



London Breed, Mayor

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

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

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

DATE: JUNE 5, 2019

SUBJECT: NEW GRANT: **MULTIPLE GRANTEES (NON-PROFIT)** FOR THE PROVISION OF LEGAL SERVICES FOR OLDER ADULTS
 (see table on the next page)

GRANT TERM:	<u>7/1/19-6/30/20</u>	<u>Contingency</u>	<u>Total</u>		
GRANT AMOUNT:	\$1,238,298	\$123,829	\$1,362,127		
FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
ANNUAL AMOUNT	\$841,601		\$396,697	\$123,829	\$1,362,127
PERCENTAGE	68%		32%		100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into new grant agreements with multiple providers for the provision of Legal Services for Older Adults during the period of July 1, 2019 through June 30, 2020, in the combined amount of \$1,238,298 plus a 10% contingency for a total not to exceed amount of \$1,362,127. The specific breakdown of funding per grantee is summarized in the following table.

Grantee	FY 19/20	10% Contingency	Total Not to Exceed
Asian Americans Advancing Justice – Asian Law Caucus	\$186,391	\$18,639	\$205,030
Asian Pacific Islander Legal Outreach (DBA of Nihonmachi Legal Outreach)	\$200,000	\$20,000	\$220,000
Legal Assistance to the Elderly	\$575,120	\$57,512	\$632,632
Open Door Legal	\$126,997	\$12,699	\$139,696
UC Hastings College of the Law – Medical Legal Partnership for Seniors	\$149,790	\$14,979	\$164,769
Total	\$1,238,298	\$123,829	\$1,362,127

Background

Legal Services can be critical to maintaining or securing a better quality of life for older adults. DAAS' Legal Services providers work to provide their clients with information and advice designed to allow them to make informed decisions and assert their rights on a variety of issues. Legal Services program providers help eligible clients with a variety of legal issues which may include public benefit / income maintenance (such as public benefit applications and appeals), housing rights and eviction prevention, consumer fraud and debt collection issues, elder abuse prevention, simple will preparation, disability planning and advance directives, and immigration matters.

Services to be Provided

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

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

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

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

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

Grantee Selections

Grantees were selected through Request for Proposals (RFP) 837, which was competitively bid in February 2019.

Funding

Funding will be provided through a Federal (32%) and County General Funds (68%).

ATTACHMENTS

Asian Americans Advancing Justice – Asian Law Caucus

Appendix A- Services to be Provided

Appendix B- Program Budget

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

Appendix A- Services to be Provided

Appendix B- Program Budget

Legal Assistance to the Elderly

Appendix A- Services to be Provided

Appendix B- Program Budget

Open Door Legal

Appendix A- Services to be Provided

Appendix B- Program Budget

UC Hastings College of the Law – Medical Legal Partnership for Seniors

Appendix A- Services to be Provided

Appendix B- Program Budget

APPENDIX A

ASIAN AMERICANS ADVANCING JUSTICE – ASIAN LAW CAUCUS

LEGAL SERVICES FOR OLDER ADULTS

July 1, 2019 – June 30, 2020

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

II. Definitions

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

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

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

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.

Grantee Asian Americans Advancing Justice – Asian Law Caucus

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.

LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with senior
Senior	Person who is 60 years or older, used interchangeably with 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

According to the federal mandates of the Older Americans Act, services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

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

V. Location and Time of Services

ALC's offices are located at 55 Columbus Avenue in San Francisco. Services are offered Monday through Friday during regular business hours.

VI. Description of Services

Legal service providers help eligible clients with a variety of legal issues which may include benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and interventions are critical to maintaining or securing a better quality of life affecting older adults. Legal service providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

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

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private insurance
- 5) Protective Services/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
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that affect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

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

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

Grantee will assign staff to help in the planning, development, and distribution of a quarterly legal services newspaper in conjunction with other DAAS/OOA legal service providers. The newsletter will serve as an outreach and educational tool. Content will be printed in multiple languages and cover legal topics most relevant to the target population.

VII. Service Objectives

On an annual basis:

- Grantee will serve **160** unduplicated consumers.
- Grantee will provide **2,200** units of service of Legal Assistance. A unit is one hour of Legal Assistance.
- Grantee will provide **200** units of service of staffing hours to support the publication of a legal services newsletter as an outreach and educational tool. Staffing hours will include: attending planning meetings, researching, writing, editing, and sending copy to be published, and distribution.

VIII. Outcome Objectives

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

1. Grantee will, on a quarterly basis, complete and submit to the OOA analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
 - a. Total clients served including aggregate demographic information
 - b. Total number of cases closed during the quarter
 - c. Description of module of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
 - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
 - e. Community education, outreach efforts, and client narratives

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

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019
 - b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2020
 - c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020
 - d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020
2. Grantee will, on a twice yearly basis, provide a report categorizing each case closed into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

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

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. Results from these outcome reports may help establish benchmarks for performance in future years.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.

- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee 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 shall be submitted via the CARBON system.
- D. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th and shall be submitted via the CARBON system.
- E. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- 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 be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. Grantee will assure that services delivered are consistent with professional standards for this service.
- I. Pursuant to California Department of Aging Requirement, Grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
- J. Grantee will develop a Grievance Policy consistent with Office on the Aging Program Memorandum #33 - Consumer Grievance Policy.
- K. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies "Focal Points" which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O'Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAAS Benefits and Services Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

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

and

Esperanza Zapien
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120-7988
 (415) 355-3607
esperanza.zapien@sfgov.org

X. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of

training to staff regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all OOA-funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

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

	A	B	C	D	E
1	Appendix B, Page 1				
2	HUMAN SERVICES AGENCY BUDGET SUMMARY				
3	BY PROGRAM				
4					
5	Name		Term		
6	Asian Americans Advancing Justice-Asian Law Caucus		7/1/19-6/30/20		
7	(Check One) New <input checked="" type="checkbox"/> renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: Legal Services				Total
10	Budget Reference Page No.(s)				
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21		7/1/19-6/30/20
12	DAAS Expenditures				
13	Salaries & Benefits	\$165,275	\$0	\$0	\$165,275
14	Operating Expenses	\$4,171	\$0	\$0	\$4,171
15	Subtotal	\$169,446	\$0	\$0	\$169,446
16	Indirect Percentage (%) - CDA 10%	10%	10%	10%	
17	CDA Indirect Cost (Line 16 X Line 15)	\$16,945	\$0	\$0	\$16,945
18	Indirect Percentage (%) - GF %	0%	0%	0%	
19	GF Indirect Cost (Line 18 X Line 15)	\$0	\$0	\$0	\$0
20	Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0
21	TOTAL DAAS EXPENDITURES	\$186,391	\$0	\$0	\$186,391
22					
23	Non-DAAS Expenditures				
24	Salaries & Benefits	\$443,271	\$0	\$0	\$443,271
25	Operating Expense	\$33,103	\$0	\$0	\$33,103
26	Subtotal	\$476,374	\$0	\$0	\$476,374
27	Indirect Percentage (%) -	10%	0%	0%	
28	Indirect costs	\$47,637	\$0	\$0	\$47,637
29	Subcontractor/ Capital Expenditures	\$0	\$0	\$0	\$0
30	TOTAL Non-DAAS EXPENDITURES	\$524,011	\$0	\$0	\$524,011
31					
32	TOTAL DAAS & Non-DAAS EXPENDITURES	\$710,402	\$0	\$0	\$710,402
33					
34	HSA-DAAS Revenues				
35	General Fund	\$100,388	\$0	\$0	\$100,388
36	CFDA #93.044	\$86,003	\$0	\$0	\$86,003
37					
38	TOTAL HSA-DAAS REVENUES	\$186,391	\$0	\$0	\$186,391
39					
40	Non-DAAS Revenues				
41	Mayor's Office of Community Dev	\$52,000	\$0	\$0	\$52,000
42	Mayor's Office of Community Dev (Eviction D	\$158,473			\$158,473
43	San Francisco Rent Board	\$20,000			\$20,000
44	Mayor's Office of Community Dev (Outreach)	\$97,500			\$97,500
45	MOHCD (Prop.F)	\$196,750			\$196,750
46	Project Income	\$0			\$0
47	TOTAL NON-DAAS REVENUES	\$524,723	\$0	\$0	\$524,723
48	Total DAAS & Non-DAAS Revenues	\$711,114	\$0	\$0	\$711,114
49	Full Time Equivalent (FTE)				
51	Prepared by:	Telephone No.:			
52	HSA-CO Review Signature: _____				
53	HSA #1				

