



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**MEMORANDUM**

Department of Benefits  
and Family Support  
  
Department of Disability  
and Aging Services  
  
Office of Early Care  
and Education

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**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**TO:** DISABILITY AND AGING SERVICES COMMISSION  
**THROUGH:** SHIREEN McSPADDEN, EXECUTIVE DIRECTOR  
**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS  
**DATE:** JANUARY 6, 2021  
**SUBJECT:** **NEW GRANT: LEGAL ASSISTANCE TO THE ELDERLY (NON-PROFIT) TO PROVIDE LEGAL ASSISTANCE AND LIFE PLANNING LEGAL SERVICES**

DS  
EC

**GRANT TERM:** 1/01/2021 – 6/30/2022

**GRANT AMOUNTS** See Table Below

<u>Funding Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$309,000			\$30,900	\$339,900
<b>PERCENTAGE:</b>	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into two new grant agreements with Legal Assistance to the Elderly (LAE) for the period of January 1, 2021 to June 30, 2022, in the total amount of \$309,000 plus a 10% contingency for a total amount not to exceed \$339,900. The purpose of these grants is to provide legal assistance and life planning legal services to older adults and adults with disabilities.

Program	1/1/21-6/30/21	7/1/21-6/30/22	Total	Contingency	Not to Exceed
Health-Related Law	\$ 64,375	\$ 128,750	\$193,125	\$ 19,313	\$ 212,438
LGBT Life Planning	\$38,625	\$ 77,250	\$115,875	\$ 11,587	\$ 127,462
<b>Total</b>	<b>\$ 103,000</b>	<b>\$206,000</b>	<b>\$309,000</b>	<b>\$ 30,900</b>	<b>\$ 339,900</b>

## **Background**

Established in 2016, the Dignity Fund ensures the health and well-being of older adults and adults with disabilities, by securing the necessary services and support they need to live with dignity in their own homes and communities. The fund is administered by the Department of Disability and Aging Services (DAS) and is monitored and supported by an eleven (11) member Oversight and Advisory Committee (OAC). With input from the OAC, DAS developed a service allocation plan containing a legal services initiative.

The legal services initiative included funding for legal support related to healthcare issues for older adults and adults with disabilities to ensure that their rights and entitlements related to health services are maintained and accessed when appropriate. It also contained funding for a legal service program focused on life-planning services with the intent of increasing access to LGBT older adults and adults with disabilities, particularly those who are frail and/or isolated. A 2014 publication from the San Francisco LGBT Aging Policy Task Force revealed that many LGBT older adults and adults with disabilities lacked basic life planning documents in a legally-binding format to ensure that their wishes and decisions are honored in the event that they are unable to do so and/or upon their death.

## **Services to be Provided**

### Legal Services Program for Health-Related Law

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

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

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

**Selection**

Legal Assistance to the Elderly (LAE) was selected through Request for Proposal (RFP) #771, which was competitively bid in November 2017.

**Funding**

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

**ATTACHMENTS**

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

Appendix B – Budget Summary – Health-Related Law

Appendix A – Services to be Provided – LGBT Life Planning

Appendix B – Budget Summary – LGBT Life Planning

## APPENDIX A - SERVICES TO BE PROVIDED BY GRANTEE

### LEGAL ASSISTANCE TO THE ELDERLY

#### DIGNITY FUND

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

**January 1, 2021 – June 30, 2022**

#### **I. Purpose**

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

#### **II. Definitions**

Adult with Disabilities	Person 18 years of age or older living with a disability/disabilities
CA.GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
California State Bar	The State Bar of California is the regulatory agency for the state's lawyers, charged with admitting and disciplining attorneys
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Consumer / Unduplicated Consumer	An older adult and/or adult with disabilities enrolled in the Legal Service Program for Health-Related Law
Controller	Controller of the City and County of San Francisco or designated agent
DAS	Department of Disability and Aging Services
Dignity Fund	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. Monies in the Fund shall be used to expend by DAS solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and communities.
Disability	A condition 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.
Education	Preparation and presentation of information designed to educate the target populations on life planning documents, health care benefits, rights, and advocacy services available to them. Time spent in delivery of this service will include preparation and travel time.
Frail	An 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.
Fund	Dignity Fund
Grantee	Legal Assistance to the Elderly (LAE)
HSA	Human Services Agency of the City and County of San Francisco
Legal Assistance/ Legal Services	Legal advice, and representation provided by an attorney to older adults and/or adult with disabilities with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.
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 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial

	groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM	Office of Contract Management, Human Services Agency
OCP	Office of Community Partnerships
Older Adult	Person who is 60 years or older; used interchangeably with senior.
Outreach	Formal and informal approaches used to engage the target population(s). Formal approaches can include, but are not limited to, one to one contact and/or working with a community collaborative group. Informal approaches can include, but are not limited to, designated grantee employee being present and available in community spaces (i.e. community centers).
Senior	Person who is 60 years of age or older; used interchangeably with the term “older adult”
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve. (Chapter 104, Sections 104.1 through 104.9.)

### III. Target Population

The target population of this grant is individuals ages 18 to 59 living with a disability and/or individuals 60 years of age or older. Services must target clients who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

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

#### **IV. Eligibility for Services**

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

#### **V. Location and Time of Services**

Services are provided at 1663 Mission Street, Suite 225, San Francisco, CA 94103. Hours of service are from 9:00 a.m. to 5:00 p.m, Monday through Friday.

#### **VI. Description of Services**

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

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

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

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

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

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

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

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

3) Grantee is expected to keep up with changes in the law that affect seniors and adults with disabilities, particularly in the areas in which services are provided. Grantee should be prepared to serve a diverse population.

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

5) Grantee agrees to meet on a quarterly basis or as needed with other legal service providers and the Office of Community Partnerships to help develop and maintain a comprehensive citywide approach to legal service issues.

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

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

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

## **VII. Service Objectives**

### **For the period January 1, 2021 – June 30, 2021:**

- Grantee will enroll and provide legal assistance to 50 unduplicated consumers
- Grantee will provide a minimum of 864 hours of legal assistance pertaining to health care or health care related services.

### **For the period July 1, 2021 – June 30, 2022:**

- Grantee will enroll and provide legal assistance to 125 unduplicated consumers
- Grantee will provide a minimum of 1,728 hours of legal assistance pertaining to health care or health care related services.

## VIII. Outcome Objectives

Grantee will participate in a quarterly reporting process designed by Office of Community Partnership (OCP) staff. Reporting on outcomes through this framework will demonstrate and measure the impact, outcomes, and results of legal services provided. Outcome measures originally developed by the State Bar of California serve as the basis for this reporting framework.

Collecting outcomes through this manner will allow DAS and Grantee to track positive outcomes in a particular contract year as well as comparing the outcomes from year to year. Results may help establish benchmarks for performance in future years.

Grantee will, on a quarterly basis, complete and submit to OCP a report on program performance which includes the following:

- Total clients served including aggregate demographic information
- Total hours of legal assistance provided
- Total number of cases opened during the quarter
- Total number of cases closed during the quarter
- Categorization of level of service for each case closed during the quarter (Information and Referral, Advise and Close, Brief Service, Case Acceptance).
- Recording of each case closed into standardized categories based on legal issue assisted with (e.g. housing, income maintenance, consumer/finance).
- Categorization of each case closed within a series of standardized outcomes (e.g. obtained, preserved, or increased disability or age related benefit; prevented loss of current housing, etc.) as defined by the State Bar of California.
- Community education, outreach efforts, and client narratives

Completion of quarterly reporting will be done via an online portal developed and supported by OCP analyst staff. Reporting periods and deadlines will be as follows:

- 1st Quarter (covering July, August, September) due October 25<sup>th</sup> each year
- 2nd Quarter (covering October, November, December) due January 25<sup>th</sup> each year
- 3rd Quarter (covering January, February, March) due April 25<sup>th</sup> each year
- 4th Quarter (covering April, May, June) due July 25<sup>th</sup> each year

## IX. Reporting Requirements

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

4. The Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted in the CARBON system. Additional reports may be requested and required at other points during the fiscal year.
5. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
6. The Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by DAS/HSA. The due date for submitting the annual summary report is no later than July 10 each grant year.
7. The Grantee shall develop and deliver ad hoc reports as requested by HSA and/or DAS.

