



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:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** NOELLE SIMMONS, DEPUTY DIRECTOR  
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JTS*

**DATE:** OCTOBER 25, 2019

**SUBJECT:** GRANT MODIFICATION: **SELF-HELP FOR THE ELDERLY**  
 (NON-PROFIT) TO PROVIDE LIGHT DUTY COMMUNITY SERVICES

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>	
<b>GRANT TERM:</b>	2/1/17- 1/31/20	2/1/20- 6/30/22	2/1/17- 6/30/22			
<b>GRANT AMOUNT:</b>	\$922,688	\$761,704	\$1,684,392	\$168,439	\$1,852,831	
<b>ANNUAL AMOUNT:</b>	2/1/17- <u>1/31/18</u> \$300,000	2/1/18- <u>1/31/19</u> \$307,500	2/1/19- <u>1/31/20</u> \$315,188	(5 Months) 2/1/20- <u>6/30/20</u> \$131,328	7/1/20- <u>6/30/21</u> \$315,188	7/1/21- <u>6/30/22</u> \$315,188
<b>MODIFICATION</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>	
<b>FUNDING:</b>	\$380,852		\$380,852	\$76,170	\$837,874	
<b>PERCENTAGE:</b>	50%		50%		100%	

The Department of Human Services (DHS) requests authorization to modify the existing grant with Self-Help for the Elderly for the period of February 1, 2020 to June 30, 2022, in an amount of \$761,704 plus a 10% contingency for a total amount not to exceed \$1,852,831. The purpose of the grant is to provide work opportunities to individuals who face various forms of work limitations, but must still meet work requirements to retain public assistance. This modification will provide additional funding to extend the grant term through June 30, 2022.

**Background**

A subset of CAAP recipients suffer from physical and/or mental limitations that reduce the range of work responsibilities they can manage. These individuals do not qualify for Social Security disability benefits. However, they are still subject to Workfare assignments which require a minimum number of hours of employment in order for them to continue receiving public assistance. Services are also provided to CalFresh ABAWD-exempt recipients with disabling conditions who volunteer to participate in workforce development activities.

**Services to be Provided**

The grantee will provide training and work placements that take into account the participants' limitations. Participants who can work will be placed at appropriate host sites where limitations are accommodated. Host sites, proposed by either the grantee or program participants, will be located throughout the city and offer various types of work. The goal of these placements will be to gain experience and help participants eventually attain unsubsidized employment elsewhere. The grantee will also conduct a brief assessment to evaluate participants' skill sets and provide job readiness workshops, which participants attend for up to six weeks until they are assigned to a host site.

Grantee is expected to serve an average minimum of 300 individuals at any given time. A minimum of 10% of the participants will be evaluated as job ready and referred to Workforce Development Division for subsidized employment and training opportunities.

Grantee services are provided at 601 Jackson Street, San Francisco, California 94133 and 733 Kearny Street, San Francisco, California 94108. Services will be Monday through Friday except on the following holidays: New Year's Day, Chinese New Year, President's Day, Memorial Day, Independence Day, Labor Day, Indigenous Peoples' Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

**Performance**

Program Monitoring: A Programmatic Monitoring was conducted in April 2019. There were no findings identified in the monitoring.

Fiscal and Compliance Monitoring: A Citywide Fiscal and Compliance Monitoring was conducted in March of 2019. There were no findings identified in the monitoring. The grantee is in compliance with performance and monitoring requirements.

**Selection**

Grantee was selected through Request for Proposals #722, which was competitively bid in September 2016.

**Funding**

Funding for this grant is provided by a combination of CalFresh Employment and Training (CFET) and General Funds.

