f. The applicant certifies that any proposed project for the acquisition of or investment in rolling stock is in conformance with FTA rolling stock guidelines.
 - g. The applicant certifies that it will comply with applicable provisions of 49 CFR Part 605 pertaining to school transportation operations which prohibits federally-funded equipment or facilities from being used to provide exclusive school bus service.
 - h. The applicant certifies that it will comply with Government Code 41 USC. 701 et seq, and 49 CFR, Part 32 in matters relating to providing a drug-free workplace.
- To the best of my knowledge and belief, the data in this application are true and correct, and I am authorized to sign these assurances and to file this application on behalf of the applicant.

Certifying Representative

Name (print): Barbara A. Garcia	
Title (print): Director of Health	
Signature: 	Date: March 8, 2013

Agency Profile

Provide the total number of clients currently served by the agency, and provide a breakdown of those clients who are elderly, disabled, or a wheelchair user. **If a client can be identified in more than one category, choose the one category that most closely describes the client.** A client is counted only once. For example, an elderly person who uses a wheelchair would be scored **once**, as a wheelchair user.

A person with disabilities is someone of any age who is not able to use fully accessible public fixed route services (whether temporarily or on a long-term basis), regardless of whether or not they need to use a wheelchair.

National origin information is collected and reported to the FTA.

Total number of clients currently served by your agency's transportation program (<i>do not duplicate</i>)	Per FTA Circular, provide the percent of national origins served by your program. (Total 100%)
Number of elderly (defined as 60 years and older) <u>85</u>	Non-Hispanic/White 37%
Number of persons w/disabilities <u>200</u>	Asian 22%
Number of wheelchair/lift users <u>858 (75%)</u>	Black or African American 26%
Total number of clients <u>1143¹</u>	Hispanic or Latino 13%
Total number of wheelchair/lift users divided by clients 75 %	Native Hawaiian & Other Pacific Islander <u> </u> %
	All Other 2%
	Total must be 100% 100%

Briefly describe your agency's purpose and program. **Include the days and hours of the operation of your transportation program** and the service your agency currently provides or intends to provide.

Supporting documentation must be attached (e.g., agency brochure).

LAGUNA HONDA HOSPITAL MISSION/PURPOSE:

Laguna Honda has been an integral part of the San Francisco community since 1866. It opened as an almshouse to care for one of the first generations of San Franciscans, the Gold Rush pioneers. Over the decades, as the city grew up around it, Laguna Honda embraced generation after generation.

Laguna Honda Hospital and Rehabilitation Center (LHH) is a public agency serving nearly 780 patients at any one time and with an annual patient population of 1,148 seniors and adults with disabilities. The mission of LHH is to provide culturally competent skilled nursing care and rehabilitation services for a safety net population focused on achieving the highest quality of care and quality of life for each resident, and encouraging the highest level of independence for each resident whether it is at LHH or in other community settings. **LAGUNA HONDA HOSPITAL PROGRAMS:**

REHABILITATION

LHH rehab unit provides occupational, vocational, speech and physical therapeutic services for the treatment of stroke, spinal cord injury, orthopedic disorders, brain injury, neurological conditions, amputation, and other major traumas.

MEMORY OF CARE

LHH provides dementia care and other services to deal with traumatic brain injury and cognitive and behavioral impairment

¹ 1,143 is total number of clients per year. Due to discharges and deaths, at any given day LHH serve nearly 780 patients.

POSITIVE CARE

LHH operates the only HIV/AIDS skilled nursing program in the San Francisco Bay Area, provides support for a diverse community of men and women living with HIV and AIDS. The program applies intensive nursing with the goal of maximizing functional independence and enabling a return to lower levels of care whenever possible.

ENHANCED SUPPORT

The Laguna Honda Enhanced Support program provides services for people who are living with the effects of chronic or complex illnesses such as the effects of stroke, traumatic brain injury, multiple sclerosis, and other conditions.

INTEGRATED WELLNESS

Residents with behavioral challenges receive services in the center's Integrated Wellness program. The program combines medical attention and counseling with the goal of improved social functioning.

DEVELOPMENTAL DISABILITIES

Laguna Honda's care for people with developmental disabilities is provided in conjunction with the Golden Gate Regional Center, a social services agency. The focus of the program is to impart practical independent living skills and to locate suitable placement in community-based group homes supervised by GGRC.

SPANISH AND CHINESE LANGUAGE COMMUNITIES

LHH residents whose sole language is Spanish or Chinese receive care in their native tongue. In the language-focus neighborhoods, residents who are accustomed to the food, holidays, manners, and other cultural sensibilities of Spanish- and Chinese-speaking communities can feel comfortable and at home.

HOSPICE

LHH hospice reduces the severity of symptoms and relieves suffering for residents who no longer desire life-prolonging interventions. The hospice collaborates with the Zen Hospice Project of San Francisco. Its approach to terminal illness is to foster nurturing relationships to relieve the feeling of isolation and expand self-awareness.

SERVICE AREA & HOURS OF OPERATIONS:

LHH is a 24 hour/ 7 day a week skilled nursing and rehabilitation facility. Over 1200 employees and 400 volunteers serve the population of nearly 780 residents and their visitors. LHH manages a fleet of vehicles for a variety of purposes in order to serve the entire LHH community.

The LHH shuttle service transports patients, employees, and volunteers from four access points on campus to the Forest Hill Muni Station (Appendix A-4). The shuttle operates 365 days per year from 6:00 am to 6:30 pm, Monday through Friday and from 9:45 am to 2:45 pm on weekends.

The Activity Therapy (AT) department at LHH provides patients with a connection to the greater community by organizing bus trips to restaurants, movies, site-seeing landmarks, cultural events, and baseball games in the city of San Francisco (Appendix A-6). AT department bus trips are held Monday through Friday, (with an occasional Saturday), between the hours of 9:00 am and 4:00 pm.

The Social Services (SS) department depends on the vehicles for all activities related to discharge, as well as assisting residents navigate other government agencies and services. The SS department transports residents to appointments between the hours of 8:00 am and 6:00 pm, Monday through Friday. Most SS activities occur within the City & County of San Francisco boundaries, although some residents find post-discharge housing in neighboring counties (Appendixes A-6 & A-5)

Rehabilitation and Occupational Therapy (OT) relies on the same vehicles for home evaluations, community reintegration (i.e. shopping), pathfinding and vocational rehabilitation. OT normally operates within the boundaries of the city of San Francisco, with occasional travel to neighboring counties (i.e. to the non-profit "Through the Looking Glass" which teaches people how to be successful parents post-injury, in Berkeley, CA). OT transports residents Monday through Friday between the hours of 8:00 am and 6:00 pm (Appendix A-5 & A-6)

THE FOLLOWING APPENDICES PROVIDE BACKGROUND INFORMATION PER REQUEST:

LIST OF APPENDIX A MATERIALS:

Appendix A – 1	Demographics
Appendix A – 2	LHH brochure
Appendix A – 3	Service area & hours of operations
Appendix A – 4	Campus Map
Appendix A – 5	Map of the SF Bay Area
Appendix A – 6	Map of Service in SF city
Appendix A – 7	Services Changes Brochure
Appendix A – 8	*89 Bus Route

Agency Profile

Briefly describe the geographic area that will be served by your transportation program (include cities, counties, and regions within the service area).

An 8-1/2 x 11 map of the service area must be attached delineating service boundaries.

LHH transportation program serves the geographic area of the City and County of San Francisco. LHH operates a paratransit service from/to LHH to the public MUNI Forest Hill Station but does not operate beyond the service area with an exception of the following: community outings, recreational and therapy activities, home evaluations, etc.

The majority of outings, appointments, and activities for LHH residents fall within the boundaries of the City & County of San Francisco, with the occasional visit to neighboring counties (Refer to Map on Appendixes A-4, A-5, & A6).

The demographics for this service area per MTC Coordinated Public Transit Human Services Transportation Plan (pages 3-3 to 3-12) are as follows:

- There are about "762,000 people age 65 or older in 2005 living in Bay Area" and of the 14.6% lives San Francisco county
- "In 2005, just over 11% of the Bay Area population was aged 65 or older. By the year 2030, this population is expected to increase by 162%" (Coordinated Plan, ES-3).
- In Bay Area, there is an influx of individuals living with disability. "Approximately 12% of the region's population reports a disability, 22% are living in low-income households earning less than 150% of the federal poverty level compared to only 15% of the general population" (ES-3)
- To be specific, a total population of 719,077 of people living in San Francisco, 14.6% are 65+ with disability, 14.4% with disability, 11.3% are living below poverty level and 26% are low-income (page 3-3).

Title VI Requirements (Nondiscrimination) Requirements: Describe any lawsuits or complaints against your **entire agency** within the last year alleging discrimination on the basis of race, color, creed, national origin, sex, age, or disability. At a minimum, please include the following information: **Date of Complaint/Lawsuit received and/or acted on, Description Status/Outcome, Corrective Action Taken, and Date of Final Resolution.**
(To be eligible, you must provide a written response in this area; N/A is not an acceptable response.)

Response: LHH has no lawsuits or complaints against the agency that have been received or acted on in the last year in regards to Title VI – alleging discrimination on the basis of race, color, creed, national origin, sex, or age.

1. Where do you post your nondiscrimination policy and discrimination complaint process? Provide a copy

Nondiscrimination policy and discrimination complaint process are posted in multiple locations inside LHH's facility. There are also accessible via website on sfgov.org

List of Appendix B Materials

Appendix B-1 Patients Right in Spanish
Appendix B-2 Patients Right in English
Appendix B-3 HIPAA in English
Appendix B-4 HIPAA in Spanish
Appendix B-5 HIPAA in Chinese
Appendix B-6 HIPAA in Russian
Appendix B-7 HIPAA in Vietnamese
Appendix B-8 HIPAA in Tagalog

Appendix B-9 Admission and Relocation Policies / Age
Non-Discrimination Policy

2. Do you have a policy and procedures to make available written and oral information to clients and potential clients, in languages other than English? Provide a copy. *(Examples of written material include timetables, route maps, brochures, pamphlets, multi-language announcements, and use of the language identification "I speak" cards, oral information includes multilingual phone lines and use of multilingual staff).*

Response: Yes, LHH does have policy and procedure available for written and oral information to clients and potential clients other than in English. In fact, they are visible to the patients and translated in multiple languages.

