



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *547*

DATE: OCTOBER 4, 2017

SUBJECT: GRANT MODIFICATION: **MULTIPLE GRANTEES (NON-PROFIT)** FOR THE PROVISION OF LEGAL SERVICES FOR SENIORS & YOUNGER ADULTS WITH DISABILITIES

GRANT TERM: Original Term Modification Term
7/1/15- 6/30/18 7/1/17-6/30/18

TOTAL GRANT AMOUNT:	<u>Current</u>	<u>Modification</u>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$1,915,489	\$159,825	\$2,075,314	\$207,531	\$2,282,845

ANNUAL AMOUNT: See table below

MODIFICATION FUNDING PERCENTAGE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$159,825			\$15,983	\$175,808
	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to modify three existing grants for the provision of legal services for Seniors & Younger Adults with Disabilities for the time period beginning July 1, 2017 to June 30, 2018 in the combined amount of \$159,825 plus a 10% contingency of \$15,983 for a total not to exceed amount of \$2,294,725. The purpose of these grants is to ensure the rights and entitlements of Seniors & Younger Adults with Disabilities (YAD) by providing or securing legal services. The specific breakdown of funding per grantee is summarized in the following table.

Agency	Current FY 17/18	Modification: Legal Services Staff Retention/ Salary Support FY17/18	Modification: YAD Program Expansion FY17/18	Total Modification	Revised FY 17/18	Current Grant Total	Revised Grant Total	10% Contingency	Total not to exceed
Independent Living Resource Center	\$89,250	\$6,450	\$40,625	\$47,075	\$136,325	\$178,500	\$225,575	\$22,558	\$248,133
La Raza Centro Legal	\$149,217	*\$0	\$40,625	\$40,625	\$189,842	\$444,098	\$484,723	\$48,472	\$533,195
Legal Assistance to the Elderly	\$434,496	\$31,500	\$40,625	\$72,125	\$506,621	\$1,292,891	\$1,365,016	\$136,502	\$1,501,518
Total	\$672,963	\$37,950	\$121,875	\$159,825	\$832,788	\$1,915,489	\$2,075,314	\$207,531	\$2,282,845

*\$10,800 in funds have been made available, pending agreement on allocation plan.

Background

Legal Services can be critical to maintaining or securing a better quality of life for Seniors and Adults with Disabilities. DAAS' Legal Services providers work to provide their clients with information and advice designed to allow them to make more informed decisions and assert their rights on a variety of issues. Examples include: representing a senior tenant facing eviction, navigating a complex and expedited legal process to help save their housing; working with an adult to ensure they have access to income and health insurance benefits based on their disability; coordinating with Adult Protective Services to secure a protective order preventing an abuser from contacting a frail senior being targeted for financial exploitation.

Through the initial Dignity Fund allocation process, the new funding for Legal Services presented today has been designated for two purposes:

- 1) Staff retention and salary improvement. Funds will be directed to help providers pay more competitive salaries and/or benefits in order to retain dedicated and knowledgeable staff.
- 2) Increase services for Younger Adults with Disabilities. Funding provided today will increase capacity of Legal Services for Younger Adults with Disabilities by 67% over current service levels.

Services to be Provided

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

1. Information and Referral – the consumer concern is more appropriately referred to another service for assistance.
2. Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed

3. Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
4. Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction, etc.

Legal Service providers should maintain expertise and provide services in at least one of the following issue areas:

- a) Income/Nutrition (SSI, Social Security, Pensions/Retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), Unemployment)
- b) Housing/Utilities (Tenant Rights, Real Property, Utilities)
- c) Long-term Care (SNF, Facility issues, Community-based, long-term care services)
- d) Healthcare (MediCal, Medicare, Managed care, Provider/services access, Private/Insurance)
- e) Protective Services/Elder Abuse/Defense against Conservatorship (Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining Orders, Abuse/neglect, Exploitation, Advanced Planning/Autonomy/Advance Directives)
- f) Consumer (Bankruptcy/debt, Contracts/warranties, Scams/identity theft)
- g) Civil Rights (LEP Rights, Discrimination, Immigration)

The most common areas of focus for DAAS' legal services providers continue to be public benefits, housing (eviction prevention), and elder abuse protection.