**ATTACHMENTS**

Appendix A-1 – Services to be Provided

Appendix B-1 – Budget

**Appendix A-1 – Scope of Services to be Provided  
Light Duty Community Service Program (LDCS)  
Self-Help for the Elderly (SHE)  
February 1, 2020 – June 30, 2022**

**I. Purpose**

The Light Duty Community Service (LDCS) program intends to provide work opportunities to County Adult Assistance Program (CAAP) recipients who have certain work limitations. The Community Service (CS) host sites will be developed at San Francisco nonprofit agencies and City Departments that can provide basic and occupational skills to participants. These opportunities can lead to unsubsidized employment. CS assignments must not displace existing workers, and must address an unmet community need. CS assignments must also meet the limitations of the participant, as disclosed or identified through a medical assessment, and offer a variety of work sites to accommodate participant ADA needs that may arise. Some of these individuals have mobility or physical limitations, but are able to perform work that allows sitting most of the day, walking up to a max of 2 hours, and lifting no more than 10 pounds. Other individuals would be limited due to asthma or other breathing difficulties, and would have to perform physical labor in an environment that is free of dust and solvents.

**II. Definitions**

ABAWD	Able-Bodied Adults Without Dependents, i.e., CalFresh recipients aged 18 to 49 who are able to work and do not share a household with a minor child.
ADA	Americans with Disabilities Act.
Basic Job Skills	Punctuality, attendance, following instructions, conveying information effectively, critical thinking, adaptability, judgment and decision making, time management, and customer service.
CAAP	San Francisco County Adult Assistance Program for single adults.
CAAP Eligibility Worker	CAAP staff who ensures the participants meet the CAAP eligibility requirements.
CAAP Triage	Provides employability and disability screening to individuals during the application and recertification for CAAP benefits to determine if clients have functional limitation that renders them unable to perform general labor required in regular workfare.
Community Jobs Program (CJP)	Transitional employment program that offers 3-6 months of work experience and professional development training.
Community Service (CS)	Transitional position in the public or private non-profit sector that addresses unmet community needs. Job must not displace existing workers and must provide basic job skills that can lead to

	unsubsidized employment.
HSA, also Department	Human Services Agency, City and County of San Francisco.
Job Placement	Participant placement in permanent unsubsidized employment, or HSA Employer Wage Subsidy program, or the HSA Public Service Trainee Program.
Launchpad	A client tracking system used by HSA.
LDCS	Light Duty Community Service.
PAES	Personal Assisted Employment Services, an HSA program that provides a cash benefit and employment services to low-income San Franciscans with no children.
SOGI	Sexual Orientation and Gender Identity. A City ordinance requiring grantees to collect data concerning SOGI information on clients they serve.
Unsubsidized Employment	Regular employment in the for-profit or non-profit sector that is not transitional and not subsidized.
Workfare	CAAP activity for those evaluated as able to work without functional limitation.
WtW	Welfare-to-Work.
WDD	Workforce Development Division, a DHS program that provides employment services to economically disadvantaged adults and youth across a variety of programs and funding streams.
ZixCorp	An email encryption & email data loss prevention system.

### III. Target Population

The target population for the Light Duty Community Service program is CAAP participants who, due to physical and/or mental limitations, are unable to perform general labor that is required by current CAAP Workfare assignments and CalFresh ABAWD-exempt recipients who are disabled, otherwise physically or mentally unable to work, or participating in a drug or alcohol treatment program. The functional limitations of individuals limited to light duty are found not severe enough to meet the Social Security disability criteria.

### IV. Description of Services

#### 1. Intake and enrollment of Participants Referred by HSA

- a) CAAP participants: HSA CAAP Eligibility Worker will refer participants rated as Ready to Work with some Limitations (#2 by Triage) to Grantee for a LDCS Orientation.
- CalFresh ABAWD-exempt recipients: HSA CalFresh Eligibility Worker will refer recipients, who are exempt from the ABAWD work requirements due to disabling conditions and volunteer to participate in workforce development activities, to

Grantee's LDCS Orientation.

- b) Grantee will provide an overview of host site selection options and the job readiness workshops. Participants will start attending the job readiness workshops in the week following the Orientation for up to six weeks. Grantee will perform a brief client assessment to evaluate participants' skill sets and stated employment goal. Those participants who are re-referred to LDCS may be directly assigned to a community service assignment. The required participation hours are 3 hours a week, or 12 hours a month.