Asian Americans Advancing Justice-Asian Law Caucus
 Program: Legal Services

Salaries & Benefits Detail

		7/1/19-6/30/20				7/1/19-6/30/20			
H.S.A-DAAS		Agency Totals		HSA Program		DAAS	DAAS	DAAS	TOTAL
POSITION TITLE and NAME		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
13	Housing Attorney	\$73,099	1.00	54%	0.54	\$39,473			\$39,473
14	Housing Attorney	\$72,455	1.00	49%	0.49	\$35,219			\$35,219
15	Housing Community Advocate	\$63,534	1.00	2%	0.02	\$1,289			\$1,289
16	Litigation Director	\$114,060	1.00	5%	0.05	\$5,703			\$5,703
17	Grants and Administrative Manage	\$77,748	1.00	22%	0.22	\$16,868			\$16,868
18	Deputy Director	\$123,585	1.00	10%	0.10	\$12,359			\$12,359
19	Intake Coordinator	\$73,548	1.00	29%	0.29	\$21,329			\$21,329
23	TOTAL H.S.A-DAAS	\$598,029	7.00	1.71	1.71	\$132,220	\$0	\$0	\$132,220
25	FRINGE BENEFIT RATE	25%							
26	EMPLOYEE FRINGE BENEFITS					\$33,055	\$0	\$0	\$33,055
29	TOTAL DAAS SALARIES & BENEFITS	\$598,029				\$166,275	\$0	\$0	\$166,275
Non - DAAS		Agency Totals		HSA Program		NON-DAAS	NON-DAAS	NON-DAAS	TOTAL
POSITION TITLE and NAME		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
33	Housing Attorney	\$73,099	1.00	46%	0.46	\$33,626			\$33,626
34	Housing Attorney	\$72,455	1.00	51%	0.51	\$37,236			\$37,236
35	Housing Attorney	\$62,524	1.00	100%	1.00	\$62,524			\$62,524
36	Housing Community Advocate	\$63,534	1.00	98%	0.98	\$62,265			\$62,265
37	Housing Community Advocate	\$52,268	1.00	100%	1.00	\$52,268			\$52,268
38	Litigation Director	\$114,060	1.00	6%	0.06	\$6,422			\$6,422
39	Paralegal	\$52,291	1.00	100%	1.00	\$52,291			\$52,291
40	Legal Coordinator	\$65,651	1.00	24%	0.24	\$15,756			\$15,756
41	Grants and Administrative Manager	\$77,748	1.00	15%	0.15	\$11,366			\$11,366
42	Deputy Director	\$123,585	1.00	4%	0.04	\$5,259			\$5,259
43	Intake Coordinator	\$73,548	1.00	21%	0.21	\$15,604			\$15,604
54	TOTAL NON-DAAS	\$830,763	11.00	5.65	5.65	\$354,617	\$0	\$0	\$354,617
56	FRINGE BENEFIT RATE	25%							
57	EMPLOYEE FRINGE BENEFITS					\$88,654	\$0	\$0	\$88,654
59	TOTAL Non-DAAS SALARIES & BENEFITS	\$830,763				\$443,271	\$0	\$0	\$443,271
61	TOTAL DAAS & Non-DAAS SALARIES & BENEFITS	\$1,428,792				\$608,546	\$0	\$0	\$608,546
62	HSA #2	1/0/1900							

APPENDIX A

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

LEGAL SERVICES FOR OLDER ADULTS

July 1, 2019 – June 30, 2020

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

II. Definitions

California State Bar	The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.
CARBON	Contracts Administration, Reporting, and Billing Online System
DAAS	Department of Aging and Adult Services
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Asian Pacific Islander Legal Outreach (dba of Nihonmachi Legal Outreach)
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.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with senior
Senior	Person who is 60 years or older, used interchangeably with 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

According to the federal mandates of the Older Americans Act, services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

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

V. Location and Time of Services

Legal Services are provided at Grantee's main office located at 1121 Mission Street in San Francisco. Services are provided Monday through Friday during regular business hours.

VI. Description of Services

Legal service providers help eligible clients with a variety of legal issues which may include benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and interventions are critical to maintaining or securing a better quality of life affecting older adults. Legal service providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

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

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private insurance
- 5) Protective Services/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
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

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

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

VII. Service Objectives

On an annual basis:

- Grantee will serve **154** unduplicated consumers.
- Grantee will provide **1,650** units of service of Legal Assistance. A unit is one hour of Legal Assistance.

VIII. Outcome Objectives

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

1. Grantee will, on a quarterly basis, complete and submit to the OOA analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
 - a. Total clients served including aggregate demographic information
 - b. Total number of cases closed during the quarter
 - c. Description of module of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
 - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
 - e. Community education, outreach efforts, and client narratives

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

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019
 - b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2020
 - c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020
 - d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020
2. Grantee will, on a twice yearly basis, provide a report categorizing each case closed into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

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

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. Results from these outcome reports may help establish benchmarks for performance in future years.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives

- C. Grantee 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 shall be submitted via the CARBON system.
- D. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th and shall be submitted via the CARBON system.
- E. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- 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 be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. Grantee will assure that services delivered are consistent with professional standards for this service.
- I. Pursuant to California Department of Aging Requirement, Grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
- J. Grantee will develop a Grievance Policy consistent with Office on the Aging Program Memorandum #33 - Consumer Grievance Policy.
- K. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies "Focal Points" which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O'Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAAS Benefits and Services Hub	2 Gough St, San Francisco, 94103	415-355-6700

- L. For assistance with reporting requirements or submission of reports, please contact:

