



Mark Farrell, Mayor

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

Trent Rhorer, Executive Director

MEMORANDUM

**TO:** AGING & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

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

**DATE:** JUNE 20, 2018

**SUBJECT:** GRANT RENEWAL: **MULTIPLE GRANTEES (NON-PROFIT)**  
 FOR THE PROVISION OF LEGAL SERVICES FOR OLDER  
 ADULTS AND YOUNGER ADULTS WITH DISABILITIES (see table  
 on the next page)

GRANT TERM:	<u>7/1/18-</u>	<u>Contingency</u>	<u>Total</u>			
	<u>6/30/19</u>					
GRANT AMOUNT:	\$1,378,689	\$137,868	\$1,516,557			
FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>	
ANNUAL AMOUNT	\$1,000,636		\$378,053	\$137,868	\$1,516,557	
PERCENTAGE	73%		27%		100%	

The Department of Aging and Adult Services requests authorization to renew grant agreements with multiple providers for the provision of legal services for older adults and younger adults with disabilities for the time period beginning July 1, 2018 and ending June 30, 2019 in the combined amount of \$1,378,689 plus a 10% contingency for a total not to exceed amount of \$1,516,557. The purpose of these grants is to ensure the rights and entitlements of older adults & younger adults with disabilities by providing or securing legal services. The specific breakdown of funding per grantee is summarized in the following table.

**Legal Services to Older Adults**

<b>Grantee</b>	<b>FY 18/19</b>	<b>10% Contingency</b>	<b>Total Not to Exceed</b>	<b>Unduplicated Consumers</b>	<b>Hours of Legal Assistance</b>	<b>Publication Staffing Hours</b>
Asian Americans Advancing Justice – Asian Law Caucus	\$186,391	\$18,639	\$205,030	160	1700	200
La Raza Centro Legal	\$178,738	\$17,873	\$196,611	120	1963	0
Legal Assistance to the Elderly	\$499,413	\$49,941	\$549,354	886	6378	166
Nihonmachi Legal Outreach dba API Legal Outreach	\$145,854	\$14,585	\$160,439	110	975	0
<b>Total</b>	<b>\$1,010,396</b>	<b>\$101,038</b>	<b>\$1,111,434</b>	<b>1276</b>	<b>11016</b>	<b>366</b>

**Legal Services to Younger Adults with Disabilities**

<b>Grantee</b>	<b>FY 18/19</b>	<b>10% Contingency</b>	<b>Total Not to Exceed</b>	<b>Unduplicated Consumers</b>	<b>Hours of Legal Assistance</b>	<b>Publication Staffing Hours</b>
Independent Living Resource Center San Francisco	\$142,019	\$14,201	\$156,220	159	1587	0
La Raza Centro Legal	\$41,640	\$4,164	\$45,804	49	492	0
Legal Assistance to the Elderly	\$41,640	\$4,164	\$45,804	49	492	0
Nihonmachi Legal Outreach dba API Legal Outreach	\$142,994	\$14,299	\$157,293	80	962	0
<b>Total</b>	<b>\$368,293</b>	<b>\$36,828</b>	<b>\$405,121</b>	<b>337</b>	<b>3533</b>	<b>0</b>

## **Background**

Legal Services can be critical to maintaining or securing a better quality of life for older adults and younger adults with disabilities. DAAS' Legal Services providers work to provide their consumers with information and advice designed to allow them to make more informed decisions and assert their rights on a variety of issues. Legal Services program providers help eligible consumers with a variety of legal issues which may include public benefit / income maintenance (such as public benefit applications and appeals), housing rights and eviction prevention, consumer fraud and debt collection issues, elder abuse prevention, simple will preparation, disability planning and advance directives, and immigration matters.

DAAS/OOA Legal Services contracts are separated into two contract types, Legal Services for Older Adults (60+) and Legal Services for Younger Adults with Disabilities. This is due to eligibility restrictions within the Older Americans Act (Federal) funding which supports the Legal Services for Older Adults contracts. The legislation tied to this funding, for Legal Services, targets service eligibility to consumers 60 years of age and older. The Legal Services for Younger Adults with Disabilities contracts are funded via local general funds, which do not have the same restrictions.

## **Services to be Provided**

Typically, consumers seeking Legal Services from a DAAS provider go through an initial screening process. Upon completion of screening, further Legal Services can be described as one of the following:

1. Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
2. Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
3. Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
4. Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction, etc.

DAAS/OOA Legal Services providers maintain expertise and provide services in many legal areas. The most common area of focus for DAAS/OOA Legal Services providers has historically been, and continues to be, public benefits / income maintenance, housing rights and eviction prevention, and elder abuse prevention legal assistance. This is due to demand for services, the impact and critical nature of assistance in these areas, and expertise among Legal Services providers' staff.

## **Performance**

Grantees received program monitoring and fiscal monitoring as follows:

1. Asian Americans Advancing Justice – Asian Law Caucus
  - Program: April 2018 - Agency is compliant with findings resolved.

- Fiscal: January 2018 - Agency is compliant with findings resolved.
2. Independent Living Resource Center San Francisco
    - Program: April 2018- Agency is compliant with no findings.
    - Fiscal: February 2018 - Findings to be resolved in June 2018.
  3. La Raza Centro Legal Inc.
    - Program: April 2018 - Agency is compliant with findings resolved.
    - Fiscal: April 2018 - Findings to be resolved in June 2018.
  4. Legal Assistance to the Elderly
    - Program: April 2018 - Agency is compliant with no findings.
    - Fiscal: March 2018- Agency is compliant with no findings.
  5. Nihonmachi Legal Outreach DBA API Legal Outreach
    - Program: April 2018 - Agency is compliant with findings resolved.
    - Fiscal: March 2018 - Findings to be resolved in June 2018.

### **Grantee Selections**

Grantees were selected through Request for Proposals (RFP) 635, which was competitively bid in February 2015.

### **Funding**

Funding for Older Adult Legal Services will be provided through a Federal (37%) and County General Funds (63%). Younger Adult with Disabilities Legal Services will be provided entirely through County General Funds (100%).

### **ATTACHMENTS**

#### **Asian Americans Advancing Justice – Asian Law Caucus**

Appendix A-Services to be Provided  
Appendix B- Program Budget

#### **Independent Living Resource Center San Francisco**

Appendix A-Services to be Provided  
Appendix B- Program Budget

#### **La Raza Centro Legal Inc.**

Appendix A-Services to be Provided  
Appendix B- Program Budget  
Appendix A1-Services to be Provided  
Appendix B1- Program Budget

#### **Legal Assistance to the Elderly**

Appendix A-Services to be Provided  
Appendix B- Program Budget  
Appendix A1-Services to be Provided  
Appendix B1- Program Budget

**Nihonmachi Legal Outreach DBA API Legal Outreach**

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix A1-Services to be Provided

Appendix B1- Program Budget

## APPENDIX A

### ASIAN AMERICANS ADVANCING JUSTICE – ASIAN LAW CAUCUS

#### LEGAL SERVICES FOR OLDER ADULTS

July 1, 2018 – June 30, 2019

#### I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

#### II. Definitions

California State Bar The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee Asian Americans Advancing Justice – Asian Law Caucus

HSA Human Services Agency of City and County of San Francisco

Legal Assistance Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.

LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with Senior
Senior	Person who is 60 years or older, used interchangeably with Older
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).

### III. Target Population

The target population of this grant is individuals 60 years of age or older. According to the federal mandates of the Older Americans Act, services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBT Community

#### IV. Eligibility for Services

- 1) A resident of San Francisco *and*
- 2) Aged 60 and above

#### V. Location and Time of Services

Services are provided at ALC offices, located at 55 Columbus Avenue in San Francisco. The hours of service are from Monday to Friday, 9am – 5pm, closed 12pm – 1pm for lunch.

