



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** JILL NIELSEN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** JUNE 7, 2023

**SUBJECT:** GRANT MODIFICATION: **ASIAN PACIFIC ISLANDER  
LEGAL OUTREACH (NON-PROFIT) FOR PROVISION OF  
ELDER AND DEPENDENT ADULT ABUSE PREVENTION  
SERVICES**

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	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
<b>GRANT TERM:</b>	07/01/21- 06/30/25	07/01/23- 6/30/25	07/01/21- 06/30/25		
<b>GRANT AMOUNT:</b>	\$280,229	\$300,000	\$580,229	\$58,023	\$638,252
<b>ANNUAL AMOUNT:</b>	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	
	\$65,000	\$71,743	\$221,743	\$221,743	
<b>Funding Source</b>	<u>County</u>	<u>Federal</u>	<u>State</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$580,229			\$58,023	\$638,252
<b>PERCENTAGE:</b>	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant with Asian Pacific Islander Legal Outreach (APILO) for the period of July 1, 2023 through June 30, 2025 in the additional amount of \$300,000 plus a 10% contingency for a revised total amount not to exceed \$638,252. The purpose of this modification is to include additional funds made available to dependent and older adult victims of abuse.



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### **Background**

The California Welfare and Institutions Code Section 15655.5, requires that Adult Protective Service (APS) programs provide education on abuse, neglect and exploitation to mandated reporters, such as public or private agencies, or persons providing care or services to older adults or adults with disabilities, humane societies and animal control agencies, fire departments, offices of environmental health and building code enforcement, and mandated reporters of suspected financial abuse of an older or dependent adult. The education and instructional materials regarding abuse and neglect of an older or dependent adult, and their obligation to report, must include:

- an explanation of abuse and neglect of an older adults or adults with disabilities, information on how to recognize potential abuse and neglect,
- how the county adult protective services agency investigates reports of known or suspected abuse and neglect, and
- instructions on how to report known or suspected incidents of abuse and neglect, including: the appropriate telephone numbers to call and what types of information would assist the county adult protective services agency with its investigation of the report.

One of the service priorities of APS is the need for Elder and Dependent Adult Abuse Prevention programs so older adults and adults with disabilities may live without fear of becoming a victim of abuse or self-neglect.

Elder and Dependent Adult Abuse Prevention programing also contains a Veterans Financial Abuse Outreach and Prevention initiative aimed at educating veterans and their families about financial exploitation and scams targeting Veteran's Administration benefits. Prevention activities will consist of education to veterans and service providers, a public awareness campaign, as well as stakeholder collaboration to improve the identification and response of financial abuse targeted at veterans. San Francisco's County Veteran Services Office (CVSO), a division within DAS, will serve as a key partner on these activities.



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**Services to be Provided**

Under this modification, the grantee will provide the following additional services on an annual basis:

Public Education

**16 additional in-language public education sessions** for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. Languages include but are not limited to: English, Chinese, Tagalog, Korean, Vietnamese, and Spanish.

Elder Abuse Task Force

**246 additional hours of collaboration in expanding and developing a coordinated system to respond to elder abuse** by working with frontline services providers who work daily with limited-English proficiency seniors and adults with disabilities.

Training Sessions for Professionals

**8 additional hours of training sessions for professionals**, mandated reporters, law enforcement, service providers, nurses, social workers, financial services employees on the identification, prevention, reporting obligations, and treatment of elder abuse, neglect, and exploitation.

Cumulative Education Material

**2,720 additional units of service of distributing educational materials in multiple languages to the general public**, front line service professionals and caregivers, and APS/ DA Consumer Fraud Unit / VSO (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect and exploitation and scams specifically targeting API-community members. Languages of educational materials include but are not limited to: English, Chinese, Tagalog, Korean, Vietnamese, and Spanish. (A unit = 1 item of material)

**The projected reach of these additional activities is approximately 3,880 unique individuals**, with a potential for substantially more reach through social media impressions. The above services will be provided in the community at public events, as well as online hosting meetings, and potentially at HSA locations (or other locations if requested).



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**Selection**

Grantee was selected through RFP #901 issued in March 2021.

**Funding**

Funding for this grant is provided through a combination of County General Fund and Dignity Fund.

**ATTACHMENTS**

Appendix A-1, Services to be Provided  
Appendix B-1, Budget

## **Appendix A-1 – Services to be Provided**

### **Asian Pacific Islander Legal Outreach (APILO)**

#### **Elder/Dependent Abuse Prevention**

**July 1, 2021 – June 30, 2025**

**Modification: July 1, 2023**

#### **I. Purpose**

The purpose of this grant is to improve the protection of older persons 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.