Grantee Selections

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

Grantee Performance

Grantee was found to be compliant with Citywide Fiscal and Compliance Monitoring standards for the fiscal year 2016-2017.

Program Monitoring for each Grantee took place in June 2017. All grantees were found to be compliant with program requirements for fiscal year 2016-2017.

Funding

This modification will be funded 100% through County General funds.

Attachments

Independent Living Resource Center

Appendix A1 – Services to be Provided -YAD

Appendix B1 – Program Budget

La Raza Centro Legal

*Appendix A1 – Services to be Provided – Senior (*Pending agreement on allocation plan)

Appendix A2 – Services to be Provided- YAD

Appendix B1 – Program Budget

Legal Assistance to the Elderly

Appendix A1– Services to be Provided - Senior

Appendix A2- Services to be Provided - YAD
Appendix B1 – Program Budget

APPENDIX A-1 – Services to be Provided

**Independent Living Resource Center – San Francisco (ILRCSF)
Legal Services for Younger Adults with Disabilities (YAD)**

July 1, 2017 – June 30, 2018

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of younger adults with disabilities by providing or securing legal services.

II. Definitions

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

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: a) Self-care: Activities of Daily Living (ADL), and Instrumental Activities of Daily Living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.

Grantee Independent Living Resource Center – San Francisco (ILRC)

HSA Human Services Agency of City and County of San Francisco

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

OAA Older Americans Act

Senior Person who is 60 years or older.

SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9.)
Younger Adult with Disability	Person 18 years of age or older living with a disability.

III. Target Population

Individuals between 18 and 59 years of age that are living with disabilities. Services should 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
- LGBT

IV. Eligibility for Legal Services

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

*It will be a best practice to allow the consumer to self-identify to the extent possible. However, should there be a case where the consumer’s disability status based solely on self-identification is in question, additional verification may be requested. The Grantee will be permitted to ask the consumer to provide any one of the following items: a) Disabled Transit Identification card; b) Medi-Care card; c) Social Security Disability Insurance card, or, as a last resort, d) Medical verification.

V. Location and Time of Services

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

VI. Description of Services

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

Legal services and intervention is critical to maintaining or securing a better quality of life affecting seniors and adults with disabilities. Legal service program providers work in conjunction with other service providers to carefully assess and triage consumer needs. In addition, legal service providers are expected to keep up with changes in the law that affect seniors and adults with disabilities, particularly in the issue areas in which services are provided.

Consumers contacting legal services go through an initial screening process. In general, senior legal providers categorize the service they give into the following four modules:

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

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

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

- a) Income/Nutrition (SSI, Social Security, Pensions/Retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), Unemployment)
- b) Housing/Utilities (Tenant Rights, Real Property, Utilities)
- c) Long-term Care (SNF, Facility issues, Community-based, long-term care services)
- d) Healthcare (MediCal, Medicare, Managed care, Provider/services access, Private/Insurance)
- e) Protective Services/Elder Abuse/Defense against Conservatorship (Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining Orders, Abuse/neglect, Exploitation, Advanced Planning/Autonomy/advance directives
- f) Consumer (Bankruptcy/debt, Contracts/warranties, Scams/identity theft)
- g) Civil Rights (LEP Rights, Discrimination, Immigration)

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an younger adult with disability population. Legal Service Providers should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service issues. The Grantee may also conduct special outreach activities and/or attends relevant community events for visibility and enabling

collaborations. The Legal Services program providers help eligible consumers with, but not limited to, benefit appeals, eviction prevention, consumer fraud/issues, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

VII. Service Objectives

On an annual basis:

- Grantee will serve a minimum of 159 unduplicated consumers (younger adults with disabilities).
- Grantee will provide a minimum of 1,587 units of service of legal assistance. Legal assistance includes providing legal information, advice, counseling, administrative representation, and judicial representation to an individual or to a group by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar. A unit is one hour of legal assistance.

VIII. Outcome Objectives

1. Grantee will, on an annual basis, provide a report summarizing the following:
 - a. Total number of unduplicated clients served
 - b. Breakdown of legal issues assisted with (e.g. benefit application, benefit appeal, health care directive, etc.) and how many clients in each category
 - c. Within each category types of services provided (brief service, advice and counsel, representation)
 - d. Outcome within each category (i.e. success rate)
 - e. Other statistics as requested by DAAS Program and Contract Analyst
2. Grantee will, on a quarterly basis, provide a narrative report summarizing legal trends presented by client base, obstacles, and successes the program experienced during the quarter.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all 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 unduplicated consumers 18 years of age to 59 years of age with a disability served during the month.
 2. Number of units of legal assistance services provided during the month.