#### VI. Description of Services

Legal Services program providers help eligible clients with a variety of legal issues which may include benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and intervention is critical to maintaining or securing a better quality of life affecting older adults. Legal service program providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

Grantee will be provided with a copy of the California Department of Aging's California Statewide Guidance for Legal Assistance. Grantee is expected to use these Guidelines in the provision of OAA legal services. While non-binding, the Guidelines should be considered for guidance and technical assistance in the provision of services.

Areas of expertise for Legal Service Grantees should include at least one of the following:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private



insurance

- 5) Protective Services/Elder Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), restraining orders, abuse/neglect, exploitation, advanced planning/autonomy/advance directives
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service programs.

Grantee will assign staff to help in the planning, development, and distribution of a quarterly legal services newspaper in conjunction with other DAAS/OOA legal services providers. The newsletter will serve as an outreach and educational tool. Content will be printed in multiple languages and cover legal topics most relevant to the target population.

## VII. Service Objectives

On an annual basis:

- Grantee will serve 160 unduplicated consumers.
- Grantee will provide 1700 units of service of legal assistance. A unit is one hour of legal assistance.
- Grantee will provide 200 units of service of staffing hours to support the publication of a legal services newsletter as an outreach and educational tool. Staffing hours will include: attending planning meetings, researching, writing, editing, and sending copy to be published, and distribution.

## VIII. Outcome Objectives

Completion and submission of the following reports will be used to measure the amount, range, and impact of services provided.

1. Grantee will, on a quarterly basis, complete and submit to OOA Analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
  - a. Total clients served including aggregate demographic information

- b. Total number of cases closed during the quarter
  - c. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
  - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
  - e. Community education, outreach efforts, and client narratives
2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. As this is the first contract utilizing these outcome measures, results may help establish benchmarks for performance in future years.

## **IX. Reporting Requirements**

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee is responsible for completing the quarterly Legal Services Report required by the California Department of Aging and submitting to DAAS/OOA by the following Deadlines: 1st Quarter due October 25<sup>th</sup>, 2nd Quarter due January 25<sup>th</sup>, 3rd Quarter due April 25<sup>th</sup> and 4th Quarter due July 25<sup>th</sup>.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.

- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. For assistance with reporting requirements or submission of reports, please contact:

Michael Zaugg  
Director, Office on the Aging  
DAAS  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

and

Esperanza Zapien  
Contract Manager, HSA OCM  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[esperanza.zapien@sfgov.org](mailto:esperanza.zapien@sfgov.org)

## **X. Monitoring Activities**

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

journals. The compliance monitoring will include review of the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	<b>Name</b>	<b>Term</b>		
6	Asian Americans Advancing Justice - Asian Law Caucus	7/1/18-6/30/19		
7	(Check One) New <input type="checkbox"/> renewal <input checked="" type="checkbox"/> Modification    _____			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Legal Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19	Total	
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$163,945	\$163,945	
14	Operating Expenses	\$22,446	\$22,446	
15	<b>Subtotal</b>	\$186,391	\$186,391	
16	Indirect Percentage (%)	0%	0%	
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	
18	Capital/Subcontractor Expenditures	\$0	\$0	
19	Total Expenditures	\$186,391	\$186,391	
20	<b>HSA Revenues</b>			
21				
22	General Fund	\$124,882	\$124,882	
23	CFDA 93.044	\$61,509	\$61,509	
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$186,391	\$186,391	
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$186,391	\$186,391	
37	Full Time Equivalent (FTE)	2.01	2.01	
39	Prepared by: Fay Li / Beth	Telephone No.:	Date: 05/10/2018	
40	HSA-CO Review Signature: _____			
41	<b>HSA #1</b>			<b>10/25/2016</b>

	A	B	C	D	E	F	G
1	Appendix B, Page 2						
2							
3							
4	Program: Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Salaries &amp; Benefits Detail</b>						
8							
9							
10							
11							
		Agency Totals		HSA Program		7/1/18-6/30/19	7/1/18-6/30/19
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAAS  Budgeted Salary	TOTAL  Budgeted Salary
12	POSITION TITLE						
13	Housing Attorney	\$ 62,762	100%	47%	47%	\$29,498	\$29,498
14	Housing Attorney	\$ 68,942	100%	54%	54%	\$37,229	\$37,229
15	Immigration Attorney	\$ 83,000	100%	28%	28%	\$23,240	\$23,240
16	Intake Coordinator	\$ 68,500	100%	22%	22%	\$15,070	\$15,070
17	Grants & Administrative Manager	\$ 70,000	100%	35%	35%	\$24,500	\$24,500
18	Bookkeeper / Office Assistant	\$ 25,000	100%	6%	6%	\$1,525	\$1,525
19	Worker's Rights/Litigation Director	\$ 101,000	100%	6%	6%	\$5,659	\$5,659
20	Deputy Director	\$ 115,000	100%	3%	3%	\$3,456	\$3,456
21							
22							
23							
24							
25							
26							
27							
28							
29							
30	TOTALS	\$594,204	8.00	2.01	2.01	\$140,177	\$140,177
31							
32	FRINGE BENEFIT RATE	20%					
33	EMPLOYEE FRINGE BENEFITS	\$118,841				\$23,768	\$23,768
34							
35							
36	TOTAL SALARIES & BENEFITS	\$713,045				\$163,945	\$163,945
37	HSA #2						10/25/2016

	A	B	C	D	E	F	G
1	Appendix B, Page 3						
2							
3							
4	Program: Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Operating Expense Detail</b>						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>7/1/18-6/30/19</u>		<u>TOTAL</u> <u>7/1/18-6/30/19</u>
13	Rental of Property				\$4,644		\$4,644
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$1,501		\$1,501
15	Office Supplies, Postage				\$2,399		\$2,399
16	Building Maintenance Supplies and Repair				\$1,746		\$1,746
17	Printing and Reproduction				\$1,207		\$1,207
18	Insurance				\$1,971		\$1,971
19	Staff Training				\$378		\$378
20	Staff Travel-(Local & Out of Town)				\$754		\$754
21	Rental of Equipment				\$3,019		\$3,019
22							
23	<b>CONSULTANTS</b>						
24	Network / IT Consultants				\$1,509		\$1,509
25	Payroll & Accounting Consultants				\$1,930		\$1,930
26							
27	<b>OTHER</b>						
28	Legal & Other Dues				\$414		\$414
29	Client Costs				\$487		\$487
30	Library / Legal Research Service				\$487		\$487
31							
32	<b>TOTAL OPERATING EXPENSE</b>				<b>\$22,446</b>		<b>\$22,446</b>
33							
34	<b>HSA #3</b>						<b>10/25/2016</b>

## APPENDIX A

### INDEPENDENT LIVING RESOURCE CENTER OF SAN FRANCISCO

### LEGAL SERVICES FOR YOUNGER ADULTS WITH DISABILITIES

July 1, 2018 – June 30, 2019

#### I. Purpose

The purpose of this grant is to ensure the rights and entitlements of younger adults with disabilities (aged 18-59) by providing legal assistance.

#### II. Definitions

California State Bar The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

Disability A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee Independent Living Resource Center San Francisco (ILRCFSF)

HSA Human Services Agency of City and County of San Francisco

Legal Assistance Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the



extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.

LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).

### III. Target Population

The target population of this grant is individuals aged 18-59 living with a disability. Services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income

- Limited English proficiency
- Minority
- Frail
- Member of LGBT Community

#### **IV. Eligibility for Services**

- 1) A resident of San Francisco *and*
- 2) Aged 18-59 living with a disability

#### **V. Location and Time of Services**

Services are provided at ILRCSF offices, located at 825 Howard Street, San Francisco. Time of Services: Monday – Friday from the hours of 9:00am to 4:30pm (or by appointment).