Appendix B-1 Patients Right in Spanish

Appendix B-2 Patients Right in English

Appendix B-3 HIPAA in English

Appendix B-4 HIPAA in Spanish

Appendix B-5 HIPAA in Chinese

Appendix B-6 HIPAA in Russian

Appendix B-7 HIPAA in Vietnamese

Appendix B-8 HIPAA in Tagalog

Appendix B-9 Admission and Relocation Policies/Age Non-Discrimination Policy

3. Identify the individual in your agency responsible for implementing nondiscrimination policies and procedures.

Response: William Ramirez, Director of Human Resources, is the individual in LHH who is responsible for implementing nondiscrimination policies and procedures.

PART II – FUNDING REQUEST

Eligible Capital Expenses Reference: FTA C 9070.1F Section III, page 4 & 5

5310 Eligible Capital Expenses listed on page 6 of Application Instructions.

Is your agency also applying for funding from another program (i.e. other FTA programs, Department of Health and Human Services, State/Local Funds, etc.) **for this proposed project(s)** (Vehicles and/or Other Equipment)?

Yes ___ No **X**

If yes, please explain.

Vehicles

The estimated cost for all procurements is used to determine the funding amount granted for each project (vehicles and other equipment). This award is made for the procurement of that specific project, not for a guaranteed amount of funds. The program will retain any remaining funds after the purchase of the project has been completed. If actual cost exceeds the estimate, grantees will be required to provide 100% of the additional funds needed. No fixed route equipment will be funded

Complete for vehicle(s) requested. (See Application Instructions pages 5 and 6)

Vehicles	Quantity Request	Estimated Unit Cost**	Total Cost
Vehicles			
Minivan 5 Ambulatory Passengers (AP) includes lift	1	\$52,200	\$52,200 (Appendix E-3)
Modified Raised Top Van	0	\$50,000	
Small Bus (Ford or GM) 8 AP; 2 Wheelchair (WC)*	0	\$60,000	
Medium Bus (Ford or GM) 16 AP; 2 WC	2	\$75,100	\$150,200 (Appendix E-2)
Medium Bus 12 AP; 2 WC *, Compressed Natural Gas***	0	\$91,000	
Large Bus 16 AP; 2 WC *	0	\$73,000	
Large Bus 16 AP; 2 WC *, Compressed Natural Gas***	0	\$97,000	
Larger Bus (Ford or International) 8 AP; 11 WC *	1	\$156,822	\$156,822 (Appendix E-1)

* Rear wheelchair lift floor plan

**Unit costs are an estimated cost of vehicle, equipment, and related charges and are subject to change at the time of purchase.

***Justify the need for an alternative fuel vehicle. Indicate whether your agency has the requisite fuel infrastructure, as well as the proximity of the fuel station in relation to your agency.

PART II – FUNDING REQUEST

Eligible Capital Expenses Reference: FTA C 9070.1F Section III, page 4 & 5

Other Equipment

Other eligible equipment includes wheelchair restraints; radios and communication equipment; initial component installation costs; computer hardware and software (scheduling and vehicle maintenance software); transit-related intelligent transportation systems (ITS); and the introduction of new technology through innovative and improved products into public transportation.

Applicant must attach 3 estimates of like-kind equipment **with** this application. The average of the 3 estimates will become the requested grant amount.

In the absence of three estimates applicant must attach an estimate from the vendor and the Sole Source Justification form. Sole source vendor requests will not be approved during the grant application review. Form available at: <http://www.dot.ca.gov/hq/MassTrans/Procurement-Grants-Management.html>.

After grant approval, grantee must receive prior approval from the Section 5310 Program before purchasing. The grantee will purchase the other equipment, submit an invoice to Caltrans, and will be reimbursed for the federal share.

Complete for other equipment requested. (See Application Instructions page 5)

Minimum Grant Amount of \$1,000, not to exceed \$40,000.

Complete for Requesting Computer Equipment or Other Equipment (specify)			
Equipment	Quantity Request	Estimated Unit Cost	Total Cost
Computer Hardware	0	LHH is not requesting for equipment	
Computer Software	0	LHH is not requesting for equipment	
Other Eligible Equipment (describe)	0	LHH is not requesting for equipment	
Complete for Requesting Communications Equipment:			
Base Station	0	\$2,500	LHH is not requesting for equipment
Mobile Radio	0	\$1,000	LHH is not requesting for equipment
TOTAL (cannot exceed \$40,000)			LHH is not requesting for equipment

TOTAL PROJECT COST (Vehicles and Other Equipment) (Maximum project cost not to exceed \$600,000)	\$359, 222
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Replacement/Service Expansion Vehicles

Questions apply to requests for vehicles. (See Scoring Worksheet, pages 4 and 5)

REPLACEMENT VEHICLES (Maintaining existing service levels)

To be eligible for replacement, the vehicle must currently be registered to the applicant agency and have a wheelchair accessible ramp or lift, and must be in active service The vehicle does not have to be originally federally funded. Leased vehicles, Sedans and SUVs are not eligible for replacement.

Applications for vehicle replacements must be like kind. For example, in an application for a small replacement bus, the vehicle to be replaced must be a small bus.

Explain why the vehicle(s) need replacement in order to ensure continuance of existing services. Describe the service the vehicle(s) will provide and the service area.

A photograph of the vehicle(s) proposed for replacement must be attached as an appendix. Take the photograph at an angle to show back wheels. (Refer appendix G-1)

NEW for ALL replacement vehicle requests: Provide each vehicle's funding source. Include the Standard Agreement number for federally funded procurements.

Response:

The San Francisco Department of Public Health's LHH is seeking funds to purchase (2) replacement paratransit shuttle buses, (1) new paratransit shuttle, and (1) replacement day-trip bus. Each of the replacement vehicles was purchased using funds from the City & County of San Francisco General Fund. The new shuttles will continue to service the LHH, providing a direct connection to the Forest Hill MUNI station to the 780 patients and their visitors, as well as LHH employees and volunteers, many of whom are disable and/or senior adults.

LHH's (2) existing shuttles are 14 and 19 years old, and have accrued over 150,000 miles (Appendix G-2 Total Mileage). The cost to service these aging shuttle vehicles in 2012 was over \$21,000.00 (Refer to page 22 of the application). The City and County of San Francisco Central Shops maintains and repairs LHH vehicles; however, the shop has an up to two month waiting period for vehicle repairs. LHH has smaller back-up vans to use when the shuttles are out of commission; however, (2) do not have a wheelchair lift and (1) can only transport one wheelchair. Passengers in wheelchairs often have to wait while the shuttle driver finds a van to accommodate the rider or wait until other passengers have been dropped off. New shuttles will reduce maintenance costs, and are integral to LHH's commitment to providing accessible transport for our senior and disabled population who can use MUNI to get to and from community-based services that will help ready them for discharge; as well as ensuring that LHH is accessible via public transportation to families and visitors who may be disabled and/or elderly.

LHH intends to request (1) replacement bus for our Activity Therapy program. The new bus will enable the Activity Therapy department to continue to send many of our 780 residents to restaurants, movies, cultural events, and baseball games, connecting them to the larger San Francisco community. The bus LHH seeks to replace is over 13 years old, and cost the City over \$22,000 in maintenance and repairs in FY 2012 (Appendix G-2). Again, each repair means a vehicle can be out of commission for up to two months, disrupting continuity of service and limiting resident activities. A new activity bus will not only reduce maintenance costs, but will ensure residents continue to enjoy therapeutic leisure activities and connect with the greater San Francisco community.

NEW SERVICE OR SERVICE EXPANSION VEHICLES

Explain the new service or growth your agency is experiencing, the projected increase in the number of clients you will serve, and the basis for your estimates. Describe the service area, the type of service the vehicle(s) you are requesting will provide and how it relates to the needs assessment in the Coordinated Plan. *Related Documentation supporting this growth must be attached as an appendix and its relevance discussed within the narrative (e.g., current waiting list, reports of trips denied).*

Projected number of one-way passenger trips per day to be provided by each vehicle: 6

An additional van would enable the Rehabilitation Department to transport patients to Berkeley, to the only Assistive Technology center in the area. The Department currently has limitations on how many high level spinal cord patients it can serve because of limited vehicle availability. The Center for Assistive Technology supports use of technology to promote independent living for people with disabilities, providing information via an online resource, and engaging in advocacy work to support policies that expand access to technology for people with disabilities, including the many people with disabilities who are low-income.

In addition, the Rehabilitation Department would like to increase access to other community based organizations that provide services not available at LH. For example, Through the Looking Glass (TLG) provides direct services, information, and referral to a diverse group of patients with disabilities and their families. These include parents with physical and visual disabilities, deaf parents, and parents with diverse medical conditions. TLG provides information, training, and consultation to parents with disabilities, family members, and professionals nationally and internationally. This Federally recognized program has limited resources and they are unable come to LHH to provide their services

Existing Paratransit is not appropriate for the specialized trips used by the Social Services and Rehabilitation Therapy Departments, which include the need for same day requests, intra-county services and require time-certain arrivals. The lack of wheelchair accessible vehicles for these activities presents a challenge, and both departments have said they would provide more needed activities if additional vehicles were available. LHH intends to request (1) new w/c accessible van with lift through this grant to meet LHH's growing need to transport patients to and from San Francisco General Hospital, other community appointments and housing options that will help to ready them for community re-integration and discharge or transport between the two DPH hospital locations.

Rehabilitation Department Service Areas:

The Rehabilitation Department takes patients out at least twice a week for home evaluations; pre-discharge activities; community reintegration (i.e. shopping); path finding, SFGH and other hospital appointments & vocational rehabilitation. An additional van would enable the Rehabilitation Department to transport patients to Berkeley, to the only Assistive Technology center in the area. The Department currently has limitations on how many high level spinal cord patients it can serve because of limited vehicle availability. The Center for Assistive Technology supports use of technology to promote independent living for people with disabilities, providing information via an online resource, and engaging in advocacy work to support policies that expand access to technology for people with disabilities, including the many people with disabilities who are low-income.

Social Services Department Service Areas:

The Social Services Department transports patients into the community at least one to four times a week for a multitude of reasons (see below). Social Services may have to perform multiple home evaluations per resident- if for any reason the home is not deemed ready for occupancy.

Many Social Service appointments are time sensitive and require last minute availability. The Social Service Department reported approximately 30 missed opportunities/ appointments last year due to limited vehicle availability.

