



London Breed, 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 *J41*

DATE: JUNE 5, 2019

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

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	7/1/18- 6/30/19	7/1/19- 6/30/20	7/1/18- 6/30/20		7/1/18- 6/30/20
TOTAL AMOUNT	\$368,293	\$368,293	\$736,586	\$73,657	\$810,243
ANNUAL AMOUNT	<u>FY18/19</u> \$368,293	<u>FY19/20</u> \$368,293			
FUNDING SOURCE					
MODIFICATION FUNDING:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	
PERCENTAGE:	\$368,293	\$0	\$0	\$36,829	\$405,122
	100%	0%	0%		100%

The Department of Aging and Adult Services (DAAS) requests authorization to modify the existing grant agreements with multiple providers for the provision of Legal Services for Younger Adults with Disabilities during the period of July 1, 2019 through June 30, 2020, in the combined amount of \$368,293 plus a 10% contingency for a total not to exceed amount of \$810,243. The specific breakdown of funding per grantee is summarized in the following table.

Grantee	FY 18/19	FY 19/20	Revised Total	10% Contingency	Total Not to Exceed
Asian Pacific Islander Legal Outreach (DBA of Nihonmachi Legal Outreach)	\$142,994	\$142,994	\$285,988	\$28,598	\$314,586
Independent Living Resource Center San Francisco	\$142,019	\$142,019	\$284,038	\$28,403	\$312,441
La Raza Centro Legal	\$41,640	\$41,640	\$83,280	\$8,328	\$91,608
Legal Assistance to the Elderly	\$41,640	\$41,640	\$83,280	\$8,328	\$91,608
Total	\$368,293	\$368,293	\$736,586	\$73,657	\$810,243

Background

Legal Services can be critical to maintaining or securing a better quality of life for adults with disabilities. DAAS' Legal Services providers work to provide their clients with information and advice designed to allow them to make informed decisions and assert their rights on a variety of issues. Legal Services program providers help eligible clients 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, abuse prevention, simple will preparation, disability planning and advance directives, and immigration matters.

Services to be Provided

Grantees will operate a legal services program offering legal information and representation for eligible clients in need of assistance. Grantees have and will continue to develop legal expertise in areas impacting adults with disabilities; Grantees are also expected to be informed about changes in the law that might affect the provision of services. Grantees should be as culturally and linguistically competent as possible to serve a diverse San Francisco population while also being experienced and knowledgeable about working with a disabled adult population.

Grantees will each offer an initial intake process for clients in need of legal services. Upon completion of screening, further services will fall into one of the following modules of service:

1. Information and Referral – the client concern is more appropriately referred to another service for assistance.
2. Advise and Close – the client issue is very easily addressed, advice is provided and the case is closed
3. Brief Services – the client is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.

4. Case Acceptance – the client issue warrants more extensive legal representation and a case file is opened, e.g. dependent adult abuse, consumer fraud, reasonable accommodation for housing, etc.

Outcomes for legal services assistance can include stabilizing or improving a housing situation, increasing or maintaining an income source, securing protective court orders against someone harming an adult with a disability, or deterring predatory collection and illegal business practices targeting an adult with a disability.

Performance

Grantees received program monitoring and fiscal monitoring as follows:

1. Asian Pacific Islander Legal Outreach
 - Program: April 2019 – Agency is in compliance.
 - Fiscal: January 2019 - Findings to be resolved in June 2019. Findings include items from Fiscal Policies and Procedures section and Board Oversight section.
 - Currently in Technical Assistance, through the controller's office
2. Independent Living Resource Center San Francisco
 - Program: April 2019 – Agency is in compliance with findings resolved.
 - Fiscal: February 2019 - Findings resolved.
3. La Raza Centro Legal
 - Program: May 2019 - Agency is in compliance with findings resolved.
 - Fiscal: March 2019 - Findings to be resolved in June 2019. Findings include items from Audited Financial Statements, Financial Reports, and Board Oversight section.
4. Legal Assistance to the Elderly
 - Program: April 2019 – Agency is in compliance.
 - Fiscal: January 2019 - Findings resolved.

