



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: JILL NIELSEN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JKL*

DATE: JUNE 5, 2019

SUBJECT: **NEW GRANTS:** 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: 7/1/2019-6/30/2021

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$378,552	\$37,854	\$416,406

ANNUAL AMOUNT	<u>FY 19/20</u>	<u>FY 20/21</u>
	\$189,276	\$189,276

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$353,718	\$0	\$24,834	\$37,854	\$416,406

PERCENTAGE:	93%	0%	7%	100%
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The Department of Aging and Adult Services (DAAS) requests authorization to enter into new grant agreements with **Institute on Aging (IOA)** and **Asian Pacific Islander Legal Outreach (APILO)** for the provision of Elder/Dependent Abuse Prevention Services in the amount of \$378,552 plus a 10% contingency for a total amount not to exceed \$416,406. The term of the grants will be from July 1, 2019 to June 30, 2021. The purpose of these grants are to improve abuse protections of older and dependent adults by raising public awareness of elder/dependent adult abuse issues and mandatory reporting requirements.

Program	Fiscal Year (FY) 19-20 Total Amount	Fiscal Year (FY) 20-21 Total Amount	FY 19-21 Total Amount	10% Contingency	FY 19-21 Total Not to Exceed Amount
IOA- Elder Abuse Prevention Program	\$125,347	\$125,347	\$250,694	\$25,069	\$275,763
APILO- Elder Abuse Prevention Program	\$63,929	\$63,929	\$127,858	\$12,785	\$140,643
TOTAL	\$189,276	\$189,276	\$378,552	\$37,854	\$416,406

Background

The Human Services Agency conducted a needs assessment in FY 2006-07 to gather input from consumers, service providers and other stakeholders to determine which services were essential services to help seniors and younger disabled adults to age in place and prevent early institutionalization. One of the service priorities that emerged from this process is the need for Elder Abuse Prevention programs so older and dependent adults may live without fear of becoming a victim of abuse or self-neglect. Elder Abuse Prevention programming was developed to provide education, outreach, advocacy, and strategic partnerships to prevent and respond to the abuse of older adults and adults with disabilities.

Both grantees, IOA & APILO, were awardees of the original Elder Abuse Prevention grant in 2006 through request for proposals #339, and each has been re-awarded through subsequent request for proposals #465 (2011), #647 (2015), and #832 (2019). Elder Abuse Prevention funding works 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.

Services to be Provided

Elder Abuse Prevention program (IOA & APILO)

IOA and APILO will provide leadership and coordination with elder and dependent adult abuse prevention activities, in consultation and coordination with DAAS and each other. 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 program (APILO)

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.

Selection

Grantees were selected through Request for Proposal (RFP) #832 Elder Abuse Prevention Services issued February 2019.

Funding

Funding for this grant agreement is provided by 7% Federal and 93% County funds.

ATTACHMENTS

Institute on Aging

Appendix A – Services to be Provided by Grantee

Appendix B – Program Budget

Asian Pacific Islander Legal Outreach

Appendix A – Services to be Provided by Grantee

Appendix B – Program Budget

APPENDIX A –SERVICES TO BE PROVIDED BY GRANTEE

ELDER/DEPENDENT ADULT ABUSE PREVENTION

July 1, 2019 – June 30, 2021

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

APS	Adult Protective Services. Government agency that receives and investigates reports of suspected elder/dependent adult abuse.
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
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.
Dependent Adult	Persons who is 18-64 years, who cannot care for themselves and depend on others to meet their most basic needs.
Elder/Older Adult	Person who is 65 years or older.
Frail	An older 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, breathing, transferring and mobility and associated tasks, 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 older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Institute on Aging (IOA)

HSA	Human Services Agency of City and County of San Francisco
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.
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.
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.
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.
OCM	Office of Contract Management, Human Services Agency
Service Unit	Training Hour, Training Session, Training Material, and/or Individual Trained as noted in Service Objective categories
SOGI	Sexual Orientation and Gender Identity, a result of <i>Ordinance No. 159-16</i> which 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>)
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 adults 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
- LGBTQ+

- 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.

Eligibility for Elder/Dependent Abuse Services

- 1) A resident of San Francisco, and
- 2) Aged 65 and above, or
- 3) Aged 18 and above with a disability
- 4) The above, and a veteran for VBPP services.

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 not limited to 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, 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 Veterans Financial Abuse Outreach and Prevention Program 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 Veteran Services Office, 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 incidences of suspected abuse or neglect to APS.
- Increase the awareness of community gatekeepers, older adults, 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 Veteran's Service Office, develop and disseminate a public awareness campaign aimed at increasing the 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 Veteran Services Officers 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.

VI. 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

VII. 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 consumer satisfaction surveys conducted by the grantee, a minimum of 75% of respondents will indicate that the training increased their knowledge of elder/dependent adult abuse and that they better able 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 VSO staff that receive training around financial scams impacting Veterans will report that they have learned something new 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 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.