A List of Common Reasons for Transport with the Social Services Department

Home evaluations with OT, PT and resident
Discharges
Housing interviews
Board and care home tours
Appeals of rejected applications for housing
DCIP meetings for community placement
Obtaining renewal of license/ID for residents
Courthouse for residents legal matters
Registering sex offenders, clearing warrants
Rep-payee enrollment
ADHC, vocational rehabilitation
Resident homes, either existing or acquired while at LHH
Follow-up post discharge visits

Memorial services
Social Security benefits/cards
Community medical/mental health clinic appointments
Transportation services
Adult day program visits
Cigarette/food/hair/clothing shopping
Pick up resident belongings from prior residence, bring belongings to acute care if resident not returning to LHH
1:1 outings occasionally for shopping trips w/ patient
Home visit to discharged resident
INS for US Citizenship
Storage units

Social Services Department Common Service Area

Resident homes in the Bayview, downtown, the Sunset, Richmond, Ingleside, Mission and Excelsior Districts, Daly City
Housing sites such as the Windsor, Plaza Apartments, Fox Plaza, Victorian Manor B&C, Country Place B&C (Antioch), Madonna Residence, Park Merced, Leland House, Peter Claver, Cohen Residence, Fillmore Center, Kelly Cullen, 149 Mason St, 990 Polk St, 480 Ellis Street, 1626 Pierce St
Adult Day Health Centers
AIDS Health Project
Banks
Bryant Mortuary
Centro Salud
Conard House
DMV
Duggans Mortuary
Check cashing agencies
Food banks

Ft. Miley SF VA Hospital
Grocery store
Hall of Justice
Lutheran Social Services
Mission Neighborhood Health Center
On Lok
Open Hand
Paratransit Office
Phone store
Rams
Safeway
SFGH
SF Veteran's downtown clinic
Social Security office
Walgreens
Ward 86
West Bay Housing

PART II – FUNDING REQUEST

Other Equipment

OTHER EQUIPMENT

This category includes communication and computer equipment, hardware and/or software, or any other miscellaneous equipment (cameras, mobile radios, etc.). The equipment must be used to support your transportation operation in proportion to the number of vehicles you operate in your transportation program for elderly and disabled clients.

The applicant must submit 3 like-kind estimates of equipment with this application. The average of these 3 estimates will be the requested funding amount. The 3 like-kind estimate information and sole source request instructions are on page 12 of this application. **Note: If the project is selected and the agency receives Section 5310 approval, the agency will purchase the equipment using 100% of their funds. Once the equipment is received, the agency will invoice Caltrans for reimbursement of the actual amount not to exceed 100% of the grant amount. No fixed route equipment will be funded.**

Agency Inventory (Required for ALL other equipment requests)

Complete table for the requested other equipment, expand this table if necessary: **RESPONSE:** In this grant, LHH is not requesting for equipment/procurements.

1.

1. Indicate equipment type to be replaced
2. Indicate the quantity of existing equipment units by like kind.
3. Indicate the age of the equipment.
4. Indicate the requested number of units of additional equipment.
5. Indicate the total number of vehicles in your transportation fleet.

Equipment Type to be replaced	Quantity/Purchase Date of Existing Equipment within Agency		Quantity of Requested Equipment (from page 12)	Current Fleet Size
Example: Computer	3	5-18-2005	6	10
	2	1-1-2001		
	4	6-15-2004		
Example: Mobile Radios	8	8-14-2007	4	15
	3	4-21-2002		
Example: Software	0	-	1	16
			0	
			0	
			0	

2. Describe the type of equipment you are requesting and specifically identify the components.

RESPONSE: In this grant, LHH is not requesting for equipment/procurements.

3. Discuss how the requested equipment will be used to support the transportation program. Include any expected improvements in service delivery or coordination, any reduction in the cost of providing service and the current method of collecting and tracking information.

RESPONSE: In this grant, LHH is not requesting for equipment/procurements.

PART III - SCORING CRITERIA

Ability of Applicant-

See Quantitative Scoring & Project Rating Worksheet Section I

Describe applicant's experience and history of providing efficient and effective transit services. The number of years of transportation service should reflect the number of years your agency has provided transportation services. Do not include service of your subcontractor(s). If you will be a first-time provider of transportation services, provide the number of years you have provided social services to elderly individuals and individuals with disabilities.

1. Does your agency **currently** provide transportation? **Yes**

If yes, how many years of transportation experience does your agency have? **25years**

If no, how many years of experience does your agency have in providing non-transit services to elderly persons and persons with disabilities? _____

Additional points can be obtained for applicants that have not previously been transportation providers by providing a letter of support from the RTPA or Coordinated Transportation Service Agency (CTSA).

Scoring Criteria for questions 2-12:

0 = Does not address question

1 = Addresses question without attaching relevant documentation.

2 = Addresses question completely and attaches relevant documentation to all questions 2-12

2. Describe your agency's driver training program by specifically discussing each of the following components indicating whether they will be performed in-house or under contract and the staff or position(s) responsible:

- New Driver Orientation and Training; Training is provided in-house and includes classroom and behind the wheel driving and testing. Trainees are taught how to maneuver a large vehicle, use of the wheelchair lift and wheelchair strap downs and safe and defensive driving techniques. Training is updated and ongoing.
- Prospective LHH shuttle and activity bus drivers must obtain a Class B license with passenger endorsement before hire. After hire, new drivers attend a three day hospital-wide orientation. Topics covered during orientation include privacy (HIPAA), patient safety, and cultural and sensitivity training. LHH activity bus drivers are required to be Certified Nursing Assistants with CPR and First Aid training experience (see appendix I-11 for Bus Driver CNA Certifications/Verifications). LHH requires CPR certification for all Rehabilitation staff, and conducts in-house CPR renewal & certification courses for staff (see appendix I-2 for LHH's CPR renewal) Driver Screenings and Training Standards are provided to all drivers to ensure safety of passengers (AppendixI-4)
- The LHH Education department holds ongoing monthly hospital-wide mandatory staff trainings (see appendix I-3 & I-5 for the continuing education transcripts for shuttle and bus drivers). Topics vary by month, and include themes such as workplace violence prevention, cardiopulmonary & choking emergencies, emergency preparation, effective communication and patient safety (see appendix I-6 through appendix I-10 for training presentations). Additionally, Nursing, Rehabilitation, and Social Work professionals are required to complete additional continuing education credits as per their licensing requirements.

THE FOLLOWING APPENDICES PROVIDE SUPPORTING DOCUMENTS PER REQUEST:

LIST OF APPENDIX I MATERIALS:

Appendix I-2	CPR Renewal/Certification	Appendix I-11	Certified Nursing Assistant License/Bus Drivers
Appendix I-3	Bus Driver Transcripts		
Appendix I-4	Para-Driver Training Standards		
Appendix I-5	Shuttle Driver Transcripts		
Appendix I-6	Cardiopulmonary and Choking Emergencies		
Appendix I-7	Effective Speaking and Listening Training		
Appendix I-8	Prevention of Violence and Harassment Drug-Free Workplace		
Appendix I-9	Working Together to Improve Resident Safety		
Appendix I-10	Emergency Preparedness 2013		

Ability of Applicant-Continued

See Quantitative Scoring & Project Rating Worksheet Section I

3. Describe your agency's system for dispatching vehicles and discuss training of staff in the dispatching function.

There is no dispatch function with the LHH Shuttle buses. LHH Shuttle buses run on a set schedule with approximately 20 trips from 6:00 am to 6:30 pm on weekdays and from 9:45 am and 2:45 pm on weekends.

The Activity Therapy Department does not dispatch Day-Trip buses. Activity Therapy staff plan, coordinate and schedule activities and trips interdepartmentally.

All other patient transport vehicles are available hospital-wide, and are signed-out through the administration office. Department Directors, supervisors and administrative support have access to the LHH online reservation system. The online reservation system is housed on the LHH intranet. While not all LHH employees are able to make and change reservations, any employee can view the current schedule from any computer on the LHH campus.

4. Describe your agency's vehicle maintenance program, addressing **each** of the following components. In describing the items specified below, attach pre-trip **and** post-trip inspection forms and maintenance forms as an appendix.

- Daily pre-trip and post-trip inspection description with daily inspection forms
- Preventative & routine maintenance description, with maintenance forms
- Contingency plan for when equipment is not available for service

The LHH fleet is serviced and repaired at the City and County of San Francisco Central Shops. All single passenger vehicles are due for preventative maintenance service every 6 months or 6,000 miles. Higher capacity vehicles require inspection every 90 days.

LHH employs a Fleet Manager, who is responsible for cleaning the vehicles and inspecting/refilling fuel on a daily basis, and checking oil levels on a weekly basis. The Fleet Manager responds to calls for maintenance and repairs, and transports all vehicles to Central Shops for service.

All shuttle and activity bus drivers are required to inspect the vehicles using a "Bus Driver's Condition Report," before and after their shift. The report is in a form of a checklist, and includes inspecting for leaks, gauges, door alarms, extinguishers and performance (Appendix E-8). The report is regularly submitted to our managers at the end of the shift, who reports any vehicle concerns to the fleet manager immediately.

LHH has limited capacity back-up vans for use when the shuttles are out of commission; however, (2) do not have a wheelchair lift and (1) can only transport one wheelchair. Activities are postponed when a bus is unavailable. When Social Service or Rehabilitation Activities are affected by out-of-service vehicles, all efforts are made to find an appropriate alternative; in some cases (approximately 30 for calendar year 2012), appointments have to be rescheduled.

List of Appendix for pre-trip and post-trip inspection forms and maintenance:

Appendix E-8 – Bus Driver's Condition Report

5. If your agency operates vehicles with more than 10 passengers (includes driver), attach a copy of your most recent CHP vehicle and terminal inspection report. If your agency is not required to have a CHP inspection based on this criteria, attach your agency's most current Caltrans Section 5310 vehicle and agency inspection reports. This information must match the Existing Transportation Services Table on page 22, column 5 of this application.

CHP inspectors visit LHH annually, and randomly inspect (3) LHH vehicles. At this time, vehicles with VIN numbers ending in 92094, 92096, and 17650 have not been inspected.

Appendix E-4 through E-7 for CHP reports for vehicles with VIN numbers ending in 92095, 64380, 75170, 25937, 20106, & 92466.

- Appendix E-4 – CHP Inspection 600
- Appendix E-5 – CHP Inspection 604
- Appendix E-6 – CHP Inspection 601
- Appendix E-7 – CHP Inspection 601

6. Describe other funding your agency has received or pursued (e.g., other grants, donations, contracts, cash reserves of the agency, etc.) and why these are not available to fund the proposed project.

Response: LHH has not pursued other funding opportunities for Paratransit vehicles.

Ability of Applicant-Continued

See Quantitative Scoring & Project Rating Worksheet Section I

7. Attach a copy of your agency's current (i.e., within the last 3 years) audited financial statement with no instance of non-compliance as an appendix.

