



MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *Jcy*

DATE: JUNE 6, 2018

SUBJECT: GRANT RENEWAL: INSTITUTE ON AGING (NON-PROFIT) AND ASIAN PACIFIC ISLANDER LEGAL OUTREACH (NON-PROFIT) FOR THE PROVISION OF ELDER/DEPENDENT ADULT ABUSE PREVENTION SERVICES
 See table below

GRANT TERM(S): 7/1/2018 – 6/30/2019

GRANT AMOUNTS: See table below

Source:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding:	\$581,518			\$58,152	\$631,353
Percentage	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to renew the grant agreements with **Institute on Aging (IOA)** and **Asian Pacific Islander Legal Outreach (APILO)** for the following programs: 1) Center for Elderly Suicide Prevention and Grief Related Services program (IOA/CESP), 2) Elder Abuse Forensic Center program (IOA/FC), 3) Elder Abuse Prevention program (IOA/EAP), 4) Elder Abuse Prevention Services program (APILO/EAPS), in the amount of \$581,518 plus a 10% contingency for a total amount not to exceed \$639,670. The term of the grants will be from July 1, 2018 to June 30, 2019. The purpose of these grants is to prevent the abuse and neglect of older adults and adults with disabilities through education and training, and to provide suicide prevention services as well as emotional support and grief related services.

Program	Fiscal Year (FY) 18-19 Total Amount	10% Contingency	FY 18-19 Total Not to Exceed Amount
IOA/CESP- Center for Elderly Suicide Prevention and Grief Related Services	\$305,273	\$30,527	\$335,800
IOA- Elder Abuse Forensic Center	\$132,249	\$13,225	\$145,474
IOA- Elder Abuse Prevention Program	\$125,347	\$12,535	\$137,882
APILO- Elder Abuse Prevention Services	\$18,649	\$1,865	\$20,514
TOTAL	\$581,518	\$58,152	\$639,670

Background

The Human Services Agency conducted a needs assessment in FY 2006-07 to gather input from consumers, service providers, and other stakeholders to identify the critical services that would assist older adults and adults with disabilities to age in place in the community. One of the service priorities that emerged from this process was the need for Elder Abuse Prevention programs. Elder abuse prevention programs aim to raise public awareness about abuse, neglect, and exploitation of older people as well as adult with disabilities. These programs also seek to train service providers about California’s mandatory elder and dependent adult abuse reporting requirements.

Suicide rates for older adults have consistently been some of the highest among all groups in the United States. According to the American Association of Suicidology in 2016 the suicide rate for those ages 65+ was 16.7 and ages 45 to 64 had a rate of 19.2. The rates are based off of number of suicides per 100,000 people in the age groups mentioned above.

Services to be Provided

Center for Elderly Suicide Prevention and Grief Related Services program (IOA/CESP)

In order to address the suicide rates for older adults, the Institute on Aging’s Center for Elderly Suicide Prevention and Grief Related Services program (IOA/CESP) offers a variety of suicide prevention and emotional support services for older adults and adults with disabilities. The services include grief education and counseling, informal and formal emotional support, crisis intervention and suicide prevention services, as well as education and training for staff at community based organizations. Depending on the service type, services are offered in person and/or over the phone via the “Friendship Line.”

Elder Abuse Forensic Center program (IOA/FC)

The Elder Abuse Forensic Center is a partnership between the Institute on Aging (IOA) and San Francisco City Departments including the Department of Aging and Adult Services, the District Attorney's Office, and the San Francisco Police Department. The overall purpose of the Forensic Center is to enhance the effectiveness of the assessment, investigation, and prosecution of elder and dependent adult abuse cases in San Francisco.

IOA will direct and coordinate all aspects of the San Francisco Elder Abuse Forensic Center including reviewing referrals, facilitating twice monthly meetings, and promoting communication between partners. In addition, Grantee shall collect and evaluate key data points including the incidence and types of abuse, breakdown of referrals by age, ethnicity, and neighborhoods in San Francisco. Grantee shall also collect statistics on the number of reports investigated by SFPD and the outcome of the investigation, including prosecutions by the District Attorney's Office.

Elder Abuse Prevention program (IOA/EAP)

IOA will provide leadership and coordination with elder and dependent adult abuse prevention activities, in consultation and coordination with DAAS and other stakeholders including Asian Pacific Islander Legal Outreach. Activities will include but are not limited to the provision of training to professionals, advocates, volunteers, consumers who either live at home or reside in an institutional setting, their families and friends, and staff of community organizations, on how to identify, prevent and report elder and dependent adult abuse.

Elder Abuse Prevention Services program (APILO/EAPS)

Asian Pacific Islander Legal Outreach (APILO) will augment the City's efforts to prevent elder and dependent adult abuse by focusing on education and training within the Asian Pacific Islander (API) communities. APILO will convene an API Task Force to coordinate service provision among key providers. APILO has multilingual and culturally diverse staff that are able to competently and effectively conduct education and outreach to the API communities.

APILO will provide leadership and coordination of elder and dependent adult abuse prevention activities, in consultation and coordination with DAAS and other stakeholders including IOA. Activities will include but are not limited to the provision of training to professionals, advocates, volunteers, consumers who either live at home or reside in an institutional setting, their families and friends, and staff of community organizations, on how to identify, prevent and report elder and dependent adult abuse.

Performance Monitoring

The four programs were monitored this winter and spring of 2018. Each program was found in compliance.

Grantee Selections

Grantee was selected through Request for Proposal (RFP) #647 issued April 2015, for Self-Care and Safety: Abuse/Suicide Prevention/ Emotional Support Services for Seniors and Adults with Disabilities.

Funding

The funding is 100% County General Fund.