#### **VI. Description of Services**

Legal Services program providers help eligible clients with a variety of legal issues including benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and intervention is critical to maintaining or securing a better quality of life affecting adults living with a disability. Legal service program providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the service they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

Grantee will be provided with a copy of the California Department of Aging’s California Statewide Guidance for Legal Assistance. Grantee is expected to use these Guidelines in the provision of OAA legal services. While non-binding, the Guidelines should be considered for guidance and technical assistance in the provision of services.

Areas of expertise for Legal Service Grantees should include at least one of the following:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental

- Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private/insurance
- 5) Protective Services/Elder Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining orders, abuse/neglect, exploitation, advanced planning/autonomy/advance directives
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service programs.

## VII. Service Objectives

On an annual basis:

- Grantee will serve 159 unduplicated consumers.
- Grantee will provide 1,587 units of service of legal assistance. A unit is one hour of legal assistance.

## VIII. Outcome Objectives

Completion and submission of the following reports will be used to measure the amount, range, and impact of services provided.

1. Grantee will, on a quarterly basis, complete and submit to OOA Analyst and OOA developed standardized report form which includes the following:
  - a. Total clients served during the quarter, including aggregate demographic information
  - b. Total number of cases closed during the quarter
  - c. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
  - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
  - e. Community education, outreach efforts, and client narratives

2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. As this is the first contract utilizing these outcome measures, results may help establish benchmarks for performance in future years.

## **IX. Reporting Requirements**

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee is responsible for completing quarterly and twice annual reports as described above and administered by Office on the Aging staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Michael Zaugg

Director, Office on the Aging  
DAAS  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

and

Annyse Acevedo  
Contract Manager, HSA OCM  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[annyse.acevedo@sfgov.org](mailto:annyse.acevedo@sfgov.org)

## **X. Monitoring Activities**

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

	A	B	C	D
1	Appendix B, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	<b>Name</b>	<b>Term</b>		
6	Independent Living Resource Center of San Francisco	7/1/18-6/30/19		
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: YAD Legal Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19		Total
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$87,717		\$87,717
14	Operating Expenses	\$33,809		\$33,809
15	<b>Subtotal</b>	<b>\$121,526</b>		<b>\$121,526</b>
16	Indirect Percentage (%)	15%		15%
17	Indirect Cost (Line 16 X Line 15)	\$18,229		\$18,229
18	Capital/Subcontractor Expenditures	\$2,264		\$2,264
19	Total Expenditures	\$142,019		\$142,019
20	<b>HSA Revenues</b>			
21				
22	General Fund	\$142,019		\$142,019
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$142,019		\$142,019
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$142,019		\$142,019
37	Full Time Equivalent (FTE)	1.25		1.25
39	Prepared by: Jerome Lourme	Telephone No.: 415-543-6222		
40	HSA-CO Review Signature:	Date: 05/24/2018		
41	HSA #1	5/24/2018		

	A	B	C	D	E	F	G
1	Appendix B, Page 2						
2							
3							
4	Program: YAD Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Salaries &amp; Benefits Detail</b>						
8							
9							
10							
11						7/1/18-6/30/19	7/1/18-6/30/19
		Agency Totals		HSA Program		DAAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
12	POSITION TITLE						
13	Attorney	\$57,115	100%	100%	100%	\$57,115	\$57,115
14	Legal Assistant	\$58,413	80%	30%	24%	\$14,019	\$14,019
15	Executive Director	\$108,233	100%	1%	1%	\$1,082	\$1,082
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30	TOTALS	\$223,762	2.80	131%	1.25	\$72,217	\$72,217
31							
32	FRINGE BENEFIT RATE	21%					
33	EMPLOYEE FRINGE BENEFITS	\$46,990				\$15,500	\$15,500
34							
35							
36	TOTAL SALARIES & BENEFITS	\$270,752				\$87,717	\$87,717
37	HSA #2						5/24/2018

	A	B	C	D	E	F	G
1	Appendix B, Page 3						
2							
3							
4	Program: YAD Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Operating Expense Detail</b>						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>7/1/18-6/30/19</u>		<u>TOTAL</u> <u>7/1/18-6/30/19</u>
13	Rental of Property				\$17,475		\$17,475
14	Utilities (Elec, Water, Gas, Phone, Garbage, Janito				\$4,560		\$4,560
15	Office Supplies, Postage				\$385		\$385
16	Building Maintenance Supplies and Repair				\$183		\$183
17	Printing and Reproduction				\$100		\$100
18	Insurance				\$6,664		\$6,664
19	Staff Training						\$0
20	Staff Travel-(Local & Out of Town)				\$300		\$300
21	Rental of Equipment				\$415		\$415
22							
23	<b>CONSULTANTS</b>						
24							
25							
26							
27	<b>OTHER</b>						
28	Dues and Subscriptions				\$3,677		\$3,677
29	Food for client meetings				\$50		\$50
30							
31	<b>TOTAL OPERATING EXPENSE</b>				<b>\$33,809</b>		<b>\$33,809</b>
32							
33	<b>HSA #3</b>						<b>5/24/2018</b>



	A	B	C	D
1			Appendix B, Page 4	
2				
3				
4	Program: YAD Legal Services			
5	(Same as Line 9 on HSA #1)			
6		<b>Program Expenditure Detail</b>		
7	<b>SUBCONTRACTORS</b>		7/1/18-6/30/19	7/1/18-6/30/19
8		Translation Services	\$1,000	\$1,000
9		IT Services	\$1,007	\$1,007
10		Other Miscellaneous Shared Services	\$256	\$256
11	<b>TOTAL SUBCONTRACTOR COST</b>		<b>\$2,264</b>	<b>\$2,264</b>
12				
13	<b>EQUIPMENT</b>		7/1/18-6/30/19	7/1/18-6/30/19
		<b>TERM</b>		
14	No.	ITEM/DESCRIPTION		
15				\$0
16				\$0
17				\$0
18	<b>TOTAL EQUIPMENT COST</b>		<b>\$0</b>	<b>\$0</b>
19				
20	<b>REMODELING</b>			
21	Description:		7/1/18-6/30/19	7/1/18-6/30/19
22				\$0
23				\$0
24				\$0
25	<b>TOTAL REMODELING COST</b>		<b>\$0</b>	<b>\$0</b>
26				
27	<b>TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE</b>		<b>\$2,264</b>	<b>\$2,264</b>
28				
29	<b>HSA #4</b>			5/24/2018

**APPENDIX A**

**LA RAZA CENTRO LEGAL INC.**

**LEGAL SERVICES FOR OLDER ADULTS**

**July 1, 2018 – June 30, 2019**

**I. Purpose**

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

**II. Definitions**

California State Bar     The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.

CARBON                     Contracts Administration, Reporting, and Billing Online System

DAAS                        Department of Aging and Adult Services

Frail                         An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee                     La Raza Centro Legal Inc. (LRCL)

HSA                         Human Services Agency of City and County of San Francisco

Legal Assistance         Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.

LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with Senior
Senior	Person who is 60 years or older, used interchangeably with Older
SOGI	Sexual Orientation and Gender Identity: Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).

### III. Target Population

The target population of this grant is individuals 60 years of age or older. According to the federal mandates of the Older Americans Act, services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBT Community

#### IV. Eligibility for Services

- 1) A resident of San Francisco *and*
- 2) Aged 60 and above

#### V. Location and Time of Services

Services are provided at LRCL offices, located at 474 Valencia Street, Suite 295 in San Francisco. Offices are open during regular business hours, Monday through Friday.

#### VI. Description of Services

Legal Services program providers help eligible clients with a variety of legal issues including benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and intervention is critical to maintaining or securing a better quality of life affecting older adults. Legal service program providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

Grantee will be provided with a copy of the California Department of Aging's California Statewide Guidance for Legal Assistance. Grantee is expected to use these Guidelines in the provision of OAA legal services. While non-binding, the Guidelines should be considered for guidance and technical assistance in the provision of services.