## 2. Community Service

Site activities can be done in groups as well as on an individual assignment basis. As an alternative to being assigned to a Community Service site developed by Grantee, clients may, under the direction of Grantee:

- self-identify sites (e.g., churches, schools, etc.),
- (CAAP participants only) commit to documented job search (x amount of job searches a week), or
- (CAAP participants only) be granted a temporary waiver as defined by CAAP.

Note: these activities would also need verification of participation by Grantee. This flexibility will allow for greater bandwidth of community service sites. Grantee will be responsible for verifying participant attendance and progress at these "self-identified" sites or activities through timesheets signed by the participant and host site supervisor, or other host verification, or self-declaration.

Grantee shall:

- a) Ensure that enough host sites are available to provide experience toward participants' occupational goals. Community Service sites offered to participants, minimum of two, must provide the opportunity to acquire occupational skills.
- b) Develop and execute Community Service agreements with the work site agency, which should include participant training, job duties, and supervision. Work duties cannot include driving a vehicle or using heavy equipment.
- c) Establish a make-up process for clients enrolled in activity to complete 12 hours per month.
- d) Ensure that participants begin their community service assignment at the Host Site or attend the WDD Group Check-In to be referred to employment and training opportunities within eight weeks after enrollment in to the program. A participant will be considered to be "placed in a community service assignment" when the participant has successfully shown up for work. Participants who are enrolled and obtain employment before beginning their community service assignment will be considered successfully enrolled, completed, and placed.
- e) Provide training and technical assistance to host sites to ensure the quality of host site supervision and a positive experience for participants. Monitor host sites to ensure participants are adequately supervised and given tasks/opportunities that allow participants to develop marketable skills toward their employment goals.

- f) Provide performance appraisal to participants every 6 months that reflects feedback from their host site. The performance appraisal should include an assessment of the participant's readiness/interest in being referred to WDD for more intensive work activity.
- g) Establish and enforce community service supervision standards. Assure that there is a designated Host Site supervisor to supervise participants. Attendance is documented through timesheets, which are signed by participant, Host Site supervisor and Grantee and reported weekly to the designated WDD program. Grantee confirms with Host Site if participant has notified Host Site of absences. If a participant is over 15 minutes late to the host site, it is recorded as an absence.
- h) Mediate any disputes between work sites and participant, reassigning participant to another work site, without a break in work hours, if resolution cannot be reached.
- i) Provide limited case management, barrier remediation, job readiness and job placement services.
- j) If clients present significant barriers that may qualify them for SSI, Grantee should identify those needs, so they can be referred for services when appropriate.

#### V. Location and Time of Services

Grantee services are provided at 601 Jackson Street, G/F San Francisco, California 94133 and 733 Kearny Street, San Francisco, California 94108. Services will be Monday through Friday except on the following holidays: New Year's Day, Chinese New Year, President's Day, Memorial Day, Independence Day, Labor Day, Indigenous Peoples' Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

#### VI. Service and Outcome Objectives

##### *Service Objectives*

On an annual basis, Grantee will meet the following Service Objective:

1. Serve an average minimum of 300 CAAP participants at any given time.

##### *Outcome Objectives*

On an annual basis, Grantee will meet the following Outcome Objectives:

1. 75% of participants who attend the LDCS Orientation will successfully complete the first week of the activity.
2. 50% of enrolled participants will successfully complete 2 months of activity. If a participant leaves LDCS prior to completion due to placement in unsubsidized employment or enrollment in CJP and other training program, he/she will be credited with completion of the program.
3. 10% of enrolled participants will be evaluated as job ready and referred to the WDD Group Check-In.
4. 75% of clients will rate the quality of Grantee's performance as at least 3 or above on a 5-point scale on an annual client satisfaction survey. The survey responses rate will be no less than 80% of participants. Survey shall be administered according to HSA guidelines.

5. 75% of the host sites will rate the quality of Grantee's performance as at least 3 or above on a 5-point scale on an annual client satisfaction survey. The survey responses rate will be no less than 80% of participants. Survey shall be administered according to HSA guidelines.

