



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: SUSIE SMITH, DEPUTY DIRECTOR, POLICY,
PLANNING, & PUBLIC RELATIONS
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: SEPTEMBER 16, 2022

SUBJECT: GRANT MODIFICATION: **BAY AREA LEGAL AID
(NON-PROFIT)** FOR PROVISION OF HOUSING
DISABILITY & ADVOCACY PROGRAM (HDAP)
SERVICES

DS
ET

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	7/1/21- 6/30/23	9/1/22- 6/30/23	7/1/21- 6/30/23		
GRANT AMOUNT:	\$1,954,757	\$432,429	\$2,387,186	\$238,719	\$2,625,905
ANNUAL AMOUNT:	<u>FY 21/22</u>	<u>FY 22/23</u>			
	\$770,156	\$1,617,030			
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$271,500	\$2,115,686		\$238,719	\$2,625,905
FUNDING: PERCENTAGE:	11%	89%			100%

The Homeless Benefits Linkages Program requests authorization to modify the existing grant with Bay Area Legal Aid for provision of HDAP Services for the period of September 1, 2022 through June 30, 2023, for an increased amount of \$432,429 plus a 10% contingency for a revised total amount not to exceed \$2,625,905. The purpose of this modification is to expand HDAP services. The Tipping Point Community (TPC) SSI Advocacy program is not being modified at this time.

Program Name	7/1/2021 to 6/30/2022	7/1/2022 to 6/30/2023			Total
	Previously Revised	Original	Modification	Revised	
HDAP	\$498,656	\$1,184,601	\$432,429	\$1,617,030	\$2,115,686
TPC SSI Pilot	\$271,500	\$0	\$0	\$0	\$271,500
Grant Amount	\$770,156	\$1,184,601	\$432,429	\$1,617,030	\$2,387,186
Contingency 10%					\$238,719
TOTAL NTE:					\$2,625,905

Background

Many people experiencing homelessness who have a physical and/or mental health condition(s) that may qualify them for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) need help navigating the Social Security application process. SSI Advocacy assists clients through the process of applying for Social Security and/or the appeal process, as well as providing other social service supports, with the ultimate goal of obtaining an SSI/SSDI approval. The State has significantly increased funding for the Housing Disability and Advocacy Program (HDAP), leading to an opportunity to expand services to additional clients.

Services to be Provided

The original grant enabled the Grantee to help eligible people experiencing homelessness apply for and qualify for Social Security Disability Insurance benefits, Supplemental Security Income, and/or the state's Cash Assistance Program for Immigrants (CAPI) benefits. Legal and social supportive services included: direct outreach, SSI eligibility assessment, SSI application submission, reconsideration and hearing representation; housing assistance and housing navigation (in partnership with the Department of Homelessness and Supportive Housing (HSH); and case management.

With this modification, the Grantee will now be able to provide these same services to 282 eligible (up from 172 eligible before).

Grantee Selection

Grantee was selected through Request for Proposals #788, which was competitively bid in March 2018.

Funding

This modification of the HDAP program will be funded entirely through State grant funds from the California Department of Social Services. The TPC SSI Pilot program is funded by county General Funds.

ATTACHMENTS

Appendix A-2: HDAP Scope

Appendix B-1b: HDAP Budget

Appendix A-2: Services to be Provided
Bay Area Legal Aid (BALA)
Housing and Disability Advocacy Program (HDAP)
July 1, 2021 to June 30, 2023
Effective September 1, 2022

I. Purpose of Grant

The SSI legal and advocacy services provided by this program will assist individuals experiencing homelessness or at serious risk of homelessness connect to SSI/SSDI benefits. The Grantee will provide legal services and social worker services in order to help individuals participating in HDAP apply for and qualify for or regain Social Security Disability Insurance benefits, Supplemental Security Income, and / or the state's Cash Assistance Program for Immigrants (CAPI) benefits. Services funded through this grant will be made available in English, Spanish, Cantonese and Mandarin, and other languages as needed.

HDAP services are funded 100% by a grant from the California Department of Social Services.

II. Definitions

CAAP	County Adult Assistance Programs
CalFresh	Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
CAPI	Cash Assistance Program for Immigrants. A state-funded program designed to provide monthly cash benefits to aged, blind, and disabled non-citizens who are ineligible for SSI/SSP solely due to their immigrant status
CARBON	Contract Administration, Reporting & Billing Online database
CBO	Community Based Organization
CDSS	California Department of Social Services
Grantee	Bay Area Legal Aid (Bay Legal)
HDAP	Housing Disability Advocacy Program
HSA, also Department	San Francisco Human Services Agency

Medi-Cal Free or low-cost health insurance for eligible individuals that comes with a range of health benefits and services

III. Target Population

The target population for HDAP is residents of San Francisco who are experiencing homelessness or at risk of homelessness in a variety of locations, including congregate shelters, Navigation Centers, and Shelter-in-Place (SIP) hotels.

