



Mark Farrell, Mayor

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

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: MAY 2, 2018

SUBJECT: NEW GRANT: **LEGAL ASSISTANCE TO THE ELDERLY (NON-PROFIT)** TO PROVIDE LEGAL ASSISTANCE AND LIFE PLANNING LEGAL SERVICES

GRANT TERM: 4/1/18 – 6/30/20

GRANT AMOUNT:

New	Contingency	Total
\$467,831	\$46,783	\$514,614

ANNUAL AMOUNT: See table below

<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
\$467,831			\$46,783	\$514,614

FUNDING:

PERCENTAGE: 100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into two new grant agreements with Legal Assistance to the Elderly (LAE) for the period of April 1, 2018 to June 30, 2020, in the amount of \$467,831 plus a 10% contingency for a total amount not to exceed \$514,614. The purpose of the grants is to provide Legal Assistance and Life Planning Legal Services to older adults and adults with disabilities.

Program	Annual Amount	FY 4/1/18-6/30/20	Contingency	Not to Exceed
Health-Related Law	\$125,000	\$290,322	\$29,032	\$319,354
LGBT Life Planning	\$75,000	\$177,509	\$17,751	\$195,260
Total	\$200,000	\$467,831	\$46,783	\$514,614

Background

On November 8, 2016 the voters of the City and County of San Francisco passed Proposition I that established the Dignity Fund to ensure the health and well-being of seniors and adults with disabilities. The fund is administered by the Department of Aging and Adult Services (DAAS) solely to help seniors and adults with disabilities secure and utilize the necessary services and support to live with dignity in their own homes and communities. The City Charter Amendment for the Fund established an eleven (11) member Oversight and Advisory Committee (OAC) to monitor and support the administration of the Dignity Fund. The OAC is responsible for developing recommendations for DAAS regarding services to seniors and adults with disabilities that are supported by the Fund. DAAS is committed to the defined goals in the City Charter and with input from the OAC developed an allocation plan based on known areas of need for seniors and adults with disabilities.

This allocation plan contained a legal services initiative that included funding for legal support related to healthcare issues for older adults and adults with disabilities to ensure that their rights and entitlements related to health services are maintained and accessed when appropriate. Health services are vital to older adults and adults with disabilities and often provide the assistance necessary to support older adults and adults with disabilities to live as independently as possible in the community and within safe and supportive environments with dignity and choice.

The legal services initiative also contained funding for legal service program focused on life-planning services delivered by a designated community based organization and with the intent of increasing LGBT older adults and adults with disabilities, particularly those who are frail and/or isolated, access to life planning legal services. This specific service initiative stemmed from The San Francisco LGBT Aging Policy Task Force 2014 publication that revealed that many LGBT older adults and adults with disabilities lacked basic life planning documents and that these populations desired to have such documents in a legally-binding format to ensure that their wishes and decisions are honored in the event that they are unable to do so and/or upon their death.

Services to be Provided

Legal Services Program for Health-Related Law

Grantee will provide Legal Assistance to older adults and adults with disabilities presenting with legal issues pertaining to health care and/or access to health care related services. This may include health insurance coverage denials, Medicare/Medical overpayments, inappropriate hospital or rehabilitation center discharges, and other related issues. Grantee will develop and execute Memorandums of Understanding with the local HICAP (Health Insurance Counseling and Advocacy Program) and Long-Term Care Ombudsman programs to increase awareness of legal program services and facilitate efficient referral of clients between the three programs. For more specific information regarding the service objectives, including the type and number of service units, outcome objectives, and budget, please refer to attached Appendices A and B for the Legal Service Program for Health Related Law.

Life Planning Legal Service Program for LGBT Older Adults and Adults with Disabilities

The Grantee will assist consumers in completing and executing legally recognized life planning documents. The Grantee will provide guidance regarding Life Planning Document(s) that best meet a consumer's expressed need and will conduct outreach and consumer education targeting the LGBT community about Life Planning Documents. For more specific information regarding the service objectives, including the type and number of service units, outcome objectives, and budget, please refer to attached Appendices A2 and B2 for the Life Planning Legal Service Program for LGBT Older Adults and Adults with Disabilities.