LHH received a positive audit with no instances of non-compliance (Appendix D)

8. Agency Information: Describe the emergency planning and drill activities within your agency and in cooperation with the county. Provide proof your agency is included in the response plan with the County Office of Emergency Services. Indicate the drill(s) you have participated in, or are scheduled to participate in?

LHH created an Emergency Preparedness Plan in pursuant to California Occupational Safety and Health Standards, California Code of Regulations (CCR), Title 8, Section 3220; and Licensing and Certification of Health Facilities, California Code of Regulations (CCR), Title 22, Sections 70741 and 72551. Additionally, LHH participated in a City-wide Disaster plan and established LHH as a First Aid Center supporting DPH's overall response, in accordance with the DPH's Emergency Response Plan and as an alternate site for the DPH Disaster Medical Command Post. See appendix C-1 for LHH's 2009 Disaster Plan.

LHH's emergency preparedness coordinator regularly conducts orientation and training on emergency preparedness to guide staff in preparing and responding to emergency incidents or planned events in a safe and organized way. LHH holds monthly intra-departmental meetings, which cover hospital safety and preparedness issues and prepare the hospital for emergency planning drills. See appendix C-2, C-3 & C-5 for additional information.

Finally, LHH conducts emergency preparation drills and produces emergency preparation resources guide for each resident neighborhood and hospital department. In 2012, LHH held quarterly neighborhood and department specific fire drills on all three shifts. Response was assessed using a 12 question tool, and reviewed by LHH's Safety Engineer. On March 29th, 2012, LHH held an internal emergency mass prophylaxis drill, using 2 mobile teams and a clinic team in collaboration with the SFDPH Communicable Disease Control and Prevention Unit with over 500 participants. In June of 2012, LHH held a Medical Surge Communications & Resources Functional Exercise, which tested SFDPH notifications, resource requests, and coordination city wide with acute and long-term care public and private facilities in response to a medical surge of victims with an array of blast injuries. LHH participation included 24 command center staff members. On October 18th, 2012, LHH participated in the California Shakeout Earthquake Drill facility-wide to test earthquake response. Over 650 LHH employees participated in the exercise. Finally, LHH participated in a Statewide Exercise testing communication, coordination and continuity of operations during an earthquake and power outage. LHH coordinated response with other hospitals and DHP. Over 550 LHH employees participated in the drill.

In 2013, LHH will continue to hold quarterly drills. Additionally, 4 more DPH and Statewide drills are scheduled which will continue to prepare LHH staff to respond in emergency situations, to refine existing par levels of equipment, materials, and supplies and to coordinate response on a city and statewide levels. For a complete list of LHH emergency drills, please see appendix C-6 & C-7 below:

List of Appendix C Materials

Appendix C-1	LHH Disaster Plan 2009	Appendix C-6	Emergency Preparedness Drill 2012
Appendix C-2	FAQ Emergency Preparedness	Appendix C-7	Emergency Preparedness Drill 2013
Appendix C-3	Fire Guidelines		
Appendix C-4	Safety & Emergency Preparedness Committee		
Appendix C-5	Emergency Preparedness Update		

9. Vehicle Information: Describe the steps you have taken to identify your available accessible vehicles (including capacity) to the county for use in emergency evacuations.

LHH is a part of the City and County of San Francisco's Department of Public Health. LHH's Emergency Preparedness Plan includes a vehicle list with vehicle capacity and vehicle wheelchair accessibility. LHH's Emergency Plan has been submitted to other city agencies, area hospitals and is available on the LHH intranet, which is accessible to other city agencies. The LHH Emergency Preparedness coordinator sits on committees with other city agencies, and works closely with the City & County Department of Emergency Management (DEM). Additionally, LHH participates in the Public Health Emergency Response Group (which runs the EOC and DOC) & the Hospital Preparedness Council (which includes all area Hospitals). LHH's Emergency Plan has been shared during city & county-wide drills, and used by the committees to strategize coordinated emergency planning efforts. Additionally, LHH signed an MOU with the Hospital Preparedness Council agreeing to share resources, including equipment, with all area hospitals when feasible (Appendix C-8)

List of Appendix C Materials

Appendix C-8 Hospital Mutual Aid Memorandum of Understanding

PROPOSED BUDGET FOR TRANSPORTATION PROGRAM

See Page 7 of the Application Instructions for specific requirements in completing this page, attachments required.

10. Annual Operating Budget:

See Quantitative Scoring & Project Rating Worksheet Section I

Estimated Income:		
a.	Passenger Revenue	\$ 0
b.	Other Revenues	\$ 0
c.	Total grants*, donations, subsidy from other agency funds	\$ 0
TOTAL INCOME		\$ 0
*Not including this grant request.		
Estimated Expenses:		
a.	Wages, Salaries and Benefits (non-maintenance personnel)	\$ 319,950
b.	Maintenance & Repair (include maintenance salaries)	\$ 80,108
c.	Fuels	\$ 7,798
d.	Casualty & Liability Insurance	\$ City & County of SF: Self-insured
e.	Administrative & General Expense	\$ 0
f.	Other Expenses (e.g., materials & supplies, taxes)	\$ 0
g.	Contract Services (specify) _____	\$ 0
TOTAL EXPENSES		\$ 407,856

11. Operating Fund Sources:

SOURCES	Prior Year	Current Year	Next Year
a. City & County of SF General Funds	\$ 407,856	\$ 407,856	\$ 407,856
b.	\$	\$	\$
c.	\$	\$	\$
d.	\$	\$	\$
TOTAL			\$ 407,856

12. Local Match for this application.

The local share may be derived from other Federal programs that are eligible to be expended for transportation, other than DOT programs, or from DOT's Federal Lands Highway Program. Examples of types of programs that are potential sources of local match include: employment, training, aging, medical, community services, and rehabilitation services. Specific program information for other types of Federal funding is available at www.unitedveride.gov

Identify Source(s) of Local Match:	AMOUNTS
Toll Credits shouldn't this include the General fund match	\$
_____	\$
_____	\$
TOTAL LOCAL MATCH - 11.47% of Total Project Cost	\$ 41,203

PART III - SCORING CRITERIA

Coordinated Plan Requirements

See Quantitative Scoring & Project Rating Worksheet Section II

Scoring Criteria:

0 – Does not address question and/or does not include Coordinated Plan section or page number

3 – Addresses question & indicated Coordinated Plan section and/or page number

Per FTA C 9070.1F, Chapter V, FTA Section 5310 projects shall be derived from a Coordinated Plan that minimally includes the following four elements and a level consistent with available resources and the complexity of the local institutional environment. The following questions address how this project is derived from Coordinated Plan for your area. (Only 0 or 3 points per question)

Element 1: An assessment of available services that identifies current transportation providers (public, private, and non-profit).

1. Generally describe the available non-profit, public transit or Paratransit, including fixed route, dial-a-ride, ADA complementary Paratransit services. (Indicate Coordinated Plan Section/Page Number.)

LHH coordinates through planning/or service delivery with public agencies in the County to provide transportation services to our targeted population

- (1) SFMTA/Municipal Railway (public agency: 4-9) – “ADA paratransit service (taxi, shared ride van services called SF Access and group van provided by van and taxi providers managed by a Paratransit Broker)
- (2) Golden Gate Regional Center (private non-profit: 4-9) - “Provide transportation for people who cannot use paratransit because they require additional assistance or live outside of the paratransit service area.”
- (3) Kimochi, Inc (private non-profit: 4-9) – “Group car services for seniors: door-to-door transportation for senior center participants, adult social day care programs, grocery shopping trips, medical trips”
- (4) On Lok Senior Health Services (private non-profit: 4-9) “Transportation for health plan participants to and from home to delay health centers, medical appointments and recreation outings.”
- (5) Saint Francis Memorial Hospital (private non-profit: 4-9) “Transportation for Outpatient Treatment Departments: discharges to home or to other facilities: some transportation for seniors to doctor appointments”
- (6) San Francisco Veteran’s Administration Medical Center (VAMC) (Federal: 4-9) “Transportation by wheelchair accessible van/gurney van and ambulance services to eligible/authorized beneficiaries; VA staff shuttles to and from designated areas and volunteer drivers for local trips; Disabled American Veterans shuttle service to and from the VA with donated vehicles and volunteer drivers (4-9)
- (7) MV Transportation (private non-profit) – serves residents in San Francisco accommodating seniors and disabled.
www.samtrans.com

Element 2: An assessment of transportation needs for individuals with disabilities or older adults. This assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.

2. Describe the transportation needs of individuals with disabilities or elderly individuals to be served by the proposed project. (Indicate Coordinated Plan Section/Page Number.)

Several needs were identified in the Coordinated Plan that will address the insufficient transportation needs of our population to ensure continuance of service.

Connectivity (ES-4): “The need for better connectivity was expressed, both for inter-and intra-county travel, whether using paratransit or fixed route service” (ES-4). LHH residents also expressed this public sentiment about the need for better connectivity during our residential counselor meeting on January 2013. Many residents felt frustrated at the difficulty making “effective use of the fixed-route system and referred to the needs to enhance accessibility of vehicles.”

I.

