



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:** JILL NIELSEN, DEPUTY DIRECTOR  
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JS*

**DATE:** JUNE 5, 2019

**SUBJECT:** NEW GRANT: INSTITUTE ON AGING (NON-PROFIT) FOR THE PROVISION OF THE ELDER ABUSE FORENSIC CENTER

**GRANT TERM:** 7/1/2019-6/30/2021

<b>GRANT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$302,728	\$30,272	\$333,000

**ANNUAL AMOUNT**

	<u>FY 19/20</u>	<u>FY 20/21</u>
	\$151,364	\$151,364

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$302,728			\$30,272	\$333,000
<b>PERCENTAGE:</b>	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant with Institute on Aging for the period of July 1, 2019 to June 30, 2021, in an amount of \$302,728 plus a 10% contingency for a total amount not to exceed \$333,000. The purpose of this grant is for the provision of the Elder Abuse Forensic Center.

**Background**

The Human Services Agency conducted a needs assessment in FY 2006-07 to gather input from consumers, service providers and other stakeholders to determine what types of services were most essential to the principle of helping adults with disabilities and older adults to live in the community and avoid institutionalization. One of the service priorities that emerged from this process is the need for Elder Abuse Prevention programs so older and dependent adults may live

in the community without becoming victims of abuse or self-neglect. The funding works to improve the protection of older and dependent adults who are in danger of abuse, neglect, or exploitation by raising public awareness of elder/dependent adult abuse issues and mandatory reporting requirements.

In 2010, in a coordinated partnership with the Institute on Aging's Elder Abuse Prevention (EAP) program, the Elder Abuse Forensic Center was created to support the assessment, investigation, and prosecution of elder and dependent adult abuse cases in San Francisco. The Center includes members from the health, social services, legal, and criminal justice fields. A community-based multi-disciplinary team meeting is also coordinated by IOA and is open to professionals that work with older adults and adults with disabilities. The center includes partnerships with the following San Francisco City Departments: Department of Aging and Adult Services, District Attorney's Office, and San Francisco Police Department. IOA has operated the Forensic Center grant since the program's inception.

### **Services to be Provided**

Grantee will perform the following services:

- A. Direct and coordinate all aspects of the San Francisco Elder Abuse Forensic Center, including reviewing referrals, facilitating twice monthly meetings, and facilitating communication between partners. In addition, Grantee shall develop a statistical database and capture variables such as incidence and types of abuse, breakdown of referrals by age, ethnicity, and neighborhoods in San Francisco. Grantee shall also collect statistics on the number of reports investigated by SFPD and the outcome of the investigation, including prosecutions by the DA's Office.
- B. Facilitate quarterly meetings of the Elder Abuse Forensic Center Steering Committee, comprised of representatives of Forensic Center partners.
- C. Facilitate Multidisciplinary Team (MDT) Meetings at least once per quarter. MDTs are case conferences that can include both Forensic Center partners and members of the provider community. Each MDT meeting shall also include an educational component. Grantee will coordinate with APS to identify education component.
- D. Update annually a Memorandum of Understanding with each participating partner of the Elder Abuse Forensic Center.

### **Selection**

Grantee was selected through Request for Proposals #834 which was competitively bid in February of 2019.

### **Funding**

Funding for this grant is County General funds (100%).

**ATTACHMENTS**

Appendix A-Scope of Services

Appendix B- Budget

## APPENDIX A - SERVICES TO BE PROVIDED BY GRANTEE

### ELDER ABUSE FORENSIC CENTER

July 1, 2019 – June 30, 2021

#### I. Purpose of Grant

The SF Elder Abuse Forensic Center is responsible for convening and coordinating a multi-disciplinary team, comprised of SFPD, the District Attorney's Office, Adult Protective Services, the Office of the Public Guardian, and paid consultants such as a Geriatrician, a Geriatric Psychiatrist or other professionals deemed integral to the Forensic Center case discussions. The multi-disciplinary team, otherwise known as the SF Elder Abuse Forensic Center, meets on a regular basis to discuss cases of dependent adult and elder abuse with the goal of sharing expertise and resources to provide further direction, which might involve prosecution, to the cases being discussed.