Attachments:

Center for Elderly Suicide Prevention and Grief Related Services program (IOA/CESP)

Appendix A1 – IOA/CESP Services to be provided

Appendix B1 – IOA/CESP Budget

Appendix F- IOA/CESP Site Chart

Elder Abuse Forensic Center program (IOA/FC)

Appendix A2 – IOA Services to be provided

Appendix B2 – IOA Budget

Elder Abuse Prevention program (IOA/EAP)

Appendix A3 – IOA Services to be provided

Appendix B3 – IOA Budget

Elder Abuse Prevention Services program (APILO/EAPS)

Appendix A4 – APILO Services to be provided

Appendix B4 – APILO Budget

Appendix A1 – Services to be Provided

Institute on Aging (IOA) Center for Elderly Suicide Prevention & Grief Related Services July 1, 2018 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to maintain or improve the well-being of seniors and adults with disabilities who require suicide prevention services, as well as community outreach and education around suicide prevention. These services include emotional support, individual and group grief counseling sessions, and community education via grief education, training, and outreach efforts. The services are provided through Institute on Aging’s Center for Elderly Suicide Prevention and Grief Related Services.

II. Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CBO	Community Based Organization
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 that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility, without substantial human assistance, including verbal reminding, physical cueing or supervision; or (b) Due to a cognitive or 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	Institute on Aging
HSA	Human Services Agency of City and County of San Francisco
LGBT	Lesbian, Gay, Bisexual, Transgender

Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority Identity	Defined by Race, Ethnicity, Religion, Sexual Orientation, and/or Gender
Senior	Person who is 60 years or older
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9.</i>)
UOS	Unit of Service

III. Target Population

Individuals 60 years of age or older and individuals between 18 and 59 years of age that are living with disabilities. Services must 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
- Non or limited—English speaking
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Description of Services

Services include but are not limited to crisis intervention, peer counseling, professional counseling, telephone reassurance, grief counseling, support groups, and information and referral services to appropriate agencies. These services are provided over the phone or on site. Outreach and community trainings are conducted throughout the City.

V. Location and Time of Services

The details of the sites and operation hours will be located in the grant Site Chart (Appendix F).

VI. Contractor Responsibilities/Definitions of Units of Service

During the term of the grant, the Grantee will provide the following services: grief education, training, community outreach, crisis intervention/suicide prevention, formal and informal emotional support, and group and individual grief counseling services.

Grief Education, Training, & Community Outreach

Grantee will provide education, training and outreach to Community Based Organizations (CBO) and members of the public. Topics will include issues relating to grief, loss, suicide prevention, and aging.

UNIT: One Hour

UNIT: One Unduplicated Consumer

Crisis Intervention/Suicide Prevention

Interventions provided to Consumers over the phone who may be depressed, bereaved, isolated, alone, substance abusers and/or suicidal.

UNIT: One Intervention

Informal Emotional Support

Consumers who are in distress due to chronic or progressive mental health problems will find comfort and support through contacting this program via phone on the "Friendship Line." Consumers call as needed.

UNIT: One Unduplicated Consumer

Formal Emotional Support

Consumers enrolled in this program will be formally assessed and receive outreach calls on a daily basis for emotional support in order to help them remain in their own home. The emotional support call is also used to assess the needs of the consumer.

UNIT: One Unduplicated Consumer

Grief Counseling: Individual Support

Consumers needing support for traumatic loss can be seen on an individual basis.

UNIT: One Individual Session

UNIT: One Unduplicated Consumer

Grief Counseling: Groups

Consumers can receive support for traumatic loss through structured group sessions during either weekly or monthly drop-in groups.

UNIT: One Group Session

UNIT: One Unduplicated Consumer

VII. Service Objectives

The Grantee will provide the following services on an annual basis during the term of this contract:

Clients Served

- Number of unduplicated consumers provided grief education, training, and community outreach: **500**
- Number of unduplicated consumers provided informal emotional support: **150**
- Number of unduplicated consumers provided formal emotional support: **125**
- Number of unduplicated consumers receiving individual grief counseling sessions: **50**
- Number of unduplicated consumers receiving group grief counseling sessions: **25**
- Number of unduplicated consumers provided suicide prevention and emotional support services: **850** (sum of unduplicated clients from the above categories: grief education, training, and community outreach, informal/formal emotional support, individual and group grief counseling sessions).

Services Provided

- Number of hours of Grief Education, Training, & Community Outreach: **25**
- Number of crisis-/suicide prevention interventions provided: **400**
- Number of individual grief counseling sessions provided to consumers: **50**
- Number of grief counseling group sessions provided to consumers: **50**

VIII. Outcome Objective

- 85% of participants completing a survey who attend 8 week Grief Group Counseling Sessions will report having come away with strategies to better cope with their grief/loss.
- 85% of participants completing a survey receiving Emotional Support phone calls will self-report a better sense of well-being as a result of the calls received.
- 85% of volunteers responding to a satisfaction survey who attended Friendship Line educational trainings will report having a better understanding of grief, loss, and depression issues in the senior and adult with disabilities population they serve.

IX. Reporting and Other Requirements

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

- A. The Grantee will enter consumers' data into CA GetCare.
- B. The grantee will enter into the CA Getcare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAAS and Contracts Department staff.

