



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: MEGAN ELLIOTT, ACTING DEPUTY DIRECTOR OF PROGRAMS
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: WEDNESDAY, SEPTEMBER 3, 2025

SUBJECT: NEW GRANT: **INSTITUTE ON AGING** (NON-PROFIT) FOR PROVISION OF ELDER ABUSE COMMUNITY EDUCATION AND OUTREACH

Initial
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	<u>Full Term</u>	<u>Contingency</u>	<u>Total</u>		
GRANT TERM:	9/1/25 - 6/30/29				
GRANT AMOUNT:	\$601,830	\$60,183	\$662,013		
ANNUAL AMOUNT:	<u>FY 25-26</u>	<u>FY 26-27</u>	<u>FY 27-28</u>	<u>FY 28-28</u>	
	\$130,830	\$157,000	\$157,000	\$157,000	
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$559,702		\$42,128	\$60,183	\$662,013
PERCENTAGE:	93%		7%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into new grant agreements with Institute on Aging for the period of September 1, 2025, to June 30, 2029, in the amount of \$601,830 plus a 10% contingency for a total amount not to exceed \$662,013. The purpose of this grant is to provide elder abuse prevention, community education, and outreach services.



Program	9/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	Term Total	Contingency	NTE
Elder Abuse Community Education and Outreach and Veterans Financial Abuse Education & Prevention	\$78,500	\$94,200	\$94,200	\$94,200	\$361,100	\$36,110	\$397,210
Elder Abuse Community Education and Outreach, including, but not limited to Asian American/ Pacific Islander (AAPI) Individuals	\$52,330	\$62,800	\$62,800	\$62,800	\$240,730	\$24,073	\$264,803
Grand Total	\$130,830	\$157,000	\$157,000	\$157,000	\$601,830	\$60,183	\$662,013

Background

The California Elder Abuse and Dependent Adult Civil Protection Act (EADACPA) mandates that Adult Protective Services (APS) agencies receive referrals from any mandated reporters or from any other source having reasonable cause to know that the welfare of an elder or dependent adult is endangered, and to take any actions considered necessary to protect the elder or dependent adult and correct the situation and ensure the individual’s safety.

Education and outreach activities are required to educate professionals and the community about older adult and dependent adult abuse and how to report it. The education and outreach activities will consist of education to consumers and service providers, as well as stakeholder collaboration to improve the identification and response to all types of abuse. This grant includes dedicated funds for outreach to the Asian American and Pacific Islander (AAPI) communities.

Services to be Provided

Elder Abuse Community Education and Outreach and Veterans Financial Abuse Education & Prevention

- **Public education sessions** in-language public education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.

- **Develop a coordinated system** to educate, consult, and combat abuse of older adults and dependent adults, including World Elder Abuse Awareness Day (WEAAD) activities.
- **Develop and disseminate a public awareness campaign focusing on scams targeting veteran benefits** in collaboration with San Francisco's Veteran's Service Office.

Elder Abuse Community Education and Outreach, including, but not limited to Asian American/Pacific Islander (AAPI) Individuals

- **Public education sessions** in-language public education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation with a focus on the cultural and language needs of the AAPI community.
- **Develop and expand a coordinated system** to discuss elder abuse by working with frontline services providers who work daily with AAPI seniors and adults with disabilities, including WEAAD activities.

Selection

The grantee was selected through RFP # 1179 issued on May 12, 2025.

Funding

Funding for these grants is provided through Federal and County General Funds.