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

Rocio Duenas  
[Rocio.Duenas@sfgov.org](mailto:Rocio.Duenas@sfgov.org)  
Contract Manager  
Office of Contract Management

and

Reanna Albert  
[Reanna.Albert@sfgov.org](mailto:Reanna.Albert@sfgov.org)  
Program Analyst  
Department of Disability and Aging Services

## **X. Monitoring Activities**

1. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services, and progress of service and outcome objectives; how consumer records are collected and maintained; reporting performance including monthly service unit reports on Ca.GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all DAS funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current; a board of director list and whether services are provided appropriately according to Sections IV, V, VI, and VII.

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

**APPENDIX A - SERVICES TO BE PROVIDED BY GRANTEE****LEGAL ASSISTANCE TO THE ELDERLY****DIGNITY FUND****LIFE PLANNING LEGAL SERVICE PROGRAM FOR  
LGBT OLDER ADULTS AND ADULTS WITH DISABILITIES****January 1, 2021 – June 30, 2022****I. Purpose**

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

**II. Definitions**

Adult with Disabilities	Person 18 years of age or older living with a disability/disabilities
CA.GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
California State Bar	The State Bar of California is the regulatory agency for the state's lawyers, charged with admitting and disciplining attorneys.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Consumer / Unduplicated Consumer	An older adult and/or adult with disabilities enrolled in the Life Planning Legal Services Program
Controller	Controller of the City and County of San Francisco or designated agent.
DAS	Department of Disability and Aging Services
Dignity Fund	The City and County of San Francisco, City Charter, Sections 16.128-1 through 16.128-12. Monies in the Fund shall be used to expend by DAS solely to help seniors and adults with disabilities secure and utilize the services and support necessary to age with dignity in their own homes and communities.
Disability	A condition 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.
Education	Preparation and presentation of information designed to educate the target populations on life planning documents, health care benefits, rights, and advocacy services available to them. Time spent in delivery of this service will include preparation and travel time.
Frail	An 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.
Fund	Dignity Fund
Grantee	Legal Assistance to the Elderly (LAE)
HSA	Human Services Agency of the City and County of San Francisco
Legal Assistance/ Legal Services	Legal advice and representation provided by an attorney to older adults and/or adults with disabilities with economic or social needs; and includes – (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro se assistance.
Life Planning Legal Services	Services provided to individuals to aid in the drafting and execution of life planning documents
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.
Life Planning Documents	Documents that state an individual's wishes in the event that they are unable to do so and or upon an individual's death. These documents encompass medical decision-making, the disposition of assets upon incapacity or death, and

	disposition of a decedent's remains.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM	Office of Contract Management, Human Services Agency
OCP	Office of Community Partnerships
Older Adult	Person who is 60 years or older; used interchangeably with “senior”
Outreach	Formal and informal approaches used to engage the target population(s). Formal approaches can include, but are not limited to, one to one contact and/or working with a community collaborative group. Informal approaches can include, but are not limited to, designated grantee employee being present and available in community spaces (i.e. community centers).
Senior	Person who is 60 years or older; used interchangeably with the term “older adult”
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve. (Chapter 104, Sections 104.1 through 104.9.)

### III. Target Population

The target population of this grant is individuals ages 18 to 59 living with a disability and/or individuals 60 years of age or older residing in the City and County of San Francisco who self-identify as non-heterosexual and/or whose gender identity does not correspond to their

birth sex (LGBT). Services should also target consumers who have been identified as demonstrating the greatest economic and social need. In particular:

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

#### **IV. Eligibility for Services**

1. A resident of San Francisco; and
2. A person 60 years of age or older *or* a person 18 years of age or older living with a disability/disabilities

#### **V. Location and Time of Services**

Services are provided at 1663 Mission Street, Suite 225, San Francisco, CA 94103. Hours of service are from 9:00 a.m. to 5:00 p.m., Monday through Friday.