Michael Zaugg
Director, Office on the Aging
DAAS
Michael.Zaugg@sfgov.org

Steve Kim
Contract Manager
Human Services Agency
Steve.Kim@sfgov.org

X. Monitoring Activities

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

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4				
5	Name	Term		
6	Asian Pacific Islander Legal Outreach (DBA of Nihonmachi Legal Outreach)	7/1/19-6/30/20		
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Legal Services			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/19-6/30/20		Total
12	Expenditures			
13	Salaries & Benefits	\$133,672		\$133,672
14	Operating Expenses	\$40,241		\$40,241
15	Subtotal	\$173,913		\$173,913
16	Indirect Percentage (%)	15.00%		15.00%
17	Indirect Cost (Line 16 X Line 15)	\$26,087		\$26,087
18	Capital/Subcontractor Expenditures	\$0		\$0
19	Total Expenditures	\$200,000		\$200,000
20	HSA Revenues			
21				
22	General Fund	\$200,000		\$200,000
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$200,000		\$200,000
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$200,000		\$200,000
37	Full Time Equivalent (FTE)	5.00		
39	Prepared by: Lorraine Yoshikawa/Dean Ito Telephone No.: 415 567 6255			Date: 05/17/2019
40	HSA-CO Review Signature: _____			
41	HSA #1			6/5/2019

	A	B	C	D	E	F	G
1	Appendix B, Page 2						
2							
3	Asian Pacific Islander Legal Outreach (DBA of Nihonmachi Legal Outreach)						
4	Program: Legal Services						
5	(Same as Line 9 on HSA #1)						
6							
7	Salaries & Benefits Detail						
8							
9							
10						7/1/19-6/30/20	7/1/19-6/30/20
11		Agency Totals		HSA Program		DAAS	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
13	Supervising Attorney	\$70,000	1.00	50%	0.50	\$35,000	\$35,000
14	Staff Attorney	\$57,000	1.00	50%	0.50	\$28,500	\$28,500
15	Legal Assistant/Paralegal	\$46,000	1.00	50%	0.50	\$23,000	\$23,000
16	Translator/Admin Support	\$50,000	1.00	25%	0.25	\$12,500	\$12,500
17	Managing Attorney	\$88,000	1.00	10%	0.10	\$8,800	\$8,800
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29	TOTALS	311,000	5.00	1.85	1.85	\$107,800	\$107,800
30							
31	FRINGE BENEFIT RATE	24%					
32	EMPLOYEE FRINGE BENEFITS	\$74,640				\$25,872	\$25,872
33							
34							
35	TOTAL SALARIES & BENEFITS	\$385,640				\$133,672	\$133,672
36	HSA #2						6/5/2019

APPENDIX A

LEGAL ASSISTANCE TO THE ELDERLY INC.

LEGAL SERVICES FOR OLDER ADULTS

July 1, 2019 – June 30, 2020

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

II. Definitions

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

CARBON Contracts Administration, Reporting, and Billing Online System

DAAS Department of Aging and Adult Services

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

Frail An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.

Grantee 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.

LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with senior
Senior	Person who is 60 years or older, used interchangeably with 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

According to the federal mandates of the Older Americans Act, services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

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

V. Location and Time of Services

Legal Assistance to the Elderly's office is located at 701 Sutter St., 2nd floor, San Francisco, CA 94109. Services are offered Monday through Friday during regular business hours.

VI. Description of Services

Legal service providers help eligible clients with a variety of legal issues which may include benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and interventions are critical to maintaining or securing a better quality of life affecting older adults. Legal service providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

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

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private insurance
- 5) Protective Services/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
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

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

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

Grantee will assign staff to help in the planning, development, and distribution of a quarterly legal services newspaper in conjunction with other DAAS/OOA legal service providers. The newsletter will serve as an outreach and educational tool. Content will be printed in multiple languages and cover legal topics most relevant to the target population.

VII. Service Objectives

On an annual basis:

- Grantee will serve **886** unduplicated consumers.
- Grantee will provide **6,504** units of service of Legal Assistance. A unit is one hour of Legal Assistance.
- Grantee will provide **40** units of service of staffing hours to support the publication of a legal services newsletter as an outreach and educational tool. Staffing hours will include: attending planning meetings, researching, writing, editing, and sending copy to be published, and distribution.

VIII. Outcome Objectives

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

1. Grantee will, on a quarterly basis, complete and submit to the OOA analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
 - a. Total clients served including aggregate demographic information
 - b. Total number of cases closed during the quarter
 - c. Description of module of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
 - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
 - e. Community education, outreach efforts, and client narratives

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

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019
 - b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2020
 - c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020
 - d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020
2. Grantee will, on a twice yearly basis, provide a report categorizing each case closed into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

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

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. Results from these outcome reports may help establish benchmarks for performance in future years.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.

- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives
- C. Grantee 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 shall be submitted via the CARBON system.
- D. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th and shall be submitted via the CARBON system.
- E. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- 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 be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. Grantee will assure that services delivered are consistent with professional standards for this service.
- I. Pursuant to California Department of Aging Requirement, Grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
- J. Grantee will develop a Grievance Policy consistent with Office on the Aging Program Memorandum #33 - Consumer Grievance Policy.
- K. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies "Focal Points" which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O'Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave, San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAAS Benefits and Services Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

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

and

David Kashani
Contract Manager
Human Services Agency
PO Box 7988
San Francisco, CA 94120-7988
(415) 355-3607
david.kashani@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of

training to staff regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all OOA-funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

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

	A	B	C	D
1	Appendix B, Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name			Term
6	Legal Assistance to the Elderly Inc.			7/1/19-6/30/20
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Legal Services			Total
10	Budget Reference Page No.(s)			
11	Program Term	7/1/19-6/30/20		7/1/19-6/30/20
12	DAAS Expenditures			
13	Salaries & Benefits	\$418,388		\$418,388
14	Operating Expenses	\$104,449		\$104,449
15	Subtotal	\$522,837		\$522,837
16	Indirect Percentage (%) - CDA 10%	10%		10%
17	CDA Indirect Cost (Line 16 X Line 15)	\$52,283		\$52,283
18	Indirect Percentage (%) - GF %	0%		
19	GF Indirect Cost (Line 18 X Line 15)	\$0		\$0
20	Subcontractor/Capital Expenditures	\$0		\$0
21	TOTAL DAAS EXPENDITURES	\$575,120		\$575,120
22				
23	Non-DAAS Expenditures			
24	Salaries & Benefits	\$101,243		\$101,243
25	Operating Expense	\$9,345		\$9,345
26	Subtotal	\$110,587		\$110,587
27	Indirect Percentage (%) -	2%		2%
28	Indirect costs	\$11,182		\$11,182
29	Subcontractor/ Capital Expenditures	\$0		\$0
30	TOTAL Non-DAAS EXPENDITURES	\$121,769		\$121,769
31				
32	TOTAL DAAS & Non-DAAS EXPENDITURES	\$696,889		\$696,889
33				
34	HSA-DAAS Revenues			
35	General Fund	\$264,426		\$264,426
36	CFDA #93.044	\$310,694		\$310,694
37				
38	TOTAL HSA-DAAS REVENUES	\$575,120		\$575,120
39				
40	Non-DAAS Revenues			
41	Project Income	\$8,000		\$8,000
42	Fundraising	\$38,552		\$38,552
43	Grant Funding	\$60,817		\$60,817
44	Volunteer In kind	\$14,400		\$14,400
45	TOTAL NON-DAAS REVENUES	\$121,769		\$121,769
46	Total DAAS & Non-DAAS Revenues	\$696,889		\$696,889
47	Full Time Equivalent (FTE)			
49	Prepared by:	Telephone No.:		
50	HSA-CO Review Signature:	_____		
51	HSA #1			

APPENDIX A
OPEN DOOR LEGAL
LEGAL SERVICES FOR OLDER ADULTS

July 1, 2019 – June 30, 2020

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

II. Definitions

California State Bar	The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.
CARBON	Contracts Administration, Reporting, and Billing Online System
DAAS	Department of Aging and Adult Services
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Open Door Legal
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.

LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with senior.
Senior	Person who is 60 years or older, used interchangeably with 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

According to the federal mandates of the Older Americans Act, services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

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

V. Location and Time of Services

Open Door Legal's services are provided at their offices, located at 4634 3rd Street in San Francisco. Services are offered Monday through Friday during regular business hours.

VI. Description of Services

Legal service providers help eligible clients with a variety of legal issues which may include benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and interventions are critical to maintaining or securing a better quality of life affecting older adults. Legal service providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

- 1) Information and Referral – the consumer concern is more appropriately referred to another service for assistance

- 2) Advise and Close – the consumer issue is very easily addressed, advice is provided and the case is closed
- 3) Brief Services – the consumer is in need of assistance to prepare legal correspondence, fill out an official form, review legal documents, etc.
- 4) Case Acceptance – the consumer issue warrants more extensive legal representation and a case file is opened, i.e., 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:

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private insurance
- 5) Protective Services/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
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

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

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

Grantee will assign staff to help in the planning, development, and distribution of a quarterly legal services newspaper in conjunction with other DAAS/OOA legal service providers. The newsletter will serve as an outreach and educational tool. Content will be printed in multiple languages and cover legal topics most relevant to the target population.

VII. Service Objectives

On an annual basis:

- Grantee will serve 65 unduplicated consumers.
- Grantee will provide 2015 units of service of Legal Assistance. A unit is one hour of Legal Assistance.