ATTACHMENTS

Appendix A, Scope of Services (Elder Abuse Community Education and Outreach and Veterans Financial Abuse Education & Prevention)

Appendix A1, Scope of Services (Elder Abuse Community Education and Outreach, including, but not limited to Asian American/Pacific Islander (AAPI) Individuals)

Appendix B, Budget (Elder Abuse Community Education and Outreach and Veterans Financial Abuse Education & Prevention)

Appendix B1, Budget (Elder Abuse Community Education and Outreach, including, but not limited to Asian American/Pacific Islander (AAPI) Individuals)

Appendix A – Services to be Provided
Institute on Aging
Elder Abuse Community Education and Outreach (EAECO)
Elder Abuse Community Education and Outreach and Veterans Financial Abuse
Education & Prevention
September 1, 2025 – June 30, 2029

I. Purpose of Grant

The goal of the grant is to facilitate education and outreach to the general population as well as professionals in spaces that may become aware of potential abuse, neglect, self-neglect or exploitation through their line of work. This program covers Elder Abuse Community Education and Outreach. This program conducts education and outreach to all ethnicities with additional outreach and financial abuse awareness activities carved out for Veterans, as there are unique benefits and services offered to this demographic, and as a result – are also distinct scams.

II. Definitions

Term	Definition
AAPI	Asian American and Pacific Islanders (detailed under Minority: item C)
APS	Adult Protective Services. Government agency that receives and investigates reports of suspected elder/dependent adult abuse.
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 Online system
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAS	Department of Disability and Aging Services
Dependent Adult	Persons who are 18-59 years, who cannot care for themselves and depend on others to meet their most basic needs.
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.
EADACPA	The California Elder Abuse and Dependent Adult Civil Protection Act

Term	Definition
Elder/Older Adult	Person who is 60 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	Awardee
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 American/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
SFHSA	San Francisco 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.)
VFAEP	San Francisco Veterans Financial Abuse Education and Prevention Service Unit 1 hour spent on coordination of response to abuse, 1 education/outreach session, 1 veteran reached (VFAEP only); education/outreach materials for 1 meeting attendee, and/or 1 individual educated/reached as noted in Service Objective categories
Veteran	Any adult over the age of 18 that self-identifies as having a background in the US Armed Forces.

Term	Definition
VSO	Veteran Services Officer(s)
WEAAD	World Elder Abuse Awareness Day

III. Target Population

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, Grantee shall ensure that program services are accessible to:

- Persons with low to moderate income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color or communities that have historically been under-served
- Members of the LGBTQIA+ community
- Persons at risk of institutionalization
- Older adults and adults with disabilities that self-identify as having a background in the US Armed Forces

IV. Description of Services

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

Elder Abuse Community Education and Outreach (all ethnicities)

- A. Grantee is to provide in-language public education sessions for the general public on the identification, prevention, and treatment of abuse, neglect, exploitation and self-neglect of older adults and adults with disabilities.
- B. 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 provision of education and outreach to professionals, law enforcement, advocates, volunteers, consumers who either live at home or reside in an institutional setting, their families and friends, staff of community organizations, on how to identify, prevent and report abuse of older adults and adults with disabilities.
- C. In collaboration with DAS, Grantee will coordinate outreach, awareness, and prevention activities in recognition of World Elder Abuse Awareness Day (WEAAD) on an annual basis in June
- D. Participation by Grantee in marketing campaigns to support DAS public relations efforts.

Veterans Financial Abuse Education & Prevention:

- A. In collaboration with San Francisco’s Veteran’s Service Office, develop and disseminate a public awareness campaign aimed at increasing the awareness about scams targeting veterans.
- B. Maintain a fact sheet and facilitation curriculum for service providers and veterans around financial exploitation and scams targeting Veteran’s Administration Benefits.
- C. Develop a collaboration and communication system among service providers and professionals invested in the protection of veterans in order to improve stakeholder coordination around education and prevention activities.

V. Location and Time of Services

- A. Services will be provided in the community particularly at community-based organizations, civil legal aid providers, cultural festivals, and churches or temples where elders and adults with disabilities go for socialization, information, and other social services.
 - a. Some services may also be held online as appropriate for the audience and appropriate steps are taken to ensure accessibility for low-English proficiency individuals and adults with disabilities when outreaching directly to APS constituents.