Grantee Selections

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

Funding

Funding will be provided through County General Funds.

ATTACHMENTS

Asian Pacific Islander Legal Outreach (DBA of Nihonmachi Legal Outreach)

Appendix A1- Services to be Provided

Appendix B1- Program Budget

Independent Living Resource Center San Francisco

Appendix A-1- Services to be Provided

Appendix B-1- Program Budget

La Raza Centro Legal

Appendix A1- Services to be Provided

Appendix B1- Program Budget

Legal Assistance to the Elderly

Appendix A1- Services to be Provided

Appendix B1- Program Budget

APPENDIX A1 – SERVICES TO BE PROVIDED

Asian Pacific Islander Legal Outreach (dba of Nihonmachi Legal Outreach)

LEGAL SERVICES FOR YOUNGER ADULTS WITH DISABILITIES

July 1, 2019 – June 30, 2020

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 or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) 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 others.

Grantee Nihonmachi Legal Outreach dba Asian Pacific Islander Legal Outreach

HSA Human Services Agency of City and County of San Francisco

Legal Assistance	Legal advice and representation provided by an attorney to 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.
LGBTQ+	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

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ 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 located at 1121 Mission Street in San Francisco. Services are provided Monday through Friday during regular business hours.

VI. Description of Services

Legal service 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 interventions are critical to maintaining or securing a better quality of life affecting adults living with a disability. Legal service 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., dependent adult 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 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/Dependent Adult Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending persons against Conservatorship, 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 this population. Grantee is expected to keep up with changes in the law that effect adults with disabilities, 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.

Legal Services provided and to be reported under this grant will meet the definition of Legal Assistance as described in the Definitions section above. Legal Assistance will be recorded by number of hours of Legal Assistance provided.

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 the OOA analyst an 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 module 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

The completed form shall be completed and submitted to OOA based on the following deadlines:

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019
 - b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2020
 - c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020
 - d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020
2. Grantee will, on a twice yearly basis, provide a report categorizing each case closed 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.).

Reporting will be completed via a standardized form developed by Office on the Aging staff and provided to Grantee. Report will be submitted by December 31st and June 30th each year and cover the previous 6 month contract period.

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. Results from these outcome reports 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 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. 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
Michael.Zaugg@sfgov.org

and

Steve Kim
 Contract Manager
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	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4				
5	Name	Term		
6	Asian Pacific Islander Legal Outreach (DBA of Nihonmachi Legal Outreach)	7/1/18-6/30/20		
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>			
8	If modification, Effective Date of Mod. 07/1/2019		No. of Mod. 1	
9	Program: Legal Services YAD			
10	Budget Reference Page No.(s)		NEW	TOTAL
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
12	Expenditures			
13	Salaries & Benefits	\$107,818	\$106,690	\$214,508
14	Operating Expenses	\$16,596	\$17,653	\$34,249
15	Subtotal	\$124,414	\$124,343	\$248,757
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$18,580	\$18,651	\$37,231
18	Capital/Subcontractor Expenditures	\$0	\$0	\$0
19	Total Expenditures	\$142,994	\$142,994	\$285,988
20	HSA Revenues			
21				
22	General Fund	\$142,994	\$142,994	\$285,988
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$142,994	\$142,994	\$285,988
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$142,994	\$142,994	\$285,988
37	Full Time Equivalent (FTE)	1.60	1.60	
39	Prepared by: Dean Taylor/Lorraine Yoshika Telephone No.: 510-251-2846			5/20/2019
40	HSA-CO Review Signature: _____			
41	HSA #1			6/5/2019

APPENDIX A-1

INDEPENDENT LIVING RESOURCE CENTER SAN FRANCISCO LEGAL SERVICES FOR YOUNGER ADULTS WITH DISABILITIES

July 1, 2018 – June 30, 2020

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 or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) 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 others.
Grantee	Independent Living Resource Center San Francisco (ILRCSF).
HSA	Human Services Agency of City and County of San Francisco.
Legal Assistance	Legal advice and representation provided by an attorney to 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.