- D. Grantee will submit response rates and aggregated data from Annual Consumer Satisfaction survey to Office on the Aging staff by March 15th of each grant year.
- E. Grantee shall 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.
- F. A minimum of 35% of contracted unduplicated participants will respond to an annual Consumer Satisfaction Survey administered according to DAAS guidelines.
- G. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- H. 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.
- I. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- J. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- K. The Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
- L. 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:

Monte Cimino, MSW
Program Analyst
Human Service Agency
PO Box 7988
San Francisco, CA 94120
monte.cimino@sfgov.org

or

David Kashani
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120
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, organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; clinical supervision of volunteers, program operation, which includes a review of a written policies and procedures manual of all DAAS funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director lists and whether services are provided appropriately according to Sections VII and VIII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance and HIPAA requirements

	A	B	C	D
1	Appendix B1, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Institute on Aging - CESP		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: Suicide Prevention and Emotional Support Services			
10	Budget Reference Page No.(s)			Total
11	Program Term			7/1/18-6/30/19
12	Expenditures			
13	Salaries & Benefits	\$225,285		\$225,285
14	Operating Expenses	\$40,170		\$40,170
15	Subtotal	\$265,455		\$265,455
16	Indirect Percentage (%)	15%		15%
17	Indirect Cost (Line 16 X Line 15)	\$39,818		\$39,818
18	Subcontractor/Capital Expenditures	\$0		\$0
19	Total Expenditures	\$305,273		\$305,273
20	HSA Revenues			
21	General Fund	\$305,273		\$305,273
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$305,273		\$305,273
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$305,273		\$305,273
37	Full Time Equivalent (FTE)			
39	Prepared by: Carolyn Stead, Sr. Director, Telephone No.:			
40	HSA-CO Review Signature: _____			
41	HSA #1			5/2/2018

Institute on Aging - CESP
Program: Suicide Prevention and Emotional Support Services
 (Same as Line 9 on HSA #1)

Salaries & Benefits Detail

	A	B	C	D	E	F	G	H
1								
2								
3								
4								
5								
6								
7								
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	Director, CESP	\$92,576	1.00	65%	0.65	\$60,174		\$60,174
14	Manager, Friendship Line	\$66,950	1.00	15%	0.15	\$10,043		\$10,043
15	Volunteer Coordinator	\$55,702	1.00	50%	0.50	\$27,851		\$27,851
16	Supervisor	\$51,500	1.00	50%	0.50	\$25,750		\$25,750
17	Program Coordinator	\$43,680	1.00	100%	1.00	\$43,680		\$43,680
18	Friendship Line Counselor	\$31,824	0.90	40%	0.40	\$12,730		\$12,730
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$342,232	5.90	320%	3.20	\$180,228		\$180,228
31								
32	FRINGE BENEFIT RATE	25%						
33	EMPLOYEE FRINGE BENEFITS	\$85,558				\$45,057		\$45,057
34								
35								
36	TOTAL SALARIES & BENEFITS	\$427,790				\$225,285		\$225,285
37	HSA #2							

	A	B	C	D	E	F	G	H	I	J
1	Appendix B1, Page 3									
2										
3	Institute on Aging - CESP									
4	Program: Suicide Prevention and Emotional Support Services									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	<u>Expenditure Category</u>				<u>TERM</u> 7/1/18-6/30/19					<u>TOTAL</u> 7/1/18-6/30/19
13	Rental of Property				\$ 9,856					\$ 9,856
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$ 23,314					\$ 23,314
15	Office Supplies, Postage				\$ 7,000					\$ 7,000
16	Building Maintenance Supplies and Repair									
17	Printing and Reproduction									
18	Insurance									
19	Staff Training									
20	Staff Travel-(Local & Out of Town)									
21	Rental of Equipment									
22										
23	CONSULTANTS									
24										
25										
26										
27	OTHER									
28										
29										
30										
31	TOTAL OPERATING EXPENSE				\$ 40,170					\$ 40,170
32										
33	HSA #3									5/2/2018

APPENDIX F - SITE CHART A: SITE LOCATIONS

AGENCY: Institute on Aging

OFFICE ON THE AGING

FY 2018 - 2019

CONTRACT MAILING ADDRESS: 3575 Geary Boulevard, San Francisco, CA 94118

SITES: (includes congregate nutrition, community/social services, home-delivered meals, food distribution, etc.)	Center for Elderly Suicide Prevention – Friendship Line				
Name of Site					
Address and Zip	3575 Geary Blvd. San Francisco, CA 94118				
Phone Number	(415) 750-4111				
Fax Number					
Neighborhood	Citywide				
Person in Charge	Carolyn Stead				
Site Manager	Mia Grigg				
Programs Offered	24/7 Suicide Prevention Hotline and Warm line for social connection and loneliness prevention				
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun				
Hours Open	24 hours a day				
Hours of scheduled programming	N/A				
Hours of meal service	N/A				
Annual number of meals at site	N/A				
Average number of meals per day	N/A				
Total number of service days in FY	365				
Days closed	Open every day.				
ADA Accessible	X	Yes	No	Yes	No

Appendix A2 – Services to be Provided

Institute on Aging (IOA) Elder Abuse Forensic Center

July 1, 2018 – June 30, 2019

Background

Funding for the start-up of three Forensic Centers in California was originally provided by the Archstone Foundation and later augmented by the respective, local county governments. The overarching goal of a Forensic Center is to bring together agency representatives and experts in a variety of fields that are involved in the identification, intervention, and remedy of dependent adult and elder abuse. The multi-disciplinary Forensic Center team includes professionals from medical, legal, social work, and neuropsychological backgrounds, as well as law enforcement and relevant county based programs such as Adult Protective Services and the Office of the Public Guardian. The goal of the resulting multi-disciplinary meetings is to provide an opportunity for in-depth discussion, evaluation, and intervention of specific cases that involve dependent adult and elder abuse, exploitation, neglect, or self-neglect. Additionally, the Forensic Center meetings facilitate the investigation and prosecution of perpetrators of criminal abuse. The cooperation and collaboration that occurs as part of the multi-disciplinary discussions assists the Forensic Center partners in developing a joint action plan for each specific case discussed, thus resulting in a coordinated approach and direction for each victim of dependent adult and elder abuse reviewed by the Forensic Center.