- II. **Enhanced Paratransit Services (page ES-4):** Replacement vehicles will sustain transportation service to key activity centers in the community for seniors and adult with disabilities. These key activity centers are critical to providing continuum of care for our residents. Access to high quality paratransit vehicles is needed to revamp services to support re-integration in the community for seniors and adult with disabilities. Efficiency is just as important for passengers as it is for operators. This will streamline the myriad of services such as rehabilitation, social, recreational, and educational programs provided to seniors and people with disabilities.
- III. **Enhanced Paratransit Service (page ES-4):** Replacement vehicles will enhance our fleet capacity with appropriate equipment services to accommodate our large demand of seniors and adult with disabilities. LHH has an average daily census of 780 with an annual patient of 1,143 most whom are seniors and people with disabilities most whom are in wheelchairs and dependent on lift users.(Appendix A-1) Appropriate vehicles and adequate equipment service is critical as the aging population is expected to increase as well as in dependency on paratransit services.
- IV. **Critical Need to Accommodate the Increasing Age of Our Citizen (Coordinated Plan page 8-16 and 3-4) (Appendix A-1).** Demographic projections indicate that the proportion of seniors will double within the next two decades. "The aging population will result in a significant increase in demand for paratransit and other specialized services" (page 8-16). Laguna Honda Hospital, in already high concentration of seniors, must be equipped to better serve the demand for paratransit services. The expected increase in the senior population would trigger the needs to address the following: (1) increasing demand of dial-a-ride as a means of transportation by seniors with physical disabilities, (2) high concentration of seniors in wheelchairs and increase in dependency on lift users, (3) expansion of senior services that will assist transportation for older citizens who no longer drive and (4) the need to provide services to key activity centers in the community to foster re-integration for seniors and adult with disabilities.
- V. **Need for "Enhanced Fixed Route Services" (page 6-1):** Demand-response paratransit services are needed to supplement accessible "fixed-route" bus, rail services. Paratransit services provided by LHH is a necessity for seniors and disable passengers who are unable to take other public transport or are unable to navigate their way around to the nearest public transit due to their disabilities and physical limitation. In addition, the difficulty to disembark onto a steep hill from/to LHH represents a daunting task especially for LHH disabled population
- VI. **Enhanced Paratransit Services (page 6-1):** Paratransit service is needed "a level of service above and beyond what is required by the ADA, such as service provided on the same day it is requested (e.g., taxis), where and when the fixed route service does not operate, or the ability to accommodate "uncommon wheelchairs or other mobility devices." Moreover, such services will not only be provided to seniors and adult with disabilities most of whom are low-income individuals, but for elderly volunteers, visitors and staff who dependent on paratransit service.
- VII. **Need for Additional Paratransit Services and Funding (page 8-16).** The expected increase of the senior population coupled with budget cuts could steer LHH to tighten its belt. LHH may have to operate its transportation program with limited funding and inadequate resources in the foreseeable future. This prompts LHH to seek additional funding other than from the general fund. Increase in disabled demand for a better responsive transit services can only be address if adequate funding is adopted.
- VIII. Assessment of needs is also identified on the community level prepared by the **SFMTA Strategic Plan FY 13-18** (appendix J-1) that is consistent with the Coordinated plan:
- o SFMTA Strategic Plan states, "Existing vehicle fleet is difficult for families to use and needs major overhaul." There is a critical need for funding to "ensure the preservation of a safe and reliable system" (page 5)
 - o In the SFMTA Strategic Plan, it stipulates "Insufficient resources to operate and maintain the transportation system and to address state-of-good-repair and expansion needs" (page 5).

Coordinated Plan Requirements – (Cont.) See Quantitative Scoring & Project Rating Worksheet Section II

Element 3: Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.

3. How does this project(s) address one or more of the coordination strategies, activities, and/or projects and efficiencies identified in the Coordinated Plan for your area? (Indicate Coordinated Plan Section/Page Number.)
4. How does this project(s) address one or more of the coordination strategies, activities, and/or projects and efficiencies identified in the Coordinated Plan for your area? (Indicate Coordinated Plan Section/Page Number.)

“Strategies to Enhance Coordination of Service Delivery,” chapter eight of the coordinated plan, identified several possible solutions to address transportation gaps in areas in which these gaps exist. These possible solutions were carefully analyzed and found several solutions relevant and applicable to address the needs of seniors and adult with disabilities in LHH. The request for replacement vehicles and expansion of services would enhance and supplement service delivery and continuance of service by implementing the following strategies in accordance to the Coordinated Plan. The strategies are laid out as follows “to meet these needs and prioritize services” (page 1-1).

- I. **Feeder service connecting to fixed-route transit (page-7-1) Senior-friendly shuttles (page 7-3):** LHH runs its own paratransit shuttle service to and from the nearby Muni Metro Forest Hill station during peak demand hours (replacing a local Muni connection that was discontinued in December 2009 due to budget cuts – Refer Appendix A-7). Visitors, seniors, and adults with disabilities rely on this paratransit services to get to/from Laguna Honda and Forest Hill Station because of the challenges of embarking on steep slopes and longer distances. The 89 bus fixed-route service used to drop off passengers/seniors to the nearest Bart station but since that no longer exists since 2009, passengers/seniors now have take to additional bus ride in order to get to the nearest Bart station. Thus, there is an “excessive trip times for certain trips if offered as an optional service “(7-1) and “difficulty using transit for local trips” (7-3).
- II. **Premium service on ADA paratransit (page 7-1) & Promote Alternatives Mode of Travel (pages 8-12):** This will address the “service beyond ADA-required areas and hours...same day requests...shorter trip times, intermediate and time-certain arrivals LHH recognizes that not all transportation gaps in the public fixed-route services of the county of San Francisco are effectively met. Additional paratransit services address existing gaps and more importantly, they are cost-effective. The existing paratransit services that LHH provide are designed specifically to transport seniors and adult with disabilities into the community and link them to social and health care services. In addition, paratransit vehicles are used to connect them to the community before discharging them. With replacement of vehicles and expansion of service, this will greatly enhance transportation services provided by the staff in the Occupational Therapy and Social Service departments to help seniors and adult with disabilities to get to their appointments to San Francisco General Hospital and to other agencies that LHH collaborates with. Vehicles are utilized to provide transportation service to connect residents to key activity centers in the community and assist them with re-integration to the community. Activities such as:
 - o Home evaluations with OT, PT and resident
 - o Discharges
 - o Housing interviews
 - o Board and care home tours
 - o Appeals of rejected applications for housing
 - o DCIP presentations, final meetings with Westbay
 - o Obtaining renewal of license/ID for residents at DMV
 - o Courthouse for residents legal matters such as trials
 - o Registering sex offenders, clearing warrants
 - o Rep-payee enrollment
 - o ADHC, volunteer opportunities or supportive employment programs prior to discharge
 - o Residents homes, either existing or acquired while at LHH
 - o Follow-up post discharge visits and to attend memorial services

- Social Security benefits/cards
- Community medical/mental health clinic appointments
- Transportation services
- Adult day program visits
- Cigarette/food/hair/clothing shopping
- Pick up resident belongings from prior residence, bring belongings to acute care if resident not returning to LHH
- 1:1 outings occasionally for shopping trips w/ patient
- Home visit to discharged resident
- Misc. errands for residents such as stamp buying, treats, chocolate bars, clothing and etc.
- INS for US Citizenship
- Storage units

- III. **Promote Pedestrian Safety (pages 8-9) & Improved Access to Transit Services (7-4):** Pedestrian safety is an integral and high priority element of LHH. LHH places a priority on pedestrian safety and is concerned about the unprotected crossings of major streets and the alarming rate of pedestrian fatalities in the county of San Francisco. "On average, there is one pedestrian fatality per week in San Francisco" (pages 8-9). Studies found that "People age 65 and older are more likely to be killed as a pedestrian than persons from any other group." In San Francisco County, a high concentrated of seniors, most seniors and seniors in wheelchairs rely on public transit or by walking to get to their destination. It is in this context that LHH strongly believe that replacement of vehicles and expansion of service will provide the continuation of services to seniors and adult with disabilities and to those with uncommonly large/heavy wheelchairs that are vulnerable to the unsafe and unprotected crossings of major streets in San Francisco County.
- IV. **Additions and Improvement to ADA Paratransit (page 8-1):** Current vehicles of LHH are older than ten years and unreliable to provide transportation services for our targeted population. Several occasions of breakdown reported, forcing our program to operate in an inconsistent basis. The maintenance costs incurred by extremely high mileage vehicles are draining the LHH's fund. High efficiency vehicles will create long-term fuel efficiency and increase productivity to meet the demands of our targeted population.
- V. **Critical Need for Funding (8-17):** Funding for the shuttle comes from the San Francisco's general fund for weekday service, and MV Transportation (SFMTA's paratransit service) for weekend service. Purchase of replacement and new vehicles through the Caltrans grant would save the City of San Francisco critical funds that could be used for direct health for seniors and adults with disabilities. LHH operates transportation service in house including the operation for maintaining the vehicles and hiring drivers.
- VI. **Improve Inter-jurisdictional (8-21) & Targeted transit route (page 7-3):** Visitors at LHH will benefit by riding on the replacement of vehicles that can transport them from/to the Forest Hill Station to LHH. Residents of LHH who wish to travel by public transport can only do so through LHH paratransit services. The 0.7 mile walk from/to LHH to the nearest public transportation is a daunting task particularly for seniors with physical limitations.
- VII. **Demand-Responsive group shopping service (page 7-2): & Non-emergency medical transportation for Medi-Cal patients (7-2):** There are 780 residents who qualify as the target population for this grant, as well as employees, visitors, and volunteers many whom are also disabled seniors. With replacement of vehicles and expansion of service, it will give LHH an opportunity to create "good models" to serve "Non-ADA eligible people who cannot use transit if they need to carry packages" and addressed "Lack of appropriate, affordable service especially for dialysis trips."

Element 4: Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

5. How does this project(s) address one or more of the implementation priorities identified in the Coordinated Plan for your area? (Indicate Coordinated Plan Section/Page Number.)

LHH meets the following criteria stipulated under the Coordinated Plan of Chapter 7 in which describes the following (pages 7-18 to 7-20),

- I. **Community Criteria (pages 7-19):** LHH collaborates and engages with multiple agencies and non-profit organizations with the same mission of improving “connectivity” for the betterment of our seniors and adult with disabilities.
- II. **Financial Criteria (page 7-19):** LHH meets the financial criteria under the coordinated plan. It stipulates a requirement for sustaining the operational costs and costs of the replacement of vehicles, which LHH adheres to accordingly.
- III. **Implementation Criteria (page 7-19):** LHH’s transportation program operates on a daily basis to provide transportation services to our patients. Once LHH’s request is granted, the request for replacement of vehicles and expansion of service would be integrated into the LHH’s transportation program immediately. LHH’s paratransit vehicles are insured through the City and County of San Francisco, and drivers/operators are qualified and eligible to operate vehicles.
- IV. **Coordination Criteria (page 7-20):** LHH meets the coordination criteria stipulated under the plan as the vehicles allow LHH transportation program to connect our residents to the community. This coordination provides myriad of services including but not limited to assisting residents to their appointments to multiple agencies to help and support health literacy, and help with the integration of the health system. In similar vein, our social service department heavily relies on our transportation service to assist with re-integration services including but not limited to discharges, home-evaluation, and therapy.
- V. **Demand-Responsive group shopping service (page 7-2): & Non-emergency medical transportation for Medi-Cal patients (7-2):** There are 780 residents who qualify as the target population for this grant, as well as employees, visitors, and volunteers many whom are also disabled seniors. With replacement of vehicles and expansion of service, it will give LHH an opportunity to create “good models” to serve “Non-ADA eligible people who cannot use transit if they need to carry packages” and addressed “Lack of appropriate, affordable service especially for dialysis trips.”
- VI. **Feeder service connecting to fixed-route transit (page-7-1) Senior-friendly shuttles (page 7-3):** LHH runs its own paratransit shuttle service to and from the nearby Muni Metro Forest Hill station during peak demand hours (replacing a local Muni connection that was discontinued in December 2009 due to budget cuts – Refer Appendix A-7). Visitors, seniors, and adults with disabilities rely on this paratransit services to get to/from Laguna Honda and Forest Hill Station because of the challenges of embarking on steep slopes and longer distances. The 89 bus fixed-route service used to drop off passengers/seniors to the nearest Bart station but since that no longer exists since 2009, passengers/seniors now have take to additional bus ride in order to get to the nearest Bart station. Thus, there is an “excessive trip times for certain trips if offered as an optional service “(7-1) and “difficulty using transit for local trips” (7-3).
- VII. **Premium service on ADA paratransit (page 7-1)** This will address the “service beyond ADA-required areas and hours...same day requests...shorter trip times, intermediate and time-certain arrivals LHH recognizes that not all transportation gaps in the public fixed-route services of the county of San Francisco are effectively met. Additional paratransit services address existing gaps and more importantly, they are cost-effective

Noted in Chapter 7- Solutions to Gaps- of the Coordinated Plan, is consistent with LHH needs to address the demand for better paratransit service and address gaps as follows:

- I. **The lack of appropriate service (page 7-12):** This will be addressed by providing transportation services for “non-emergency transportation for Medi-Cal patients” and to connect patients to the community
- II. **Meet existing gaps in paratransit services (chapter 7, figure 7-1),** which includes increased services for “same day requests,” improve “intra-county services,” and improve on “time-certain arrivals.”