LGBTQ+	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.
OOA	Office on the Aging.
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

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ 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 service 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 interventions are critical to maintaining or securing a better quality of life affecting adults living with a disability. Legal service 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., dependent adult 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 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/Dependent Adult Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending persons against Conservatorship, 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 this population. Grantee is expected to keep up with changes in the law that effect adults with disabilities, 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.

Legal Services provided and to be reported under this grant will meet the definition of Legal Assistance as described in the Definitions section above. Legal Assistance will be recorded by number of hours of Legal Assistance provided.

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 125 unduplicated consumers.
- Grantee will provide 1300 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 the OOA analyst an 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 module 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.

The completed form shall be completed and submitted to OOA based on the following deadlines:

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019.
 - b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2020.
 - c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020.
 - d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020.
2. Grantee will, on a twice yearly basis, provide a report categorizing each case closed 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.).

Reporting will be completed via a standardized form developed by Office on the Aging staff and provided to Grantee. Report will be submitted by December 31st and June 30th each year and cover the previous 6 month contract period.

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. Results from these outcome reports 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 into 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 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- G. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. 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

and

Annyse Acevedo
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120-7988
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	E
1	Appendix B-1, Page 1				
2	HUMAN SERVICES AGENCY BUDGET SUMMARY				
3					
4					
5					
6	Independent Living Resource Center of San Francisco	7/1/18-6/30/20			
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: YAD Legal Services				
10	Budget Reference Page No.(s)			7/1/18-6/30/20	
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	Total	
12	Expenditures				
13	Salaries & Benefits	\$86,230	\$87,451	\$173,681	
14	Operating Expenses	\$37,266	\$36,044	\$73,310	
15	Subtotal	\$123,496	\$123,495	\$246,991	
16	Indirect Percentage (%)	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$18,523	\$18,524	\$37,047	
18	Capital/Subcontractor Expenditures	\$0	\$0	\$0	
19	Total Expenditures	\$142,019	\$142,019	\$284,038	
20	HSA Revenues				
21					
22	General Fund	\$142,019	\$142,019	\$284,038	
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$142,019	\$142,019	\$284,038	
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$142,019	\$142,019	\$284,038	
37	Full Time Equivalent (FTE)	1.45	1.34	1.45	
39	Prepared by: Jerome Lourme		Telephone No.: 415-543-6222		
40	HSA-CO Review Signature: _____			Date: 05/17/2019	
41	HSA #1			5/17/2019	

	A	B	C	D	E	F	G	H	I	J
1	Appendix B-1, Page 3									
2										
3	Independent Living Resource Center of San Francisco									
4	Program: YAD Legal Services									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Variance									
8										
9										
10										
11	TOTAL									
12	<u>Expenditure Category</u>		TERM	<u>7/1/18-6/30/19</u>		<u>7/1/18-6/30/20</u>		<u>7/1/18-6/30/20</u>		
13	Rental of Property			\$19,350		\$17,419		\$36,769		
14	Utilities (Elec, Water, Gas, Phone, Garbage, Janitorial)			\$4,560		\$4,238		\$8,798		
15	Office Supplies, Postage			\$150		\$409		\$559		
16	Building Maintenance Supplies and Repair			\$100		\$195		\$295		
17	Printing and Reproduction			\$100		\$100		\$200		
18	Insurance			\$6,664		\$6,896		\$13,560		
19	Staff Training							\$0		
20	Staff Travel-(Local & Out of Town)			\$100		\$300		\$400		
21	Rental of Equipment			\$415		\$441		\$856		
22										
23	CONSULTANTS									
24	Translation Services			\$500		\$1,000		\$1,500		
25	IT Services			\$1,500		\$1,072		\$2,572		
26	Other Miscellaneous Shared Services			\$100		\$117		\$217		
27										
28	OTHER									
29	Dues and Subscriptions			\$3,677		\$3,807		\$7,484		
30	Food for client meetings			\$50		\$50		\$100		
31										
32	TOTAL OPERATING EXPENSE			\$37,266		\$36,044		\$73,310		
33										
34	HSA #3									5/17/2019