#### II. Definitions

APS	Adult Protective Services. Government agency that receives and investigates reports of suspected elder/dependent adult abuse.
Adult with disability	Person 18 years of age or older living with a disability.
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.
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Dependent Adult	Persons who is 18-64 years, who cannot care for themselves and depend on others to meet their most basic needs.
EDRT	Elder Death Review Team
Elder/Older Adult	Person who is 65 years or older.
Frail	An older individual that is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks,

	without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Institute on Aging
HSA	Human Services Agency of City and County of San Francisco
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.
Mandated Reporter	In California, any individual that has assumed full or intermittent care of an elder or a dependent adult through the course of his or her work.
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
SOGI	Sexual Orientation and Gender Identity, a result of Ordinance No. 159-16 which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9.)

### III. Target Populations

The target population of presentations and discussions at Forensic Center meetings are dependent adults between the ages of 18 to 64, and elders aged 65 and older that have been abused, neglected, exploited, or that are demonstrating signs of self-neglect. The majority of Forensic Center cases that are reviewed are also clients to APS. However, the Forensic Center is a resource that can be accessed by other HSA programs, or by community-based service providers in San Francisco that work with the target population.

### IV. Description of Services

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

- a. Grantee shall direct and coordinate all aspects of the San Francisco Elder Abuse Forensic Center, including reviewing referrals, facilitating twice monthly meetings, and facilitating communication between partners. In addition, the contractor shall develop a statistical database to capture such variables as incidence and types of abuse, breakdown of referrals by age, ethnicity, and neighborhoods in San Francisco. Grantee shall also collect statistics on the number of reports investigated by SFPD and the outcome of the investigation, including prosecutions by the DA's Office. APS social workers will present on challenging cases that require collaboration between multiple programs or agencies in order to address the protection issues of the client. The Forensic center meetings will act as a forum for deliberation and planning interventions for the cases to improve outcomes for the clients
- b. Grantee shall facilitate quarterly meetings of the Elder Abuse Forensic Center Steering Committee, comprised of representatives of Forensic Center partners.
- c. Grantee shall facilitate Multidisciplinary Team (MDT) Meetings at least once per quarter. MDTs are case conferences that can include both Forensic Center partners and members of the provider community. Each MDT meeting shall also include an educational component. Grantee will coordinate with the APS Program Director to identify the education component.
- d. Grantee shall update annually a Memorandum of Understanding with each participating partner of the Elder Abuse Forensic Center.
- e. Upon reinstatement of the Elder Death Review Team (EDRT), in collaboration with the District Attorney's Office, the Medical Examiner's Office, and other Forensic Center partners, the grantee shall coordinate the EDRT and its monthly meetings. This coordination shall include setting and coordinating meetings, taking minutes, retaining signed confidentiality forms, and keeping statistics about the deceased elders and dependent adults that are reviewed at the EDRT. The Grantee shall assist with the preparation of any EDRT reports that are compiled by the team.
- f. In cases requiring professional psychological assessments of APS clients, an APS supervisor will make a referral to the Forensic Center. The Forensic Center will provide a licensed psychologist, who is qualified to conduct a mental status examination that meets the criteria required by the California Capacity Declaration Form GC-335 and GC-335A for conservatorship of the person or the estate, including forensic undue influence assessments, and who can conduct the psychological evaluation of the APS client as part of this grant. Assessments of APS clients to be scheduled and assessed within 2 weeks from the referral. Assessments shall be conducted as needed but on average twice a month, and up to 25 assessments per year.

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

The Forensic Center meetings will take place in the office of Adult Protective Services at 1650 Mission Street, and the Forensic Center facilitators will be given office space for up to 2 employees with desks, computer, and phone. The facilitators will work at the APS program office at least one day a week, and may work in this office full time if desired. The staff member conducting psychological and capacity assessments does not need to be co-located at the APS office at 1650 Mission Street, and assessments will take place in the primary residence, unless exceptional circumstances exist and the grantee receives prior approval from APS program manager.

## **VI. Grantee Responsibilities**

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

- a.) Develop work plans to carry out service and outcome objectives;
- b.) Adhere to HIPAA guidelines regarding confidentiality and safely maintaining and storing all program materials;
- c.) Comply with monitoring and reporting requirements;
- d.) Hold quarterly Steering Committee meetings to report on program progress;
- e.) Provide psychological assessments for APS upon client referral.