#### **II. Definitions**

HSA	Human Services Agency of City and County of San Francisco
DAS	Department of Disability and Aging Services
APS	Adult Protective Services, Government agency that receives and Investigate reports of suspected elder/depend adult abuse.
Grantee	Asian Pacific Islander Legal Outreach (APILO)
Elder/Senior	Person who is 60 years or older.
Adult with Disability	Person 18 years of age or older living with a disability.
Dependent Adult	Persons who cannot care for themselves and depend on others to meet their most basic needs.

#### **III. Target Population**

The target population is eligible clients living in the City and County of San Francisco. This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need. Individuals 60 years of age or older and individuals between 18 and 59 years of age that are living with disabilities. 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
- Non or limited –English speaking
- Minority

- Frail
- Lesbian/Gay/Bisexual/Transgender

The direct target population to be served by this program includes the agencies, professionals, community members, advocates, and volunteers that serve as gatekeepers in the aging and adult services network.

#### **IV. Eligibility for Elder/Dependent Abuse Services**

- A. A resident of San Francisco
- B. Aged 60 and above, or
- C. Aged 18 and above with a disability

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

The services will be provided at the APILO offices at 1121 Mission Street, San Francisco, CA, 94103, as well as online and occasionally at public events in the City and County of San Francisco. Time of Typical Services: 9 a.m. – 5 p.m.

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

The grantee is to provide leadership and coordination in elder/dependent adult abuse prevention in consultation and coordination with the entities stated in the Program Definition above. Activities will include but are not limited to: holding multi-disciplinary team meetings on individual cases or elder abuse related topics, and provision of training to professionals, advocates, volunteers, consumers who either live at home or in an institutional setting, and their families and friends on how to identify, prevent and report elder abuse. In collaboration with DAS, grantee will coordinate outreach, awareness, and prevention activities in recognition of World Elder Awareness Day on an annual basis in June.

#### **VII. Service Objectives**

Submit to reasonable changes, on an annual basis:

##### **Public Education**

Grantee will provide 24 units of service of in-language public education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation particularly at community-based organizations, civil legal aid providers, cultural festivals, and churches or temples where low-English proficiency elders and adults with disabilities go for socialization, information, and other social services. Languages include but are not limited to: English, Chinese, Tagalog, Korean, Vietnamese, and Spanish. (A session = 1 service unit)

### **Elder Abuse Task Force**

Grantee will provide **369** units of service of expanding and developing a coordinated system to respond to elder abuse by working with frontline services providers who work daily with limited-English proficiency seniors and adults with disabilities. This will include quarterly meetings with the following objectives:

- A. Provide anonymous case reviews for CBO case managers regarding possible elder abuse or scam issues. (CBOs are safe, trustworthy with vulnerable seniors through churches, meals sites and health centers)- (Outcome: this will help with mutual referrals in case management, legal service, shelters, mental health, etc)
- B. Provide technical assistance or topics that may affect our clients and educate our provider members; (Outcome: this will help with building knowledge, capacity and support for our partners)
- C. Develop an outreach plan or brown bags lunch for public education about Elder Abuse and Scams (Outcome: this will help with education and report abuses and connect to SFPD, APS or Legal services). Reach out to Veterans, APS and SF DA Consumer Fraud or Scam to be a part of these meetings.

### **Training Sessions for Professionals**

Grantee will provide **12** units of training sessions for professionals, mandated reporters, law enforcement, service providers, nurses, social workers, financial services employees on the identification, prevention, reporting obligations, and treatment of elder abuse, neglect, and exploitation, (A unit = 1 hour)

### **Cumulative Education Material**

Grantee will provide **4620** unit of service of distributing educational materials in multiple languages to the general public, front line service professionals and caregivers, and APS/ DA Consumer Fraud Unit / VSO (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect and exploitation and scams specifically targeting API-community members. Languages of educational materials include but are not limited to: English, Chinese, Tagalog, Korean, Vietnamese, and Spanish. (A unit = 1 item of material)

Number of Individuals reached through the above activities: **5,820**

## VIII. Outcome Objectives

- A. At least 40% of targeted individuals and professionals that work with elders and vulnerable adults will be trained on elder and dependent adult abuse topics, such as identification, prevention, and mandated reporting.
- B. At least 80% of community partners surveyed will report “good or excellent” understanding of indicators of elder abuse after the grantee’s education/training sessions.
- C. In the consumer satisfaction surveys conducted by the grantee, a minimum of 75% of respondents will state that they will be more likely to report suspected elder/dependent adult abuse as a result of the training.