The request for replacement of vehicles, if granted, would be integrated into the LHH’s transportation program accordingly. The replacement of vehicles is a top priority for San Francisco county and in that:

- It is critical to have efficient and effective vehicles to meet the demand for paratransit services on a consistent basis
- It will enhance our fleet capacity with appropriate equipment services to accommodate our large demand of seniors and adult with disabilities
- It is critical for seniors and disabled passengers who are unable to take other public transport or are unable to navigate their way to the nearest public transit due to their disabilities and physical limitation.
- It will provide the continuation of services to seniors and adult with disabilities and to those with uncommonly large/heavy wheelchairs that are vulnerable to the unsafe and unprotected crossings of major streets in San Francisco county

Coordination –

See Quantitative Scoring & Project Rating Worksheet Section II

Use of Vehicles/ Equipment

Per FTA C 9070.1F, Chapter VI, FTA encourages maximum use of vehicles funded under the Section 5310 program. Coordination of vehicles and other transportation related activities where opportunities exist to coordinate are encouraged. Coordination of services includes:

- Shared use of vehicles
- Dispatching or scheduling
- Maintenance
- Back-up transportation
- Staff training programs
- Procurement of services and supplies from funding sources other than Section 5310
- Active participation in local social service transportation planning process
- Client trip(s) with other agencies

To obtain points for questions 1 and/or 2, a **letter must be attached** from the Consolidated Transportation Service Agency (CTSA), or an agency with which you are coordinating services, substantiating the coordination activities described. For additional information, contact your Regional Transportation Planning Agency (RTPA). If no CTSA exists in your service area or if you are the CTSA, a letter must be obtained from the RTPA.

Response: San Francisco Municipal Transportation Agency (SFMTA) – Please refer to Appendix L.

1. Describe how vehicles in agency’s **existing** fleet, services or equipment, are used to provide coordinated service for another agency’s clients or how these vehicles are shared with another agency(s). Narrative must include:
- The name of the participating agency(s)
 - Agency description, and usage of vehicle(s)
 - Days and hours of use
 - Number of passengers using service

The Rehabilitation Department takes patients out at least twice a week for home evaluations; pre-discharge activities; community reintegration (i.e. shopping); path finding, San Francisco General Hospital and other hospital appointments & vocational rehabilitation. An additional van would enable the Rehabilitation Department to transport patients to Berkeley, to the only Assistive Technology center in the area. The Department currently has limitations on how many high level spinal cord patients it can serve because of limited vehicle availability. The Center for Assistive Technology supports use of technology to promote independent living for people with disabilities, providing information via an online resource, and engaging in advocacy work to support policies that expand access to technology for people with disabilities, including the many people with disabilities who are low-income.

Additionally, the Rehabilitation Department would like to increase access to Through the Looking Glass (TLG) in Berkeley, CA. TLG provides direct services, information, and referral to a diverse group of parents with disabilities and their families. These include parents with physical and visual disabilities, deaf parents, and parents with diverse medical conditions. TLG provides information, training, and consultation to parents with disabilities, family members, and professionals nationally and internationally. This Federally recognized program has limited resources and they are unable come to LHH to provide their services

The Social Services Department transports patients into the community at least one to four times a week for a multitude of reasons (see below). When a resident is closer to discharge, it can mean the vehicle is used multiple times a week. Social Services may have to perform multiple home evaluations per resident- if for any reason the home is not deemed ready for occupancy. Many Social Service appointments are time sensitive and require last minute availability. The Social Service Department reported approximately 30 missed opportunities/ appointments last year due to limited vehicle availability.

LHH collaborates with several agencies and service providers in the city and county of San Francisco:

	Name of the participating agency(s)	Agency Description & Usage of Vehicles	Days & Hours	Number of Passengers Annually/ Expected Number of Passengers
Social Service & Rehabilitation Departments	San Francisco General Hospital (SFGH)	LHH transport patients to/from SFGH. Transportation is arranged via appointment or through non-medical emergency needs	24/7	150 -160
Social Service Department	Housing sites such as the Windsor, Plaza Apartments, Fox Plaza, Victorian Manor B&C, Country Place B&C (Antioch), Madonna Residence, Park Merced, Leland House, Peter Claver, Cohen Residence, Fillmore Center, Kelly Cullen, 149 Mason Street, 990 Polk Street, 480 Ellis Street, 1626 Pierce Street	LHH collaborates with the agencies, on the left column, to assist our targeted population with available resources in the community including but not limited to housing, preventative services, enhance quality of life, and help maintain viable community in a safe and secure environment.	M-F 9am – 5pm	353 -370
Social Service Department	Conard House	Conard House provides effective, community-based resources to vulnerable adults living with serious mental illness in San Francisco. Those resources - housing, counseling, and jobs help residents and clients find healthy pathways to recovery and self-manage chronic medical and mental illnesses.	M-F 9am – 5pm	30 -40
Social Service Department	Mission Neighborhood Health Center	Mission Neighborhood Health Center (MNHC) is a 39 year old comprehensive community-based health center [CHC], a Federally Qualified Health Center (FQHC), and a cornerstone in the Mission community.	8:00am-5:00pm	115 -125

		MNHC is a well known San Francisco local leader in advocacy efforts for culturally and linguistically competent health and human services for Latinos in San Francisco and the greater Bay Area. MNHC serves over 13,000 unduplicated patients and renders over 66,000 health care service visits annually.		
Social Service Department	San Francisco's Veteran's downtown clinic	The San Francisco VA Downtown Clinic offers a wide range of psychosocial and health care services. The Downtown Clinic is one of 43 Department of Veterans Affairs program sites for homeless veterans. This Comprehensive Homeless Center offers extensive programs that include outreach, therapy, housing, and employment.	8:00am-4:30pm, M-F	15 - 25
Social Service Department	AIDS Health project	The mission of the UCSF AIDS Health Project is to provide culturally sensitive counseling and education to stop the spread of HIV infection, and to help people face the emotional, psychological, and social challenges of living with HIV disease.	M-F 9am – 5pm	20 -30
Social Service Department	Banks/Financial Organizations (e.g., Bank of America, Chase, etc.)	Mission: offer lending and investment products that Serve low-and moderate-income individuals and families. Improve underserved low- and moderate-income communities.	M-F 8am – 5pm, Saturday 9-12pm	150 - 160
Social Service Department	Centro Salud	El Centro de Salud (Health Center) has progressively and	M-F 8am – 5pm,	15 -25

		systematically increased its services to encompass participants in most programs offered by UCC, as well as UCC employees. Services are available for participants in programs including BGCS (preschool, elementary school, and middle school), the Senior Center, the Adult Day Center, and Human Services outpatient and residential treatment programs. Additional support is offered to other UCC clients and program participants, employees, and community collaboration programs		
Rehabilitation Department	Adult Day Health Care (ADHC)	SteppingStone's Adult Day Health Care program helps San Francisco seniors and adults with disabilities improve their health and maintain their independence in the community.	Mon.-Friday, 8:00 am to 5:00 pm	12 -20
Rehabilitation Department	Center for Assistive Technology	Center for Assistive Technology focus is on access to computers and technology for people with disabilities. We do this so children with disabilities can succeed in school, adults with disabilities can find (and keep) jobs and all people with disabilities can use the internet, email and benefit from the digital revolution.	Mon.-Friday, 8:00 am to 5:00 pm	37 -50
Social Service Department	Community Mental Health Clinics	The San Francisco Community Health Clinics offer a full range of specialty Behavioral health services provided by a culturally diverse network of community Behavioral health programs, clinics and private psychiatrists,	Mon.-Friday, 8:00 am to 5:00 pm	80 - 100

		psychologists, and therapists.		
Social Service Department	Conard House	Conard House provides effective, community-based resources to vulnerable adults living with serious mental illness in San Francisco. Those resources - housing, counseling, and jobs help residents and clients find healthy pathways to recovery and self-manage chronic medical and mental illnesses.	Mon.-Friday, 8:00 am to 5:00 pm	53 - 70
Social Service Department	Diversion and Community Integration Program (DCIP)	The goal of the DCIP is to provide safe transition from or diversion from Laguna Honda Hospital to the community. The DCIP provides an integrated approach to this transition, including housing options and a community living plan for each individual consumer. The DCIP works with the consumer and various service providers to ensure that s/he will live safely in the least restrictive setting appropriate to his/her needs and preferences. Services include mental health services, case management, medical services, housing, in home supportive services, habilitation training, and other services needed to ensure that the consumer will succeed in the least restrictive environment.	Mon.-Friday, 8:00 am to 5:00 pm	88 - 95
Social Service Department	California Department of Motor Vehicles (DMV)	Driver License/Identification Card Renewal, Change of Address, Vehicle	Mon., Tues., Thurs., Friday: 8:00 AM - 5:00 PM	125 -150