## **VII. Service Objectives**

### Psychological Assessment:

- Licensed psychologist will be available to APS for up to 25 assessments per year.
- Licensed psychologist will attend twice monthly Elder Abuse Forensic Center Meetings.(Minimum 20 Meetings)
- Quarterly, provide a utilization report to APS by licensed psychologist.(4 reports)

### Facilitation:

- Facilitate twice monthly Elder Abuse Forensic Center Meetings.(Minimum 20 Meetings)
- Coordinate and facilitate at least 4 MDT Meetings annually (4 Meetings)
- Facilitate quarterly Elder Abuse Forensic Center Steering Committee Meetings. (4 Meetings)
- Should EDRT meetings resume at the initiation of Adult Protective Services, the grantee will schedule EDRT meetings, prepare agendas, and take minutes. (12 meetings)
- Provide at least one annual update/orientation re the Elder Abuse Forensic Center to APS staff to help ensure understanding of the Forensic Center's role in facilitating multi-disciplinary discussions of APS cases. (1 Presentation)
- Annually, carry out a satisfaction survey with Forensic Center partners and APS staff to evaluate effectiveness of the Contractor's coordination efforts. (1 Survey)

- Annually, carry out a satisfaction survey with aging and disability community based partners, to evaluate the effectiveness of the quarterly MDT meetings and determine programmatic areas that need to be changed or updated. (1 Survey)

### **VIII. Outcome Objectives**

- The forensic center shall demonstrate value to the APS program through the reduction in risk factors for cases presented in the Forensic Center forum. 80% of cases presented to the Forensic Center shall have a net reduction of risk factors score from the pre-test score at case opening, and post-test score at closure of the case.
- In surveys conducted by the Grantee, a minimum of 80% of respondents to the Forensic Center Partners survey will indicate that grantee's coordination efforts were appropriate, relevant, and adequate.
- In surveys conducted by the Grantee, a minimum of 80% of MDT meeting attendee respondents will indicate that the MDT meeting educational components were satisfactorily informative.
- In surveys conducted by the Grantee, 80% of APS staff attendees at the annual Elder Abuse Forensic Center update will indicate that grantee's presentation was informative and did a satisfactory job of explaining the purpose of the Forensic Center and the procedure for presenting Forensic Center cases.
- In surveys conducted by the Grantee of FC Steering Committee members, 80% of members who regularly attend the meetings will indicate that the Forensic Center is useful to their staff and that the Forensic Center steering committee meetings are useful for providing input and working through issues that arise in the Forensic Center forums.

### **IX. Reporting Requirements**

- A. Grantee will provide a quarterly report of activities, referencing the tasks as described in Section IV– Description of Services, VI– Service Objectives, and VII- Outcome Objectives. Reports are due 15 days after the close of the reporting period and must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system.
- B. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, VI- Service Objectives, and VII - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. This report is due 15 days after the completion of the program year and must be entered into CARBON.



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

1. Grantee shall input all required data into the Contracts Administration, Reporting, and Billing Online (CARBON) database and CA Getcare on a quarterly basis. Grantee is exempt from entering consumer data into CA Getcare but is required to input monthly unit of service reports into the Summary Service Recording Tool by the 15<sup>th</sup> working day of the month for the preceding month.
2. Grantee shall submit to DAAS/APS a quarterly report on the Elder Abuse Forensic Center Quarterly Activity Report (Report form to be provided)

**Quarterly Reporting Period:** Specific reporting periods and due dates are as follows:

<u>Quarter</u>	<u>Report Periods</u>	<u>Due Date from Grantee</u>
1 <sup>st</sup> Quarter	July 1 – September 30	October 15
2 <sup>nd</sup> Quarter	October 1 – December 31	January 15
3 <sup>rd</sup> Quarter	January 1 – March 31	April 15
4 <sup>th</sup> Quarter	April 1 – June 30	July 15

3. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report shall be entered into CARBON and is due to HSA no later than July 31.
4. Provider shall report total Elder Abuse Forensic Center Federal and Local funds separately in their audited financial statements (in tables or in text). These expenditures, based upon invoiced payments, will be reported by HSA to the provider in time for inclusion. Provider shall staff keep records of time studies or other basis of documenting actual time spent and charged to the program.
5. Grantee will provide an annual consumer satisfaction survey report to DAAS/APS by March 15 each grant year.
6. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
7. Grantee shall develop and deliver ad hoc reports as requested by HSA.
8. Apart from reports requested to be sent via e-mail to the Program Director and/or Contract Manager, all other reports should be sent to the following addresses:

Akiles Ceron, Program Director  
DAAS, APS  
1650 Mission Street, 5/F  
San Francisco, CA 94103