## **VII. Reporting Requirements**

Client Activity Reporting - establish and implement a process for recording, tracking, and reporting on clients' daily participation and attendance in the Community Service activity. Communicate immediately via email or telephone with the client when he/she is not participating.

1. Enter daily attendance in Launchpad.
2. Upload the Participant Agreement, Orientation and Expectations (LDCS-100), and Self-Identified Host Site Survey (LDCS-200 Survey, if applicable) to Launchpad and send a Chatter to designated WDD staff.
3. Grantee will submit monthly Contract reports for LDCS summarizing progress on contract objectives to the designated HSA Workforce Development staff.
  - a) Reports shall contain the following data:
    - Number of referrals
    - Number of enrollments
    - Host site assignment and type of host site
    - Number of participants who complete the first week
    - Number of participants who complete 2 months
    - Number of participants who are placed in an unsubsidized or subsidized job
    - Number of participants who are exited
    - Number active or currently enrolled as of the last day of the month
    - Job title, employer, wage, hours per week and benefit information (health, dental) for all participants placed
  - b) Monthly Contract reports are due on the 15th day following the reporting month.
  - c) Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA or by using ZixCorp.
  - d) Supporting documentation (sign in and out sheets) for the numbers presented in the reports must be maintained by Grantee and must be available for auditing by the Department but need not be attached to the reports.
4. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.
5. Monthly and Annual Reports will be entered into the Contracts Management System known as Contract Administration, Reporting, & Billing Online (CARBON).
6. Grantee will enter the semi-annual SOGI aggregate data in the CARBON database by the 10th of the month following the end of the second and fourth quarters.

For assistance with reporting requirements or submission of reports, contact

Jiro.Arased@sfgov.org  
Program Monitor, Welfare to Work Services Division

or

Rocio.Duenas@sfgov.org  
Senior Contract Manager, Office of Contract Management

**VIII. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of documentation of client eligibility and reported client progress towards meeting service and outcome objectives, participant case files, training curricula, and program policies and procedures.
  
- 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 American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.



	A	D	I	N	O	P	Q	R
1	Appendix B-1, Page 1							
2	Document Date: 10/10/19							
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>							
4								
5	Name						Term	
6	<b>SELF-HELP FOR THE ELDERLY</b>						<b>2/1/17-6/30/22</b>	
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>							
8	If modification, Effective Date of Mod.				No. of Mod. 1			
9	Program: LIGHT DUTY COMMUNITY SERVICE							
10	Budget Reference Page No.(s)				Modification (5 months)	Modification	Modification	Total
11	Program Term	2/1/17-1/31/18	2/1/18-1/31/19	2/1/19-1/31/20	2/1/20-6/30/20	7/1/20 - 6/30/21	7/1/21-6/30/22	2/1/17-6/30/22
12	<b>Expenditures</b>							
13	Salaries & Benefits	\$226,863	\$228,083	\$229,301	\$95,733	\$229,758	\$229,758	\$1,239,496
14	Operating Expense	\$38,624	\$48,783	\$43,882	\$18,466	\$44,318	\$44,318	\$238,391
15	<b>Subtotal</b>	<b>\$265,487</b>	<b>\$276,866</b>	<b>\$273,183</b>	<b>\$114,199</b>	<b>\$274,076</b>	<b>\$274,076</b>	<b>\$1,477,887</b>
16	Indirect Percentage (%)	13%	13%	15%	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$34,513	\$30,634	\$41,111	\$17,130	\$41,111	\$41,111	\$205,610
18	Capital Expenditure			\$895				\$895
19	<b>Total Expenditures</b>	<b>\$300,000</b>	<b>\$307,500</b>	<b>\$315,188</b>	<b>\$131,328</b>	<b>\$315,188</b>	<b>\$315,188</b>	<b>\$1,684,392</b>
20	<b>HSA Revenues</b>							
21	General Funds	\$150,000	\$153,750	\$157,594	\$65,664	\$157,594	\$157,594	\$842,196
22	Federal Funds	\$150,000	\$153,750	\$157,594	\$65,664	\$157,594	\$157,594	\$842,196
23								
24								
25								
26								
27								
28								
29	<b>TOTAL HSA REVENUES</b>	<b>\$300,000</b>	<b>\$307,500</b>	<b>\$315,188</b>	<b>\$131,328</b>	<b>\$315,188</b>	<b>\$315,188</b>	<b>\$1,684,392</b>
30	<b>Other Revenues</b>							
31								
32	Trainees	\$46,800	\$46,800	\$46,800	\$20,000	\$46,800	\$46,800	\$254,000
33	Program Oversight	\$15,000	\$15,000	\$15,000	\$7,000	\$15,000	\$15,000	\$82,000
34								
35								
36	<b>Total Revenues</b>	<b>\$361,800</b>	<b>\$369,300</b>	<b>\$376,988</b>	<b>\$158,328</b>	<b>\$376,988</b>	<b>\$376,988</b>	<b>\$2,020,392</b>
37	Full Time Equivalent (FTE)							
39	Prepared by: Leny & Alison						Date: 10/10/19	
40	HSA-CO Review Signature:							
41	HSA #1							11/15/2007