#### **VI. Description of Services**

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

- Wills and trusts
  - Power of attorney for financial decision-making and/or medical decision-making
  - Advance health care directive
  - HIPAA release
  - Hospital visitation authorization
  - Instructions for the disposition of a decedent's remains
  - Other areas as determined in need and approved by DAS
1. The Grantee will conduct outreach as defined in Section II with the intent of reaching the target population described in Section III and who are in need and seeking life planning legal services. Outreach will be accomplished by the Grantee in multiple ways, including the provision of education as defined in Section II and the promotion of the Life Planning Legal Service Program for LGBTQ+ older adults and adults with disabilities to consumers, community organizations, health clinics, other legal aid providers, and relevant City departments and/or funded programs.
  2. The Grantee will establish and maintain partnerships and mutually beneficial communication with community organizations, health clinics, City departments, and other relevant legal aid providers and organizations with the intent of reaching the target

population and to ensure a streamlined referral process for consumers between programs as appropriate.

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

## VII. Service Objectives

### **For the period January 1, 2021 – June 30, 2021:**

- Grantee will enroll and provide legal assistance to 25 unduplicated consumers
- Grantee will provide a minimum of 461 units\* of life planning legal services
- Grantee will provide a minimum of 2 units\* of staffing to conduct outreach and education

\*A unit is one hour

**For the period July 1, 2021 – June 30, 2022:**

- Grantee will enroll and provide legal assistance to 75 unduplicated consumers
- Grantee will provide a minimum of 922 units\* of life planning legal services
- Grantee will provide a minimum of 20 units\* of staffing to conduct outreach and education

\*A unit is one hour

**VIII. Outcome Objectives**

The returned consumer satisfaction surveys will show:

1. Clients develop enhanced understanding of how life planning documents and services can help protect their preferences and decisions should they become incapacitated and/or upon their death. Target: 75%
2. Clients feel more confident that their preferences and decisions will be honored should they become incapacitated and/or upon their death. Target: 75%
3. Clients feel safe and welcomed by program staff. Target: 80%
4. Clients rate the quality of services they received as good or excellent. Target: 80%

**IX. Reporting Requirements**

1. The Grantee will track and record the units of service received by enrolled consumers in CA.GetCare by the 5th working day of the month for the preceding month.
2. The Grantee will enter monthly reports into the CARBON database system which includes number of enrolled consumers and hours of services provided by the 15th of the following month.
3. The Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.
4. The Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted in the CARBON system.

5. The Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
6. The Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by DAS/HSA. The due date for submitting the annual summary report is no later than July 10<sup>th</sup> each grant year.
7. The Grantee will provide an annual consumer satisfaction survey report to DAS by March 15 each grant year or a mutually agreed upon date between DAS and the Grantee.
8. The Grantee shall develop and deliver ad hoc reports as requested by HSA and/or DAS.

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

Rocio Duenas  
[Rocio.Duenas@sfgov.org](mailto:Rocio.Duenas@sfgov.org)  
Contract Manager  
Office of Contract Management

Or

Reanna Albert  
[Reanna.Albert@sfgov.org](mailto:Reanna.Albert@sfgov.org)  
Program Analyst  
Department of Disability and Aging Services

## **X. Monitoring Activities**

- A. **Program Monitoring:** Program monitoring will include review of compliance to specific program standards or requirements; consumer eligibility and any targeted mandates, back up documentation for the units of service and all reporting including the log of service units which is based on the service provision hours; sign-in sheets of consumers who participated in services, and progress of service and outcome objectives; how consumer records are collected and maintained; reporting performance including monthly service unit reports on Ca.GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all DAS funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current; a board of director list and whether services are provided appropriately according to Sections IV, VI, and VII.
- B. **Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy

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

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1	Appendix B, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4	<b>BY PROGRAM</b>			
5	Name		Term	
6	<b>Legal Assistance to the Elderly</b>		1/1/21-6/30/22	
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	<b>Program: Health Related Law</b>			
10	Budget Reference Page No.(s)			Total
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$49,482	\$98,070	\$147,552
14	Operating Expenses	\$7,487	\$15,867	\$23,354
15	<b>Subtotal</b>	<b>\$56,969</b>	<b>\$113,937</b>	<b>\$170,906</b>
16	Indirect Percentage (%)	13%	13%	13%
17	Indirect Cost (Line 16 X Line 15)	\$7,406	\$14,813	\$22,219
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0
19	Total Expenditures	\$64,375	\$128,750	\$193,125
20	<b>HSA Revenues</b>			
21	General Fund	\$64,375	\$128,750	\$193,125
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$64,375	\$128,750	\$193,125
30	<b>Other Revenues</b>			
31	LAE General Fundraising	\$11,668	22439	\$34,107
32				
33				
34				
35				
36	Total Revenues	\$76,043	\$151,189	\$227,232
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:		
40	HSA-CO Review Signature:	_____		
41	<b>HSA #1</b>	<b>12/2/2020</b>		

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1	Appendix B, Page 2							
2								
3	<b>Legal Assistance to the Elderly</b>							
4	<b>Program: Health Related Law</b>							
5								
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9								
10								
11		Agency Totals		HSA Program		1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS Budgeted Salary	DAS Budgeted Salary	TOTAL Budgeted Salary
13	Executive Director	\$112,381	1.00	2%	0.02	\$1,405	\$2,089	\$3,494
14	Health Care Attorney	\$85,000	1.00	91%	0.91	\$38,500	\$77,000	\$115,500
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	<b>TOTALS</b>	\$197,381	2.00	93%	0.93	\$39,905	\$79,089	\$118,994
31								
32	FRINGE BENEFIT RATE	24%						
33	EMPLOYEE FRINGE BENEFITS	\$47,371				\$9,577	\$18,981	\$28,558
34								
35								
36	<b>TOTAL SALARIES &amp; BENEFITS</b>	\$244,752				\$49,482	\$98,070	\$147,552
37	<b>HSA #2</b>	<b>12/2/2020</b>						

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1	Appendix B, Page 3										
2											
3	<b>Legal Assistance to the Elderly</b>										
4	<b>Program: Health Related Law</b>										
5											
6											
7	<b>Operating Expense Detail</b>										
8											
9	93.91304348										
10											
11											
12	<u>Expenditure Category</u>			TERM	<u>1/1/21-6/30/21</u>		<u>7/1/21-6/30/22</u>				TOTAL <u>1/1/21-6/30/22</u>
13	Rental of Property				\$4,187		\$8,374				\$12,561
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$208		\$415				\$623
15	Office Supplies, Postage				\$1,095		\$2,017				\$3,112
16	Building Maintenance Supplies and Repair				\$0		\$0				\$0
17	Printing and Reproduction				\$100		\$200				\$300
18	Insurance				\$405		\$905				\$1,310
19	Staff Training				\$200		\$400				\$600
20	Staff Travel-(Local & Out of Town)				\$0		\$400				\$400
21	Rental of Equipment				\$150		\$300				\$450
22											
23	<b>CONSULTANTS</b>										
24											
25											
26											
27	<b>OTHER</b>										
28											
29	Law Library				\$600		\$1,260				\$1,860
30	Janitorial Service				\$270		\$543				\$813
31	State Bar License Fee				\$0		\$510				\$510
32	Cloud Based Services				\$272		\$543				\$815
33											
34											
35											
36											
37	<b>TOTAL OPERATING EXPENSE</b>				<b>\$ 7,487</b>		<b>\$ 15,867</b>				<b>\$23,354</b>
38											
39	<b>HSA #3</b>										<b>12/2/2020</b>

	A	B	C	D
1	Appendix B, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4	<b>BY PROGRAM</b>			
5	Name		Term	
6	<b>Legal Assistance to the Elderly</b>		1/1/21-6/30/22	
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	<b>Program: LGBT Life Planning</b>			
10	Budget Reference Page No.(s)			Total
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$16,441	\$32,761	\$49,202
14	Operating Expenses	\$2,801	\$5,719	\$8,520
15	<b>Subtotal</b>	<b>\$19,242</b>	<b>\$38,480</b>	<b>\$57,722</b>
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$2,883	\$5,770	\$8,653
18	Subcontractor/Capital Expenditures	\$16,500	\$33,000	\$49,500
19	Total Expenditures	\$38,625	\$77,250	\$115,875
20	<b>HSA Revenues</b>			
21	General Fund	\$38,625	\$77,250	\$115,875
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$38,625	\$77,250	\$115,874
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$38,625	\$77,250	\$115,874
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:		
40	HSA-CO Review Signature:	_____		
41	<b>HSA #1</b>	<b>12/2/2020</b>		