VIII. Outcome Objectives

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

- 1) Grantee will, on a quarterly basis, complete and submit to the OOA analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
 - a. Total clients served including aggregate demographic information.
 - b. Total number of cases closed during the quarter.
 - c. Description of module of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
 - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
 - e. Community education, outreach efforts, and client narratives.

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

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019.
- b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2019.

- c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020.
 - d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020.
- 2) Grantee will, on a twice yearly basis, provide a report categorizing each case closed into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

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

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. Results from these outcome reports may help establish benchmarks for performance in future years.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives.
- C. Grantee 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 shall be submitted via the CARBON system.
- D. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th and shall be submitted via the CARBON system.
- E. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- 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 be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. Grantee will assure that services delivered are consistent with professional standards for this service.

- I. Pursuant to California Department of Aging Requirement, Grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
- J. Grantee will develop a Grievance Policy consistent with Office on the Aging Program Memorandum #33 - Consumer Grievance Policy.
- K. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies "Focal Points" which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O'Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAAS Benefits and Services Hub	2 Gough St, San Francisco, 94103	415-355-6700

- L. For assistance with reporting requirements or submission of reports, please contact:

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

and

Ella Lee
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120-7988
 Ella.Lee@sfgov.org

X. Monitoring Activities

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

	A	D	E	F
1				
2				
3				
4				
5				
6				
7	Name		Term	
8	Open Door Legal		7/1/19-6/30/20	
9	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
10	If modification, Effective Date of Mod.		No. of Mod.	
11	Program: Legal Services for Older Adults			
12	Budget Reference Page No.(s)			
13	Program Term		7/1/19 - 6/30/20	Total
14			Budget	Budget
15				
16	DAAS Expenditures			
17	Salaries & Benefits	\$100,665		\$100,665
18	Operating Expenses	\$9,767		\$9,767
19	Subtotal	\$110,432		\$110,432
20	Capital/Subcontractor Expenditures			
21	Indirect Percentage (%)	15.00%		15.00%
22	Indirect Cost	\$16,565		\$16,565
27	Total DAAS Expenditures	\$126,997		\$126,997
39				
40	DAAS Revenues			
41	General Fund	\$126,997		\$126,997
42				
43				
44				
45				
46	Total DAAS Revenue	\$126,997		\$126,997
47				
48	Non DAAS Revenues			
49				
50				
51				
52				
61	TOTAL REVENUE	\$126,997		\$126,997
62				
63	Full Time Equivalent (FTE)			
64				
65	Prepared by:			Date: 5/10/18
66	HSA-CO Review Signature: _____			
67				
68	HSA #1			6/5/2019

3 Open Door Legal
 4 Program: Legal Services for Older Adults
 5 (Same as Line 11 on HSA #1)

Salaries & Benefits Detail

	Agency Totals		HSA Program		7/1/19 - 6/30/20	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budget	Budget
10 DAAS Salary						
11 Housing Attorney	\$60,000	1.00	16.50%	0.17	\$9,900	\$9,900
12 Sr. Family Attorney	\$62,500	1.00	21.62%	0.22	\$13,514	\$13,514
13 Sr. Consumer Attorney	\$65,000	1.00	29.73%	0.30	\$19,324	\$19,324
14 Elder Law Attorney	\$62,500	1.00	29.73%	0.30	\$18,581	\$18,581
15 Employment Attorney	\$55,000	1.00	2.70%	0.03	\$1,486	\$1,486
16 Housing/Family Paralegal	\$55,000	1.00	5.00%	0.05	\$2,750	\$2,750
17 Consumer/Elder Law Paralegal	\$50,000	1.00	5.00%	0.05	\$2,500	\$2,500
18 Engagement Associate	\$55,000	1.00	1.00%	0.01	\$550	\$550
19 Elder Law Attorney (to be hired)	\$60,000	1.00	13.00%	0.13	\$7,800	\$7,800
20 Frontline Coordinator	\$47,424	1.00	17.33%	0.17	\$8,220	\$8,220
21 Director of Legal Services	\$72,000	1.00	5.00%	0.05	\$3,600	\$3,600
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						
32 Totals	\$644,424	11.00	146.62%	1.47	\$88,225	\$88,225
33						
34 Fringe Benefits Rate	14.10%					
35 Employee Fringe Benefits	\$90,864				\$12,440	\$12,440
36 Total DAAS Salaries and Benefits	\$735,288				\$100,665	\$100,665