I. Purpose of Grant

The SF Elder Abuse Forensic Center is responsible for convening and coordinating a multi-disciplinary team, comprised of SFPD, the District Attorney's Office, Adult Protective Services, the Office of the Public Guardian, and paid consultants such as a Geriatrician, a Geriatric Psychiatrist or other professionals deemed integral to the Forensic Center case discussions. The multi-disciplinary team, otherwise known as the SF Elder Abuse Forensic Center, meets on a regular basis to discuss cases of dependent adult and elder abuse with the goal of sharing expertise and resources to provide further direction, which might involve prosecution, to the cases being discussed.

II. Definitions

HSA	Human Services Agency of the City and County of San Francisco
DAAS	Department of Aging and Adult Services
Grantee	Institute on Aging
Senior	Person who is 65 years or older
Adult with Disability	Person 18 years of age or older living with a disability

Adult Protective
Services

Otherwise referred to as APS. A government agency that investigates and intervenes in reports of suspected elder/dependent adult abuse, exploitation, or self-neglect.

III. Target Populations

The target population discussed at Forensic Center meetings includes dependent adults between the ages of 18 to 64, and elders aged 65 and older that have been abused, neglected, exploited, or that are demonstrating signs of self-neglect. The majority of Forensic Center cases that are reviewed are also clients to APS. However, the Forensic Center is a resource that can be accessed by other HSA programs, or by community-based service providers in San Francisco that work with the target population.

IV. Description of Services

Grantee shall provide the following services during the term of this contract:

- a. Grantee shall direct and coordinate all aspects of the San Francisco Elder Abuse Forensic Center, including reviewing referrals, facilitating twice monthly meetings, and facilitating communication between partners. In addition, the contractor shall develop a statistical database to capture such variables as incidence and types of abuse, breakdown of referrals by age, ethnicity, and neighborhoods in San Francisco. Grantee shall also collect statistics on the number of reports investigated by SFPD and the outcome of the investigation, including prosecutions by the DA's Office.
- b. Grantee shall facilitate quarterly meetings of the Elder Abuse Forensic Center Steering Committee, comprised of representatives of Forensic Center partners.
- c. Grantee shall facilitate Multidisciplinary Team (MDT) Meetings at least once per quarter. MDTs are case conferences that can include both Forensic Center partners and members of the provider community. Each MDT meeting shall also include an educational component. Grantee will coordinate with the APS Program Director to identify the education component.
- d. Grantee shall update annually a Memorandum of Understanding with each participating partner of the Elder Abuse Forensic Center.
- e. Upon reinstatement of the EDRT, in collaboration with the District Attorney's Office, the Medical Examiner's Office, and other Forensic Center partners, the grantee shall coordinate the Elder Death Review Team (EDRT) and its monthly meetings. This coordination shall include setting and coordinating meetings, taking minutes, retaining signed confidentiality forms, and keeping statistics about the deceased elders and dependent adults that are reviewed at the EDRT. The Grantee shall assist with the preparation of any EDRT reports that are compiled by the team.
- f. In cases requiring professional psychological assessments of APS clients, an APS supervisor will make a referral to the Forensic Center. The Forensic Center will provide a licensed psychologist to conduct the psychological evaluation of the APS client as part of this grant, to be scheduled within 2 weeks from the referral.

Assessments to be conducted as needed but on average twice a month, and up to 25 assessments per year.

- g. Grantee shall engage in on-going outreach to Forensic Center partner agencies to foster on-going commitment to the Center's mission and activities.
- h. Grantee shall maintain an updated website for the Elder Abuse Forensic Center.
- i. Grantee shall pursue funding opportunities to ensure the continued vitality of the Forensic Center.

V. Location and Time of Services

The Forensic Center will be co-located with Adult Protective Services at DAAS for some part of each week. DAAS will provide telephones, computer access, and desks for Forensic Center staff. The psychological assessments will be conducted whenever possible, in the APS client's home.

VI. Grantee Responsibilities

Grantee shall provide the following services during the term of this grant:

- a.) Develop work plans to carry out service and outcome objectives;
- b.) Adhere to HIPAA guidelines regarding confidentiality and safely maintaining and storing all program materials;
- c.) Comply with monitoring and reporting requirements;
- d.) Hold quarterly Steering Committee meetings to report on program progress;
- e.) Provide psychological assessments for APS upon client referral.

VII. Service Objectives

- Facilitate twice monthly Elder Abuse Forensic Center Meetings.(Minimum 20 Meetings)
- Coordinate and facilitate at least 4 MDT Meetings annually(4 Meetings)
- Facilitate quarterly Elder Abuse Forensic Center Steering Committee Meetings. (4 Meetings)
- Licensed psychologist will be available to APS for at least 25 assessments per year.
- Should EDRT meetings resume at the initiation of Adult Protective Services, IOA will schedule EDRT meetings, prepare agendas, and take minutes. (12 meetings)
- Provide at least one annual update/orientation re the Elder Abuse Forensic Center to APS staff to help ensure understanding of the Forensic Center's role in facilitating multi-disciplinary discussions of APS cases. (1 Presentation)
- Annually, carry out a satisfaction survey with Forensic Center partners and APS staff to evaluate effectiveness of the Contractor's coordination efforts. (1 Survey)
- Annually, carry out a satisfaction survey with aging and disability community based partners, to evaluate the effectiveness of the quarterly MDT meetings and determine programmatic areas that need to be changed or updated. (1 Survey)
- Quarterly, provide a utilization report to APS by licensed psychologist.(4 reports)

Please Note: The Grantee will have to be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements see Appendix G & H- HIPAA Business Associate Addendum.

VIII. Outcome Objectives

- In surveys conducted by the Grantee, a minimum of 80% of respondents to the Forensic Center Partners survey will indicate that grantee's coordination efforts were appropriate, relevant, and adequate.
- In surveys conducted by the Grantee, a minimum of 80% of MDT meeting attendee respondents will indicate that the MDT meeting educational components were satisfactorily informative.
- In surveys conducted by the Grantee, 80% of APS staff attendees at the annual Elder Abuse Forensic Center update will indicate that grantee's presentation was informative and did a satisfactory job of explaining the purpose of the Forensic Center and the procedure for presenting Forensic Center cases.
- In surveys conducted by the Grantee of FC Steering Committee members, 80% of members who regularly attend the meetings will indicate that the Forensic Center is useful to their staff and that the Forensic Center steering committee meetings are useful for providing input and working through issues that arise in the Forensic Center.