Performance

These are new grants for both Legal Assistance to the Elderly and DAAS. There is no monitoring history specific for these programs to report at this time. Legal Assistance to the Elderly is a current DAAS contractor and in compliance with performance and monitoring requirements for all other DAAS contracts. They were last monitored in June 2017.

Selection

Grantee was selected through Request for Proposal #771, which was competitively bid in November 2017.

Funding

Funding for this grant is provided by County General Funds, specifically the Dignity Fund.

ATTACHMENTS

Appendix A – Services to be Provided – Health-Related Law

Appendix B – Budget Summary – Health-Related Law

Appendix A-2 – Services to be Provided – LGBT Life Planning

Appendix B-2 – Budget Summary – LGBT Life Planning

APPENDIX A - SERVICES TO BE PROVIDED BY GRANTEE

LEGAL ASSISTANCE TO THE ELDERLY

DIGNITY FUND

**LEGAL SERVICE PROGRAM
FOR HEALTH-RELATED LAW**

April 1, 2018 – June 30, 2020

I. Purpose

The purpose of this grant is to provide legal assistance to older adults and adults with disabilities living in the City and County of San Francisco concerning health care and/or health care related services in order to maintain and/or access health care and related services.

II. Definitions

Adult with Disabilities	Person 18 years of age or older living with a disability/disabilities
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.
California State Bar	The State Bar of California is the regulatory agency for the state's lawyers, charged with admitting and disciplining attorneys
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Consumer / Unduplicated Consumer	An Older Adult and/or Adult with Disabilities enrolled in the Legal Service Program for Health-Related Law
Controller	Controller of the City and County of San Francisco or designated agent
DAAS	Department of Aging and Adult Services
Dignity Fund	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. Monies in the Fund shall be used to expend by DAAS solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and communities.
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.
Education	Preparation and presentation of information designed to educate the target populations on life planning documents, health care benefits, rights, and advocacy services available to them. Time spent in delivery of this service will include preparation and travel time.
Frail	An older individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility 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 to others.
Fund	Dignity Fund
Grantee	Legal Assistance to the Elderly (LAE)
HSA	San Francisco Human Services Agency
Legal Assistance/ Legal Services	Legal advice, and representation provided by an attorney to older adults and/or adult 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.
LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by race, ethnicity, religion, sexual orientation, and/or gender identity

OCM	Office of Contract Management, Human Services Agency
OOA	Office on the Aging
Older Adult	Person who is 60 years of age or older; used interchangeably with “Senior”
Outreach	Formal and informal approaches used to engage the target population(s). Formal approaches can include, but are not limited to, one to one contact and/or working with a community collaborative group. Informal approaches can include, but are not limited to, designated grantee employee being present and available in community spaces (i.e. community centers).
Senior	Person who is 60 years of age or older; used interchangeably with the “Older Adult”
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve. (Chapter 104, Sections 104.1 through 104.9.)

III. Target Population

The target population of this grant is individuals ages 18 to 59 living with a disability and/or individuals 60 years of age or older. 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 Services

- 1) A resident of San Francisco
- 2) Aged 60 + *or*
- 3) Aged 18 to 59 living with a disability

V. Location and Time of Services

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

VI. Description of Services

Legal services can be critical to maintaining or securing a better quality of life for older adults and adults with disabilities. Through legal assistance, clients are able to assert their rights in order to maintain current benefits or access new benefits critical to their health and well-being. Services delivered under this contract will include the following:

1) The Grantee will assist eligible consumers with a variety of legal issues pertaining to health care and/or health care related services to the extent covered by health-related laws. The health-related law legal service program will include, but is not limited to, legal assistance pertaining to the following:

- Denial of coverage and share of cost assessments for Medicare/Medi-cal and private health insurance policies
- Medicare/Medi-cal overpayments – especially those that threaten coverage, a consumer’s ability to live independently or where housing is at risk
- Denial of Paratransit/Medical Transportation benefits
- Inappropriate hospital or rehabilitation facility discharge
- General health and benefit rights
- Other areas as determined in need and approved by DAAS

2) Clients needing legal services will go through an initial screening process. Grantee will categorize the service they give into the following four service types:

Information and Referral – the client concern is more appropriately referred to another service for assistance

Advise and Close – the client issue is very easily addressed, advice is provided and the case is closed

Brief Services – the client is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.