## IX. Reporting and Other Requirements

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

- A. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system regarding the following:
  - 1. Number of individuals trained/served during the month.
  - 2. Number of hours developing a coordinated system.
- B. 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. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year on an annual basis:
  - 1. The percentage of participants surveyed that have indicated a “good” or “excellent” understanding of indicators of elder abuse after the grantee’s education/training sessions
  - 2. The number of Advocacy events
- 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 must be submitted to the CARBON system.
- D. 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.



- E. Grantee will provide an annual consumer satisfaction survey report to APS by March 15 each grant year.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- G. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports should be sent to the following addresses

Akiles Ceron, Program Director  
[akiles.ceron@sfgov.org](mailto:akiles.ceron@sfgov.org)  
DAS, APS  
1650 Mission Street, 5/F  
San Francisco, CA 94103

Steve Kim, Contract Manager  
[Steve.Kim@sfgov.org](mailto:Steve.Kim@sfgov.org)  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120

## **X. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance 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; reporting performance including monthly service unit reports sent to DAS/APS 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; program operation, which includes a review of a written policies and procedures manual of all APS 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 director list and whether services are provided appropriately according to Sections VII and VIII.
- 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

Name  
**API Legal Outreach**

Term  
7/1/21 - 6/30/25

(Check One) New  Renewal  Modification

If modification, Effective Date of Mod. 7/1/2023 No. of Mod. 1

<b>Program: Elder Abuse Prevention Services</b>									
Budget Reference Page No.(s)	Actual	Actual	Current	Modification	Revised	Current	Modification	Revised	Revised
Program Term	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/23 - 6/30/24	7/1/23 - 6/30/24	7/1/24 - 6/30/25	7/1/24 - 6/30/25	7/1/24 - 6/30/25	7/1/21 - 6/30/25
<b>Expenditures</b>									
Salaries & Benefits	\$50,776	\$55,348	\$55,348	\$113,240	\$168,588	\$55,348	\$113,240	\$168,588	\$443,299
Operating Expenses	\$5,746	\$7,146	\$7,146	\$17,086	\$24,232	\$7,146	\$17,086	\$24,232	\$61,356
<b>Subtotal</b>	<b>\$56,522</b>	<b>\$62,494</b>	<b>\$62,494</b>	<b>\$130,326</b>	<b>\$192,820</b>	<b>\$62,494</b>	<b>\$130,326</b>	<b>\$192,820</b>	<b>\$504,655</b>
Indirect Percentage (%)	15%	15%	15%		15%	15%		15%	15%
Indirect Cost (Line 16 X Line 15)	\$8,478	\$9,249	\$9,249	\$19,674	\$28,923	\$9,249	\$19,674	\$28,923	\$75,574
Subcontractor/Capital Expenditures									
<b>Total Expenditures</b>	<b>\$65,000</b>	<b>\$71,743</b>	<b>\$71,743</b>	<b>\$150,000</b>	<b>\$221,743</b>	<b>\$71,743</b>	<b>\$150,000</b>	<b>\$221,743</b>	<b>\$580,229</b>
<b>HSA Revenues</b>									
General Funds	\$65,000	\$65,000	\$65,000		\$65,000	\$65,000		\$65,000	\$260,000
CODB		\$6,743	\$6,743		\$6,743	\$6,743		\$6,743	\$20,229
OTO				\$150,000	\$150,000		\$150,000	\$150,000	\$300,000
<b>TOTAL HSA REVENUES</b>	<b>\$65,000</b>	<b>\$71,743</b>	<b>\$71,743</b>	<b>\$150,000</b>	<b>\$221,743</b>	<b>\$71,743</b>	<b>\$150,000</b>	<b>\$221,743</b>	<b>\$580,229</b>
<b>Other Revenues</b>									
<b>Total Revenues</b>	<b>\$65,000</b>	<b>\$71,743</b>	<b>\$71,743</b>	<b>\$150,000</b>	<b>\$221,743</b>	<b>\$71,743</b>	<b>\$150,000</b>	<b>\$221,743</b>	<b>\$580,229</b>
Full Time Equivalent (FTE)									

Prepared by: \_\_\_\_\_ Telephone No.: \_\_\_\_\_  
 HSA-CO Review Signature: \_\_\_\_\_  
**HSA #1**