IX. Reporting Requirements

- A. Grantee will provide a quarterly report of activities, referencing the tasks as described in Section IV– Description of Services, VI– Service Objectives, and VII- Outcome Objectives. Reports are due 15 days after the close of the reporting period and must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system.
- B. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, VI- Service Objectives, and VII - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. This report is due 15 days after the completion of the program year and must be entered into CARBON.
- C. Grantee will provide various reports during the term of the grant agreement.
 1. Grantee shall input all required data into the Contracts Administration, Reporting, and Billing Online (CARBON) database and CA Getcare on a quarterly basis. Grantee is exempt from entering consumer data into CA Getcare but is required to input monthly unit of service reports into the Summary Service Recording Tool by the 15th working day of the month for the preceding month.
 2. Grantee shall submit to DAAS/APS a quarterly report on the Elder Abuse Forensic Center Quarterly Activity Report (Report form to be provided)

Quarterly Reporting Period: Specific reporting periods and due dates are as follows:

<u>Quarter</u>	<u>Report Periods</u>	<u>Due Date from Grantee</u>
1 st Quarter	July 1 – September 30	October 15
2 nd Quarter	October 1 – December 31	January 15
3 rd Quarter	January 1 – March 31	April 15
4 th Quarter	April 1 – June 30	July 15

3. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report shall be entered into CARBON and is due to HSA no later than July 31.
4. Provider shall report total Elder Abuse Forensic Center Federal and Local funds separately in their audited financial statements (in tables or in text). These expenditures, based upon invoiced payments, will be reported by HSA to the provider in time for inclusion. Provider shall staff keep records of time studies or other basis of documenting actual time spent and charged to the program.
5. Grantee will provide an annual consumer satisfaction survey report to DAAS/APS by March 15 each grant year.
6. Grantee shall develop and deliver ad hoc reports as requested by HSA.
7. Apart from reports requested to be sent via e-mail to the Program Director and/or Contract Manager, all other reports should be sent to the following addresses:

Akiles Ceron, Program Director
DAAS, APS
1650 Mission Street, 5/F
San Francisco, CA 94103

Or

David Kashani, Administrative Analyst
Human Services Agency
PO Box 7988
San Francisco, CA 94120

X. Monitoring Activities

- A. Program Monitoring: Program monitoring includes a review of quarterly reports and quarterly meetings between the Grantee and the APS Program Director to evaluate the status of the Grantee's progress towards meeting the service and outcome objectives. Additionally, the Grantee has been observed by the APS Program Director facilitating Forensic Center meetings and carrying out coordination activities to facilitate an improved elder abuse response by Forensic Center partners. Future program monitoring activities will include an annual survey to Forensic Center partners and APS staff that utilize the Forensic Center to determine areas for quality improvement.

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

	A	B	C	D
1				Appendix B2, Page 1
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Institute on Aging		7/1/18-6/30/19	
7	(Check One) New <input type="checkbox"/> Renewal <u>XX</u> Modification <u> </u>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Elder Abuse Forensic Center			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/18-6/30/19		7/1/18-6/30/19
12	Expenditures			
13	Salaries & Benefits	\$98,756		\$98,756
14	Operating Expenses	\$16,243		\$16,243
15	Subtotal	\$114,999		\$114,999
16	Indirect Percentage (%)	15%		15%
17	Indirect Cost (Line 16 X Line 15)	\$17,250		\$17,250
18	Subcontractor/Capital Expenditures	\$0		\$0
19	Total Expenditures	\$132,249		\$132,249
20	HSA Revenues			
21	General Fund	\$132,249		\$132,249
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$132,249		\$132,249
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$132,249		\$132,249
37	Full Time Equivalent (FTE)			
39	Prepared by: Laura Liesem, Regional Dire Telephone No.: 415.750.8761			
40	HSA-CO Review Signature: _____			
41	HSA #1			5/2/2018

	A	B	C	D	E	F	G	H
1								
2								
3	Institute on Aging							
4	Program: Elder Abuse Forensic Center							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11		7/1/18-6/30/19				7/1/18-6/30/19		
		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	Director, Elder Abuse Prevention	\$77,000	100%	19%	19%	\$14,245		\$14,245
14	Senior Program Coordinator	\$66,000	100%	36%	36%	\$23,760		\$23,760
15	Associate Director, Elder Abuse Pr	\$55,000	100%	30%	30%	\$16,500		\$16,500
16	Neuropsychologist	\$95,000	100%	20%	20%	\$19,000		\$19,000
17	Administrative Support	\$55,000	100%	10%	10%	\$5,500		\$5,500
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS		5.00	115%	1.15	\$79,005		\$79,005
31								
32	FRINGE BENEFIT RATE	25%						
33	EMPLOYEE FRINGE BENEFITS					\$19,751		\$19,751
34								
35								
36	TOTAL SALARIES & BENEFITS	\$0				\$98,756		\$98,756
37	HSA #2	5/2/2018						

	A	B	C	D	E	F	G	H	I	J
1	Appendix B2, Page 3									
2										
3	Institute on Aging									
4	Program: Elder Abuse Forensic Center									
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>TOTAL</u> <u>7/1/18-6/30/19</u>
13	Rental of Property			\$	5,307					\$ 5,307
14	Utilities(Elec, Water, Gas, Phone, Garbage)									
15	Office Supplies, Postage			\$	845					\$ 845
16	Building Maintenance Supplies and Repair									
17	Printing and Reproduction									
18	Insurance									
19	Staff Training			\$	225					\$ 225
20	Staff Travel-(Local & Out of Town)			\$	2,547					\$ 2,547
21	Technology			\$	1,819					\$ 1,819
22	Licenses and Fees			\$	2,000					\$ 2,000
23	CONSULTANTS									
24	Medical Consultant			\$	3,500					\$ 3,500
25										
26										
27	OTHER									
28										
29										
30										
31	TOTAL OPERATING EXPENSE			\$	16,243	\$	-			\$ 16,243
32										
33	HSA #3									5/2/2018