- 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 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

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

VIII. 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, it includes the APS Program Director evaluating the Grantee's participation in multidisciplinary team meetings, and the Grantee carrying out coordination activities to facilitate the service and outcome objectives.
- 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.

Appendix B, Page 1
Document Date: 4/10/2018

HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY

Contractor's Name		Contract Term	
Institute on Aging		7/1/2018 - 6/30/2019	
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
If modification, Effective Date of Mod.		No. of Mod.	
Program: Elder Abuse Prevention			
Budget Reference Page No.(s)			Total
Program Term		7/1/19-6/30/20	7/1/20-6/30/21
Expenditures			
Salaries & Benefits	\$101,326	\$101,326	\$202,652
Operating Expense	\$7,672	\$7,672	\$15,344
Subtotal	\$108,998	\$108,998	\$217,996
Indirect Percentage (%)	15%	15%	15%
CDA Indirect Cost (Line 16 X Line 15) 10%	\$10,899	\$10,899	\$21,798
GF Indirect Cost (Line 16 X Line 15) 5%	\$5,450	\$5,450	\$10,900
Capital Expenditure	\$0	\$0	\$0
Total Expenditures	\$125,347	\$125,347	\$250,694
HSA Revenues			
General Fund	\$112,930	\$112,930	\$225,860
Federal 93.041	\$12,417	\$12,417	\$24,834
TOTAL HSA REVENUES	\$125,347	\$125,347	\$250,694
Other Revenues			
Total Revenues	\$125,347	\$125,347	\$250,694
Prepared by: Laura Liesem, Regional Director 415.750.8761			4/10/2018
HSA-CO Review Signature:			
HSA #1			

Program: Elder Abuse Prevention
(Same as Line 9 on HSA #1)

Operating Expense Detail

<u>Expenditure Category</u>	TERM	TOTAL		
		<u>7/1/19-6/30/20</u>	<u>7/1/20-6/30/21</u>	<u>7/1/19-7/1/21</u>
Occupancy		\$4,200	\$4,200	\$8,400
Utilities		\$1,124	\$1,124	\$2,248
Insurance		\$481	\$481	\$962
Office/Program Supplies, Postage		\$450	\$450	\$900
Training				
Technology				
Staff Travel-(Local & Out of Town)		\$797	\$797	\$1,594
<hr/>				
OTHER				
Outreach support (events participation, flyers, signage)		\$620	\$620	\$1,240
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TOTAL OPERATING EXPENSE		\$7,672	\$7,672	\$15,344
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HSA #3				

APPENDIX A –SERVICES TO BE PROVIDED BY GRANTEE

ASIAN PACIFIC ISLANDER LEGAL OUTREACH (APILO) ELDER/DEPENDENT ADULT ABUSE PREVENTION

July 1, 2019 – June 30, 2021

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

APS	Adult Protective Services. Government agency that receives and investigates reports of suspected elder/dependent adult abuse.
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
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.
Dependent Adult	Persons who is 18-64 years, who cannot care for themselves and depend on others to meet their most basic needs.
Elder/Older Adult	Person who is 65 years or older.
Frail	An older 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, breathing, transferring and mobility and associated tasks, 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 older individual behaves in a manner that poses a serious health or safety

	hazard to the individual or others.
Grantee	Asian Pacific Islander Legal Outreach (APILO)
HSA	Human Services Agency of City and County of San Francisco
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.
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.
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.
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.
OCM	Office of Contract Management, Human Services Agency
Service Unit	Training Hour, Training Session, Training Material, and/or Individual Trained as noted in Service Objective categories
SOGI	Sexual Orientation and Gender Identity, a result of <i>Ordinance No. 159-16</i> which 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>)
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 adults 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
- LGBTQ+
- 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.

Eligibility for Elder/Dependent Abuse Services

- 1) A resident of San Francisco, and
- 2) Aged 65 and above, or
- 3) Aged 18 and above with a disability
- 4) The above, and a veteran for VBPP services.

IV. 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.

V. 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.

Grantee must annually perform the following:

- Provide training to the general public and mandated reporters, to provide information about reporting incidences of suspected abuse or neglect to APS.
- Increase the awareness of community gatekeepers, older adults, adults with disabilities, and the general public about elder/ dependent adult abuse, including its identification, prevention, and reporting.

In-Kind Services provided by Grantee include:

- Participation by Grantee marketing program to support DAAS public relations efforts.