Case Acceptance – the client issue warrants more extensive legal representation and a case file is opened

3) Grantee is 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. Grantee should be prepared to serve a diverse population.

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

5) 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.

6) The Grantee will establish and maintain partnerships and mutually beneficial communication with community organizations, health clinics, City departments, and other relevant legal aid providers and organizations with the intent of reaching the target population and to ensure a streamlined referral process for consumers between programs as appropriate. The Grantee will develop Memorandum of Understandings (MOUs) with the local organizations that provide the Health Insurance Counseling and Advocacy (HICAP) and Long-Term Ombudsman programs.

7) The Grantee will keep current with health-related laws, rules, and regulations that have a potential impact on the older adult and adult with disabilities population.

8) The Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other security and privacy rules and regulations as applicable.

VII. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

For FY 17/18:

Grantee will enroll and provide Legal Assistance to 12 unduplicated consumers

Grantee will provide a minimum of 276 hours of Legal Assistance pertaining to health care or health care related services

For FY18/19:

Grantee will enroll and provide Legal Assistance to 150 unduplicated consumers

Grantee will provide a minimum of 1728 hours of Legal Assistance pertaining to health care or health care related services.

For FY 19/20:

Grantee will enroll and provide Legal Assistance to 150 unduplicated consumers

Grantee will provide a minimum of 1728 hours of Legal Assistance pertaining to health care or health care related services.

VIII. Outcome Objectives

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

1. Grantee will, on a quarterly basis, provide a report summarizing the following:
 - a. Total number of cases closed during the quarter.
 - b. Description of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
 - c. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. Inappropriate Hospital Discharge, Insurance Coverage Denial).
2. Grantee will, on a twice yearly basis (December and June), provide a report categorizing each case closed during the previous 6 months into a series of standardized categories based on the outcome of the closed case (e.g. Obtained or preserved eligibility under publicly funded health insurance, Increased access to health services, etc.).

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

3. Grantee will, on an annual basis, provide a narrative report summarizing legal trends presented by client base, obstacles, and successes the program experienced during the quarter.

IX. Reporting Requirements

1. The Grantee will track and record the units of service received by enrolled consumers in CA GetCare by the 5th working day of the month for the preceding month.
2. The Grantee will enter monthly reports into the CARBON database system which includes number of enrolled consumers and hours of services provided.
3. The Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII. This report will also include accomplishments and challenges encountered by the Grantee.
4. The 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 in the CARBON system. Additional reports may be requested and required at other points during the fiscal year.
5. 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.

6. The Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by DAAS/HSA. The due date for submitting the annual summary report is no later than July 10 each grant year.
7. The Grantee shall develop and deliver ad hoc reports as requested by HSA and/or DAAS.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Contract Manager
Office of Contract Management

and

Michael Zaugg
Michael.Zaugg@sfgov.org
Director, Office on the Aging
Department of Aging and Adult Services

X. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services, and progress of service and outcome objectives; how consumer 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 Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all DAAS funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current; a board of director list and whether services are provided appropriately according to Sections IV, V, VI, and VII.
2. 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
1	Appendix B, Page 1				
2	Document Date: 4/13/2018				
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY				
4	BY PROGRAM				
5	Name:			Term:	
6	Legal Assistance to The Elderly			4/1/18-6/30/20	
7	(Check One) <input checked="" type="checkbox"/> New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: Legal Services Health Related Law				
10	Budget Reference Page No.(s)				TOTAL
11	Program Term	4/1/18-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20	4/1/18-6/30/20
12	OOA Expenditures				
13	Salaries & Benefits	\$24,966	\$99,859	\$99,859	\$224,684
14	Operating Expense	8,530	18,685	18,685	\$45,900
15	Subtotal	33,496	118,544	118,544	\$270,584
16	Indirect Percentage (%)	5.45%	5.45%	5.45%	5.45%
17	Indirect Cost (Line 16 X Line 17)	1,826	6,456	6,456	\$14,738
18	Capital Expenditure	5,000			\$5,000
19	Total OOA Expenditures	\$40,322	\$125,000	\$125,000	\$290,322
20	Non OOA Expenditures				
21	Salaries & Benefits	\$156	\$623	\$623	\$1,402
22	Operating Expense	\$0	\$0	\$0	\$0
23	Capital Expenditure				
24	Total Non-OOA Expenditures	\$156	\$623	\$623	\$1,402
25					
26	Total OOA and Non-OOA Expenditures	\$40,478	\$125,623	\$125,623	\$291,724
27	OOA Revenues				
28	Local General Fund	\$40,322	\$125,000	\$125,000	\$290,322
29					
30					
31					
32					
33					
34					
35					
36	TOTAL OOA REVENUES	\$40,322	\$125,000	\$125,000	\$290,322
37	Other Revenues				
38	Project Income				
39	In-Kind				
40	Fund-Raising	\$156	\$623	\$623	\$1,402
41	Other Grants (MOCD, IOLTA, EQAC)				
42					
43	Total Revenues	\$40,478	\$125,623	\$125,623	\$291,724
44	Full Time Equivalent (FTE)	1.25	1.25	1.25	
46	Prepared by: Eric Ha	Telephone No.: 415-538-3333		Date 04/17/2018	
47	HSA-CO Review Signature: _____				
48	HSA #1				
49					