		Registration	Wednesday: 9:00 AM - 5:00 PM	
Social Service Department	Easy Money store	Check cashing, loans, prepaid cards, auto insurance, money gram Tax Preparation, Money Orders, Bill Payment	Mon.-Friday, 8:00 am to 5:00 pm	180 – 195
Social Service Department	San Francisco Food Banks	Programs for seniors: Home-Delivered Groceries is the first program of its kind, supplying weekly groceries to more than 250 homebound seniors in San Francisco. Our 33 Brown Bag pantries serve more than 4,500 households with seniors each week. Connecting people with resources: Our <i>Food Stamp (CalFresh)</i> Outreach program seeks to connect low-income people with the benefits they're eligible to receive. With less than half of eligible residents actually participating in CalFresh, this work is essential so that everyone has the resources available to them to make ends meet. This year we'll assist more than 2,500 people to enroll for these benefits	Mon.-Friday, 8:00 am to 5:00 pm	10 - 50
Social Service Department	Social Services uses the transportation vehicles to bring our residents to grocery stores, home stores, Safeway, Walgreens in the City and County of San Francisco	The list of entities on the left column is a vital part of the community re-integration process	Mon.-Friday, 8:00 am to 5:00 pm	300 -340
Social Service Department	Hall of Justice (SF)			10 - 25
Social Service Department	Immigration Natural Service	LHH Social Services Dept. reach out to INS to provide those who need social, educational, and legal services	Mon.-Friday, 8:00 am to 5:00 pm	5 -20

Social Service Department	Lutheran Social Services (LSS)	In San Francisco, LSS currently provides two primary types of services – money management services for formerly homeless adults living with both physical and mental disabilities and case management services for adults, families and seniors living in supportive housing sites.	Mon.-Friday, 8:00 am to 5:00 pm	75 -100
Social Service Department	On Lok	On Lok's Lifeways PACE provides a complete program of healthcare and wellness services through 10 centers in the San Francisco Bay Area. Their goal is to help seniors live independently in their homes, as an alternative to living in a nursing home. Healthcare services include preventative, primary, and acute medical services, and long-term care.	Mon.-Friday, 8:00 am to 5:00 pm	6 -15
Social Service Department	Open Hand	Project Open Hand provides people with symptomatic HIV/AIDS in San Francisco and Alameda counties daily home-delivered meals or weekly groceries, depending on their physical condition; provides home delivered meals to people who are homebound and critically ill with any serious medical condition, such as cancer, breast cancer and diabetes and severe arthritis; provides hot lunches to seniors at various congregate sites all over San Francisco. Project Open Hand also provides nutrition counseling with	Mon.-Friday, 8:00 am to 5:00 pm	30 -50

		registered dietitians to our clients at Project Open Hand or at clients' homes.		
Social Service Department	SFMTA Paratransit Office	LLH Social Services Dept. reach out to SFMTA to provides transportation via bus, light rail, historic streetcar, cable car and paratransit to seniors and services is accessible for people with disabilities and seniors	Mon.-Friday, 8:00 am to 5:00 pm	100 - 125
Social Service Department	Richmond Area Multi-Services (RAMS)	RAMS, Inc. is a private, non-profit mental health agency that is committed to advocating for and providing community based, culturally-competent, and consumer-guided comprehensive services, with an emphasis on serving Asian & Pacific Islander Americans.	Mon.-Friday, 8:00 am to 5:00 pm	10 – 20
Social Service Department	Social Security office		Mon.-Friday, 8:00 am to 5:00 pm	100 -130
Social Service Department	SFGH Ward's 86		Mon.-Friday, 8:00 am to 5:00 pm	25 - 35
Rehabilitation Department	Vocational Rehabilitation	Vocational Rehabilitation is a state agency that assists people with physical and/or mental disabilities to enter the work force or to return to work and to live independently in their communities.	Mon.-Friday, 8:00 am to 5:00 pm	10 -20
Rehabilitation Department	Independent Living Resource Center (ILRCSF)	ILRCSF provides three services to the disability community: information, support,	Mon.-Friday, 8:00 am to 5:00 pm	25-35

		& advocacy. Programs and services include Information & Referrals services, Assistive Technology education and support, Peer Counseling, System Change Advocacy, Housing Counseling, Benefits & Employment Planning, Individual Advocacy, Benefits Eligibility, Transitioning from Institutional Living, and Self Advocacy Training.		
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2. Describe plan for coordinating use of **requested** vehicle(s) or equipment. Narrative must include:

- Name of the participating agency(s)
- Agency description, and usage of vehicle(s)
- Days and hours of use
- Numbers of passengers using service

Plan for Requested Vehicles – The replacement vehicles and expansion of service requested in this application grant will enhance our fleet of services that will be used on a consistent basis to provide transportation services for seniors and adult with disabilities as well as for LHH's extraordinary volunteers, friends and family members that rely on fixed-route services to get to/from LHH to Forest Hill Station. In addition, this will allow social services and rehabilitation department within Laguna Honda Hospital to continue and enhance to serve to expedite the re-integration of our population back to the community and to send patients to the community once available services are assessed. LHH collaborates with several agencies and service providers in the city and county of San Francisco.

	Name of the participating agency(s)	Agency Description & Usage of Vehicles	Days & Hours	Number of Passengers Annually– Expected Number of Passengers
Social Service & Rehabilitation Departments	San Francisco General Hospital (SFGH)	LHH transport patients to/from SFGH. Transportation is arranged via appointment or through non-medical emergency needs	24/7	150 -160
Social Service Department	Housing sites such as the Windsor, Plaza Apartments, Fox Plaza, Victorian Manor B&C, Country Place B&C (Antioch), Madonna	LHH collaborates with the agencies, on the left column, to assist our targeted population with available resources in the community including but not limited to	M-F 9am – 5pm	353 -370

	Residence, Park Merced, Leland House, Peter Claver, Cohen Residence, Fillmore Center, Kelly Cullen, 149 Mason Street, 990 Polk Street, 480 Ellis Street, 1626 Pierce Street	housing, preventative services, enhance quality of life, and help maintain viable community in a safe and secure environment.		
Social Service Department	Conard House	Conard House provides effective, community-based resources to vulnerable adults living with serious mental illness in San Francisco. Those resources - housing, counseling, and jobs help residents and clients find healthy pathways to recovery and self-manage chronic medical and mental illnesses.	M-F 9am – 5pm	30 -40
Social Service Department	Mission Neighborhood Health Center	Mission Neighborhood Health Center (MNHC) is a 39 year old comprehensive community-based health center [CHC], a Federally Qualified Health Center (FQHC), and a cornerstone in the Mission community. MNHC is a well known San Francisco local leader in advocacy efforts for culturally and linguistically competent health and human services for Latinos in San Francisco and the greater Bay Area. MNHC serves over 13,000 unduplicated patients and renders over 66,000 health care service visits annually.	8:00am-5:00pm	115 -125
Social Service Department	San Francisco's Veteran's downtown clinic	The San Francisco VA Downtown Clinic offers a wide range of psychosocial and health care services. The Downtown Clinic is one	8:00am-4:30pm, M-F	15 - 25

		of 43 Department of Veterans Affairs program sites for homeless veterans. This Comprehensive Homeless Center offers extensive programs that include outreach, therapy, housing, and employment.		
Social Service Department	AIDS Health project	The mission of the UCSF AIDS Health Project is to provide culturally sensitive counseling and education to stop the spread of HIV infection, and to help people face the emotional, psychological, and social challenges of living with HIV disease.	M-F 9am – 5pm	20 -30
Social Service Department	Banks/Financial Organizations (e.g., Bank of America, Chase, etc.)	Mission: offer lending and investment products that Serve low-and moderate-income individuals and families. Improve underserved low- and moderate-income communities.	M-F 8am – 5pm, Saturday 9-12pm	150 - 160
Social Service Department	Centro Salud	El Centro de Salud (Health Center) has progressively and systematically increased its services to encompass participants in most programs offered by UCC, as well as UCC employees. Services are available for participants in programs including BGCS (preschool, elementary school, and middle school), the Senior Center, the Adult Day Center, and Human Services outpatient and residential treatment programs. Additional support is offered to other UCC clients and program participants, employees, and	M-F 8am – 5pm,	15 -25

		community collaboration programs		
Rehabilitation Department	Adult Day Health Care (ADHC)	SteppingStone's Adult Day Health Care program helps San Francisco seniors and adults with disabilities improve their health and maintain their independence in the community.	Mon.-Friday, 8:00 am to 5:00 pm	12 -20
Rehabilitation Department	Center for Assistive Technology	Center for Assistive Technology focus is on access to computers and technology for people with disabilities. We do this so children with disabilities can succeed in school, adults with disabilities can find (and keep) jobs and all people with disabilities can use the internet, email and benefit from the digital revolution.	Mon.-Friday, 8:00 am to 5:00 pm	37 -50
Social Service Department	Community Mental Health Clinics	The San Francisco Community Health Clinics offer a full range of specialty Behavioral health services provided by a culturally diverse network of community Behavioral health programs, clinics and private psychiatrists, psychologists, and therapists.	Mon.-Friday, 8:00 am to 5:00 pm	80 - 100
Social Service Department	Conard House	Conard House provides effective, community-based resources to vulnerable adults living with serious mental illness in San Francisco. Those resources - housing, counseling, and jobs help residents and clients find healthy pathways to recovery and self-manage chronic medical and mental illnesses.	Mon.-Friday, 8:00 am to 5:00 pm	53 - 70
Social Service Department	Diversion and Community Integration Program (DCIP)	The goal of the DCIP is to provide safe transition from or diversion from	Mon.-Friday, 8:00 am to 5:00 pm	88 - 95

		<p>Laguna Honda Hospital to the community. The DCIP provides an integrated approach to this transition, including housing options and a community living plan for each individual consumer. The DCIP works with the consumer and various service providers to ensure that s/he will live safely in the least restrictive setting appropriate to his/her needs and preferences. Services include mental health services, case management, medical services, housing, in home supportive services, habilitation training, and other services needed to ensure that the consumer will succeed in the least restrictive environment.</p>		
Social Service Department	California Department of Motor Vehicles (DMV)	Driver License/Identification Card Renewal, Change of Address, Vehicle Registration	Mon., Tues., Thurs., Friday: 8:00 AM - 5:00 PM Wednesday: 9:00 AM - 5:00 PM	125 -150
Social Service Department	Easy Money store	Check cashing, loans, prepaid cards, auto insurance, money gram Tax Preparation, Money Orders, Bill Payment	Mon.-Friday, 8:00 am to 5:00 pm	180 – 195
Social Service Department	San Francisco Food Banks	<p>Programs for seniors: Home-Delivered Groceries is the first program of its kind, supplying weekly groceries to more than 250 homebound seniors in San Francisco. Our 33 Brown Bag pantries serve more than 4,500 households with seniors each week.</p> <p>Connecting people with</p>	Mon.-Friday, 8:00 am to 5:00 pm	10 - 50