David Kashani, Administrative Analyst

Human Services Agency  
PO Box 7988  
San Francisco, CA 94120

**X. Monitoring Activities**

- A. Program Monitoring: Program monitoring includes a review of quarterly reports and quarterly meetings between the Grantee and the APS Program Director to evaluate the status of the Grantee's progress towards meeting the service and outcome objectives. Additionally, the Grantee has been observed by the APS Program Director facilitating Forensic Center meetings and carrying out coordination activities to facilitate an improved elder abuse response by Forensic Center partners. Future program monitoring activities will include an annual survey to Forensic Center partners and APS staff that utilize the Forensic Center to determine areas for quality improvement.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring includes a 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.

## HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY

Contractor's Name	Contract Term		
<b>Institute on Aging</b>	<b>7/01/2019-6/30/2021</b>		
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
If modification, Effective Date of Mod.		No. of Mod.	
Program: <b>Elder Abuse Forensic Center</b>			
Budget Reference Page No.(s)			<b>Total</b>
Program Term	<b>7/1/19-6/30/20</b>	<b>7/1/20-6/30/21</b>	<b>7/1/19-6/30/21</b>
<b>Expenditures</b>			
Salaries & Benefits	\$112,924	\$112,924	\$225,848
Operating Expense	\$18,698	\$18,698	\$37,396
<b>Subtotal</b>	<b>\$131,622</b>	<b>\$131,622</b>	<b>\$263,244</b>
Indirect Percentage (%)	15%	15%	15%
Indirect Cost (Line 16 X Line 15)	\$19,742	\$19,742	\$39,484
Capital Expenditure	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$151,364</b>	<b>\$151,364</b>	<b>\$302,728</b>
<b>HSA Revenues</b>			
General Fund	\$151,364	\$151,364	\$302,728
<b>TOTAL HSA REVENUES</b>	<b>\$151,364</b>	<b>\$151,364</b>	<b>\$302,728</b>
<b>Other Revenues</b>			
<b>Total Revenues</b>	<b>\$151,364</b>	<b>\$151,364</b>	<b>\$302,728</b>
Prepared by: Laura Liesem, Regional Dire 415.750.8761			
HSA-CO Review Signature:			
HSA #1			

Program: Elder Abuse Forensic Center  
(Same as Line 9 on HSA #1)

**Salaries & Benefits Detail**

Position Title	Agency Totals		For HSA Program		7/1/19-6/30/20	7/1/20-6/30/21	TOTAL
	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE			
Director, Elder Abuse Prevention	\$87,550	100%	19%	19%	\$16,197	\$16,197	\$32,394
Associate Director, Elder Abuse Pr	\$72,100	100%	42%	42%	\$30,282	\$30,282	\$60,564
Sr. Program Coordinator (incl. admi	\$61,200	100%	40%	40%	\$24,480	\$24,480	\$48,960
Psychologist	\$96,900	100%	20%	20%	\$19,380	\$19,380	\$38,760
<b>TOTALS</b>	\$317,750	4.00	1.21	1.21	\$90,339	\$90,339	\$180,678
<b>FRINGE BENEFIT RATE</b>	25.00%						
<b>EMPLOYEE FRINGE BENEFITS</b>	\$79,438				\$22,585	\$22,585	\$45,170
<b>TOTAL SALARIES &amp; BENEFITS</b>	\$397,188				\$112,924	\$112,924	\$225,848
<b>HSA #2</b>							

Program: Elder Abuse Forensic Center  
(Same as Line 9 on HSA #1)

### Operating Expense Detail

Expenditure Category	TERM			TOTAL
		7/1/19-6/30/20	7/1/20-6/30/21	7/1/19-6/30/21
Occupancy		\$4,800	\$4,800	\$9,600
Office/Program Supplies, Postage		\$1,100	\$1,100	\$2,200
Training				
Technology		\$1,821	\$1,821	\$3,642
Staff Travel-(Local & Out of Town)		\$2,057	\$2,057	\$4,114
Insurance		\$490	\$490	\$980
Licenses and Fees		\$2,535	\$2,535	\$5,070
CONSULTANT DESCRIPTIVE TITLE				
Medical Consultant		\$5,895	\$5,895	\$11,790
OTHER				
TOTAL OPERATING EXPENSE		\$18,698	\$18,698	\$37,396

HSA #3