Areas of expertise for Legal Service Grantees should include at least one of the following:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private

- insurance
- 5) Protective Services/Elder Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6), restraining orders, abuse/neglect, exploitation, advanced planning/autonomy/advance directives
  - 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
  - 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service programs.

## VII. Service Objectives

On an annual basis:

- Grantee will serve 120 unduplicated consumers.
- Grantee will provide 1963 units of service of legal assistance. A unit is one hour of legal assistance.

## VIII. Outcome Objectives

Completion and submission of the following reports will be used to measure the amount, range, and impact of services provided.

1. Grantee will, on a quarterly basis, complete and submit to OOA Analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
  - a. Total clients served including aggregate demographic information
  - b. Total number of cases closed during the quarter
  - c. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
  - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
  - e. Community education, outreach efforts, and client narratives
2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased

disability or age related benefit to which entitled, prevented loss of current housing, etc.).

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. As this is the first contract utilizing these outcome measures, results may help establish benchmarks for performance in future years.

## **IX. Reporting Requirements**

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee is responsible for completing the quarterly Legal Services Report required by the California Department of Aging and submitting to DAAS/OOA by the following Deadlines: 1st Quarter due October 25<sup>th</sup>, 2nd Quarter due January 25<sup>th</sup>, 3rd Quarter due April 25<sup>th</sup> and 4th Quarter due July 25<sup>th</sup>.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Michael Zaugg  
Director, Office on the Aging  
DAAS

P.O. Box 7988  
San Francisco, CA 94120-7988  
[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

and

Esperanza Zapien  
Contract Manager, HSA OCM  
Human Services Agency  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[esperanza.zapien@sfgov.org](mailto:esperanza.zapien@sfgov.org)

## **X. Monitoring Activities**

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

	A	B	C	D
1	Appendix B, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	<b>Name</b>	<b>Term</b>		
6	La Raza Centro Legal Inc.	7/1/18-6/30/19		
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.	No. of Mod.		
9	Program: Legal Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19	Total	
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$128,726	\$128,726	
14	Operating Expenses	\$28,365	\$28,365	
15	<b>Subtotal</b>	<b>\$157,091</b>	<b>\$157,091</b>	
16	Indirect Percentage (%)	14%	14%	
17	Indirect Cost (Line 16 X Line 15)	\$21,647	\$21,647	
18	Capital/Subcontractor Expenditures	\$0	\$0	
19	<b>Total Expenditures</b>	<b>\$178,738</b>	<b>\$178,738</b>	
20	<b>HSA Revenues</b>			
21				
22	General Fund	\$137,628	\$137,628	
23	CFDA 93.044	\$41,110	\$41,110	
24				
25				
26				
27				
28				
29	<b>TOTAL HSA REVENUES</b>	<b>\$178,738</b>	<b>\$178,738</b>	
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	<b>Total Revenues</b>	<b>\$178,738</b>	<b>\$178,738</b>	
37	Full Time Equivalent (FTE)	2.43		
39	Prepared by: Jessica Garcia	Telephone No.: 415-553-3407	Date: 05/10/2018	
40	HSA-CO Review Signature:	_____		
41	<b>HSA #1</b>		<b>10/25/2016</b>	



	A	B	C	D	E	F	G	
1	Appendix B, Page 2							
2								
3								
4	Program: Legal Services							
5	(Same as Line 9 on HSA #1)							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9								
10								
11						7/1/18-6/30/19	7/1/18-6/30/19	
		Agency Totals		HSA Program		DAAS	TOTAL	
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	
12	POSITION TITLE							
13	Senior Law Coordinator	\$49,015	100%	81%	0.81	\$39,702	\$39,702	
14	Senior Law Attorney	\$46,500	100%	81%	0.81	\$37,665	\$37,665	
15	Senior Law Legal Assistant	\$21,160	100%	69%	0.69	\$14,600	\$14,600	
16	Admin/Legal Assistant	\$48,740	100%	12%	0.12	\$5,849	\$5,849	
17								
18								
19								
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26								
27								
28	TOTALS	\$165,414	4.00	243%	2.43	\$97,816	\$97,816	
29								
30	FRINGE BENEFIT RATE	32%						
31	EMPLOYEE FRINGE BENEFITS	\$52,271				\$30,910	\$30,910	
32								
33								
34	TOTAL SALARIES & BENEFITS	\$217,685				\$128,726	\$128,726	
35	HSA #2						10/25/2016	

	A	B	C	D	E	F	G
1	Appendix B, Page 3						
2							
3							
4	Program: Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Operating Expense Detail</b>						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		TOTAL 7/1/18-6/30/19
13	Rental of Property				\$7,595		\$7,595
14	Utilities(Elec, Water, Gas, Phone, Garbage)						
15	Office Supplies, Postage				\$748		\$748
16	Building Maintenance Supplies and Repair						
17	Printing and Reproduction				\$365		\$365
18	Insurance				\$4,531		\$4,531
19	Staff Training				\$533		\$533
20	Staff Travel-(Local & Out of Town)				\$426		\$426
21	Rental of Equipment				\$4,200		\$4,200
22							
23	<b>CONSULTANTS</b>						
24	Finance Consultant				\$1,461		\$1,461
25	Computer Consultant				\$1,826		\$1,826
26	Janitorial Service				\$657		\$657
27	Auditor				\$1,674		\$1,674
28							
29	<b>OTHER</b>						
30	Bar Dues				\$458		\$458
31	AILA (American Immigration Lawyers Association)				\$95		\$95
32	Computer Hardware				\$1,894		\$1,894
33	Updates to Practice Guides				\$1,500		\$1,500
34	Phone Service				\$402		\$402
35							
36	<b>TOTAL OPERATING EXPENSE</b>				<b>\$28,365</b>		<b>\$28,365</b>
37							
38	<b>HSA #3</b>						10/25/2016

**APPENDIX A1**

**LA RAZA CENTRO LEGAL INC.**

**LEGAL SERVICES FOR YOUNGER ADULTS WITH DISABILITIES**

**July 1, 2018 – June 30, 2019**

**I. Purpose**

The purpose of this grant is to ensure the rights and entitlements of younger adults with disabilities (aged 18-59) by providing legal assistance.

**II. Definitions**

California State Bar The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

Disability A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee La Raza Centro Legal Inc. (LRCL)

HSA Human Services Agency of City and County of San Francisco

Legal Assistance Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney;

and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.

LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).

### III. Target Population

The target population of this grant is individuals aged 18-59 living with a disability. Services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail

- Member of LGBT Community

#### IV. Eligibility for Services

- 1) A resident of San Francisco *and*
- 2) Aged 18-59 living with a disability

#### V. Location and Time of Services

Services are provided at LRCL offices; located at 474 Valencia Street, Suite 295 in San Francisco. Offices are open during regular business hours, Monday through Friday.

#### VI. Description of Services

Legal Services program providers help eligible clients with a variety of legal issues including benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and intervention is critical to maintaining or securing a better quality of life affecting adults living with a disability. Legal service program providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the service they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

Grantee will be provided with a copy of the California Department of Aging's California Statewide Guidance for Legal Assistance. Grantee is expected to use these Guidelines in the provision of OAA legal services. While non-binding, the Guidelines should be considered for guidance and technical assistance in the provision of services.

Areas of expertise for Legal Service Grantees should include at least one of the following:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term

- care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private/insurance
  - 5) Protective Services/Elder Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining orders, abuse/neglect, exploitation, advanced planning/autonomy/advance directives
  - 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
  - 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service programs.

## **VII. Service Objectives**

On an annual basis:

- Grantee will serve 49 unduplicated consumers.
- Grantee will provide 492 units of service of legal assistance. A unit is one hour of legal assistance.