	A	B	C	F	G	H
1						
2						
3	Open Door Legal					
4	Program: Legal Services for Older Adults					
5	(Same as Line 11 on HSA #1)					
6						
7	Operating Expense Detail					
8						
9				7/1/19 - 6/30/20		Total
10				Budget		Budget
11						
12	DAAS Operating Expenses					
13	<u>Expenditure Category</u>					
14	Rental of Property			\$5,794		\$5,794
15	Utilities (Elec, Water, Gas, Phone, Garbage)					
16	Office Supplies, Postage			\$252		\$252
17	Building Maintenance Supplies and Repair					
18	Printing and Reproduction			\$1,721		\$1,721
19	Insurance			\$317		\$317
20	Staff Training			\$369		\$369
21	Staff Travel-(Local & Out of Town)			\$432		\$432
22	Rental of Equipment					
23						
24						
25						
26						
27						
28						
29						
30	<u>Other</u>					
31	Drafting Software			\$234		\$234
32	Language Translation			\$648		\$648
33						
34						
35	Total DAAS Operating Expenses			\$9,767		\$9,767
58						
59	HSA #3					6/5/2019

APPENDIX A

UC Hastings College of the Law – Medical Legal Partnership for Seniors

LEGAL SERVICES FOR OLDER ADULTS

July 1, 2019 – June 30, 2020

I. Purpose

The purpose of this grant is to ensure the rights and entitlements of older adults by providing legal assistance.

II. Definitions

California State Bar	The State Bar of California is the regulatory agency for the State's lawyers, charged with admitting and disciplining attorneys.
CARBON	Contracts Administration, Reporting, and Billing Online System
DAAS	Department of Aging and Adult Services
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	UC Hastings College of the Law – Medical Legal Partnership for Seniors
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.

LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OAA	Older Americans Act
Older Adult	Person who is 60 years or older, used interchangeably with senior
Senior	Person who is 60 years or older, used interchangeably with 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

According to the federal mandates of the Older Americans Act, services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Limited English proficiency
- Minority
- Frail
- Member of LGBTQ+ Community

IV. Eligibility for Services

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

V. Location and Time of Services

UC Hasting College of the Law – Medical Legal Partnership for Seniors’ administrative offices are located at 200 McAllister Street in San Francisco and open Monday through Friday during regular business hours. Services are delivered via legal clinics at select hospitals and health clinics as well as home-visits throughout the City.

VI. Description of Services

Legal service providers help eligible clients with a variety of legal issues which may include benefit appeals, eviction prevention, consumer fraud/issues, elder abuse prevention, simple will preparation, disability planning and advance directives, debt collection issues, and immigration matters.

Legal services and interventions are critical to maintaining or securing a better quality of life affecting older adults. Legal service providers often work in conjunction with other service providers to carefully assess and triage consumer needs.

Consumers contacting legal services go through an initial screening process. Legal providers then categorize the services they provide into one of the following four modules:

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

- 1) Income/Nutrition: SSI, Social Security, pensions/retirement, CalFresh/Supplemental Nutrition Assistance Program (SNAP), unemployment
- 2) Housing/Utilities: Tenant rights, real property, utilities
- 3) Long-term Care: Skilled Nursing Facility (SNF) issues, community-based, long-term care services
- 4) Healthcare: MediCal, Medicare, managed care, provider/services access, private insurance
- 5) Protective Services/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
- 6) Consumer: Bankruptcy/debt, contracts/warranties, scams/identity theft
- 7) Civil Rights: Limited English Proficient (LEP) rights, discrimination, immigration

Consumers can expect that the legal service provider is experienced and knowledgeable about working with an older adult population. Grantee is expected to keep up with changes in the law that effect older adults, particularly in the issue areas in which services are provided. Grantee should be as culturally and linguistically competent as possible to serve an ethnically diverse population.

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

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

VII. Service Objectives

On an annual basis:

- Grantee will serve 150 unduplicated consumers.
- Grantee will provide 1400 units of service of Legal Assistance. A unit is one hour of Legal Assistance.

VIII. Outcome Objectives

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

- 1) Grantee will, on a quarterly basis, complete and submit to the OOA analyst the California Department of Aging (CDA) standardized Legal Services Report (Form 1022) which includes the following:
 - a. Total clients served including aggregate demographic information
 - b. Total number of cases closed during the quarter
 - c. Description of module of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
 - d. Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
 - e. Community education, outreach efforts, and client narratives

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

- a. 1st Quarter (covering July, August, September 2019) due October 25th, 2019
- b. 2nd Quarter (covering October, November, December 2019) due January 25th, 2019
- c. 3rd Quarter (covering January, February, March 2020) due April 25th, 2020

- d. 4th Quarter (covering April, May, June 2020) due July 25th, 2020
- 2) Grantee will, on a twice yearly basis, provide a report categorizing each case closed into a series of standardized categories based on the outcome of the closed case (e.g. obtained, preserved, or increased disability or age related benefit to which entitled, prevented loss of current housing, etc.).

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

Collecting outcomes through this manner will allow DAAS and Grantee to track positive outcomes in a year (and in turn to measure the value of a program) as well as comparing the outcomes from year to year. Results from these outcome reports may help establish benchmarks for performance in future years.