VI. Service Objectives

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

Year 1 Adjustment:

Scope for September 1, 2025 to June 30, 2026 (10-month calculation)

Elder Abuse Community Education and Outreach & Veterans Financial Abuse Education & Prevention	Units
Public education sessions (1 session = 1 service unit)	17
Hours spent developing a coordinated system to educate on elder abuse (including WEAAD activities) (1 hour = 1 service unit)	230
No. of veterans reached via Veterans Financial Abuse Education & Prevention (1 veteran reached = 1 service unit)	415
No. of general public reached (1 individual reached = 1 service unit)	4,750
Total number of Service Units	5,412
No. of unique individuals reached	5,165
No. of educational materials distributed	5,165

Year 2: July 1, 2026 – June 30, 2027

Year 3: July 1, 2027 – June 30, 2028

Year 4: July 1, 2028 – June 30, 2029

Elder Abuse Community Education and Outreach & Veterans Financial Abuse Education & Prevention	Units
Public education sessions (1 session = 1 service unit)	21
Hours spent developing a coordinated system to educate on elder abuse (including WEAAD activities) (1 hour = 1 service unit)	280
No. of veterans reached via Veterans Financial Abuse Education & Prevention (1 veteran reached = 1 service unit)	500
No. of general public reached (1 individual reached = 1 service unit)	5,700
Total number of Service Units	6,501
No. of unique individuals reached	6,200
No. of educational materials distributed	6,200

VII. Outcome Objectives

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

- At least 80% of education and outreach attendees surveyed will indicate good or excellent in a qualitative evaluation of grantee’s facilitated sessions.
- At least 75% of education and outreach attendees surveyed will indicate they are more likely to report suspected elder/dependent adult abuse as a result of the facilitated session.
- At least 75% of attendees of facilitated education and outreach sessions will indicate that distributed materials are useful and understandable
- At least 80% of community partners attending facilitated sessions on the Veterans Financial Abuse Education and Prevention will indicate that they have increased knowledge of financial scams targeting veterans as a result of the facilitated session and are better able to report to proper resources and provide better services to clients.
- At least 80% of Veterans Financial Abuse Education and Prevention facilitated session attendees surveyed will indicate good or excellent in a qualitative evaluation of grantee’s facilitated sessions.

VIII. Data Collection and Reporting Requirements

- A. Grantee will provide a monthly report of activities, referencing the tasks described in Section IV & VI- Description of Services and Service Objectives. Grantee will

enter the monthly metrics in the CARBON database by the 15th of the following month.

- B. Awardee shall submit to DAS/APS an EACEO Quarterly Report capturing the data elements indicated in the Description of Services (Section IV) and Service Objectives (Section VI), and Outcome Objectives (Section VII).

QUARTER	REPORT PERIOD	DUE DATE FROM GRANTEE
Q1	July 1 – September 30	October 15
Q2	October 1—December 31	January 15
Q3	January 1 – March 31	April 15
Q4	April 1 – June 30	July 15

- C. 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.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks described in Section VI & VII- Service and Outcome Objectives and summary of SOGI data collected in the year as required by state and local law. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by July 15th.
- E. Grantee will provide Ad Hoc reports as required by the Department.
- F. Quarterly and Annual Reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and emailed to the program contact.

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

Ben Seisedos	Tara Alvarez
Senior Analyst	Senior Contract Manager
DAS APS	HSA
Ben.Seisedos@SFgov.org	Tara. Alvarez@SFgov.org

