

City and County of San Francisco



London Breed, Mayor

Human Services Agency

 Department of Human Services
 Department of Disability and Aging Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS

DATE: JULY 14, 2020

SUBJECT: NEW GRANT: **SWORDS TO PLOWSHARES (NON-PROFIT)**
TO PROVIDE LEGAL ASSISTANCE FOR VETERANS WITH
MENTAL HEALTH CLAIMS

 DS
 EL

GRANT TERM: 7/1/2020-6/30/2022

GRANT AMOUNT:	New	Contingency	Total
	\$236,060	\$23,606	\$259,666

ANNUAL AMOUNT

<u>FY20/21</u>	<u>FY21/22</u>
\$118,030	\$118,030

<u>Funding Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:		\$236,060		\$23,606	\$259,666
PERCENTAGE:		100%			100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with Swords to Plowshares for the period of July 1, 2020 through June 30, 2022, in an amount of \$236,060, plus a 10% contingency for a total amount not to exceed \$259,666. The purpose of the grant is to provide legal assistance to veterans with mental health claims.

Background

Access to veteran's benefits from the Department of Veterans Affairs (VA) can help to address many of the root causes that lead to homelessness and a lack of housing stability. Veterans with mental health disabilities have an overwhelming need for VA benefits assistance, but few options for support. Veterans unjustly labeled with less than honorable discharges are especially vulnerable: they are twice as likely to commit suicide and experience homelessness, and three

times as likely to become involved in the criminal justice system. Combat veterans with a psychiatric diagnosis are nine times more likely to have a less than honorable discharge. Due to their discharge status, they are often denied mental health treatment and benefits from the VA without an advocate. Securing access to VA benefits can be lengthy and complicated, particularly for veterans struggling with post-traumatic stress disorder, traumatic brain injury, chronic or severe mental illness, and/or homelessness who need additional support to complete the process.

Compared nationally, the San Francisco Continuum of Care has the 8th highest number of homeless veterans, and 3rd highest rate (61%) of unsheltered homeless veterans; and, with an estimated 1,805 chronically homeless individuals, is 4th highest in the nation. San Francisco's 2019 Point in Time Count discovered 608 homeless veterans, 81% were unsheltered.

The San Francisco County Veterans Service Office, part of DAS, assists veterans with filing and tracking claims in order to get benefits for veterans and their dependents. Swords to Plowshares is a community-based organization located in San Francisco dedicated to serving veterans. The SFCVSO has had a longstanding partnership with Swords to Plowshares who provides critical services particularly to veterans with complex legal benefits cases.

The CalVet Mental Health Services Act (MHSA) grant funding is intended to support enhancement of mental health outreach and treatment programs by County Veterans Service's Offices. The SFCVSO was awarded the MHSA funding in partnership with Swords to Plowshares by the VA after submitting a successful proposal highlighting ongoing collaboration and outreach activities to underserved veterans.

Services to be Provided

The purpose of this grant is to provide outreach, intake, and free legal counseling and representation for vulnerable veterans with complex mental health benefits claims to remove legal barriers and increase access to VA mental and primary healthcare, and monetary benefits and housing assistance.

The goals of this grant align with the mission of DAS and the SFCVSO to streamline service coordination between the SFCVSO and community based veteran's services. Collaboration between Swords to Plowshares and the SFCVSO will expand the availability and accessibility of legal assistance to increase access to veteran's benefits including mental health treatment programs, in turn, contributing to improved health and quality of life outcomes for California's veterans. Swords to Plowshares will provide legal counseling, case analysis, advice, self-help materials, and legal intake for full representation by an attorney.

Swords to Plowshares will focus outreach to low-income and/or homeless veterans with mental health disabilities who reside in San Francisco. The program will target underserved veterans (*other than honorably discharged, LGBTQ+, women, student, and justice-involved*) with complex VA mental health disability claims. These underserved veterans are frequently not receiving the benefits to which they are entitled due to eligibility barriers or difficulty proving their mental health disabilities are service-related; the majority of these veterans are unable to

navigate the complex Veterans Benefits Administration benefits claims process without expert legal assistance.

Swords to Plowshares will provide outreach at Swords to Plowshares' Drop-in Center, the San Francisco Vet Center, and other locations where underserved veterans seek support. Swords to Plowshares will pilot legal clinics at the City College of San Francisco to reach transitioning student veterans. Veterans who require ongoing legal assistance and/or full representation to access VA benefits will be identified during intake interviews and/or SFCVSO referrals. Veterans will be offered referrals to Swords to Plowshares for additional services in case management, counseling, supportive services for veteran families, housing placement, supportive housing, and employment to address other than legal needs.