- C. 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.
- D. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10th.
- F. 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.
- 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:

Michael Zaugg, Program Analyst
 DAAS, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120-7988
 michael.zaugg@sfgov.org

Judy Ng, Contract Manager
 Human Services Agency
 P.O. Box 7988
 San Francisco, CA 94120-7988
 judy.ng@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; 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	E	F
1	Appendix B-1, Page 1				
2	Document Date: 9/15/17				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Independent Living Resource Center of San Francisco (ILRC/SF)				
6	Term 7/1/2016- 6/30/2018				
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>				
8	If modification, Effective Date of Mod.	No. of Mod. 1			
9	Program: Legal Services - YAD				
10	Budget Reference Page No.(s)				
11	Program Term	7/1/2016 - 6/30/2017	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/2016-6/30/18
12	Expenditures				
13	Salaries & Benefits	\$55,369	\$55,369	\$66,561	\$121,930
14	Operating Expense	\$22,571	\$22,571	(\$10,743)	\$11,828
15	Subtotal	\$77,940	\$77,940	\$55,818	\$133,758
16	Indirect Percentage (%)	14.5%	14.5%	-15.7%	1.9%
17	Indirect Cost (Line 16 X Line 15)	\$11,310	\$11,310	(\$8,743)	\$2,567
18	Capital Expenditure				
19	Total Expenditures	\$89,250	\$89,250	\$47,075	\$136,325
20	HSA Revenues				
21	General Fund	\$89,250	\$89,250	\$47,075	\$136,325
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$89,250	\$89,250	\$47,075	\$136,325
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$89,250	\$89,250	\$47,075	\$136,325
37	Full Time Equivalent (FTE)				
39	Prepared by: Shelby Malvoso	Telephone No.: 415-543-6222			
40	HSA-CO Review Signature:				
41	HSA #1	9/15/2017			

A	B	C	D	E	F	G	H	I	J	K
1										
2										
3										
4	Program Name: Legal Services - YAD									
5	(Same as Line 9 on HSA #1)									
6										
7										
8										
9										
10										
11										
										TOTAL
12	Expenditure Category	TERM		7/1/2016 - 6/30/2017	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/16-6/30/18
13	Rental of Property			\$9,988	\$9,988		(\$9,988)		\$0	\$9,988
14	Utilities(Elec. Water, Gas, Phone, Scavenger)			\$2,945	\$2,945		(\$2,945)		\$0	\$2,945
15	Office Supplies, Postage			\$191	\$191		(\$191)		\$0	\$191
16	Building Maintenance Supplies and Repair									
17	Printing and Reproduction			\$61	\$61		(\$61)		\$0	\$61
18	Insurance (Malpractice)			\$3,218	\$3,218		\$2,252	\$5,470		\$8,688
19	Staff Training			\$2,435	\$2,435		(\$2,435)		\$0	\$2,435
20	Staff Travel-(Local & Out of Town)			\$30	\$30		(\$30)		\$0	\$30
21	Rental of Equipment & Software			\$1,486	\$1,486		(\$1,486)		\$0	\$1,486
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE									
23	Language Line			\$731	\$731		(\$731)		\$0	\$731
24	IT Services			\$444	\$444		(\$444)		\$0	\$444
25										
26										
27										
28	OTHER									
29	Publication and membership dues			\$921	\$921		(\$256)	\$665		\$1,586
30	Food for client meetings			\$30	\$30		(\$30)		\$0	\$30
31	Outreach & Education			\$91	\$91		(\$91)		\$0	\$91
32	Software & Equipment Purchase (Case Mgmt Tool, Lexis Nexis)						\$5,693	\$5,693		\$5,693
33										
34										
35	TOTAL OPERATING EXPENSE			\$22,571	\$22,571		(\$10,743)	\$11,828		\$34,399
36										
37	HSA #3									9/15/2017

APPENDIX A1

Effective July 1, 2015 to June 30, 2018

La Raza Centro Legal

Legal Services For Seniors

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older persons by providing or securing legal services.