IX. Monitoring Activities

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Grantee: Institute on Aging					Full Term:	9/1/25 - 6/30/29
Program: Elder Abuse Community Education and Outreach and Veterans Financial Abuse Education & Prevention					Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> (check One)					Modification #	
	9/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	9/1/25 - 6/30/29	
Expenses	Original	Original	Original	Original	Total	
Salaries & Benefits	\$61,488	\$73,785	\$73,785	\$73,785	\$282,843	
Operating-Direct	\$6,773	\$8,128	\$8,128	\$8,128	\$31,157	
Subtotal	\$68,261	\$81,913	\$81,913	\$81,913	\$314,000	
Indirect Percentage (%)	15%	15%	15%	15%	15%	
Indirect Costs (Line 16 X Line 15)	\$10,239	\$12,287	\$12,287	\$12,287	\$47,100	
Consultant/Subcontractor (\$25,000+)						
Direct Client Pass-Through						
Capital Expenses						
Total Expenses	\$78,500	\$94,200	\$94,200	\$94,200	\$361,100	
HSA / DAS Revenues						
General Funding	\$73,005	\$87,606	\$87,606	\$87,606	\$335,823	
Federal Funding	\$5,495	\$6,594	\$6,594	\$6,594	\$25,277	
Total HSA / DAS Revenues	\$78,500	\$94,200	\$94,200	\$94,200	\$361,100	
Grantee/Contractor Revenues						
Total Grantee/Contractor Revenues						
Total Revenues	\$78,500	\$94,200	\$94,200	\$94,200	\$361,100	
Prepared by:						
<i>Telephone No. & Email:</i>					<i>HSA Budget Form (3/24)</i>	

Grantee: Institute on Aging													Appendix B, Page 2
Program: Elder Abuse Community Education and Outreach and Veterans Financial Abuse Education & Prevention													
Salaries & Benefits Detail													
POSITION TITLE	Agency Totals		HSA Program		9/1/25 - 6/30/26	Agency Totals		HSA Program		7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	9/1/25 - 6/30/29
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Original	Original	Total
Manager of Community Programs	\$122,783	1.00	10%	0.10	\$10,232	\$122,783	1.00	10%	0.10	\$12,278	\$12,278	\$12,278	\$47,066
Outreach & Education Specialist	\$75,000	1.00	25%	0.25	\$15,625	\$75,000	1.00	25%	0.25	\$18,750	\$18,750	\$18,750	\$71,875
Program Development Specialsit	\$80,000	1.00	35%	0.35	\$23,333	\$80,000	1.00	35%	0.35	\$28,000	\$28,000	\$28,000	\$107,333
				-					-				
				-					-				
TOTALS	\$277,783	3.00	0.70	0.70	\$49,190	\$277,783	3.00	70%	0.70	\$59,028	\$59,028	\$59,028	\$226,274
FRINGE BENEFIT RATE	25%								25%				
EMPLOYEE FRINGE BENEFITS					\$12,298					\$14,757	\$14,757	\$14,757	\$56,569
TOTAL SALARIES & BENEFITS					\$61,488					\$73,785	\$73,785	\$73,785	\$282,843

HSA Budget Form (3/24)

Grantee: Institute on Aging

Appendix B, Page 3

Program: Elder Abuse Community Education and Outreach and Veterans Financial Abuse Education & Prevention

Operating Expenses Detail

	9/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	9/1/25 - 6/30/29 Total
<u>Expenditure Category</u>					
Rental of Property	\$417	\$500	\$500	\$500	\$1,917
Utilities(Elec, Water, Gas, Phone, Garbage)	\$250	\$300	\$300	\$300	\$1,150
Office Supplies, Postage	\$417	\$500	\$500	\$500	\$1,917
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance	\$248	\$298	\$298	\$298	\$1,142
Staff Training	\$500	\$600	\$600	\$600	\$2,300
Staff Travel-(Local & Out of Town)	\$679	\$815	\$815	\$815	\$3,124
Rental of Equipment					
<u>Consulting/Professional Services</u>					
Interpretation	\$1,250	\$1,500	\$1,500	\$1,500	\$5,750
Language Line (consultation)	\$750	\$900	\$900	\$900	\$3,450
<u>Other</u>					
World Elder Abuse Awareness Day (WEAAD) Campaign	\$1,250	\$1,500	\$1,500	\$1,500	\$5,750
Marketing	\$1,012	\$1,215	\$1,215	\$1,215	\$4,657
<u>Total Operating Expense</u>	\$6,773	\$8,128	\$8,128	\$8,128	\$31,157