IV. Description of Services

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

- A. Offer legal services and social work services to help individuals re-instate, apply for, appeal for, and qualify for Social Security Disability Insurance benefits, Supplemental Security Income, and/or the state's Cash Assistance Program for Immigrants (CAPI) benefits.
- B. Assist individuals in applying for federal or state disability benefits, as well as Social Security retirement benefits, if eligible.
- C. Provide legal assistance to advocate for submitted claims to be approved.
- D. Represent clients at all stages of the administrative and appeals process, from initial application, through reconsideration, administrative hearings, Appeals Council review, and federal district court. Legal services may also be provided to assist clients with reinstatements, recertifications, and advocating with SSA on clients' behalf.
- E. Coordinate services through SF City/County and CBO staff at all sites mutually agreed upon by HSA and The Department of Homelessness and Supportive Housing (HSH).
- F. Outreach to clients and coordinate services with case management, housing, and healthcare providers, including housing navigation and advocacy in collaboration with HSH Coordinated Entry.
- G. Grantee will provide attorney supervision and oversight of all staff, including law clerks.
- H. Grantee will provide support staff/translator capabilities.
- I. Health and Safety in COVID-19 Environment
 - a) Grantee will follow relevant guidance and protocols from the San Francisco Department of Public Health. See <https://www.sfcddcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/>
 - b) All Grantee staff and program participants taking part in in-person activities must observe social distancing protocols and must wear masks and/or other personal protective equipment appropriate to the activity.

V. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential clients to CAAP, CalFresh, CAPI, Medi-Cal, or other HSA administered benefits clients to HSA to be screened for eligibility.

VI. Location and Time of Services

Services are provided Monday-Friday, during regular business hours (9 a.m. to 5 p.m.) at Bay Legal's San Francisco office (1800 Market Street, 3rd Floor). Grantee staff shall be available for appointments and client engagement interviews.

As appropriate, Grantee will provide services remotely via phone, email, and video conferencing.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- A. Provide HDAP services to up to 282 individuals through June 30, 2023.

VIII. Outcome Objectives

Given that the Social Security Administration is experiencing a significant backlog in the processing of claims, based on current SSA pace and capacity, Grantee will meet the following annual outcome objectives:

- A. 20% of HDAP cases are projected to resolve and close over the next year.
- B. 85% of closed cases will have a favorable outcome (approval of SSI application, increase in benefits, preservation of due process rights, exiting homelessness.)
70% of closed cases will result in an approval for or increase in SSI/SSDI or CAPI benefits.
- C. In order to assess client satisfaction and to identify areas for project improvement, Grantee will send an evaluation to all participants to solicit feedback on the services provided upon closure of their case. Results from the returned evaluations will be compiled and reported to SF HSA at the end of the grant cycle, with a minimum of 90% of those responding will rate the accessibility, effectiveness of services, and overall satisfaction with services at least 3 or above on a five-point scale.

IX. Reporting Requirements

- A. Quarterly Reports – Grantee will provide data to SFHSA on a quarterly basis for HDAP clients that include the following information: intake date, client name, SSN, date application was submitted, application level, date of approval or final denial, reason for denial, date closed, closed reason, housing status at closure, and any other data required by CDSS.
- B. Quarterly Reports – Grantee will summarize the contract activities, referencing the tasks as described in Section VIII & IX – Service and Outcome Objectives.

- C. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII & IX – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by the 15th of the month following the end of the program year.
- D. Grantee will enter the mid-year SOGI aggregate data by January 15th, and annual SOGI aggregate data in the CARBON database by the 15th of the month following the end of the program year.
- E. E-mail communication that contains client confidential information (as agreed upon in writing by the client) shall be transmitted via Grantee’s e-mail program through a secured method approved by HSA or by using ZixCorp.
- F. Grantee will provide Ad Hoc reports as required by the Department.
- G. For assistance with reporting requirements or submission of reports, contact:

Elizabeth.Leone@sfgov.org
Senior Contract Manager, Office of Contract Management
or
Cindy.Ward@sfgov.org
Program Manager, Homeless Benefits Linkages

X. Monitoring Activities

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

	A	B	C	D	E	F
1	Appendix B-1b, Page 1					
2						
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4						
5	Name			Term		
6	Bay Area Legal Aid			July 1, 2021 - June 30, 2023		
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 9/1/22 No. of Mod. 2					
9	Program: HDAP SSI Advocacy					
10	Budget Reference Page No.(s)	7/1/2021 to 6/30/2022	7/1/2022 to 6/30/2023		7/1/21-6/30/23	
11	Program Term	Budget	Budgeted	Modification	Revised	TOTAL
12	Expenditures					
13	Salaries & Benefits	\$373,329	\$904,748	\$322,655	\$1,227,403	\$1,600,732
14	Operating Expense	\$51,515	\$112,275	\$38,011	\$150,286	\$201,801
15	Subtotal	\$424,844	\$1,017,023	\$360,666	\$1,377,689	\$1,802,533
16	Indirect Percentage (%)	14%	14%	14%	14%	14%
17	Indirect Cost	\$68,597	\$167,578	\$59,763	\$227,341	\$295,938
18	Capital Expenses	\$5,215	\$0	\$12,000	\$12,000	\$17,215
19	Total Expenditures	\$498,656	\$1,184,601	\$432,429	\$1,617,030	\$2,115,686
20	HSA Revenues					
21	State Funding	\$498,656	\$1,184,601	\$432,429	\$1,617,030	\$2,115,686
22						
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$498,656	\$1,184,601	\$432,429	\$1,617,030	\$2,115,686
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues				\$0	\$0
37	Full Time Equivalent (FTE)					
39	Prepared by: Michelle Weger	Telephone No.: 510-250-5243				Date 9/1/22
40	HSA-CO Review Signature:					
41	HSA #1					