Achievement of the project goals will make a dramatic impact in the lives of veterans and their families by ensuring that more underserved veterans with mental health disabilities have access to VA mental and primary healthcare; VA monetary disability benefits that compensate for mental health disabilities incurred in military services; and available housing assistance and other supportive services designed to support their reintegration to civilian life.

Selection

Contractor was selected through Sole Source Waiver as Swords to Plowshares was named in the California Department of Veterans Affairs grant award.

Funding

Funding for this grant is State Funds provided through California Department of Veterans Affairs.

ATTACHMENTS

- Appendix A - Services to be Provided
- Appendix B – Budget
- Appendix F – Site Chart

Appendix A – Services to be Provided

Swords to Plowshares

Legal Assistance for Veterans with Mental Health Claims Project

July 1, 2020 – June 30, 2022

I. Purpose of Grant

The purpose of this grant is to provide free legal counseling and representation for vulnerable veterans with complex benefits claims to remove legal barriers and increase access to Veterans Administration healthcare, monetary benefits, and housing assistance.

II. Definitions

City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging Services.
Efforts to Outcomes (ETO)	Grantees' organization-wide client database, that captures and reports on program participants' gender, age, ethnicity, military branch, era of service, disability status, department accessed, department-specific measures, and progress over time.
Grantee	Swords to Plowshares
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 as defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. Consumers self-report income status. Income status is not a means test for program eligibility.
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.
OCP	Office of Community Partnerships
OCM	Office of Contract Management, San Francisco Human Services Agency
Outreach	Formal and informal approaches used to engage the target population. 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 staff being present and available in community spaces (i.e. community living room, game room, mailroom etc.)
Service Connection	Includes, but is not limited to 1) providing information about services and benefits that support and enhance an individual's ability to remain in their home and community; 2) assisting an individual in applying for supportive services in the community; 3) providing follow up on any service connections made to ensure an individual's needs are met.
SF-HSA	Human Services Agency of the City and County of San Francisco.
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> 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 (<i>Chapter 104, Sections 104.1 through 104.9</i>).
Unduplicated Consumer (UDC)	A consumer enrolled in the Supportive Services and Service Connection for Veterans Program.
Veteran	A person who served in any branch of the (US) military

III. Target Population

The program will target underserved veterans— other than honorably discharged, LGBTQ+, women, student, and justice-involved.

IV. Eligibility for Program Enrollment

1. A military veteran *and*
2. Seeking assistance with accessing VA healthcare and monetary benefits for mental health disabilities

Description of Services

1. The San Francisco's County Veterans Services Office (SFCVSO) and Grantees' Legal Team will refer veterans to Swords to Plowshares' Drop-in Center for a full intake which provides a screening and assessment of vulnerabilities, including the presence of co-occurring mental and substance use disorders, and provide program and community-based referrals for other than legal needs.
2. Grantee will provide free legal benefits assistance, including legal representation, and accept all legal referrals from the SFCVSO.
 - a. Grantee will host on-site legal clinics where veterans seek services (e.g. Swords to Plowshares' Drop-in Center, the SF Vet Center, San Francisco VA Health Care System, and City College of San Francisco). Grantee will provide legal counseling, case analysis,

- advice, self-help materials, and legal intake for full representation by an attorney.
 - b. Veterans with less complicated cases and lower vulnerabilities will be referred to the SFCVSO for benefits application assistance.
3. The SFCVSO and Grantee will conduct both formal and informal outreach to the target populations of veterans. Outreach approaches can include, but are not limited to, one to one contact, publicizing the Grantees' free legal clinics, and direct referral to the Grantee Drop-in Center.
 4. Grantee will offer all clients served at Legal Clinics information on:
 - a. Available VA benefits, eligibility requirements, free self-help materials and legal counseling advice
 - b. Available community-based supportive services to increase their health, housing and income
 5. Grantee will promote early intervention by increasing access to VA benefits for student veterans and other transitioning service members with mental health disabilities.
 6. Grantee will outreach to justice-involved veterans in SF Vet Court diversion programs and incarcerated veterans through the COVER program to increase access and eligibility to VA benefits and services

V. Location and Time of Services

The location of the Grantee Drop-in Center and operation hours are The Grantees Service Center is located at 1060 Howard Street San Francisco, CA 94103. Drop in hours are M-F from 8:30am-3:30pm. Legal clinics will be planned and scheduled throughout the community and will be advertised as they are scheduled.