Appendix A3 – Services to be Provided

Institute on Aging (IOA) Elder/Dependent Adult Abuse Prevention July 1, 2018 – June 30, 2019

I. Purpose

The purpose of this grant is to improve the protection of older persons and dependent adults who are at risk of experiencing abuse, neglect, exploitation, or self-neglect by raising public awareness of elder/dependent adult abuse issues and mandatory reporting requirements.

II. Definitions

HSA	Human Services Agency of City and County of San Francisco
DAAS	Department of Aging and Adult Services
Adult Protective Services	Otherwise referred to as APS. Government agency that receives and investigates reports of suspected elder/dependent adult abuse.
Grantee	Institute on Aging
Elder/Senior	Person who is 65 years or older.
Adult with Disability	Person 18 years of age or older living with a disability.
Dependent Adult	Persons who is 18-64 years, who cannot care for themselves and depend on others to meet their most basic needs.
Mandated Reporter	In California, any individual that has assumed full or intermittent care of an elder or a dependent adult through the course of his or her work.
Veteran	Any adult over the age of 18 that self identifies as having a background in the US Armed Forces.

III. Target Population

The target population consists of elders over the age of 65, and adults living with a disability that are between the ages of 18 and 64. Services must target clients that are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need.

- Low-income
- Non or limited –English speaking
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender
- Veterans

The direct, target population to be served through this contract are the agencies, professionals, community members, advocates, volunteers that serve as gatekeepers in the aging and adult services network and more specifically that serve adults with disabilities and elders over the age of 60 that meet the above mentioned economic and social need categories.

IV. Location and Time of Services

The Elder/Dependent Adult Abuse Prevention program will be co-located with Adult Protective Services at DAAS for some part of each week. DAAS will provide telephones, computer access, and desks for Elder/Dependent Adult Abuse Prevention staff.

V. Description of Services

Grantee is to provide leadership and coordination in elder/dependent adult abuse prevention in consultation and coordination with the entities stated in the Program Definition above. Activities will include but are not limited to the provision of training to professionals, law enforcement, advocates, volunteers, consumers who either live at home or reside in an institutional setting, their families and friends, and staff of community organizations, on how to identify, prevent and report elder abuse. In collaboration with DAAS, grantee will coordinate outreach, awareness, and prevention activities in recognition of World Elder Awareness Day on an annual basis in June.

The Veteran Benefits Protection Program (VBPP) is an initiative within the Elder Abuse Prevention contract aimed at educating veterans and their families about financial exploitation and scams targeting Veteran's Administration benefits. Prevention activities will consist of education to veterans and service providers, a public awareness campaign, as well as stakeholder collaboration to improve the identification and response of financial abuse targeted at veterans. San Francisco's County Veterans Service Office (CVSO), a division within DAAS, will serve as a key partner on these activities.

Grantee must annually perform the following:

- Provide training to the general public and mandated reporters, to provide information about reporting suspected abuse or neglect to APS.
- Increase the awareness of community gatekeepers, older adults with disabilities, and the general public about elder/ dependent adult abuse, including its identification, prevention, and reporting.
- Maintain a fact sheet and training curriculum for service providers and veterans around financial exploitation and scams targeting Veteran's Administration Benefits.
- In collaboration with San Francisco's County Veterans Service Office (CVSO), develop and disseminate a public awareness campaign aimed at increasing awareness about scams targeting veterans.
- Develop a collaboration and communication system among service providers and professionals invested in the protection of veterans in order to improve stakeholder coordination around prevention activities.

- Provide specialized training to DAAS staff including APS Workers and County Veterans Service Office (CVSO) staff around the identification of financial abuse and scams that target veterans.

In-Kind Services provided by Grantee include:

- Participation in Elder Abuse Forensic Center Steering Committee & Elder Abuse Services Contract Oversight Committee.
- Participation by Grantee marketing program to support DAAS public relations efforts.
- Participation by Grantee accounting department for payment of consultants etc.
- Grantee, through grants from private funders, will augment some staffing, development and implementation costs of the services outlined above according to the terms of said grants.

Please Note: The Grantee will have to be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements see Appendix G & H- HIPAA Business Associate Addendum.

V. Service Objectives

Grantee must annually meet the following unit of service objectives to the quantities indicated:

- Training Sessions for Professionals – Specify number of trained individuals in the general public, mandated reporters, and other professionals on elder abuse prevention in each fiscal year.

Unit: 1 Individual

No. of Individuals 1,000

- Public Education Sessions – Specify the total number of education sessions for the general public on the identification, prevention, reporting, and treatment of elder abuse, neglect, and exploitation.

Unit: One Session

No. of Sessions 12

- Training Sessions for Professionals – Specify the total number of training sessions for professionals, mandated reporters, and law enforcement (service providers, nurses, social workers) on the identification, prevention, reporting obligations, and treatment of elder abuse, neglect, and exploitation.

Unit: One Session

No. of Sessions 25

- Hours Spent Developing a Coordinated System to Respond to Elder Abuse – Specify the number of hours spent developing a coordinated system to respond to elder abuse. This would include but is not limited to activities that will assist elder abuse stakeholders to improve their coordinated identification and response to cases of elder and dependent adult abuse.

Unit: One Hour

No. of Hours 160

- Educational Materials Distributed –Specify the type and number of educational materials distributed to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, reporting, and treatment of elder abuse, neglect, and exploitation.