II. Definitions

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

DAAS Department of Aging and Adult Services

Grantee La Raza Centro Legal (LRCL)

HSA Human Services Agency of City and County of San Francisco

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

OAA Older Americans Act

Senior Person who is 60 years or older.

SOGI Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9.)

III. Target Population

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

- Low-income
- Limited English proficiency
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Legal Services

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

V. Location and Time of Services

Services are provided at 474 Valencia St., Suite 295, San Francisco, CA 94103. The hours of operation are from 10 a.m. to noon and from 1 p.m. to 4 p.m.

VI. Description of Services

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

Legal services and intervention is critical to maintaining or securing a better quality of life affecting seniors and adults with disabilities. Legal service program providers work in conjunction with other service providers to carefully assess and triage consumer needs. In addition, Legal Service providers are expected to keep up with changes in the law that affect seniors and adults with disabilities, particularly in the issue areas in which services are provided.

Consumers contacting legal services go through an initial screening process. In general, senior legal providers categorize the service they give into the following four modules:

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

representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

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

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

- a) Income/Nutrition (SSI, Social Security, Pensions/Retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), Unemployment)
- b) Housing/Utilities (Tenant Rights, Real Property, Utilities)
- c) Long-term Care (SNF, Facility issues, Community-based, long-term care services)
- d) Healthcare (MediCal, Medicare, Managed care, Provider/services access, Private/Insurance)
- e) Protective Services/Elder Abuse/Defense against Conservatorship (Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining Orders, Abuse/neglect, Exploitation, Advanced Planning/Autonomy/advance directives
- f) Consumer (Bankruptcy/debt, Contracts/warranties, Scams/identity theft)
- g) Civil Rights (LEP Rights, Discrimination, Immigration)

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Legal Service Providers should be as culturally and linguistically competent to serve an ethnically diverse population as possible.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service issues. The Grantee may also conduct special outreach activities and/or attends relevant community events for visibility and enabling collaborations.

VII. Service Objectives

On an annual basis:

- Grantee will serve 164 unduplicated consumers seniors and younger adults with disabilities.
- Grantee will provide 1963 units of service of legal assistance. A unit is one hour of legal assistance

VIII. Outcome Objectives

- 85% of consumers assisted in the above-listed areas of expertise will be satisfied with the service provided.
- 85% of consumers surveyed, consumers assisted with legal services (where a case is opened and closed), will be satisfied of the resolution provided by the legal counselor within the contract period.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all 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 unduplicated consumers 60 years of age and older served during the month.
 - 2. Number of units of legal assistance services provided during the month
- C. Grantee is responsible for completing the quarterly Legal Services Report required by the California Department of Aging and submitting to DAAS/OOA by the following Deadlines: 1st Quarter due October 28th; 2nd Quarter due January 28th, 3rd Quarter due April 28th and 4th Quarter due July 28th.
- D. 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:
 - o The percentage of participants surveyed that have indicated excellent or good in rating the quality of services they received.
- 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. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year. 35% of consumers served will complete a satisfaction survey on an annual basis.
- G. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10th.
- H. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- I. 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.

- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Michael Zaugg, Program Analyst (Worker # 4402)
DAAS, Office on the Aging
P.O. Box 7988
San Francisco, CA 94120
michael.zaugg@sfgov.org

Tahir Shaikh, Contract Manager (Worker # G410)
Human Services Agency
PO Box 7988
San Francisco, CA 94120
tahir.shaikh@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; 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, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool, translation and social services are based on staff hours.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, 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 A2

Effective July 1, 2017 to June 30, 2018

La Raza Centro Legal

Legal Services for Younger Adults with Disabilities

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of younger adults with disabilities by providing or securing legal services.

II. Definitions

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

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: a) Self-care: Activities of Daily Living (ADL), and Instrumental Activities of Daily Living (IADL), b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.

Grantee La Raza Centro Legal (LRCL)

HSA Human Services Agency of City and County of San Francisco

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

OAA Older Americans Act

Senior Person who is 60 years or older.

SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9.)
Younger Adult With Disability	Person 18 years of age or older living with a disability.