IX. Reporting Requirements

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

- A. The grantee will enter into the CA GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
- B. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and include Service Objectives.
- C. Grantee 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 shall be submitted via the CARBON system.
- D. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th and shall be submitted via the CARBON system.
- E. Grantee shall develop and deliver ad hoc reports as requested by DAAS/HSA.
- 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 be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- H. Grantee will assure that services delivered are consistent with professional standards for this service.
- I. Pursuant to California Department of Aging Requirement, Grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.

- J. Grantee will develop a Grievance Policy consistent with Office on the Aging Program Memorandum #33 - Consumer Grievance Policy.
- K. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies “Focal Points” which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O’Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAAS Benefits and Services Hub	2 Gough St, San Francisco, 94103	415-355-6700

- L. For assistance with reporting requirements or submission of reports, please contact:

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

and

Ella Lee
 Contract Manager
 Human Services Agency
 PO Box 7988
 San Francisco, CA 94120-7988
 Ella.Lee@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of

service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all OOA-funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

	A	D	E	F
1	Appendix B, Page 1			
2				
3				
4	HUMAN SERVICES AGENCY BUDGET SUMMARY			
5	BY PROGRAM			
6				
7	Name			Term
8	UC Hastings College of the Law			7/1/19-6/30/20
9	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
10	If modification, Effective Date of Mod.		No. of Mod.	
11	Program: Legal Services for Older Adults			
12	Budget Reference Page No.(s)			
13	Program Term		7/1/19 - 6/30/20	Total
14			Budget	Budget
15				
16	DAAS Expenditures			
17	Salaries & Benefits	\$129,498		\$129,498
18	Operating Expenses	\$4,243		\$4,243
19	Subtotal	\$133,741		\$133,741
20	Capital/Subcontractor Expenditures			
21	Indirect Percentage (%)	12.00%		12.00%
22	Indirect Cost	\$16,049		\$16,049
27	Total DAAS Expenditures	\$149,790		\$149,790
28				
29	Non DAAS Expenditures			
30	Salaries & Benefits	\$34,149		\$34,149
31	Operating Expenses	\$27,300		\$27,300
32	Subtotal	\$61,449		\$61,449
33	Capital/Subcontractor Expenditures			
34	Indirect Percentage (%)			
35	Indirect Cost			
36	Total Non DAAS Expenditures	\$61,449		\$61,449
37				
38	TOTAL DAAS AND NON DAAS EXPEDITURES	\$211,239		\$211,239
39				
40	DAAS Revenues			
41	General Fund	\$149,790		\$149,790
42				
43				
44				
45	Total DAAS Revenue	\$149,790		\$149,790
46				
47	Non DAAS Revenues			
48				
49				
57	TOTAL REVENUE	\$149,790		\$149,790
58				
59	Full Time Equivalent (FTE)			
60				
61	Prepared by:			Date: 5/10/18
62	HSA-CO Review Signature: _____			
63				
64	HSA #1			6/5/2019

3 UC Hastings College of the Law
 4 Program: Legal Services for Older Adults
 5 (Same as Line 11 on HSA #1)

Salaries & Benefits Detail

	Agency Totals		HSA Program		7/1/19 - 6/30/20	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE		
10 DAAS Salary						
11 Managing Attorney	\$80,000	1.00	100.00%	1.00	\$80,000	\$80,000
12 Legal Interns	\$41,600	1.00	40.00%	0.40	\$16,640	\$16,640
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28 Totals	\$121,600	2.00	140.00%	1.40	\$96,640	\$96,640
29						
30 Fringe Benefits Rate	34.00%					
31 Employee Fringe Benefits	\$41,344				\$32,858	\$32,858
32 Total DAAS Salaries and Benefits	\$162,944				\$129,498	\$129,498

	A	B	C	F	G	H
1						Appendix B, Page 3
2						
3	UC Hastings College of the Law					
4	Program: Legal Services for Older Adults					
5	(Same as Line 11 on HSA #1)					
6						
7						
8						
9						
10						
11						
12	DAAS Operating Expenses					
13	<u>Expenditure Category</u>					
14	Rental of Property					
15	Utilities (Elec, Water, Gas, Phone, Garbage)					
16	Office Supplies, Postage			\$1,335		\$1,335
17	Building Maintenance Supplies and Repair					
18	Printing and Reproduction			\$930		\$930
19	Insurance			\$193		\$193
20	Staff Training			\$185		\$185
21	Staff Travel-(Local & Out of Town)			\$1,180		\$1,180
22	Rental of Equipment					
23						
24						
25						
26						
27						
28						
29	<u>Other</u>					
30	State Bar Membership Fee			\$420		\$420
31						
32						
33	Total DAAS Operating Expenses			\$4,243		\$4,243
56						
57	HSA #3					6/5/2019