APPENDIX A1

La Raza Centro Legal

LEGAL SERVICES FOR YOUNGER ADULTS WITH DISABILITIES

July 1, 2019 – June 30, 2020

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 or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) 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 others.
Grantee	La Raza Centro Legal
HSA	Human Services Agency of City and County of San Francisco
Legal Assistance	Legal advice and representation provided by an attorney to 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.

LGBTQ+	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

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ 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 La Raza Centro Legal offices, located at 474 Valencia St., Suite 295, San Francisco, CA 94103. Services are provided Monday through Friday during regular business hours.

VI. Description of Services

Legal service 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 interventions are critical to maintaining or securing a better quality of life affecting adults living with a disability. Legal service 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., dependent adult 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 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/Dependent Adult Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending persons against Conservatorship, 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 this population. Grantee is expected to keep up with changes in the law that effect adults with disabilities, 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.

Legal Services provided and to be reported under this grant will meet the definition of Legal Assistance as described in the Definitions section above. Legal Assistance will be recorded by number of hours of Legal Assistance provided.

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 the OOA analyst an 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 module 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

The completed form shall be completed and submitted to OOA based on the following deadlines:

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019
 - b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2019
 - c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020
 - d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020
2. Grantee will, on a twice yearly basis, provide a report categorizing each case closed 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.).

Reporting will be completed via a standardized form developed by Office on the Aging staff and provided to Grantee. Report will be submitted by December 31st and June 30th each year and cover the previous 6 month contract period.

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. Results from these outcome reports 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 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.

- G. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. 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

and

Tahir Shaikh
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120-7988
Tahir.Shaikh@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	E
1	Appendix B1, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4					
5	Name	Term			
6	LA RAZA CENTRO LEGAL INC	7/1/18-6/30/20			
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: YAD Legal Services				
10	Budget Reference Page No.(s)			Total	
11	Program Term	7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20	
12	Expenditures				
13	Salaries & Benefits	\$21,939	\$32,903	\$54,842	
14	Operating Expenses	\$15,631	\$7,357	\$22,988	
15	Subtotal	\$37,570	\$40,260	\$77,830	
16	Indirect Percentage (%)	11%	3.4%	7%	
17	Indirect Cost (Line 16 X Line 15)	\$4,070	\$1,380	\$5,450	
18	Capital/Subcontractor Expenditures	\$0	\$0	\$0	
19	Total Expenditures	\$41,640	\$41,640	\$83,280	
20	HSA Revenues				
21					
22	General Fund	\$41,640	\$41,640	\$83,280	
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$41,640	\$41,640	\$83,280	
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$41,640	\$41,640	\$83,280	
37	Full Time Equivalent (FTE)				
39	Prepared by: Gabriel Negrete	Telephone No.: 415-553-3407		Date: 5/22/2019	
40	HSA-CO Review Signature:				
41	HSA #1			10/25/2016	

	A	B	C	D	E	F	G	H
1	Appendix B1, Page 2							
2								
3								
4	Program: YAD Legal Services							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11						7/1/18-6/30/19	7/1/19-6/30/20	7/1/18-6/30/20
		Agency Totals		HSA Program		DAAS	MOD	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	MOD Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	POSITION TITLE							
13	Senior Law Managing Attorney	\$65,000	100%	8.6%	0.000	\$5,609		\$5,609
14	Senior Law Legal Assistant	\$39,607	100%	26%	0.262	\$10,298	\$10,365	\$20,663
15	Senior Law Staff Attorney	\$25,000	100%	55%	0.557	\$0	\$13,915	\$13,915
16	Administrative Assistant	\$47,793	100%	15%	0.015	\$765	\$723	\$1,488
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$177,400	4.00	105%	0.83	\$16,672	\$25,003	\$41,675
31								
32	FRINGE BENEFIT RATE	31.59%						
33	EMPLOYEE FRINGE BENEFITS	\$56,041				\$5,267	\$7,900	\$13,167
34								
35								
36	TOTAL SALARIES & BENEFITS	\$233,441				\$21,939	\$32,903	\$54,842
37	HSA #2							10/25/2016