III. Target Population

The target population of this grant is younger adults with disabilities, age 18 to 59. Services should target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Legal Services

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

*It will be a best practice to allow the consumer to self-identify to the extent possible. However, should there be a case where the consumer's disability status based solely on self-identification is in question, additional verification may be requested. The Grantee will be permitted to ask the consumer to provide any one of the following items: a) Disabled Transit Identification card; b) Medi-Care card; c) Social Security Disability Insurance card, or, as a last resort, d) Medical verification.

V. Location and Time of Services

Services are provided at 474 Valencia St., Suite 295, San Francisco, CA 94103. The hours of operation are from 10 a.m. to noon and from 1 p.m. to 4 p.m.

VI. Description of Services

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

Legal services and intervention is critical to maintaining or securing a better quality of life affecting seniors and adults with disabilities. Legal service program providers work in conjunction with other service providers to carefully assess and triage consumer needs. In addition, Legal Service providers are expected to keep up with changes in the law that affect senior and adults with disabilities, particularly in the issue areas in which services are provided.

Consumers contacting legal services go through an initial screening process. In general, legal providers categorize the service they give into the following four modules:

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

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

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

- a) Income/Nutrition (SSI, Social Security, Pensions/Retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), Unemployment)
- b) Housing/Utilities (Tenant Rights, Real Property, Utilities)
- c) Long-term Care (SNF, Facility issues, Community-based, long-term care services)
- d) Healthcare (MediCal, Medicare, Managed care, Provider/services access, Private/Insurance)
- e) Protective Services/Elder Abuse/Defense against Conservatorship (Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining Orders, Abuse/neglect, Exploitation, Advanced Planning/Autonomy/advance directives
- f) Consumer (Bankruptcy/debt, Contracts/warranties, Scams/identity theft)
- g) Civil Rights (LEP Rights, Discrimination, Immigration)

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an younger adult with disabilities population. Legal Service Providers should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

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

citywide approach to legal service issues. The Grantee may also conduct special outreach activities and/or attend relevant community events for visibility and enabling collaborations. The Legal Services program providers help eligible consumers with, but not limited to, benefit appeals, eviction prevention, consumer fraud/issues, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

VII. Service Objectives

On an annual basis:

- Grantee will serve a minimum of 49 unduplicated consumers (younger adults with disabilities).
- Grantee will provide a minimum of 492 units of service of legal assistance. A unit is one hour of legal assistance.

VIII. Outcome Objectives

- 85% of consumers completing a survey will report that they were provided with information or assistance which helped resolve their legal issue
- 85% of surveyed consumers who were assisted with legal services (where a case is opened and closed) will be satisfied with the resolution provided by the legal counselor within the contract period.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all 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 unduplicated consumers 18 years of age and older with a disability served during the month.
 2. Number of units of legal assistance services provided during the month.
- C. 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.
- D. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year. 35% of consumers will complete a satisfaction survey on an annual basis.

- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10th.
- F. 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.
- 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:

Michael Zaugg
 Director, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120-7988
 michael.zaugg@sfgov.org