## **VIII. Outcome Objectives**

Completion and submission of the following reports will be used to measure the amount, range, and impact of services provided.

1. Grantee will, on a quarterly basis, complete and submit to OOA Analyst and OOA developed standardized report form which includes the following:
  - a. Total clients served during the quarter, including aggregate demographic information
  - b. Total number of cases closed during the quarter
  - c. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
  - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
  - e. Community education, outreach efforts, and client narratives
2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories

based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. As this is the first contract utilizing these outcome measures, results may help establish benchmarks for performance in future years.

## **IX. Reporting Requirements**

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee is responsible for completing quarterly and twice annual reports as described above and administered by Office on the Aging staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Michael Zaugg  
Director, Office on the Aging  
DAAS  
P.O. Box 7988  
San Francisco, CA 94120-7988

[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

and

Esperanza Zapien  
Contract Manager, HSA OCM  
Human Services Agency  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[esperanza.zapien@sfgov.org](mailto:esperanza.zapien@sfgov.org)

## **X. Monitoring Activities**

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



	A	B	C	D
1	Appendix B1, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	Name	Term		
6	La Raza Centro Legal Inc.	7/1/18-6/30/19		
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: YAD Legal Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19	Total	
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$33,541	\$33,541	
14	Operating Expenses	\$6,506	\$6,506	
15	<b>Subtotal</b>	<b>\$40,047</b>	<b>\$40,047</b>	
16	Indirect Percentage (%)	4%	4%	
17	Indirect Cost (Line 16 X Line 15)	\$1,593	\$1,593	
18	Capital/Subcontractor Expenditures	\$0	\$0	
19	Total Expenditures	\$41,640	\$41,640	
20	<b>HSA Revenues</b>			
21				
22	General Fund	\$41,640	\$41,640	
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$41,640	\$41,640	
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$41,640	\$41,640	
37	Full Time Equivalent (FTE)	0.71	0.71	
39	Prepared by: Jessica Garcia	Telephone No.: 415-553-3407	Date: 05/10/2018	
40	HSA-CO Review Signature: _____			
41	HSA #1		10/25/2016	

	A	B	C	D	E	F	G
1	Appendix B1, Page 2						
2							
3							
4	Program: YAD Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Salaries &amp; Benefits Detail</b>						
8							
9							
10							
11						7/1/18-6/30/19	7/1/18-6/30/19
		Agency Totals		HSA Program		DAAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
12	POSITION TITLE						
13	Senior Law Coordinator	\$49,015	100%	19%	0.19	\$9,313	\$9,313
14	Senior Law Attorney	\$46,500	100%	19%	0.19	\$8,835	\$8,835
15	Senior Law Legal Assistant	\$21,160	100%	31%	0.31	\$6,560	\$6,560
16	Admin/Legal Assistant	\$48,740	100%	1.6%	0.016	\$780	\$780
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30	TOTALS	\$165,414	4.00	71%	0.71	\$25,487	\$25,487
31							
32	FRINGE BENEFIT RATE	32%					
33	EMPLOYEE FRINGE BENEFITS	\$52,271				\$8,054	\$8,054
34							
35							
36	TOTAL SALARIES & BENEFITS	\$217,685				\$33,541	\$33,541
37	HSA #2						10/25/2016

	A	B	C	D	E	F	G
1	Appendix B1, Page 3						
2							
3							
4	Program: YAD Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Operating Expense Detail</b>						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		TOTAL 7/1/18-6/30/19
13	Rental of Property				\$1,979		\$1,979
14	Utilities(Elec, Water, Gas, Phone, Garbage)						
15	Office Supplies, Postage				\$195		\$195
16	Building Maintenance Supplies and Repair						
17	Printing and Reproduction				\$95		\$95
18	Insurance				\$1,181		\$1,181
19	Staff Training				\$139		\$139
20	Staff Travel-(Local & Out of Town)				\$111		\$111
21	Rental of Equipment				\$1,094		\$1,094
22							
23	<b>CONSULTANTS</b>						
24	Finance Consultant				\$381		\$381
25	Computer Consultant				\$476		\$476
26	Janitorial Service				\$171		\$171
27	Auditor				\$436		\$436
28							
29	<b>OTHER</b>						
30	Bar Dues				\$119		\$119
31	AILA (American Immigration Lawyers Association)				\$24		\$24
32	Phone Service				\$105		\$105
33							
34							
35							
36	<b>TOTAL OPERATING EXPENSE</b>				<b>\$6,506</b>		<b>\$6,506</b>
37							
38	<b>HSA #3</b>						

## APPENDIX A

### LEGAL ASSISTANCE TO THE ELDERLY INC.

#### LEGAL SERVICES FOR OLDER ADULTS

July 1, 2018 – June 30, 2019

#### I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

#### II. Definitions

California State Bar The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee Legal Assistance to the Elderly (LAE)

HSA Human Services Agency of City and County of San Francisco

Legal Assistance Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.

LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with Senior
Senior	Person who is 60 years or older, used interchangeably with Older
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).

### III. Target Population

The target population of this grant is individuals 60 years of age or older. According to the federal mandates of the Older Americans Act, services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail

- Member of LGBT Community

#### IV. Eligibility for Services

- 1) A resident of San Francisco *and*
- 2) Aged 60 and above

#### V. Location and Time of Services

Services are provided at Legal Assistance to the Elderly offices, located at 701 Sutter St., 2nd floor, San Francisco, CA 94109. The hours of service are from 9:00 a.m. to 5:00 p.m, Monday through Friday.

#### VI. Description of Services

Legal Services program providers help eligible clients with a variety of legal issues which may include benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and intervention is critical to maintaining or securing a better quality of life affecting older adults. Legal service program providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

Grantee will be provided with a copy of the California Department of Aging's California Statewide Guidance for Legal Assistance. Grantee is expected to use these Guidelines in the provision of OAA legal services. While non-binding, the Guidelines should be considered for guidance and technical assistance in the provision of services.

Areas of expertise for Legal Service Grantees should include at least one of the following:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities

- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private insurance
- 5) Protective Services/Elder Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), restraining orders, abuse/neglect, exploitation, advanced planning/autonomy/advance directives
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service programs.

Grantee will assign staff to help in the planning, development, and distribution of a quarterly legal services newspaper in conjunction with other DAAS/OOA legal services providers. The newsletter will serve as an outreach and educational tool. Content will be printed in multiple languages and cover legal topics most relevant to the target population.

## VII. Service Objectives

On an annual basis:

- Grantee will serve 886 unduplicated consumers.
- Grantee will provide 6,378 units of service of legal assistance. A unit is one hour of legal assistance.
- Grantee will provide 166 units of service of staffing hours to support the publication of a legal services newsletter as an outreach and educational tool. Staffing hours will include: attending planning meetings, researching, writing, editing, and sending copy to be published, and distribution.

## VIII. Outcome Objectives

Completion and submission of the following reports will be used to measure the amount, range, and impact of services provided.

1. Grantee will, on a quarterly basis, complete and submit to OOA Analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
  - a. Total clients served including aggregate demographic information
  - b. Total number of cases closed during the quarter
  - c. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
  - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
  - e. Community education, outreach efforts, and client narratives
2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. As this is the first contract utilizing these outcome measures, results may help establish benchmarks for performance in future years.

## **IX. Reporting Requirements**

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee is responsible for completing the quarterly Legal Services Report required by the California Department of Aging and submitting to DAAS/OOA by the following Deadlines: 1st Quarter due October 25<sup>th</sup>, 2nd Quarter due January 25<sup>th</sup>, 3rd Quarter due April 25<sup>th</sup> and 4th Quarter due July 25<sup>th</sup>.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.