HSA Budget Form (3/24)

**Appendix A1 – Services to be Provided
 Institute on Aging
 Elder Abuse Community Education and Outreach (EAECO)
 Elder Abuse Community Education and Outreach, including, but not limited to
 Asian American/Pacific Islander (AAPI) Individuals
 September 1, 2025 – June 30, 2029**

I. Purpose of Grant

The goal of the grant is to facilitate education and outreach to the general population as well as professionals in spaces that may become aware of potential abuse, neglect, self-neglect or exploitation through their line of work. This program covers Elder Abuse Community Education and Outreach, including, but not limited to Asian American/Pacific Islander (AAPI) Individuals through public education outreach that is targeted to the AAPI communities through in-language outreach in the community -- particularly at senior centers, cultural festivals, and churches or temples where AAPI elders and adults with disabilities go for socialization, information, and other social services.

II. Definitions

Term	Definition
AAPI	Asian American and Pacific Islanders (detailed under Minority: item C)
APS	Adult Protective Services. Government agency that receives and investigates reports of suspected elder/dependent adult abuse.
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 Online system
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAS	Department of Disability and Aging Services
Dependent Adult	Persons who are 18-59 years, who cannot care for themselves and depend on others to meet their most basic needs.
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.

Term	Definition
EADACPA	The California Elder Abuse and Dependent Adult Civil Protection Act
Elder/Older Adult	Person who is 60 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	Awardee
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 American/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
SFHSA	San Francisco 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.)
VFAEP	San Francisco Veterans Financial Abuse Education and Prevention Service Unit 1 hour spent on coordination of response to abuse, 1 education/outreach session, 1 veteran reached (VFAEP only); education/outreach materials for 1

Term	Definition
	meeting attendee, and/or 1 individual educated/reached as noted in Service Objective categories
Veteran	Any adult over the age of 18 that self-identifies as having a background in the US Armed Forces.
VSO	Veteran Services Officer(s)
WEAAD	World Elder Abuse Awareness Day

III. Target Population

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, Grantee shall ensure that program services are accessible to:

- A resident of San Francisco, and Asian, Asian American, or Pacific Islander ancestry who trace their origins to the countries, states, jurisdictions and/or the diasporic communities of these geographic regions as noted in the definitions section, and
- Aged 60 and above, or Age 18 and above with a disability
- Persons with low to moderate income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color or communities that have historically been under-served
- Members of the LGBTQIA+ community
- Persons at risk of institutionalization

IV. Description of Services

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

Elder Abuse Community Education and Outreach, including, but not limited to Asian American/Pacific Islander (AAPI) Individuals

- A. Grantee will provide in-language public education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation, with a focus on the cultural and language needs of the AAPI community.
- B. Work with frontline services providers who work daily with limited-English proficiency AAPI seniors and adults with disabilities, including the following activities:
 - a. Provide anonymous case reviews for CBO case managers regarding possible elder abuse or scam issues

- b. Provide technical assistance or topics that may affect our clients and educate our provider members emphasizing cultural and language needs of the AAPI community
- c. Provide leadership and coordination in elder/dependent adult abuse prevention in consultation and coordination with the entities stated in the California EADACPA and community partners. Activities will include but are not limited to provision of education and outreach on how to identify, prevent and report elder abuse, neglect, and exploitation as well as scams specifically targeting the AAPI community.
- C. In collaboration with DAS, Grantee will coordinate outreach, awareness, and prevention activities in recognition of World Elder Abuse Awareness Day (WEAAD) on an annual basis in June
- D. Participation by Grantee in marketing campaigns to support DAS public relations efforts.