Tahir Shaikh
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120-7988
 Tahir.shaikh@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; 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	E	F	G	H
Appendix B1, Page: 1 Document Date: 9/21/2017						
HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY BY PROGRAM						
Contractor's Name			La Raza Centro Legal			
Contract Term:			7/1/2015-6/30/2018			
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>						
If modification, Effective Date of Mod. 9/1/17 No. of Mod.						
Program: La Raza Centro Legal--Legal Services for Younger Adults with Disabilities						
Budget Reference Page No. 1 of 5	7/1/2015-6/30/2018		7/1/2016-6/30/2017		7/1/2017-6/30/2018	
Program Term	7/1/2015-6/30/2018		7/1/2016-6/30/2017		7/1/2017-6/30/2018	
Expenditures						
11 Salaries & Benefits	\$102,555	\$102,555	\$108,233	\$31,118	\$139,351	\$344,461
14 Operating Expense	\$32,083	\$31,706	\$33,978	\$9,278	\$43,256	\$107,045
15 Subtotal	\$134,638	\$134,261	\$142,211	\$40,396	\$182,607	\$451,506
16 Indirect Percentage (12%)	8%	11.1%	4.9%	0.6%	4.5%	7.4%
17 Indirect Cost (Line 16 X Line 15)	\$11,025	\$14,957	\$7,007	\$229	\$7,236	\$33,218
18 Capital Expenditure						
19 Total Expenditures	\$145,663	\$149,218	\$149,218	\$40,625	\$189,843	\$484,724
HSA Revenues						
21 General Fund	\$116,421	\$119,976	\$119,976	\$40,625	\$160,601	\$396,998
23 Federal Fund	\$29,242	\$29,242	\$29,242		\$29,242	\$87,726
24						
25						
26						
27						
28						
29 TOTAL HSA REVENUES	\$145,663	\$149,218	\$149,218	\$40,625	\$189,843	\$484,724
Other Revenues						
31						
32 MOH--Legal Services	\$50,000	\$50,000	\$50,000		\$50,000	\$150,000
33 DAAS--Naturalization Services	\$36,780	\$36,780	\$38,619	\$2,850	\$41,469	\$115,029
34 MOH--SFILFN	\$106,125	\$106,125	\$115,056		\$115,056	\$327,306
35 OLSE	\$65,382	\$65,382	\$65,382		\$65,382	\$196,146
36 Total Revenues	\$403,950	\$407,505	\$418,275	\$43,475	\$461,750	\$1,273,205
37						
Prepared by: Esther Cervantes			Telephone No.: (415) 553-3409		Date 9/21/17	
HSA-CO Review Signature: _____						
HSA #1 _____						

Appendix A-1

7/1/15-6/30/18

Legal Assistance to the Elderly Legal Services for Seniors

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older persons by providing or securing legal services.

II. Definitions

California State Bar	The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.
DAAS	Department of Aging and Adult Services
Grantee	Legal Assistance to the Elderly (LAE)
HSA	Human Services Agency of City and County of San Francisco
Legal Assistance	Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.
OAA	Older Americans Act
Senior	Person who is 60 years or older.
SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9.)

III. Target Population

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

- Low-income
- Limited English proficiency
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Senior Legal Services

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

V. Location and Time of Services

Services are provided at 701 Sutter St., 2nd floor, San Francisco, CA 94109. The hours of service are from 9:00 a.m. to 5:00 p.m.

VI. Description of Services

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

Legal services and intervention is critical to maintaining or securing a better quality of life affecting seniors and adults with disabilities. Legal service program providers work in conjunction with other service providers to carefully assess and triage consumer needs. In addition, Legal Service providers are expected to keep up with changes in the law that affect senior and adults with disabilities, particularly in the issue areas in which services are provided.

Consumers contacting legal services go through an initial screening process. In general, senior legal providers categorize the service they give into the following four modules:

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

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

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

- a) Income/Nutrition (SSI, Social Security, Pensions/Retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), Unemployment)
- b) Housing/Utilities (Tenant Rights, Real Property, Utilities)
- c) Long-term Care (SNF, Facility issues, Community-based, long-term care services)
- d) Healthcare (MediCal, Medicare, Managed care, Provider/services access, Private/Insurance)
- e) Protective Services/Elder Abuse/Defense against Conservatorship (Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining Orders, Abuse/neglect, Exploitation, Advanced Planning/Autonomy/Advance Directives)
- f) Consumer (Bankruptcy/debt, Contracts/warranties, Scams/identity theft)
- g) Civil Rights (LEP Rights, Discrimination, Immigration)

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Legal Service Providers should be as culturally and linguistically competent to serve an ethnically diverse population as possible.

The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to legal service issues. The Grantee may also conduct special outreach activities and/or attend relevant community events for visibility and enabling collaborations.

VII. Service Objectives

On an annual basis:

- Grantee will serve 886 unduplicated consumers.
- Grantee will provide 6,378 units of service of legal assistance. . A unit is one hour of legal assistance.
- Grantee will provide 166 units of service of staffing hours to support the creation of a legal services newsletter as an effective outreach and educational tool. Each of the existing four (4) legal service providers will assign staff to help in the planning, development and distribution of this multi-lingual publication. Staffing hours will include but not be limited to: attending planning meetings, researching, writing, editing, and sending copy to be published, and distribution.