VI. Service Objectives

On an annual basis:

Public Education

• Grantee will provide 8 units of service of in-language public education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation particularly at community based organizations, civil legal aid providers, cultural festivals, and churches or temples where low-english proficiency elders and adults with disabilities go for socialization, information, and other social services. Languages include but are not limited to: English, Chinese, Tagalog, Korean, Vietnamese, and Spanish. (A session = 1 service unit)

Elder Abuse Task Force

• Grantee will provide 123 units of service of expanding and developing a coordinated system to respond to elder abuse by working with frontline services providers who work daily with limited-English proficiency seniors and adults with disabilities. This will include quarterly meetings with the following objectives:

- a) Provide anonymous case reviews for CBO case managers regarding possible elder abuse or scam issues. (CBOs are safe, trust worthy with vulnerable seniors through churches, meals sites and health centers)- (Outcome: this will help with mutual referrals in case management, legal service, shelters, mental health, etc)
- b) Provide technical assistance or topics that may affect our clients and educate our provider members; (Outcome: this will help with building knowledge, capacity and support for our partners)
- c) Develop an outreach plan or brown bags lunch for public education about Elder Abuse and Scams (Outcome: this will help with education and report abuses and connect to SFPD, APS or Legal services). Veterans, APS and SF DA Consumer Fraud or Scam are to be a part of these meetings.

(A unit = 1 hour)

• Grantee will attend 4 units of service of fellow grantee workshops to promote collaboration and prevention of duplication of efforts. (A unit = 1 hour)

Cumulative Education Material

• Grantee will provide 1540 units of service of distributing educational materials in multiple languages to the general public, front line service professionals and caregivers, and APS/ DA Consumer Fraud Unit / VSO (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect and exploitation and scams specifically targeting API-community members. Languages of educational materials include but are not limited to: English, Chinese, Tagalog, Korean, Vietnamese, and Spanish. (A unit = 1 item of material)

- Number of Individuals Reached through the above activities: 1940

VII. Outcome Objectives

- At least 80 % of community partners surveyed will indicate “good or excellent” on an evaluation form of grantee’s education/training sessions.
- 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.
- In the consumer satisfaction surveys conducted by the grantee, a minimum of 75% of respondents will indicate that the training increased their knowledge of elder/dependent adult abuse and that they better able to report suspected elder/dependent adult abuse 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>
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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 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.

- 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 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

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

VIII. 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, it includes the APS Program Director evaluating the Grantee's participation in multidisciplinary team meetings, and the Grantee carrying out coordination activities to facilitate the service and outcome objectives.
- 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 B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4				
5	Name		Term	
6	Asian Pacific Islander Legal Outreach (DBA of Nihonmachi Legal Outreach)		7/1/19-6/30/21	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Elder Abuse Prevention Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	Total
12	Expenditures			
13	Salaries & Benefits	\$51,420	\$51,420	\$102,840
14	Operating Expenses	\$4,170	\$4,170	\$8,340
15	Subtotal	\$55,590	\$55,590	\$111,180
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$8,339	\$8,339	\$16,678
18	Capital/Subcontractor Expenditures	\$0	\$0	\$0
19	Total Expenditures	\$63,929	\$63,929	\$127,858
20	HSA Revenues			
21				
22	General Fund	\$63,929	\$63,929	\$127,858
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$63,929	\$63,929	\$127,858
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$63,929	\$63,929	\$127,858
37	Full Time Equivalent (FTE)			
39	Prepared by: Lorraine Yoshikawa	Telephone No.: 415 567 6255		Date: 03/7/2019
40	HSA-CO Review Signature: _____			
41	HSA #1			6/5/2019

Program: Elder Abuse Prevention Services
 (Same as Line 9 on HSA #1)

Salaries & Benefits Detail

	A	B	C	D	E	F	G	H
1								
2								
3								
4	Program: Elder Abuse Prevention Services							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11						7/1/19-6/30/20	7/1/20-6/30/21	7/1/19-6/30/21
		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	Project Coordinator	\$72,800	0.85	25%	0.21	\$15,470	\$15,470	\$30,940
14	Staff Attorney - Trainer	\$71,240	1.00	20%	0.20	\$14,248	\$14,248	\$28,496
15	Outreach Coordinator-Spanish	\$47,000	1.00	25%	0.25	\$11,750	\$11,750	\$23,500
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	191,040	2.85	70%	0.66	\$41,468	\$41,468	\$82,936
31								
32	FRINGE BENEFIT RATE	24%						
33	EMPLOYEE FRINGE BENEFITS	\$45,850				\$9,952	\$9,952	\$19,904
34								
35								
36	TOTAL SALARIES & BENEFITS	\$236,890				\$51,420	\$51,420	\$102,840
37	HSA #2	6/5/2019						

	A	B	C	D	E	F	G	H	I
1									
2									
3									
4	Program: Elder Abuse Prevention Services								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11									TOTAL
12	Expenditure Category			TERM	<u>7/1/19-6/30/20</u>		<u>7/1/20-6/30/21</u>		<u>7/1/19-6/30/21</u>
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Garbage)								
15	Office & Computer Supplies, Postage								
16	Building Maintenance, Supplies & 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	Audit								
25									
26									
27	OTHER								
28	Media Costs (outreach articles/ads)				\$4,170		\$4,170		\$ 8,340
29									
30									
31	TOTAL OPERATING EXPENSE				\$ 4,170		\$ 4,170		\$ 8,340
32									
33	HSA #3								6/5/2019