Unit: One Material

No. of Materials 3,000

- No. of Individuals Reached through the above activities: 4,000

VI. Outcome Objectives

- At least 80 % of community partners surveyed will indicate good or excellent on an evaluation form of grantee’s education/training sessions.
- In the surveys conducted by the grantee, a minimum of 75% of respondents will state that they will be more likely to report suspected elder/dependent adult abuse as a result of the training.
- 80% of community partners attending training sessions on the Veterans Benefits Protection Project will indicate that they have increased knowledge of financial scams targeting veterans as a result of the training and are better able to report to proper resources and provide better services to clients.
- 85% of APS and County Veterans Service Office (CVSO) staff that receive training around financial scams impacting Veterans, will report that they have learned to identify scams against veterans as a result of the training.

VII. Reporting Requirements

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

- A. Grantee shall input all required data into the Contracts Administration, Reporting, and Billing Online (CARBON) database and CA Getcare on a quarterly basis. Grantee is exempt from entering consumer data into CA Getcare but is required to input monthly unit of service reports into the Summary Service Recording Tool by the 5th working day of the month for the preceding month.
- B. Grantee shall submit to DAAS/APS a quarterly report on the Elder Abuse Prevention Quarterly Activity Report (Report form to be provided)

Quarterly Reporting Period: Specific reporting periods and due dates are as follows:

<u>Quarter</u>	<u>Report Periods</u>	<u>Due Date from Grantee</u>
1 st Quarter	July 1 – September 30	October 15
2 nd Quarter	October 1 – December 31	January 15
3 rd Quarter	January 1 – March 31	April 15
4 th Quarter	April 1 – June 30	July 15

- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report shall be entered into CARBON and is due to HSA no later than July 31.
- D. Provider shall report total Elder Abuse Prevention Federal and Local funds separately in their audited financial statements (in tables or in text). These expenditures, based upon invoiced payments, will be reported by HSA to the provider in time for inclusion. Provider shall staff keep records of time studies or other basis of documenting actual time spent and charged to the program.
- E. Grantee will provide an annual consumer satisfaction survey report to DAAS/APS by March 15 each grant year.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- G. Apart from reports requested to be sent via e-mail to the Program Director and/or Contract Manager, all other reports should be sent to the following addresses:

Akiles Ceron, Program Director
DAAS, APS
1650 Mission Street, 5/F
San Francisco, CA 94103

or

David Kashani, Administrative Analyst
Human Services Agency
PO Box 7988
San Francisco, CA 94120

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance 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; reporting performance including monthly service unit reports sent to DAAS/OOA; maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII.

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

	A	B	C	D
1	Appendix B3, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Institute on Aging		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: Elder Abuse Prevention			
10	Budget Reference Page No.(s)			Total
11	Program Term			7/1/18-6/30/19
12	Expenditures			
13	Salaries & Benefits	\$93,500		\$93,500
14	Operating Expenses	\$15,498		\$15,498
15	Subtotal	\$108,998		\$108,998
16	Indirect Percentage (%)	15%		15%
17	Indirect Cost (Line 16 X Line 15)	\$16,349		\$16,349
18	Subcontractor/Capital Expenditures	\$0		\$0
19	Total Expenditures	\$125,347		\$125,347
20	HSA Revenues			
21	General Fund	\$125,347		\$125,347
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$125,347		\$125,347
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$125,347		\$125,347
37	Full Time Equivalent (FTE)			
39	Prepared by: Laura Liesem, Regional Dire Telephone No.: 415-750-8761			
40	HSA-CO Review Signature: _____			
41	HSA #1			5/2/2018

	A	B	C	D	E	F	G	H	I	J
1	Appendix B3, Page 3									
2										
3	Institute on Aging									
4	Program: Elder Abuse Prevention									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11	TOTAL									
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>					<u>7/1/18-6/30/19</u>
13	Rental of Property				\$5,813					\$ 5,813
14	Utilities(Elec, Water, Gas, Phone, Garbage)									
15	Office Supplies, Postage				\$450					\$ 450
16	Building Maintenance Supplies and Repair									
17	Printing and Reproduction									
18	Insurance									
19	Staff Training				\$2,261					\$ 2,261
20	Staff Travel-(Local & Out of Town)				\$1,764					\$ 1,764
21	Technology				\$750					\$ 750
22										
23	CONSULTANTS									
24										
25										
26										
27	OTHER									
28	Outreach support (events participation, flyers,				\$4,460					\$ 4,460
29	signage)									
30										
31	TOTAL OPERATING EXPENSE				\$ 15,498		\$ -			\$ 15,498
32										
33	HSA #3									5/2/2018

Appendix A4 – Services to be Provided

Asian Pacific Islander Legal Outreach (APILO)

Elder/Dependent Abuse Prevention

July 1, 2018 – June 30, 2019

I. Purpose

The purpose of this grant is to improve the protection of older persons and dependent adults who are in danger of abuse, neglect, or exploitation by raising public awareness of elder/dependent adult abuse issues and mandatory reporting requirements.

II. Definitions

HSA	Human Services Agency of City and County of San Francisco
DAAS	Department of Aging and Adult Services
Adult Protective Services	Otherwise referred to as APS. Government agency that receives and investigates reports of suspected elder/dependent adult abuse.
Grantee	Asian Pacific Islander Legal Outreach
Elder/Senior	Person who is 65 years or older.
Adult with Disability	Person 18 years of age or older living with a disability.
Dependent Adult	Persons who cannot care for themselves and depend on others to meet their most basic needs.

III. Target Population

The end user target population is as follows:

Individuals 65 years of age or older and individuals between 18 and 59 years of age that are living with disabilities. Services must 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
- Non or limited –English speaking
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

The direct target population to be served by this program includes the agencies, professionals, community members, advocates, and volunteers that serve as gatekeepers in the aging and adult services network.