	A	B	C	D	E	F	G	H	I	J	K
1											Appendix B, Page 3
2											Document Date: 4/13/2018
3											
4	Program Name: Legal Services Health Related Law										
5											
6											
7	Operating Expense Detail										
8											
9											TOTAL
10	<u>OOA Expenditure Category</u>		<u>TERM</u>	<u>4/1/18-6/30/18</u>	<u>7/1/18-6/30/19</u>	<u>7/1/19-6/30/20</u>	<u>4/1/18-6/30/20</u>				
11	Rental of Property			\$2,727	\$10,905	\$10,905	\$24,537				
12	Utilities(Elec, Water, Gas, Phone, Scavenger)			\$348	\$1,390	\$1,390	\$3,128				
13	Office Supplies, Postage			\$332	\$1,330	\$1,330	\$2,992				
14	Maintenance Supplies and Repair			\$88	\$350	\$350	\$788				
15	Printing and Reproduction			\$53	\$210	\$210	\$473				
16	Insurance			\$382	\$1,530	\$1,530	\$3,442				
17	Staff Travel (local) & Training			\$107	\$430	\$430	\$967				
18	Law Library			\$1,500	\$570	\$570	\$2,640				
19	Membership/Dues										
20	Rental of Equipment			\$140	\$560	\$560	\$1,260				
21	CONSULTANT/SUBCONTRACTOR										
22											
23											
24											
25	OTHER										
26	Volunteer Expenses (Receptionist/intake)			\$65	\$260	\$260	\$585				
27	State BAR Dues			\$103	\$410	\$410	\$923				
28	Jantorial service & supplies			\$185	\$740	\$740	\$1,665				
29	Outreach Publications			\$2,500			\$2,500				
30											
31	TOTAL OOA OPERATING EXPENSE			\$8,530	\$18,685	\$18,685	\$45,900				
32											
33	<u>NON-OOA Operating Expense</u>										
34	Rental of Property										
35	Telephone										
36	Office Supplies, Postage										
37	Printing and Reproduction										
38	Insurance										
39	Law Library										
40	Membership/Dues										
41	Rental of Equipment										
42	Volunteer Expenses (Receptionist/intake)										
43	Client Costs										
44	Maintenance Supplies and Repair										
45											
46											
47											
48	TOTAL NON-OOA OPERATING EXPENSE			\$0	\$0	\$0	\$0				
49											
50	TOTAL OPERATING EXPENSE			\$8,530	\$18,685	\$18,685	\$45,900				
51											
52	HSA #3										
53											