	A	B	C	D	E	F	G	H
1	Appendix B, Page 2							
2								
3	<b>Legal Assistance to the Elderly</b>							
4	<b>Program: LGBT Life Planning</b>							
5								
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9								
10								
11						1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
		Agency Totals		HSA Program		DAS	DAS	TOTAL
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	POSITION TITLE							
13	Executive Director	\$112,381	1.00	5%	0.05	\$2,809	\$5,619	\$8,428
14	STAFF ATTORNEY	\$83,000	0.80	12%	0.10	\$5,100	\$10,201	\$15,301
15	STAFF ATTORNEY	\$71,200	1.00	15%	0.15	\$5,350	\$10,600	\$15,950
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$266,581	2.80	32%	0.30	\$13,259	\$26,420	\$39,679
31								
32	FRINGE BENEFIT RATE	24%						
33	EMPLOYEE FRINGE BENEFITS	\$63,979				\$3,182	\$6,341	\$9,523
34								
35								
36	TOTAL SALARIES & BENEFITS	\$330,560				\$16,441	\$32,761	\$49,202
37	<b>HSA #2</b>	<b>12/2/2020</b>						

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3	<b>Legal Assistance to the Elderly</b>										
4	<b>Program: LGBT Life Planning</b>										
5											
6											
7	<b>Operating Expense Detail</b>										
8											
9											
10											
11											
12	<u>Expenditure Category</u>			TERM	<u>1/1/21-6/30/21</u>		<u>7/1/21-6/30/22</u>				TOTAL <u>1/1/21-6/30/22</u>
13	Rental of Property				\$1,391		\$2,782				\$4,173
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$169		\$275				\$444
15	Office Supplies, Postage				\$485		\$900				\$1,385
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction				\$33		\$66				\$99
18	Insurance				\$151		\$301				\$452
19	Staff Training				\$67		\$133				\$200
20	Staff Travel-(Local & Out of Town)				\$67		\$133				\$200
21	Rental of Equipment				\$50		\$100				\$150
22											
23	<b>CONSULTANTS</b>										
24											
25											
26											
27	<b>OTHER</b>										
28	Law Library				\$209		\$419				\$628
29	Janitorial Service				\$90		\$180				\$270
30	State Bar License Fee				\$0		\$250				\$250
31	Cloud Based Services				\$90		\$180				\$270
32											
33											
34											
35	<b>TOTAL OPERATING EXPENSE</b>				<b>\$ 2,801</b>		<b>\$ 5,719</b>				<b>\$8,520</b>
36											
37	<b>HSA #3</b>										<b>12/2/2020</b>

	A	B	C	D	E
1					Appendix B, Page 4
2					
3	<b>Legal Assistance to the Elderly</b>				
4	<b>Program: LGBT Life Planning</b>				
5					
6					
7					
8	<b>Subcontractor/Capital Expenditures</b>				
9					
10	<b>SUBCONTRACTORS</b>		1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
11	AIDS Legal Referral Panel		\$16,500	\$33,000	\$49,500
12	Subcontractor 2				
13					
14					
15					
16	<b>TOTAL SUBCONTRACTOR COST</b>		\$16,500	\$33,000	\$49,500
17					
18					
19	<b>EQUIPMENT</b>	<b>TERM</b>	1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
20	Units	ITEM/DESCRIPTION			
21		Equipment A			
22					
23					
24					
25	<b>TOTAL EQUIPMENT COST</b>		\$0	\$0	\$0
26					
27	<b>REMODELING</b>		1/1/21-6/30/21	7/1/21-6/30/22	1/1/21-6/30/22
28	Description:				
29	Remodel A				
30					
31					
32	<b>TOTAL REMODELING COST</b>		\$0	\$0	\$0
33					
34	<b>TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE</b>		\$16,500	\$33,000	\$49,500
35					
36	<b>HSA #4</b>				12/2/2020