VI. Service Objectives

On an annual basis, the grantee will meet the following service objectives for the Mental Health Claims Project in Table A below:

Performance Metric Year One	Data Source	FY 2020-2021	FY 2021-2022	Total 2-years
1. Number of clients who receive direct one-time legal counseling to support access to their VA mental health benefits	Data collected at Legal Clinic intake is entered into ETO and Prevail Case Management Software (Prevail)	66 unduplicated veterans annually	66 unduplicated veterans annually	132 unduplicated veterans

2. Number of free legal clinics held in San Francisco	Data collected and entered into ETO	At least 17 legal clinics held annually	At least 17 legal clinics held annually	34 total legal clinics
3. Number of new unduplicated veterans who received full legal representation by an attorney and/or ongoing legal assistance by an attorney to remove legal barriers preventing access to or maintenance of mental healthcare.	Cases taken on for full representation will be entered and tracked in ETO and Prevail	21 unduplicated veterans annually	21 unduplicated veterans annually	42 unduplicated veterans
4. Number of veterans served with military discharge related legal matter to remove legal barriers preventing access to mental and primary healthcare.	Data collected entered and tracked in ETO and Prevail	8 veterans annually	8 veterans annually	16 veterans
5. Number of represented clients who receive a positive decision from the VA or the Department of Defense (DOD) where that decision provides an increase in access to VA mental healthcare benefits through removal of legal barrier, and/or an increase in monetary disability benefits income.	Successful outcomes will be tracked and recorded in Prevail	13 veterans annually	13 veterans annually	26 veterans

VII. Outcome Objectives

On an annual basis, the grantee will meet the following outcome objectives

1. Veterans will report, via a consumer satisfaction survey provided by Grantee, they have an increase in awareness and understanding of available VA benefits, their rights and entitlements at the end of the counseling session. Target: 75%
2. Veterans will receive a positive decision from the VA or the DOD where that decision provides an increase in access to VA mental healthcare benefits through removal of legal barrier, and/or an increase in monetary disability benefits income. Target: 75%
3. Veterans will access VA mental and physical healthcare by removing legal military discharge barriers. Target: 75%

VIII. Reporting and Other Requirements

1. Grantee shall have policy and procedures that align with city, state, and local regulatory agencies, including the DAS-OCP policy memoranda manual.
2. Grantee will enroll eligible consumers in the Mental Health Claims Project. Their enrollment will be reflected in the Prevail Case Management Software database and the Efforts to Outcomes (ETO) database.
3. Grantee will ensure that units of service provided through this grant agreement are tracked and distinguishable, including the number of unduplicated veterans served, and number of legal clinics hosted.
4. Grantee will coordinate with DAS Analyst on regular grant reporting to CalVet.
5. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The grantee will submit the report to SF-HSA through CARBON system no later than July 31 each grant year. SF-HSA may request and require additional reports at other times during the fiscal year.
6. Grantee will provide an annual client survey report to DAS by March 15 each grant year or a mutually agreed upon date between DAS and the grantee.
7. Grantee shall develop and deliver an annual summary report of SOGI data collected in each grant year as requested by SF-HSA. The due date for submitting the annual summary report is no later than July 10 each grant year.
8. Grantee program staff will complete security awareness training on an annual basis; grantee will maintain evidence of staff completion of this training.
9. Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to Appendices within the Grant Agreement.
10. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA and/or DAS.

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

Steve Kim, Contract Manager
Office of Contract Management, HSA
Steve.kim@sfgov.org

Or

Kate Shadoan, Benefits and Resource Hub Director
Department of Disability and Aging Services
kate.shadoan@sfgov.org

IX. Monitoring Activities

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 total number of unduplicated consumers served annually; 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 III through IV.

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

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name		Term		
6	Swords to Plowshares		7/1/20-6/30/22		
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	Program: Legal Assistance for Veterans with Mental Health Claims				
10	Budget Reference Page No.(s)				7/1/20-6/30/22
11	Program Term	7/1/20-6/30/21	7/1/21-6/30/22		Total
12	Expenditures				
13	Salaries & Benefits	\$92,288	\$92,288		\$184,576
14	Operating Expenses	\$15,012	\$15,012		\$30,024
15	Subtotal	\$107,300	\$107,300		\$214,600
16	Indirect Percentage (%)	10%	10%		
17	Indirect Cost (Line 16 X Line 15)	\$10,730	\$10,730		\$21,460
18	Subcontractor/Capital Expenditures	\$0	\$0		\$0
19	Total Expenditures	\$118,030	\$118,030		\$236,060
20	HSA Revenues				
21	State Fund	\$118,030	\$118,030		\$236,060
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$118,030	\$118,030		\$236,060
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$118,030	\$118,030		\$236,060
37	Full Time Equivalent (FTE)				
39	Prepared by: Rose Mallamo	Telephone No.:	415 252-4788 ext 362		
40	HSA-CO Review Signature: _____				
41	HSA #1				7/14/2020