	A	B	C	D	E	F
1					Appendix B, Page 4	
2					Document Date: 4/13/2018	
3	Program Name: Legal Services Health Related Law					
4	(Same as Line 9 on HSA #1)					
5						
6	Capital Expenditure Detail					
7	(Equipment and Remodeling Cost)					
8	OOA Capital Expenditures					TOTAL
9	EQUIPMENT		TERM	4/1/18-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20
10	No.	ITEM/DESCRIPTION				
11		2 Computers, 2 printers,		\$3,000		\$3,000
12		2 workstations: 2 desks, cubical, file cabinet, telephone, installation		\$2,000		\$2,000
13						
14	TOTAL EQUIPMENT COST			\$5,000		\$5,000
15						
16	REMODELING					
17	Description:					
18						
19						
20						
21	TOTAL REMODELING COST					
22						
23	TOTAL OOA CAPITAL EXPENDITURE			\$5,000		\$5,000
24	(Equipment and Remodeling Cost)					
25						
26	NON-OOA Capital Expenditures					TOTAL
27	EQUIPMENT		TERM			
28	No.	ITEM/DESCRIPTION				
29						
30						
31						
32	TOTAL EQUIPMENT COST					
33						
34	REMODELING					
35	Description:					
36						
37						
38						
39	TOTAL REMODELING COST					
40						
41	TOTAL NON-OOA CAPITAL EXPENDITURE					
42	(Equipment and Remodeling Cost)					
43						
44						
45	HSA #4					4/12/2006

APPENDIX A-2 - SERVICES TO BE PROVIDED BY GRANTEE

LEGAL ASSISTANCE TO THE ELDERLY

DIGNITY FUND

LIFE PLANNING LEGAL SERVICE PROGRAM FOR LGBT OLDER ADULTS AND ADULTS WITH DISABILITIES

April 1, 2018 – June 30, 2020

I. Purpose

The purpose of this grant is to provide Life Planning Legal Services to older adults and adults with disabilities living in the City and County of San Francisco and who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex (LGBT). The legal service program funded by this grant is intended to ensure that LGBT Older Adults and Adults with Disabilities have access to legal services that provide legally-recognized Life Planning Documents that express their individual wishes and decisions in the event that they are unable to do so and/or upon their death.

II. Definitions

Adult with Disabilities	Person 18 years of age or older living with a disability/disabilities
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.
California State Bar	The State Bar of California is the regulatory agency for the state's lawyers, charged with admitting and disciplining attorneys.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Consumer / Unduplicated Consumer	An Older Adult and/or Adult with Disabilities enrolled in the Life Planning Legal Services Program
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Dignity Fund	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. Monies in the Fund shall be used to expend by DAAS solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and communities.
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.
Education	Preparation and presentation of information designed to educate the target populations on life planning documents, health care benefits, rights, and advocacy services available to them. Time spent in delivery of this service will include preparation and travel time.
Frail	An older individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, transferring and mobility 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 to others.
Fund	Dignity Fund
Grantee	Legal Assistance to the Elderly (LAE)
HSA	San Francisco Human Services Agency
Legal Assistance/ Legal Services	Legal advice, and representation provided by an attorney to older adults and/or adult 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.
Life Planning Legal Services	Services provided to individuals to aid in the drafting and execution of life planning documents
LGBT	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Life Planning Documents	Documents that state an individual’s wishes in the event that they are unable to do so and or upon an individual’s death. These documents encompass medical decision making, the disposition of assets upon incapacity or death, and

	disposition of a decedent's remains.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	Defined by race, ethnicity, religion, sexual orientation, and/or gender identity.
OCM	Office of Contract Management, Human Services Agency
OOA	Office on the Aging
Older Adult	Person who is 60 years of age or older; used interchangeably with "Senior"
Outreach	Formal and informal approaches used to engage the target population(s). Formal approaches can include, but are not limited to, one to one contact and/or working with a community collaborative group. Informal approaches can include, but are not limited to, designated grantee employee being present and available in community spaces (i.e. community centers).
Senior	Person who is 60 years of age or older; used interchangeably with the "Older Adult"
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve. (Chapter 104, Sections 104.1 through 104.9.)