V. Location and Time of Services

- A. Services will be provided in the community -- particularly at community-based organizations, civil legal aid providers, cultural festivals, and churches or temples where AAPI elders and adults with disabilities go for socialization, information, and other social services.
 - a. Some services may also be held online as appropriate for the audience and appropriate steps are taken to ensure accessibility for low-English proficiency individuals and adults with disabilities when outreaching directly to APS constituents.

VI. Service Objectives

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

**Year 1 Adjustment:
Scope for September 1, 2025 to June 30, 2026 (10-month calculation)**

Service Category	Units
Public education and outreach sessions (1 session = 1 service unit)	12
Hours spent developing a coordinated system to educate on elder & dependent adult abuse (including WEAAD activities) (1 hour = 1 service unit)	200
No. of General Public Reached (1 individual reached = 1 service unit)	3,150
Total number of Service Units	3,362
No. of unique individuals reached	3,150
No. of Educational Materials Distributed	3,150

Year 2: July 1, 2026 – June 30, 2027

Year 3: July 1, 2027 – June 30, 2028

Year 4: July 1, 2028 – June 30, 2029

Service Category	Units
Public education and outreach sessions (1 session = 1 service unit)	15
Hours spent developing a coordinated system to educate on elder & dependent adult abuse (including WEAAD activities) (1 hour = 1 service unit)	250
No. of General Public Reached (1 individual reached = 1 service unit)	3,800
Total number of Service Units	4,065
No. of unique individuals reached	3,800
No. of Educational Materials Distributed	3,800

VII. Outcome Objectives

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

- At least 80% of education and outreach attendees surveyed will indicate good or excellent in a qualitative evaluation of grantee’s facilitated sessions.
- At least 75% of education and outreach attendees surveyed will indicate they are more likely to report suspected elder/dependent adult abuse as a result of the facilitated session.
- At least 75% of attendees of facilitated education and outreach sessions will indicate that distributed materials are useful and understandable

VIII. Data Collection and Reporting Requirements

- A.** Grantee will provide a monthly report of activities, referencing the tasks described in Section IV & VI- Description of Services and Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
- B.** Awardee shall submit to DAS/APS an EACEO Quarterly Report capturing the data elements indicated in the Description of Services (Section IV) and Service Objectives (Section VI), and Outcome Objectives (Section VII).

QUARTER	REPORT PERIOD	DUE DATE FROM GRANTEE
Q1	July 1 – September 30	October 15
Q2	October 1—December 31	January 15
Q3	January 1 – March 31	April 15
Q4	April 1 – June 30	July 15

- C.** 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.

D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks described in Section VI & VII- Service and Outcome Objectives and summary of SOGI data collected in the year as required by state and local law. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by July 15th.

E. Grantee will provide Ad Hoc reports as required by the Department.

Quarterly and Annual Reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system and emailed to the program contact.

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

Ben Seisedos	Tara Alvarez
Senior Analyst	Senior Contract Manager
DAS APS	HSA
Ben.Seisedos@SFgov.org	Tara. Alvarez@SFgov.org

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of public education sessions, veteran benefit awareness campaign, and back-up documentation for reporting progress towards meeting service and outcome objectives.