API Legal Outreach  
 Program: Elder Abuse Prevention Services

**Salaries & Benefits Detail**

POSITION TITLE	Agency Totals		HSA Program		7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/23 - 6/30/24	7/1/23 - 6/30/24	7/1/24 - 6/30/25	7/1/24 - 6/30/25	7/1/24 - 6/30/25	7/1/21 - 6/30/25
	Annual Full Time Salary for FTE	Total FTE	funded by HSA (Max)	Adjusted FTE	DAS Budgeted Salary	DAS Budgeted Salary	DAS Budgeted Salary	DAS Modification	DAS Revised Salary	DAS Budgeted Salary	DAS Modification	DAS Revised Salary	TOTAL Budgeted Salary
Project Coordinator	\$88,000	1.00	25%	0.25	\$22,000	\$22,880	\$22,880	\$9,250	\$32,130	\$22,880	\$9,250	\$32,130	\$109,140
Staff Attorney-Trainer	\$71,240	1.00	20%	0.20	\$14,248	\$14,818	\$14,818	\$7,682	\$22,500	\$14,818	\$7,682	\$22,500	\$74,066
Outreach Advocate	\$47,000	1.00	10%	0.10	\$4,700	\$6,580	\$6,580	\$25,660	\$32,240	\$6,580	\$25,660	\$32,240	\$75,760
Intergenerational Prevention Coordi	\$80,000	1.00	40%	0.40				\$32,000	\$32,000		\$32,000	\$32,000	\$64,000
Anti-API Hate Prevention Advocate	\$80,000	1.00	20%	0.20				\$16,000	\$16,000		\$16,000	\$16,000	\$32,000
<b>TOTALS</b>	<b>\$366,240</b>	<b>5.00</b>	<b>115%</b>	<b>1.15</b>	<b>\$40,948</b>	<b>\$44,278</b>	<b>\$44,278</b>	<b>\$90,592</b>	<b>\$134,870</b>	<b>\$44,278</b>	<b>\$90,592</b>	<b>\$134,870</b>	<b>\$354,966</b>
FRINGE BENEFIT RATE	24%												
EMPLOYEE FRINGE BENEFITS	\$87,898				\$9,828	\$11,070	\$11,070	\$22,648	\$33,718	\$11,070	\$22,648	\$33,718	\$88,333
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>\$454,138</b>				<b>\$50,776</b>	<b>\$55,348</b>	<b>\$55,348</b>	<b>\$113,240</b>	<b>\$168,588</b>	<b>\$55,348</b>	<b>\$113,240</b>	<b>\$168,588</b>	<b>\$443,299</b>

HSA #2

**API Legal Outreach**

**Program: Elder Abuse Prevention Services**

**Operating Expense Detail**

Expenditure Category	M	Budgeted 7/1/21 - 6/30/22	Budgeted 7/1/22 - 6/30/23	Budgeted 7/1/23 - 6/30/24	Modification 7/1/23 - 6/30/24	Revised 7/1/23 - 6/30/24	Budgeted 7/1/24 - 6/30/25	Modification 7/1/24 - 6/30/25	Revised 7/1/24 - 6/30/25	TOTAL 7/1/21 - 6/30/25
Rental of Property										
Utilities(Elec, Water, Gas, Phone, Garbage)					\$2,100	\$2,100		\$2,100	\$2,100	\$4,200
Office Supplies, Postage					\$1,950	\$1,950		\$1,950	\$1,950	\$3,900
Building Maintenance Supplies and Repair					\$1,125	\$1,125		\$1,125	\$1,125	\$2,250
Printing and Reproduction					\$4,580	\$4,580		\$4,580	\$4,580	\$9,160
Insurance					\$1,140	\$1,140		\$1,140	\$1,140	\$2,280
Staff Training					\$1,680	\$1,680		\$1,680	\$1,680	\$3,360
Staff Travel-(Local & Out of Town)										
Rental of Equipment										
<b>CONSULTANTS</b>										
Media consultant			\$1,400	\$1,400	\$3,600	\$5,000	\$1,400	\$3,600	\$5,000	\$11,400
<b>OTHER</b>										
Media costs (outreach articles, ads)		\$5,746	\$5,746	\$5,746	\$911	\$6,657	\$5,746	\$911	\$6,657	\$24,806
<b>TOTAL OPERATING EXPENSES</b>		\$5,746	\$7,146	\$7,146	\$17,086	\$24,232	\$7,146	\$17,086	\$24,232	\$61,356

**HSA #3**