III. Target Population

The target population of this grant is individuals ages 18 to 59 living with a disability and/or individuals 60 years of age or older residing in the City and County of San Francisco who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex (LGBT). Services should also target consumers who have been identified as demonstrating the greatest economic and social need. In particular:

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

IV. Eligibility for Services

1. A resident of San Francisco
2. Older Adult as defined, a person 60 years of age or older *or* an Adult with Disabilities as defined, a person 18 years of age or older living with a disability/disabilities

V. Location and Time of Services

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

VI. Description of Services

The Grantee will educate eligible consumers about Life Planning Documents with a particular focus on honing in on any documents and/or laws that have a specific impact on the LGBT population. If requested by the consumers, the Grantee will also advise and provide guidance as to the Life Planning Document(s) that best meet their expressed need and will aid consumers in completing and executing legally recognized life planning documents. Legally recognized life planning documents include, but are not limited to, the following:

- Wills and Trusts
 - Power of attorney for financial decision-making and/or medical decision-making
 - Advance health care directive
 - HIPPA release
 - Hospital visitation authorization
 - Instructions for the disposition of a decedent's remains
 - Other areas as determined in need and approved by DAAS
1. The Grantee will conduct Outreach as defined in Section II with the intent of reaching the target population described in Section III and who are in need and seeking life planning legal services. Outreach will be accomplished by the Grantee in multiple ways, including the provision of Education as defined in Section II and the promotion of the Life Planning Legal Service Program for LGBT Older Adults and Adults with Disabilities to consumers, community organizations, health clinics, other legal aid providers, and relevant City departments and/or funded programs.
 2. The Grantee will establish and maintain partnerships and mutually beneficial communication with community organizations, health clinics, City departments, and other relevant legal aid providers and organizations with the intent of reaching the target population and to ensure a streamlined referral process for consumers between programs as appropriate.
 3. The Grantee will work in conjunction with other service providers, and when necessary, health care providers to carefully assess and triage consumer needs as it relates to life planning legal services.

4. The Grantee will keep current with life planning related laws, rules, regulations that have a potential impact on the LGBT older adult and adult with disabilities populations and will provide culturally and linguistically appropriate legal assistance and services.
5. The Grantee will maintain the ability to provide legal services pertaining to life planning related laws as describe above, Section VI – Description of Services, and to prepare and execute legally-recognized documents. These legal services will be provided by qualified individual(s).
6. The Grantee will be provided with a copy of the California Department of Aging’s California Statewide Guidance for Legal Assistance. While non-binding, the Guidelines should be considered for guidance and technical assistance in the development and provision of legal services.
7. The Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and DAAS to help develop and maintain a comprehensive citywide approach to legal service issues as well as discuss any relevant issues pertaining to the Life Planning Legal Service Program for LGBT Older Adults and Adults with Disabilities Program.
8. The Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as applicable.
9. The Grantee will create and administer a consumer satisfaction survey with Likert-type scales that includes a comment section for consumers’ additional feedback to all consumers who receive legal services under this grant agreement. The survey must capture the necessary data to report on the outcome objectives defined in Section VIII – Outcome Objectives. DAAS shall be provided with a copy of the consumer satisfaction survey each fiscal year.

VII. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

For FY 17/18:

1. Grantee will enroll and provide legal assistance to 10 unduplicated consumers
2. Grantee will provide a minimum of 157 units* of Life Planning Legal Services
3. Provide a minimum of 12 units* of staffing to conduct Outreach and Education

For FY18/19:

1. Grantee will enroll and provide legal assistance to 100 unduplicated consumers
2. Grantee will provide a minimum of 922 units* of Life Planning Legal Services
3. Provide a minimum of 48 units* of staffing to conduct Outreach and Education

For FY 19/20:

1. Grantee will enroll and provide legal assistance to **100** unduplicated consumers
2. Grantee will provide a minimum of **922** units* of Life Planning Legal Services
3. Provide a minimum of **48** units* of staffing to conduct Outreach and Education

*A unit is one hour

VIII. Outcome Objectives

1. At least 80% of the registered number of unduplicated consumers who complete a survey will report a positive experience.
2. At least 75% of the registered number of unduplicated consumers who complete a survey will report an increased understanding of life planning services available to them.
3. At least 75% of unduplicated consumers who complete a survey will report that the life planning legal services they received enabled them to feel more confident that their wishes and decisions will be honored in the event they are incapacitated and/or upon their death.

IX. Reporting Requirements

1. The Grantee will track and record the units of service received by enrolled consumers in CA.GetCare by the 5th working day of the month for the preceding month.
2. The Grantee will enter monthly reports into the CARBON database system which includes number of enrolled consumers and hours of services provided by the 15th of the following month.
3. The 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.
4. The 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 in the CARBON system.
5. The 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.
6. The Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by DAAS/HSA. The due date for submitting the annual summary report is no later than July 10th each grant year.