- G. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. For assistance with reporting requirements or submission of reports, please contact:

Michael Zaugg  
Director, Office on the Aging  
DAAS  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

and

David Kashani  
Contract Manager, HSA OCM  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[david.kashani@sfgov.org](mailto:david.kashani@sfgov.org)

## **X. Monitoring Activities**

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

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

	A	B	C	D
1	Appendix B, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	Name	Term		
6	Legal Assistance to the Elderly Inc.	7/1/18-6/30/19		
7	(Check One) New <input type="checkbox"/> Renewal X_ Modification ____			
8	If modification, Effective Date of Mod.	No. of Mod.		
9	Program: Legal Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19	Total	
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$384,335	\$384,335	
14	Operating Expenses	\$84,129	\$84,129	
15	<b>Subtotal</b>	<b>\$468,464</b>	<b>\$468,464</b>	
16	Indirect Percentage (%)	7%	7%	
17	Indirect Cost (Line 16 X Line 15)	\$30,949	\$30,949	
18	Capital/Subcontractor Expenditures	\$0	\$0	
19	Total Expenditures	\$499,413	\$499,413	
20	<b>HSA Revenues</b>			
21				
22	General Fund	\$324,618	\$324,618	
23	CFDA 93.044	\$174,795	\$174,795	
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$499,413	\$499,413	
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$499,413	\$499,413	
37	Full Time Equivalent (FTE)	4.88	4.88	
39	Prepared by:	Telephone No.:	Date: 05/30/2018	
40	HSA-CO Review Signature: _____			
41	HSA #1		10/25/2016	

	A	B	C	D	E	F	G
1	Appendix B, Page 2						
2							
3							
4	Program: Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Salaries &amp; Benefits Detail</b>						
8							
9							
10							
11							
		Agency Totals		HSA Program		DAAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
12	POSITION TITLE						
13	EXEC DIRECTOR	\$89,452	1.00	77%	0.77	\$68,464	\$68,464
14	STAFF ATTORNEY #1	\$81,554	1.00	90%	0.90	\$73,796	\$73,796
15	STAFF ATTORNEY #4	\$70,010	0.80	56%	0.44	\$31,106	\$31,106
16	STAFF ATTORNEY #5	\$72,178	0.90	57%	0.52	\$37,278	\$37,278
17	STAFF ATTORNEY #6	\$55,603	0.40	66%	0.26	\$14,602	\$14,602
18	STAFF ATTORNEY #7	\$57,509	0.80	7%	0.05	\$3,101	\$3,101
19	STAFF ATTORNEY HOUSING	\$58,000	1.00	24%	0.24	\$13,707	\$13,707
20	STAFF ATTORNEY INTAKE	\$54,300	0.30	36%	0.11	\$5,938	\$5,938
21	PARALEGAL V	\$47,000	1.00	33%	0.33	\$15,712	\$15,712
22	PARALEGAL VI	\$48,000	0.44	100%	0.44	\$21,120	\$21,120
23	LEGAL SECRETARY	\$37,241	1.00	81%	0.81	\$30,205	\$30,205
24							
25							
26							
27							
28							
29							
30	TOTALS	\$670,846	8.64	627%	4.88	\$315,029	\$315,029
31							
32	FRINGE BENEFIT RATE	22%					
33	EMPLOYEE FRINGE BENEFITS	\$148,927.87				\$69,306	\$69,306
34							
35							
36	TOTAL SALARIES & BENEFITS	\$819,774				\$384,335	\$384,335
37	HSA #2						10/25/2016

	A	B	C	D	E	F	G
1	Appendix B, Page 3						
2							
3							
4	Program: Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Operating Expense Detail</b>						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		<u>TOTAL</u> <u>7/1/18-6/30/19</u>
13	Rental of Property				\$46,189		\$46,189
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$7,380		\$7,380
15	Office Supplies, Postage				\$5,580		\$5,580
16	Building Maintenance Supplies and Repair				\$718		\$718
17	Printing and Reproduction				\$1,080		\$1,080
18	Insurance				\$5,639		\$5,639
19	Staff Training				\$375		\$375
20	Staff Travel-(Local & Out of Town)				\$750		\$750
21	Rental of Equipment				\$2,070		\$2,070
22							
23	<b>CONSULTANTS</b>						
24							
25	JANITORIAL SERVICE				\$4,320		\$4,320
26							
27	<b>OTHER</b>						
28	VOLUNTEER EXPENSE				\$990		\$990
29	LAW LIBRARY				\$2,810		\$2,810
30	SENIOR RIGHT BULLETIN				\$4,500		\$4,500
31	STATE BAR DUES				\$1,228		\$1,228
32	MEMBERSHIP				\$500		\$500
33							
34							
35							
36							
37							
38							
39	<b>TOTAL OPERATING EXPENSE</b>				<b>\$84,129</b>		<b>\$84,129</b>
40							
41	<b>HSA #3</b>						<b>10/25/2016</b>

**APPENDIX A1**

**LEGAL ASSISTANCE TO THE ELDERLY INC.**

**LEGAL SERVICES FOR YOUNGER ADULTS WITH DISABILITIES**

**July 1, 2018 – June 30, 2019**

**I. Purpose**

The purpose of this grant is to ensure the rights and entitlements of younger adults with disabilities (aged 18-59) by providing legal assistance.

**II. Definitions**

California State Bar The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

Disability A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee Legal Assistance to the Elderly (LAE)

HSA Human Services Agency of City and County of San Francisco

Legal Assistance Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney;

and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.

LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).

### III. Target Population

The target population of this grant is individuals aged 18-59 living with a disability. Services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail

- Member of LGBT Community

#### IV. Eligibility for Services

- 1) A resident of San Francisco *and*
- 2) Aged 18-59 living with a disability

#### V. Location and Time of Services

Services are provided at Legal Assistance to the Elderly offices, located at 701 Sutter St., 2nd floor, San Francisco, CA 94109. The hours of service are from 9:00 a.m. to 5:00 p.m, Monday through Friday.

#### VI. Description of Services

Legal Services program providers help eligible clients with a variety of legal issues which may include benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and intervention is critical to maintaining or securing a better quality of life affecting adults living with a disability. Legal service program providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the service they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

Grantee will be provided with a copy of the California Department of Aging's California Statewide Guidance for Legal Assistance. Grantee is expected to use these Guidelines in the provision of OAA legal services. While non-binding, the Guidelines should be considered for guidance and technical assistance in the provision of services.

Areas of expertise for Legal Service Grantees should include at least one of the following:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities



- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private/insurance
- 5) Protective Services/Elder Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining orders, abuse/neglect, exploitation, advanced planning/autonomy/advance directives
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service programs.

## VII. Service Objectives

On an annual basis:

- Grantee will serve 49 unduplicated consumers.
- Grantee will provide 492 units of service of legal assistance. A unit is one hour of legal assistance.

## VIII. Outcome Objectives

Completion and submission of the following reports will be used to measure the amount, range, and impact of services provided.

1. Grantee will, on a quarterly basis, complete and submit to OOA Analyst and OOA developed standardized report form which includes the following:
  - a. Total clients served during the quarter, including aggregate demographic information
  - b. Total number of cases closed during the quarter
  - c. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
  - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
  - e. Community education, outreach efforts, and client narratives

2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. As this is the first contract utilizing these outcome measures, results may help establish benchmarks for performance in future years.