VIII. Outcome Objectives

- 85% of consumers completing a survey will report that they were provided with information or assistance which helped resolve their legal issue
- 85% of surveyed consumers who were assisted with legal services (where a case is opened and closed) will be satisfied with the resolution provided by the legal counselor within the contract period.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all 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 unduplicated consumers 60 years of age and older served during the month.
 2. Number of units of legal assistance services provided during the month
- C. Grantee is responsible for completing the quarterly Legal Services Report required by the California Department of Aging and submitting to DAAS/OOA by the following Deadlines: 1st Quarter due October 28th; 2nd Quarter due January 28th, 3rd Quarter due April 28th and 4th Quarter due July 28th.
- D. 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 excellent or good in rating the quality of services they received.
- 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. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year. 35% of consumers served will complete a satisfaction survey on an annual basis
- G. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10th.

- H. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- I. 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.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses:

Michael Zaugg
Director, Office on the Aging
P.O. Box 7988
San Francisco, CA 94120-7988
michael.zaugg@sfgov.org

or

David Kashani
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120-7988
david.kashani@sfgov.org

X. Monitoring Activities

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

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

APPENDIX A-2

Effective July 1, 2017 to June 30, 2018

Legal Assistance to the Elderly

Legal Services for Younger Adults with Disabilities

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of younger adults with disabilities by providing or securing legal services.

II. Definitions

California State Bar	The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.
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: a) Self-care: Activities of Daily Living (ADL), and Instrumental Activities of Daily Living (IADL), b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee	Legal Assistance to the Elderly (LAE)
HSA	Human Services Agency of City and County of San Francisco
Legal Assistance	Legal advice and representation provided by an attorney to younger adults with disabilities with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a nonlawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.
OAA	Older Americans Act
Senior	Person who is 60 years or older.

SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9.)
Younger Adult With Disability	Person 18 years of age or older living with a disability.

III. Target Population

The target population of this grant is younger adults with disabilities, age 18 to 59. Services should target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Lesbian/Gay/Bisexual/Transgender

IV. Eligibility for Legal Services

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

*It will be a best practice to allow the consumer to self-identify to the extent possible. However, should there be a case where the consumer's disability status based solely on self-identification is in question, additional verification may be requested. The Grantee will be permitted to ask the consumer to provide any one of the following items: a) Disabled Transit Identification card; b) Medi-Care card; c) Social Security Disability Insurance card, or, as a last resort, d) Medical verification.

V. Location and Time of Services

Services are provided at 701 Sutter St., 2nd floor, San Francisco, CA 94109. The hours of service are from 9:00 a.m. to 5:00 p.m.

VI. Description of Services

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

Legal services and intervention is critical to maintaining or securing a better quality of life affecting seniors and adults with disabilities. Legal service program providers work in conjunction with other service providers to carefully assess and triage consumer needs. In addition, Legal Service providers are expected to keep up with changes in the law that affect seniors and adults with disabilities, particularly in the issue areas in which services are provided.

Consumers contacting legal services go through an initial screening process. In general, legal providers categorize the service they give into the following four modules:

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3. Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
4. Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., elder abuse, consumer fraud, challenging eviction petitions, etc.

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

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

- a) Income/Nutrition (SSI, Social Security, Pensions/Retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), Unemployment)
- b) Housing/Utilities (Tenant Rights, Real Property, Utilities)
- c) Long-term Care (SNF, Facility issues, Community-based, long-term care services)
- d) Healthcare (MediCal, Medicare, Managed care, Provider/services access, Private/Insurance)
- e) Protective Services/Elder Abuse/Defense against Conservatorship (Conservatorship issues with a focus on defending older persons against guardianship as called for in the OAA § 321(a)(6)), Restraining Orders, Abuse/neglect, Exploitation, Advanced Planning/Autonomy/advance directives
- f) Consumer (Bankruptcy/debt, Contracts/warranties, Scams/identity theft)
- g) Civil Rights (LEP Rights, Discrimination, Immigration)

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Legal Service Providers should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

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

activities and/or attends relevant community events for visibility and enabling collaborations. The Legal Services program providers help eligible consumers with, but not limited to, benefit appeals, eviction prevention, consumer fraud/issues, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

VII. Service Objectives

On an annual basis:

- Grantee will serve a minimum of 49 unduplicated consumers (younger adults with disabilities).
- Grantee will provide a minimum of 492 units of service of legal assistance. A unit is one hour of legal assistance.