		<p>resources: <i>Our Food Stamp (CalFresh) Outreach</i> program seeks to connect low-income people with the benefits they're eligible to receive. With less than half of eligible residents actually participating in CalFresh, this work is essential so that everyone has the resources available to them to make ends meet.</p> <p>This year we'll assist more than 2,500 people to enroll for these benefits</p>		
Social Service Department	Social Services uses the transportation vehicles to bring our residents to grocery stores, home stores, Safeway, Walgreens in the City and County of San Francisco	The list of entities on the left column is a vital part of the community re-integration process	Mon.-Friday, 8:00 am to 5:00 pm	300 -340
Social Service Department	Hall of Justice (SF)	San Francisco Hall of Justice	Mon-Fri 8am to 500pm	10 - 25
Social Service Department	Immigration Natural Service	LHH Social Services Dept. reach out to INS to provide those who need social, educational, and legal services	Mon.-Friday, 8:00 am to 5:00 pm	5 -20
Social Service Department	Lutheran Social Services (LSS)	In San Francisco, LSS currently provides two primary types of services – money management services for formerly homeless adults living with both physical and mental disabilities and case management services for adults, families and seniors living in supportive housing sites.	Mon.-Friday, 8:00 am to 5:00 pm	75 -100
Social Service Department	On Lok	On Lok's Lifeways PACE provides a complete program of healthcare and wellness services through 10 centers in the San Francisco Bay Area.	Mon.-Friday, 8:00 am to 5:00 pm	6 -15

		Their goal is to help seniors live independently in their homes, as an alternative to living in a nursing home. Healthcare services include preventative, primary, and acute medical services, and long-term care.		
Social Service Department	Open Hand	Project Open Hand provides people with symptomatic HIV/AIDS in San Francisco and Alameda counties daily home-delivered meals or weekly groceries, depending on their physical condition; provides home delivered meals to people who are homebound and critically ill with any serious medical condition, such as cancer, breast cancer and diabetes and severe arthritis; provides hot lunches to seniors at various congregate sites all over San Francisco. Project Open Hand also provides nutrition counseling with registered dietitians to our clients at Project Open Hand or at clients' homes.	Mon.-Friday, 8:00 am to 5:00 pm	30 -50
Social Service Department	SFMTA Paratransit Office	LLH Social Services Dept. reach out to SFMTA to provides transportation via bus, light rail, historic streetcar, cable car and paratransit to seniors and services is accessible for people with disabilities and seniors	Mon.-Friday, 8:00 am to 5:00 pm	100 - 125
Social Service Department	Richmond Area Multi-Services (RAMS)	RAMS, Inc. is a private, non-profit mental health agency that is committed to advocating for and providing community based, culturally-	Mon.-Friday, 8:00 am to 5:00 pm	10 – 20

		competent, and consumer-guided comprehensive services, with an emphasis on serving Asian & Pacific Islander Americans.		
Social Service Department	Social Security office		Mon.-Friday, 8:00 am to 5:00 pm	100 -130
Social Service Department	SFGH Ward's 86		Mon.-Friday, 8:00 am to 5:00 pm	25 - 35
Rehabilitation Department	Vocational Rehabilitation	Vocational Rehabilitation is a state agency that assists people with physical and/or mental disabilities to enter the work force or to return to work and to live independently in their communities.	Mon.-Friday, 8:00 am to 5:00 pm	10 -20
Rehabilitation Department	Independent Living Resource Center (ILRCSF)	ILRCSF provides three services to the disability community: information, support, & advocacy. Programs and services include Information & Referrals services, Assistive Technology education and support, Peer Counseling, System Change Advocacy, Housing Counseling, Benefits & Employment Planning, Individual Advocacy, Benefits Eligibility, Transitioning from Institutional Living, and Self Advocacy Training.	Mon.-Friday, 8:00 am to 5:00 pm	25-35

Note: Letter of support from a couple of these (e.g. SFGH, Laguna Honda Social Service Department, Rehabilitation Department) are provided in the APPENDIX F

List of Materials in the APPENDIX F

- Appendix F-1 Support of Letter from Rehabilitation Dept.
- Appendix F-2 Support of Letter from San Francisco Department of Aging and Adult Services (DAAS)
- Appendix F-3 Support of Letter from the Volunteers Department
- Appendix F-4 Support of Letter from Social Services Department
- Appendix F-5 Support of Letter from Independent Living Resource Center

OR

3. If unable to coordinate, explain why. Discuss any attempts the agency has made to coordinate. Provide supporting documentation letter from CTSA or RTPA confirming that no opportunities for coordination currently exist for requested equipment.

Response: LHH is able to coordinate with other agencies. Please refer to answers above.

PART III - SCORING CRITERIA

Existing Transportation Services

See Quantitative Scoring & Project Rating Worksheet Section III

To complete the chart below, list all vehicles your agency currently owns or leases that provide passenger service to elderly and/or disabled persons. Include backup vehicles and those to be removed from service if a new vehicle is awarded. **Also, list any vehicles you have on order or for which you have received a grant or commitment from any source (e.g. Section 5310, Department of Aging, city, or county.)**

Additional information needed for replacement vehicle requests: Replacement vehicles are identified as those needing replacement in order for the Agency to continue their existing services. For each new vehicle requested, a current vehicle in active service must be placed in backup or sold.

See Application Instructions for information regarding each column entry below.

Answer the following questions and complete the chart below:

A. Total miles traveled per day for all active vehicles in fleet (excluding the vehicles indicated as backup in Column 7)

Response: Total miles traveled for day for all active vehicles in fleet is 116 miles per day. (Appendix G-3)

B. Days of Service (e.g. Monday thru Sunday)

Response: Monday through Friday for all vehicles except vehicles 20106 & 17650 which run 7 days/wk

C. Percentage of current wheelchair/lift users

Response: 75% of current wheelchair/lift users

a. To compute, divide total riders (Part I, Page 9) by wheelchair/lift clients.

	*1	2	3	4	5	6	7	8	9	*10	*11	12
	List All VIN #s in Fleet (Last 5 digits)	Replacement Requests Vehicle Type & Disposition	List All Active Vehicles Yr/Make	Current Mileage	Passenger Capacity Ambula	Number of Fold down Seats	Current Backup Vehicle	Date Purchase or Leased (indicate)	Registered Owner (not lienholder)	Vehicle Service Hours Per Day	Total One Way Passenger Trips Per Day	12 Month Maintenance & Repair Costs
1	92094		2011 Ford F650 F650	6226	8A 11W	8	N	8/17/11	City of San Francisco	4	2	\$4338.00
2	92096		2011 Ford F650	6420	8A 11W	8	N	8/17/11	City of San Francisco	4	2	\$4838.00
3	92095		2011 Ford F650	5904	8A 11W	8	N	8/17/11	City of San Francisco	4	2	\$4213.00
4	58080		2006 Ford Freestar	11809	7A	0	N	4/17/06	City of San Francisco	4.5	2	\$476.00
5	00253		2006 Honda Civic	14018	5A	0	N	1/19/07	City of San Francisco	4.5	2.5	\$1865.00

PART III - SCORING CRITERIA

See Quantitative Scoring & Project Rating Worksheet Section III

Proposed Transportation Services

New or Service Expansion: This table is to be completed by agencies:

- Starting a new transportation service, or
- Adding new or additional service to their current program.

To complete the chart below:

- In column 1, indicate if vehicle request is for a New (N) transportation agency or Service Expansion (SE) for an existing transportation agency.
- In column 2, indicate type of requested vehicle, such as Modified Van, Small Bus, etc, as shown on the Funding Request – Part II.
Note: If the requested vehicle(s) will be used in coordination to transport another agency's clients on a regular basis, include those trips in the calculations of the proposed service for columns 3 - 7.
- In column 3, indicate the number of days of vehicle service (e.g., Monday – Friday = 5, Monday – Sunday = 7)
- In column 4, indicate the average number of vehicle service hours per day (exclude idle time - the time the vehicle is not in direct passenger service.) Use whole hours; do not use ranges of hours or portions of hours.
- In column 5, calculate vehicle service hours by multiplying column 3 with column 4 (exclude idle time.) (e.g. 5 days per week X 8 hours per day = 40 hours per week).
- In column 6, indicate the projected number of one-way passenger trips per day (each time a passenger boards the vehicle, a round trip would be counted as 2 passenger trips) and of this total how many are wheelchair/lift users.
- In column 7, indicate the projected average number of miles that the vehicle will travel per day.

Complete following question and the chart below:

D. Compute the total percentage of current and projected wheelchair/lift users 75%

For Expanded Service: Use the total number of wheelchair/lift users in your current program (page 9 of this application), add the projected number of lift users for this expanded service, then divide by the total number of existing and projected passengers from column 6 below.

For New Service: Use the total number of projected wheelchair/lift users then divide by total projected passengers from column 6 below.

	1	2	3	4	5	6	7
	Type of Request N - New agency or SE - Service Expansion	Vehicle Type	Days of Service	Total Service Hours Per Day	Total Service Hours Per Week	Total one way passenger Trips Per Day (of total how many lift users)	Projected Mileage Per Day
Ex	N or SE	Small Bus	5	6	30	25(5)	400
1	SE	Van with lift	5	6	30	6	35

Other Equipment

See Quantitative Scoring & Project Rating Worksheet Section III

Other Equipment: Computer system, software, and or communication.

Response: This grant application is not requesting for any equipment.

If you are making a request for new equipment based on the “inadequacy” of your old equipment, please include a detailed description of the make and year model of the equipment to be replaced consistent with the chart on page 14. The equipment must be used to support your transportation operation, that is, the number of vehicles you operate in your transportation program.

<p>1. How many vehicles in the existing Service Fleet (including back up)? (Maximum 15 pts)</p>	<p>LHH is not requesting equipment in this grant</p>	
<p>2. Is the applicant currently using a manual system for scheduling, vehicle tracking, etc. and/or has no dispatch communication equipment? (Application page 14) 5 points</p>		<p>LHH is not requesting equipment in this grant</p>
<p style="text-align: center;">OR</p>		
<p>3. Does the applicant need to replace inadequate equipment to improve efficiency? (Application page 14)</p> <p style="text-align: right;">Equipment more than 5 years old – 5 pts 3 to 5 years old – 3 pts Less than 3 years old – 0 pts</p>	<p>LHH is not requesting equipment in this grant</p>	
<p style="text-align: right;">Total (Maximum 20</p>		