7. The Grantee will provide an annual consumer satisfaction survey report to DAAS by March 15 each grant year or a mutually agreed upon date between DAAS and the Grantee.
8. The Grantee shall develop and deliver ad hoc reports as requested by HSA and/or DAAS.

For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas
Rocio.Duenas@sfgov.org
Contract Manager
Office of Contract Management

Or

Tiffany Kearney
tiffany.kearney@sfgov.org
Dignity Fund Program Analyst
Department of Aging and Adult Services

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services, and progress of service and outcome objectives; how consumer 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 Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all DAAS funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current; a board of director list and whether services are provided appropriately according to Sections IV, 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
1	Appendix B-2, Page 1				
2	Document Date: 4/12/18				
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY				
4	BY PROGRAM				
5	Name:			Term:	
6	Legal Assistance to The Elderly			4/1/18-6/30/20	
7	(Check One) <input checked="" type="checkbox"/> New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: LGBT Life Planning Legal Services				
10	Budget Reference Page No.(s)				TOTAL
11	Program Term	4/1/18-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20	4/1/18-6/30/20
12	OOA Expenditures				
13	Salaries & Benefits	\$7,386	\$29,542	\$29,542	\$66,470
14	Operating Expense	\$6,974	\$9,838	\$9,838	\$26,650
15	Subtotal	\$14,360	\$39,380	\$39,380	\$93,120
16	Indirect Percentage (%)	14.27%	14.27%	14.27%	14.27%
17	Indirect Cost (Line 16 X Line 17)	\$2,049	\$5,620	\$5,620	\$13,289
18	Subcontractor Expense	\$7,500	\$30,000	\$30,000	\$67,500
19	Capital Expenditure	\$3,600			\$3,600
20	Total OOA Expenditures	\$27,509	\$75,000	\$75,000	\$177,509
21	Non OOA Expenditures				
22	Salaries & Benefits				
23	Operating Expense				
24	Capital Expenditure				
25	Total Non-OOA Expenditures				
26					
27	Total OOA and Non-OOA Expenditures	\$27,509	\$75,000	\$75,000	\$177,509
28	OOA Revenues				
29	Local General Fund	\$27,509	\$75,000	\$75,000	\$177,509
30					
31					
32					
33					
34					
35					
36					
37	TOTAL OOA REVENUES	\$27,509	\$75,000	\$75,000	\$177,509
38	Other Revenues				
39	Project Income				
40	In-Kind				
41	Fund-Raising				
42	Other Grants (MOCD, IOLTA, EQAC)				
43					
44	Total Revenues	\$27,509	\$75,000	\$75,000	\$177,509
45	Full Time Equivalent (FTE)	0.35	0.35	0.35	
47	Prepared by: Eric Ha	Telephone No.: 415-538-3333		Date 04/17/2018	
48	HSA-CO Review Signature:	_____			
49	HSA #1				
50					

Program: LGBT Life Planning Legal Services

Capital Expenditure Detail
 (Equipment and Remodeling Cost)

8 OOA Capital Expenditures		TOTAL				
9 EQUIPMENT		TERM	4/1/18-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20	4/1/18-6/30/20
10 No.	ITEM/DESCRIPTION					
11	2 computers & printer		\$3,000			\$3,000
12	Desk + Chair+ file cabinet		\$600			\$600
13						
14	TOTAL EQUIPMENT COST		\$3,600			\$3,600
15						
16 R E M O D E L I N G						
17	Description:					
18						
19						
20						
21	TOTAL REMODELING COST					
22						
23	TOTAL OOA CAPITAL EXPENDITURE		\$3,600			\$3,600
24	(Equipment and Remodeling Cost)					
25						
26 NON-OOA Capital Expenditures		TOTAL				
27 EQUIPMENT		TERM				
28 No.	ITEM/DESCRIPTION					
29						
30						
31						
32	TOTAL EQUIPMENT COST					
33						
34 R E M O D E L I N G						
35	Description:					
36						
37						
38						
39	TOTAL REMODELING COST					
40						
41	TOTAL NON-OOA CAPITAL EXPENDITURE					
42	(Equipment and Remodeling Cost)					
43						
44						
45	HSA #4					4/12/2006