	A	B	C	D	E	F	G	H
1	Appendix B1, Page 3							
2								
3								
4	Program: YAD Legal Services							
5	(Same as Line 9 on HSA #1)							
6								
7	Operating Expense Detail							
8								
9								
10								
11								
12	Expenditure Category	TERM	7/1/18-6/30/19	7/1/19-6/30/20	TOTAL	7/1/18-6/30/20		
13	Rental of Property		\$1,977	\$2,081	\$4,058			
14	Utilities(Elec, Water, Gas, Phone, Garbage)		\$24		\$24			
15	Office Supplies, Postage		\$600	\$205	\$805			
16	Building Maintenance Supplies and Repair				\$0			
17	Printing and Reproduction		\$95	\$100	\$195			
18	Insurance		\$1,181	\$1,242	\$2,423			
19	Staff Training		\$91	\$146	\$237			
20	Staff Travel-(Local & Out of Town)		\$73	\$117	\$190			
21	Rental of Equipment				\$0			
22								
23	CONSULTANTS							
24	Finance Consultant		\$9,791	\$1,251	\$11,042			
25	Computer Consultant		\$86	\$138	\$224			
26	Janitorial Service		\$321	\$180	\$501			
27	Auditor		\$739	\$584	\$1,323			
28								
29	OTHER							
30	POA(Pacific Automation copier, phones and postage electronic machine)		\$653	\$1,051	\$1,704			
31	Bar Dues			\$126	\$126			
32	AILA (American Immigration Lawyers Association)			\$26	\$26			
33	Phone Service			\$110	\$110			
34								
35								
36	TOTAL OPERATING EXPENSE		\$15,631	\$7,357	\$22,988			
37								
38	HSA #3							10/25/2016

APPENDIX A1

LEGAL ASSISTANCE TO THE ELDERLY INC.

LEGAL SERVICES FOR YOUNGER ADULTS WITH DISABILITIES

July 1, 2019 – June 30, 2020

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.
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Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) 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 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 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.

LGBTQ+	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.
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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

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ 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 Assistance to the Elderly's offices are located at 701 Sutter St., 2nd floor, San Francisco, CA 94109. Services are offered Monday through Friday during regular business hours.

VI. Description of Services

Legal service 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 interventions are critical to maintaining or securing a better quality of life affecting adults living with a disability. Legal service 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:

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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 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
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- care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private/insurance
 - 5) Protective Services/Dependent Adult Abuse/Defense against Conservatorship: Conservatorship issues with a focus on defending persons against Conservatorship, 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 this population. Grantee is expected to keep up with changes in the law that effect adults with disabilities, 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.

Legal Services provided and to be reported under this grant will meet the definition of Legal Assistance as described in the Definitions section above. Legal Assistance will be recorded by number of hours of Legal Assistance provided.

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 the OOA analyst an 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 module 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

The completed form shall be completed and submitted to OOA based on the following deadlines:

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019
 - b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2020
 - c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020
 - d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020
2. Grantee will, on a twice yearly basis, provide a report categorizing each case closed 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.).

Reporting will be completed via a standardized form developed by Office on the Aging staff and provided to Grantee. Report will be submitted by December 31st and June 30th each year and cover the previous 6 month contract period.

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. Results from these outcome reports 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 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.