Swords to Plowshares
 Program: Legal Assistance for Veterans with Mental Health Claims

Salaries & Benefits Detail

11	12	Agency Totals		HSA Program		7/1/20-6/30/21	7/1/21-6/30/22	7/1/20-6/30/22	
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS	DAS	DAS	TOTAL
						Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
13	Director of Legal Services	\$115,500	1.00	6%	0.06	\$7,500	\$7,500		\$15,000
14	Senior Staff Attorney	\$81,900	1.00	9%	0.09	\$7,500	\$7,500		\$15,000
15	Senior Paralegal	\$63,000	1.00	13%	0.13	\$8,333	\$8,333		\$16,666
16	Intake Specialist/Admin Assistant	\$50,400	1.00	15%	0.15	\$7,375	\$7,375		\$14,750
17	Shartsis Friese Fellow	\$63,000	1.00	8%	0.08	\$5,000	\$5,000		\$10,000
18	Managing Attorney	\$89,250	1.00	8%	0.08	\$7,500	\$7,500		\$15,000
19	Pro Bono Mgr/Staff Attorney	\$82,425	1.00	9%	0.09	\$7,500	\$7,500		\$15,000
20	Deputy Director of Legal Services	\$78,750	1.00	10%	0.10	\$7,500	\$7,500		\$15,000
21	Equal Justice Works Fellow	\$70,009	1.00	7%	0.07	\$5,000	\$5,000		\$10,000
22	Staff Attorney	\$66,150	1.00	13%	0.13	\$8,333	\$8,333		\$16,666
23									
24									
25									
26									
27									
28									
29									
30	TOTALS		10.00	98%	0.98	\$71,541	\$71,541		\$143,082
31									
32	FRINGE BENEFIT RATE	29%							
33	EMPLOYEE FRINGE BENEFITS	\$0				\$20,747	\$20,747		\$41,494
34									
35									
36	TOTAL SALARIES & BENEFITS	\$0				\$92,288	\$92,288		\$184,576
37	HSA #2	7/14/2020							

	A	B	C	D	E	F	G	H	I	J	K	L
1												
2												
3	Swords to Plowshares											
4	Program: Legal Assistance for Veterans with Mental Health Claims											
5												
6												
7	Operating Expense Detail											
8												
9												
10												
11												7/1/20-6/30/22
12	<u>Expenditure Category</u>					TERM	<u>7/1/20-6/30/21</u>	<u>7/1/21-6/30/22</u>				<u>Total</u>
13	Rental of Property						\$ 8,814	\$ 8,814				\$ 17,628
14	Utilities(Elec, Water, Gas, Phone, Garbage)						\$ 1,292	\$ 1,292				\$ 2,584
15	Office Supplies, Postage						\$ 1,407	\$ 1,407				\$ 2,814
16	Building Maintenance Supplies and Repair						\$ 1,583	\$ 1,583				\$ 3,166
17	Printing and Reproduction											
18	Insurance						\$ 1,687	\$ 1,687				\$ 3,374
19	Staff Training											
20	Staff Travel-(Local & Out of Town)						\$ 229	\$ 229				\$ 458
21	Rental of Equipment											
22												
23	CONSULTANTS											
24												
25												
26												
27	OTHER											
28												
29												
30												
31	TOTAL OPERATING EXPENSE						\$ 15,012	\$ 15,012				\$ 30,024
32												
33	HSA #3											7/14/2020

APPENDIX F - SITE CHART

HSA / DAS

AGENCY: Swords to Plowshares Legal Program
 FISCAL YEAR: 20/21

CONTRACT Cal Vet MHSA

DIRECTOR: Maureen Siedor

CA PHONE NO.:
 (415) 252-4788

SITES:			
Name of Site	Swords to Plowshares		
Address and Zip	1060 Howard St. San Francisco, CA 94103 (415) 252-4788		
Phone Number	(415) 864-4550		
Fax Number			
Neighborhood	South of Market		
Muni Line #s	5 Fulton, 19 Polk, also walkable from Civic Center Station		
Person in Charge	Maureen Siedor		
Site Manager	Steve Culbertson		
Programs Offered at Site	Legal assistance to help veterans access VA benefits and assist with military discharge upgrades. Centralized Intake for all Swords services.		
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun
Hours Open	8:30 am- 4:30 pm		
Hours of <u>scheduled</u> programming	Legal services available by phone appointment only. Please call to schedule.		
Hours of meal service	N/A		
Annual number of meals at site	N/A		
Average number of meals per day	N/A		
Total number of service days in FY	N/A		
Days closed	Weekends and holidays		
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No