VIII. Outcome Objectives

- 85% of consumers completing a survey will report that they were provided with information or assistance which helped resolve their legal issue
- 85% of surveyed consumers who were assisted with legal services (where a case is opened and closed) will be satisfied with the resolution provided by the legal counselor within the contract period.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all 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 unduplicated consumers 18 years of age and older with a disability served during the month.
 2. Number of units of legal assistance services provided during the month.
- C. 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.
- D. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year. 35% of consumers will complete a satisfaction survey on an annual basis.

- E. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by HSA. The due date for submitting the annual summary report is July 10th.
- F. 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.
- 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:

Michael Zaugg
 Director, Office on the Aging
 P.O. Box 7988
 San Francisco, CA 94120-7988
 michael.zaugg@sfgov.org

David Kashani
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120-7988
 david.kashani@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; 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	E	F	G	H	
1								
2								
3							9/22/2017	
4							Document Date:	
5	Contractor's Name							Contract Term
6	Legal Assistance to The Elderly							July 1, 2015 - June 2018
7	(Check One) <input type="checkbox"/> New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification							
8	If modification, Effective Date of Mod. 07/01/2017	No. of Mod. 2						
9	Program:	Legal Services	Legal Services	Legal Services	Modification Salary/Retention	Modification Young Adults w/Disabilities	TOTAL	
10	Budget Reference Page No. (s)	Local/Fed Funds	Local/Fed Funds	Local/Fed Funds	Local	Local/Fed Funds		
11	Program Term	7/1/15-6/30/16	7/1/16-6/30/17	7/1/17-6/30/18	7/1/17-6/30/18	7/1/17-6/30/18	7/1/15-6/30/18	
12	OOA Expenditures							
13	Salaries & Benefits	\$312,587	\$319,499	\$319,499	\$31,500	\$385,397	\$1,017,483	
14	Operating Expense	\$89,877	\$93,442	\$93,442	\$0	\$93,442	\$276,761	
15	Capital Expenditure							
16	Subtotal	\$402,464	\$412,941	\$412,941	\$31,500	\$478,839	\$1,294,244	
17	Indirect Percentage (%)	5.33%	5.22%	5.22%	0.00%	5.80%	5.47%	
18	Indirect Cost (Line 16 X Line 17)	\$21,435	\$21,555	\$21,555	\$0	\$27,782	\$70,772	
19	Total OOA Expenditures	\$423,899	\$434,496	\$434,496	\$31,500	\$506,621	\$1,365,016	
20	Non OOA Expenditures							
21	Salaries & Benefits	\$70,744	\$70,744	\$70,744		\$70,744	\$212,232	
22	Operating Expense	\$6,704	\$5,360	\$40,933		\$40,933	\$112,997	
23	Capital Expenditure							
24	Total Non-OOA Expenditures	\$107,448	\$76,104	\$111,677		\$111,677	\$325,229	
25	Total OOA and Non-OOA Expenditures	\$531,347	\$510,600	\$546,173	\$31,500	\$618,298	\$1,690,245	
26	OOA Revenues							
27	Local General Fund	\$252,072	\$262,669	\$262,669	\$31,500	\$334,794	\$849,535	
28	Federal III B	\$171,827	\$171,827	\$171,827		\$171,827	\$515,481	
29								
30								
31								
32								
33								
34								
35								
36	TOTAL OOA REVENUES	\$423,899	\$434,496	\$434,496	\$31,500	\$506,621	\$1,365,016	
37	Other Revenues							
38	Project Income	\$2,500	\$2,500	\$2,500		\$2,500	\$7,500	
39	In-Kind	16,868	16,868	16,868		16,868	\$50,604	
40	Fund-Raising	48,103	46,765	52,338		52,338	\$147,212	
41	Other Grants (MOCD, IOLTA, EOAG)	39,971	39,971	39,971		39,971	\$119,913	
42								
43	Total Revenues	\$531,347	\$540,600	\$546,173	\$31,500	\$618,298	\$1,690,245	
44	Full Time Equivalent (FTE)	6.70	6.70	6.70	0.08	7.33		
45	Prepared by: Eric Ha	Telephone No.: 415-538-3333						Date 9/22/2017
46	HSA-CC Review Signature:							
47	HSA #1							
48								
49								