## **IX. Reporting Requirements**

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee is responsible for completing quarterly and twice annual reports as described above and administered by Office on the Aging staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. For assistance with reporting requirements or submission of reports, please contact:

Michael Zaugg  
Director, Office on the Aging  
DAAS  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

and

David Kashani  
Contract Manager, HSA OCM  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[david.kashani@sfgov.org](mailto:david.kashani@sfgov.org)

## **X. Monitoring Activities**

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

	A	B	C	D
1	Appendix B1, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	Name	Term		
6	Legal Assistance to the Elderly Inc.	7/1/18-6/30/19		
7	(Check One) New <input type="checkbox"/> Renewal X_ Modification ____			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: YAD Legal Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19	Total	
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$28,633	\$28,633	
14	Operating Expenses	\$9,335	\$9,335	
15	<b>Subtotal</b>	<b>\$37,968</b>	<b>\$37,968</b>	
16	Indirect Percentage (%)	10%	10%	
17	Indirect Cost (Line 16 X Line 15)	\$3,672	\$3,672	
18	Capital/Subcontractor Expenditures	\$0	\$0	
19	Total Expenditures	\$41,640	\$41,640	
20	<b>HSA Revenues</b>			
21				
22	General Fund	\$41,640	\$41,640	
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$41,640	\$41,640	
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$41,640	\$41,640	
37	Full Time Equivalent (FTE)	0.37	0.37	
39	Prepared by:	Telephone No.:	Date: 05/30/2018	
40	HSA-CO Review Signature: _____			
41	HSA #1		10/25/2016	

	A	B	C	D	E	F	G	
1	Appendix B1, Page 2							
2								
3								
4	Program: YAD Legal Services							
5	(Same as Line 9 on HSA #1)							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9								
10								
11						7/1/18-6/30/19	7/1/18-6/30/19	
		Agency Totals		HSA Program		DAAS	TOTAL	
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	
12	POSITION TITLE							
13	EXEC DIRECTOR	\$89,452	1.00	5%	0.05	\$4,473	\$4,473	
14	STAFF ATTORNEY #1	\$81,554	1.00	4%	0.04	\$3,000	\$3,000	
15	STAFF ATTORNEY #4	\$70,010	0.80	6%	0.05	\$3,456	\$3,456	
16	STAFF ATTORNEY #5	\$72,178	0.90	6%	0.06	\$4,142	\$4,142	
17	STAFF ATTORNEY #7	\$57,509	0.80	3%	0.03	\$1,500	\$1,500	
18	STAFF ATTORNEY HOUSING	\$58,000	1.00	3%	0.03	\$1,523	\$1,523	
19	PARALEGAL V	\$47,000	1.00	4%	0.04	\$1,746	\$1,746	
20	LEGAL SECRETARY	\$37,241	1.00	9%	0.09	\$3,356	\$3,356	
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$512,944	7.50	40%	0.37	\$23,196	\$23,196	
31								
32	FRINGE BENEFIT RATE	23%						
33	EMPLOYEE FRINGE BENEFITS	\$117,977				\$5,437	\$5,437	
34								
35								
36	TOTAL SALARIES & BENEFITS	\$630,921				\$28,633	\$28,633	
37	HSA #2						10/25/2016	

	A	B	C	D	E	F	G
1	Appendix B1, Page 3						
2							
3							
4	Program: YAD Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Operating Expense Detail</b>						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>7/1/18-6/30/19</u>		<u>TOTAL</u> <u>7/1/18-6/30/19</u>
13	Rental of Property				\$5,811		\$5,811
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$820		\$820
15	Office Supplies, Postage				\$620		\$620
16	Building Maintenance Supplies and Repair				\$80		\$80
17	Printing and Reproduction				\$120		\$120
18	Insurance				\$627		\$627
19	Staff Training				\$35		\$35
20	Staff Travel-(Local & Out of Town)				\$90		\$90
21	Rental of Equipment				\$230		\$230
22							
23	<b>CONSULTANTS</b>						
24							
25	JANITORIAL SERVICE				\$480		\$480
26							
27	<b>OTHER</b>						
28	VOLUNTEER EXPENSE				\$110		\$110
29	LAW LIBRARY				\$312		\$312
30							
31							
32							
33							
34							
35							
36							
37							
38							
39	<b>TOTAL OPERATING EXPENSE</b>				<b>\$9,335</b>		<b>\$9,335</b>
40							
41	<b>HSA #3</b>						10/25/2016

**APPENDIX A**

**NIHONMACHI LEGAL OUTREACH dba API LEGAL OUTREACH**

**LEGAL SERVICES FOR OLDER ADULTS**

**July 1, 2018 – June 30, 2019**

**I. Purpose**

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

**II. Definitions**

California State Bar The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee Nihonmachi Legal Outreach dba API Legal Outreach (APILO)

HSA Human Services Agency of City and County of San Francisco

Legal Assistance Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.

LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with Senior
Senior	Person who is 60 years or older, used interchangeably with Older
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).

### III. Target Population

The target population of this grant is individuals 60 years of age or older. According to the federal mandates of the Older Americans Act, services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBT Community



#### IV. Eligibility for Services

- 1) A resident of San Francisco *and*
- 2) Aged 60 and above

#### V. Location and Time of Services

Legal Services are provided at Grantee's main office which is located at 1121 Mission Street in San Francisco. Services are provided Monday through Friday during regular business hours.

#### VI. Description of Services

Legal Services program providers help eligible clients with a variety of legal issues including benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and intervention is critical to maintaining or securing a better quality of life affecting older adults. Legal service program providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

Grantee will be provided with a copy of the California Department of Aging's California Statewide Guidance for Legal Assistance. Grantee is expected to use these Guidelines in the provision of OAA legal services. While non-binding, the Guidelines should be considered for guidance and technical assistance in the provision of services.

Areas of expertise for Legal Service Grantees should include at least one of the following:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services

- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private insurance
- 5) Protective Services/Elder Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), restraining orders, abuse/neglect, exploitation, advanced planning/autonomy/advance directives
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service programs.

## VII. Service Objectives

On an annual basis:

- Grantee will serve 110 unduplicated consumers.
- Grantee will provide 975 units of service of legal assistance. A unit is one hour of legal assistance.

## VIII. Outcome Objectives

Completion and submission of the following reports will be used to measure the amount, range, and impact of services provided.

1. Grantee will, on a quarterly basis, complete and submit to OOA Analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
  - a. Total clients served including aggregate demographic information
  - b. Total number of cases closed during the quarter
  - c. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
  - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
  - e. Community education, outreach efforts, and client narratives
2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased

disability or age related benefit to which entitled, prevented loss of current housing, etc.).

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. As this is the first contract utilizing these outcome measures, results may help establish benchmarks for performance in future years.

## **IX. Reporting Requirements**

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee is responsible for completing the quarterly Legal Services Report required by the California Department of Aging and submitting to DAAS/OOA by the following Deadlines: 1st Quarter due October 25<sup>th</sup>, 2nd Quarter due January 25<sup>th</sup>, 3rd Quarter due April 25<sup>th</sup> and 4th Quarter due July 25<sup>th</sup>.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Michael Zaugg  
Director, Office on the Aging  
DAAS

P.O. Box 7988  
San Francisco, CA 94120-7988  
[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

and

Steve Kim  
Contract Manager, HSA OCM  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[steve.kim@sfgov.org](mailto:steve.kim@sfgov.org)

## **X. Monitoring Activities**

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

	A	B	C	D
1	Appendix B, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	Name	Term		
6	Nihonmachi Legal Outreach dba API Legal Outreach	7/1/18-6/30/19		
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.	No. of Mod.		
9	Program: Legal Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19	Total	
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$105,995	\$105,995	
14	Operating Expenses	\$20,835	\$20,835	
15	<b>Subtotal</b>	<b>\$126,830</b>	<b>\$126,830</b>	
16	Indirect Percentage (%)	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$19,024	\$19,024	
18	Capital/Subcontractor Expenditures	\$0	\$0	
19	Total Expenditures	\$145,854	\$145,854	
20	<b>HSA Revenues</b>			
21				
22	General Fund	\$45,215	\$45,215	
23	CFDA 93.044	\$100,639	\$100,639	
24				
25				
26				
27				
28				
29	<b>TOTAL HSA REVENUES</b>	<b>\$145,854</b>	<b>\$145,854</b>	
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$145,854	\$145,854	
37	Full Time Equivalent (FTE)	1.63		
39	Prepared by:	Telephone No.:	Date: 05/10/2018	
40	HSA-CO Review Signature: _____			
41	HSA #1	<b>10/25/2016</b>		