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Grantee: Institute on Aging					Full Term:	9/1/25 - 6/30/29
Program: Elder Abuse Community Education and Outreach, including, but not limited to Asian American/Pacific Islander (AAPI) Individuals					Effective Date:	9/1/2025
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> Check One) <input type="checkbox"/>					Modification #	
	9/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	9/1/25 - 6/30/29	
Expenses	Original	Original	Original	Original	Total	
Salaries & Benefits	\$38,686	\$46,424	\$46,424	\$46,424	\$177,958	
Operating-Direct	\$6,817	\$8,185	\$8,185	\$8,185	\$31,372	
Subtotal	\$45,503	\$54,609	\$54,609	\$54,609	\$209,330	
Indirect Percentage (%)	15%	15%	15%	15%	15%	
Indirect Costs (Line 16 X Line 15)	\$6,827	\$8,191	\$8,191	\$8,191	\$31,400	
Consultant/Subcontractor (\$25,000+)						
Direct Client Pass-Through						
Capital Expenses						
Total Expenses	\$52,330	\$62,800	\$62,800	\$62,800	\$240,730	
HSA / DAS Revenues						
General Funding	\$48,667	\$58,404	\$58,404	\$58,404	\$223,879	
Federal Funding	\$3,663	\$4,396	\$4,396	\$4,396	\$16,851	
Total HSA / DAS Revenues	\$52,330	\$62,800	\$62,800	\$62,800	\$240,730	
Grantee/Contractor Revenues						
Total Grantee/Contractor Revenues						
Total Revenues	\$52,330	\$62,800	\$62,800	\$62,800	\$240,730	
Prepared by:						
<i>Telephone No. & Email:</i>					<i>HSA Budget Form (3/24)</i>	

Grantee: Institute on Aging Appendix B1, Page 2
 Program: Elder Abuse Community Education and Outreach, including, but not limited to Asian American/Pacific Islander (AAPI) Individuals

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		9/1/25 - 6/30/26	Agency Totals		HSA Program		7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	9/1/25 - 6/30/29
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Original	Original	Total
Manager of Community Programs	\$122,783	1.00	5%	0.05	\$5,116	\$122,783	1.00	5%	0.05	\$6,139	\$6,139	\$6,139	\$23,533
Outreach and Education Specialist	\$75,000	1.00	20%	0.20	\$12,500	\$75,000	1.00	20%	0.20	\$15,000	\$15,000	\$15,000	\$57,500
Program Development Specialist	\$80,000	1.00	20%	0.20	\$13,333	\$80,000	1.00	20%	0.20	\$16,000	\$16,000	\$16,000	\$61,333
				-					-				
				-					-				
TOTALS	\$277,783	3.00	0.45	0.45	\$30,949	\$277,783	3.00	45%	0.45	\$37,139	\$37,139	\$37,139	\$142,366
FRINGE BENEFIT RATE	25%					25%							
EMPLOYEE FRINGE BENEFITS					\$7,737					\$9,285	\$9,285	\$9,285	\$35,592
TOTAL SALARIES & BENEFITS					\$38,686					\$46,424	\$46,424	\$46,424	\$177,958

HSA Budget Form (3/24)

Grantee: Institute on Aging

Appendix B1, Page 3

Program: Elder Abuse Community Education and Outreach, including, but not limited to Asian American/Pacific Islander (AAPI) Individuals

Operating Expenses Detail

	9/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	9/1/25 - 6/30/29 Total
<u>Expenditure Category</u>					
Rental of Property	\$308	\$370	\$370	\$370	\$1,418
Utilities(Elec, Water, Gas, Phone, Garbage)	\$125	\$150	\$150	\$150	\$575
Office Supplies, Postage	\$333	\$400	\$400	\$400	\$1,533
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance	\$209	\$251	\$251	\$251	\$962
Staff Training	\$333	\$400	\$400	\$400	\$1,533
Staff Travel-(Local & Out of Town)	\$583	\$700	\$700	\$700	\$2,683
Rental of Equipment					
<u>Consulting/Professional Services</u>					
Interpretation	\$1,250	\$1,500	\$1,500	\$1,500	\$5,750
Language Line (consultation)	\$750	\$900	\$900	\$900	\$3,450
<u>Other</u>					
World Elder Abuse Awareness Day (WEAAD) Campaign	\$1,250	\$1,500	\$1,500	\$1,500	\$5,750
Marketing	\$1,676	\$2,014	\$2,014	\$2,014	\$7,718
<u>Total Operating Expense</u>	\$6,817	\$8,185	\$8,185	\$8,185	\$31,372

HSA Budget Form (3/24)