- G. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. 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:

Reanna Albert
Program Analyst, Office on the Aging
DAAS
P.O. Box 7988
San Francisco, CA 94120-7988
reanna.albert@sfgov.org

and

David Kashani
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120-7988
(415) 355-3607
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	E
1	Appendix B1, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4					
5	Name		Term		
6	Legal Assistance to the Elderly Inc.		7/1/18-6/30/20		
7	(Check One) New <input type="checkbox"/> Modification <input checked="" 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	7/1/19-6/30/20	Total	
12	Expenditures				
13	Salaries & Benefits	\$29,633	\$30,102	\$59,735	
14	Operating Expenses	\$9,335	\$7,275	\$16,610	
15	Subtotal	\$38,968	\$37,377	\$76,345	
16	Indirect Percentage (%)	7%	11%	9%	
17	Indirect Cost (Line 16 X Line 15)	\$2,672	\$4,263	\$6,935	
18	Capital/Subcontractor Expenditures	\$0	\$0	\$0	
19	Total Expenditures	\$41,640	\$41,640	\$83,280	
20	HSA Revenues				
21					
22	General Fund	\$41,640	\$41,640	\$83,280	
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$41,640	\$41,640	\$83,280	
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$41,640	\$41,640	\$83,280	
37	Full Time Equivalent (FTE)	0.37	0.37	0.73	
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	H
1	Appendix B1, Page 2							
2								
3								
4	Program: YAD Legal Services							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11								
		Agency Totals		HSA Program		7/1/18-6/30/19 7/1/19-6/30/20		
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAAS Budgeted Salary	DAAS Budgeted Salary	TOTAL Budgeted Salary
12	POSITION TITLE							
13	Executive Director	\$98,399	1.00	5%	0.05	\$3,668	\$4,473	\$8,141
14	Supervising Attorney	\$84,500	1.00	5%	0.05	\$3,907	\$4,142	\$8,049
15	Senior Staff Attorney- Elder Abuse	\$90,054	1.00	0%	-	\$1,500	\$0	\$1,500
16	Staff Attorney-Benefits	\$77,620	0.80	6%	0.04	\$3,456	\$3,456	\$6,912
17	Staff Attorney-Health/Fair Housing	\$66,709	1.00	2%	0.02	\$1,335	\$1,500	\$2,835
18	Staff Attorney-Housing	\$65,625	1.00	8%	0.08	\$4,966	\$5,123	\$10,089
19	PARALEGAL	\$48,000	1.00	7%	0.07	\$3,574	\$3,346	\$6,920
20	LEGAL SECRETARY	\$49,100	1.00	6%	0.06	\$1,790	\$2,790	\$4,580
21								
22								
23	TOTALS	\$580,007	7.80	38%	0.37	\$24,196	\$24,830	\$49,026
24								
25	FRINGE BENEFIT RATE	21%						
26	EMPLOYEE FRINGE BENEFITS	\$123,149				\$5,437	\$5,272	\$10,709
27								
28								
29	TOTAL SALARIES & BENEFITS	\$703,156				\$29,633	\$30,102	\$59,735
30	HSA #2	10/25/2016						

	A	B	C	D	E	F	G	H	I
1	Appendix B1, Page 3								
2									
3									
4	Program: YAD Legal Services								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>7/1/18-6/30/19</u>		<u>7/1/19-6/30/20</u>		<u>TOTAL</u>
13	Rental of Property				\$5,811		\$4,306		\$10,117
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$820		\$620		\$1,440
15	Office Supplies, Postage				\$620		\$734		\$1,354
16	Building Maintenance Supplies and Repair				\$80		\$80		\$160
17	Printing and Reproduction				\$120		\$120		\$240
18	Insurance				\$627		\$600		\$1,227
19	Staff Training				\$35		\$35		\$70
20	Staff Travel-(Local & Out of Town)				\$90		\$0		\$90
21	Rental of Equipment				\$230		\$125		\$355
22									
23	CONSULTANTS								
24									
25									
26	OTHER								
27	VOLUNTEER EXPENSE				\$110		\$75		\$185
28	LAW LIBRARY				\$312		\$100		\$412
29	JANITORIAL SERVICE				\$480		\$480		\$960
30									
31									
32	TOTAL OPERATING EXPENSE				\$9,335		\$7,275		\$16,610
33									
34	HSA #3								10/25/2016