	A	B	C	D	E	F	G
1	Appendix B, Page 2						
2							
3							
4	Program: Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Salaries &amp; Benefits Detail</b>						
8							
9							
10							
11						7/1/18-6/30/19	7/1/18-6/30/19
12		Agency Totals		HSA Program		DAAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
13	Staff Attorney(s)	\$54,000	1.00	85%	0.85	\$45,900	\$45,900
14	Legal Assistant	\$46,000	1.00	33%	0.33	\$15,180	\$15,180
15	Translator/Admin Support	\$50,000	1.00	40%	0.40	\$20,000	\$20,000
16	Managing Attorney	\$88,000	1.00	5%	0.05	\$4,400	\$4,400
17							
18							
19							
20							
21							
22							
23							
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26							
27							
28							
29							
30	TOTALS	\$238,000	4.00	163%	1.63	\$85,480	\$85,480
31							
32	FRINGE BENEFIT RATE	24%					
33	EMPLOYEE FRINGE BENEFITS	\$57,120				\$20,515	\$20,515
34							
35							
36	TOTAL SALARIES & BENEFITS	\$295,120				\$105,995	\$105,995
37	HSA #2						10/25/2016

	A	B	C	D	E	F	G
1	Appendix B, Page 3						
2							
3							
4	Program: Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Operating Expense Detail</b>						
8							
9							
10							
11							
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		TOTAL <u>7/1/18-6/30/19</u>
13	Rental of Property				\$1,963		\$1,963
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$3,731		\$3,731
15	Office Supplies, Postage, Translated Documents				\$5,498		\$5,498
16	Building Maintenance Supplies and Repair				\$6,676		\$6,676
17	Printing and Reproduction						
18	Insurance				\$1,767		\$1,767
19	Staff Training						
20	Staff Travel-(Local & Out of Town)						
21	Rental of Equipment						
22							
23	<b>CONSULTANTS</b>						
24							
25	Audit				\$1,200		\$1,200
26							
27	<b>OTHER</b>						
28							
29							
30							
31	<b>TOTAL OPERATING EXPENSE</b>				<b>\$20,835</b>		<b>\$20,835</b>
32							
33	<b>HSA #3</b>						10/25/2016

## APPENDIX A1

### NIHONMACHI LEGAL OUTREACH dba API LEGAL OUTREACH

### LEGAL SERVICES FOR YOUNGER ADULTS WITH DISABILITIES

July 1, 2018 – June 30, 2019

#### I. Purpose

The purpose of this grant is to ensure the rights and entitlements of younger adults with disabilities (aged 18-59) by providing legal assistance.

#### II. Definitions

California State Bar The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

Disability A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

Grantee Nihonmachi Legal Outreach dba API Legal Outreach (APILO)

HSA Human Services Agency of City and County of San Francisco

Legal Assistance Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney;



and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.

LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).

### III. Target Population

The target population of this grant is individuals aged 18-59 living with a disability. Services must also target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail

- Member of LGBT Community

#### IV. Eligibility for Services

- 1) A resident of San Francisco *and*
- 2) Aged 18-59 living with a disability

#### V. Location and Time of Services

Legal Services are provided at Grantee's main office which is located at 1121 Mission Street in San Francisco. Services are provided Monday through Friday during regular business hours.

#### VI. Description of Services

Legal Services program providers help eligible clients with a variety of legal issues including benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and intervention is critical to maintaining or securing a better quality of life affecting adults living with a disability. Legal service program providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the service they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

Grantee will be provided with a copy of the California Department of Aging's California Statewide Guidance for Legal Assistance. Grantee is expected to use these Guidelines in the provision of OAA legal services. While non-binding, the Guidelines should be considered for guidance and technical assistance in the provision of services.

Areas of expertise for Legal Service Grantees should include at least one of the following:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities

- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private/insurance
- 5) Protective Services/Elder Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining orders, abuse/neglect, exploitation, advanced planning/autonomy/advance directives
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service programs.

## VII. Service Objectives

On an annual basis:

- Grantee will serve 80 unduplicated consumers.
- Grantee will provide 962 units of service of legal assistance. A unit is one hour of legal assistance.

## VIII. Outcome Objectives

Completion and submission of the following reports will be used to measure the amount, range, and impact of services provided.

1. Grantee will, on a quarterly basis, complete and submit to OOA Analyst and OOA developed standardized report form which includes the following:
  - a. Total clients served during the quarter, including aggregate demographic information
  - b. Total number of cases closed during the quarter
  - c. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
  - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
  - e. Community education, outreach efforts, and client narratives

2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. As this is the first contract utilizing these outcome measures, results may help establish benchmarks for performance in future years.

## IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee is responsible for completing quarterly and twice annual reports as described above and administered by Office on the Aging staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10<sup>th</sup>.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Michael Zaugg  
Director, Office on the Aging  
DAAS

P.O. Box 7988  
San Francisco, CA 94120-7988  
[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

and

Steve Kim  
Contract Manager, HSA OCM  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[steve.kim@sfgov.org](mailto:steve.kim@sfgov.org)

## **X. Monitoring Activities**

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

	A	B	C	D
1	Appendix B1, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	Name	Term		
6	Asian Pacific Islander Legal Outreach (DBA of Nihonmachi Legal Outreach)	7/1/18-6/30/19		
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.	No. of Mod.		
9	Program: Legal Services YAD			
10	Budget Reference Page No. (s)			
11	Program Term	7/1/18-6/30/19	Total	
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$107,508	\$107,508	
14	Operating Expenses	\$16,835	\$16,835	
15	<b>Subtotal</b>	<b>\$124,343</b>	<b>\$124,343</b>	
16	Indirect Percentage (%)	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$18,651	\$18,651	
18	Capital/Subcontractor Expenditures	\$0	\$0	
19	Total Expenditures	\$142,994	\$142,994	
20	<b>HSA Revenues</b>			
21				
22	General Fund	\$142,994	\$142,994	
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$142,994	\$142,994	
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$142,994	\$142,994	
37	Full Time Equivalent (FTE)	1.63		
39	Prepared by:	Telephone No.:	Date: 05/29/2018	
40	HSA-CO Review Signature:	_____		
41	HSA #1		10/25/2016	

	A	B	C	D	E	F	G
1	Appendix B1, Page 2						
2							
3							
4	Program: Legal Services YAD						
5	(Same as Line 9 on HSA #1)						
6							
7	<b>Salaries &amp; Benefits Detail</b>						
8							
9							
10							
11		Agency Totals		HSA Program		7/1/18-6/30/19	7/1/18-6/30/19
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAAS Budgeted Salary	TOTAL Budgeted Salary
13	Staff Attorney(s)	\$54,000	1.00	85%	0.85	\$45,900	\$45,900
14	Case Manager/Legal Assistant	\$46,000	1.00	50%	0.50	\$23,000	\$23,000
15	Translator/Admin Support	\$50,000	1.00	18%	0.18	\$9,000	\$9,000
16	Managing Attorney	\$88,000	1.00	5%	0.10	\$8,800	\$8,800
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30	TOTALS	238,000	4.00	158%	1.63	\$86,700	\$86,700
31							
32	FRINGE BENEFIT RATE	24%					
33	EMPLOYEE FRINGE BENEFITS	\$57,120				\$20,808	\$20,808
34							
35							
36	TOTAL SALARIES & BENEFITS	\$295,120				\$107,508	\$107,508
37	HSA #2						10/25/2016