IV. Eligibility for Elder/Dependent Abuse Services

- 1) A resident of San Francisco
- 2) Aged 65 and above, or
- 3) Aged 18 and above with a disability

V. Location and Time of Services

The services will be provided at the APILO offices at 1121 Mission Street, San Francisco, CA, 94103. Time of Services: 9 a.m. – 5 p.m. There are no subcontractors.

VI. Description of Services

The grantee is to provide leadership and coordination in elder/dependent adult abuse prevention in consultation and coordination with the entities stated in the Program Definition above. Activities will include but are not limited to: holding multi-disciplinary team meetings on individual cases or elder abuse related topics, and provision of training to professionals, advocates, volunteers, consumers who either live at home or in an institutional setting, and their families and friends on how to identify, prevent and report elder abuse.

VII. Service Objectives

On an annual basis:

- Grantee will provide 6 units of service of public education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. (A session = 1 service unit)
- Grantee will provide 1 unit of service of training sessions for professionals (service providers, nurses, social workers) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. (A session = 1 service unit)
- Grantee will provide 1 unit of service of training sessions for caregivers who are receiving services under Older American Act Title III E on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. (A session = 1 service unit)
- Grantee will provide 120 units of service of developing a coordinated system to respond to elder abuse. (A unit = 1 hour)
- Grantee will provide 1 unit of service of distributing educational materials to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect and exploitation. (A unit = 1 item of material)
- Number of Individuals Reached through the above activities: 500

VIII. Outcome Objectives

- A. At least 40% of targeted individuals and professionals that work with elders and vulnerable adults will be trained on elder and dependent adult abuse topics, such as identification, prevention, and mandated reporting.
- B. At least 80 % of community partners surveyed will report “good or excellent” understanding of indicators of elder abuse after the grantee’s education/training sessions.
- C. In the consumer satisfaction surveys conducted by the grantee, a minimum of 75% of respondents will state that they will be more likely to report suspected elder/dependent adult abuse as a result of the training.

IX. Reporting and Other 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 the units of service 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 regarding the following:
 - 1. Number of individuals trained/served during the month.
 - 2. Number of hours developing a coordinated system.
- C. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VII & VIII – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year on an annual basis:
 - The percentage of participants surveyed that have indicated a “good or excellent” understanding of indicators of elder abuse after the grantee’s education/training sessions
 - The number of Advocacy events
- 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 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.
- F. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA.

- 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

Akiles Ceron, Program Director
akiles.ceron@sfgov.org
DAAS, APS
1650 Mission Street, 5/F
San Francisco, CA 94103

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

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance 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; reporting performance including monthly service unit reports sent to DAAS/OOA; maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VII and VIII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	Appendix B4, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name		Term	
6	Asian Pacific Islander Legal Outreach		7/1/18-6/30/19	
7	(Check One) New <input type="checkbox"/> Renewal <u>XX</u> Modification <u> </u>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Elder Abuse Prevention			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/18-6/30/19		Total
12	Expenditures			
13	Salaries & Benefits	\$12,464		\$12,464
14	Operating Expenses	\$5,307		\$5,307
15	Subtotal	\$17,771		\$17,771
16	Indirect Percentage (%)	5%		5%
17	Indirect Cost (Line 16 X Line 15)	\$878		\$878
18	Subcontractor/Capital Expenditures	\$0		\$0
19	Total Expenditures	\$18,649		\$18,649
20	HSA Revenues			
21	General Fund	\$18,649		
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$18,649		\$18,649
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$18,649		\$18,649
37	Full Time Equivalent (FTE)			
39	Prepared by: Dean Ito Taylor / Ted Tang		Telephone No.: (415) 567-6255	
40	HSA-CO Review Signature: _____			
41	HSA #1			5/2/2018

	A	B	C	D	E	F	G	H
1								
2								
3	Asian Pacific Islander Legal Outreach							
4	Program: Elder Abuse Prevention							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11		7/1/18-6/30/19				7/1/18-6/30/19		
		Agency Totals		HSA Program		DAAS	DAAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	POSITION TITLE							
13	Staff Attorney	\$72,800.00	1.00	5%	0.05	\$3,640		\$3,640
14	Project Coordinator / Administrative Director	\$71,240.00	1.00	9%	0.09	\$6,412		\$6,412
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS		2.00	14%	0.14	\$10,052	\$0	\$10,052
31								
32	FRINGE BENEFIT RATE	24%						
33	EMPLOYEE FRINGE BENEFITS					\$2,412	\$0	\$2,412
34								
35								
36	TOTAL SALARIES & BENEFITS	\$0				\$12,464	\$0	\$12,464
37	HSA #2	5/2/2018						

	A	B	C	D	E	F	G	H	I	J
1	Appendix B4, Page 3									
2										
3	Asian Pacific Islander Legal Outreach									
4	Program: Elder Abuse Prevention									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11										
12	<u>Expenditure Category</u>			TERM	<u>7/1/18-6/30/19</u>		<u>1/0/00</u>			TOTAL <u>7/1/18-6/30/19</u>
13	Rental of Property									
14	Utilities(Elec, Water, Gas, Phone, Garbage)									
15	Office Supplies, Postage									
16	Building Maintenance Supplies and Repair				\$	2,725				\$ 2,725
17	Printing and Reproduction				\$	1,165				\$ 1,165
18	Insurance				\$	1,417				\$ 1,417
19	Staff Training									
20	Staff Travel-(Local & Out of Town)									
21	Rental of Equipment									
22										
23	CONSULTANTS									
24	Subcontractor 1									
25										
26										
27	OTHER									
28	Example A									
29										
30										
31	TOTAL OPERATING EXPENSE				\$	5,307	\$	-		\$ 5,307
32										
33	HSA #3									5/2/2018