Program Name: LIGHT DUTY COMMUNITY SERVICE  
 (Same as Line 9 on HSA #1)

**Salaries & Benefits Detail**

A	B	C	D	E	H	M	R	S	T	U	V	MODIFICATION					TOTAL
												2/1/17-1/31/18	2/1/18-1/31/19	2/1/19-1/31/20	2/1/20-6/30/20	7/1/20 - 6/30/21	
POSITION TITLE		Agency Totals		For HSA Program		Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary		Budgeted Salary			
		Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary		
13	Director of ETEd	\$83,000	100%	23%	23%	\$27,500	\$20,500	\$19,000	\$7,917	\$19,000	\$19,000	\$19,000	\$19,000	\$19,000	\$112,917		
14	Job Dev & Training Manager	\$61,000	100%	22%	22%	\$12,480	\$13,480	\$6,406	\$0	\$0	\$0	\$0	\$0	\$0	\$32,366		
15	Front Desk Coordinator	\$43,680	100%	77%	77%	\$33,280	\$20,800	\$33,480	\$13,950	\$33,480	\$33,480	\$33,480	\$33,480	\$33,480	\$168,470		
16	Career Advisor	\$58,000	100%	42%	42%	\$18,675	\$20,000	\$24,498	\$10,208	\$24,498	\$24,498	\$24,498	\$24,498	\$24,498	\$122,377		
17	Career Advisor	\$50,000	100%	36%	36%	\$18,675	\$20,000	\$13,032	\$7,500	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$95,207		
18	Career Advisor	\$50,000	100%	25%	25%	\$18,675	\$20,000	\$12,416	\$5,173	\$12,416	\$12,416	\$12,416	\$12,416	\$12,416	\$61,036		
19	Career Advisor	\$50,000	100%	36%	36%	\$18,675	\$20,000	\$13,223	\$7,500	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$100,175		
20	Career Advisor	\$50,000	100%	36%	36%	\$18,675	\$20,000	\$18,000	\$7,500	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$95,398		
21	Career Advisor	\$50,000	100%	36%	36%	\$18,675	\$20,000	\$18,000	\$7,500	\$18,000	\$18,000	\$18,000	\$18,000	\$18,000	\$100,175		
22	Security Guard	\$41,600	100%	47%	47%		\$3,670	\$19,518	\$8,133	\$19,518	\$19,518	\$19,518	\$19,518	\$19,518	\$70,357		
23																	
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26																	
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30	TOTALS	\$637,280	10.00	3.79	3.79	\$185,310	\$178,450	\$177,573	\$75,380	\$180,912	\$180,912	\$180,912	\$180,912	\$180,912	\$978,537		
31																	
32	FRINGE BENEFIT RATE	27%															
33	EMPLOYEE FRINGE BENEFITS	\$145,066				\$41,553	\$49,633	\$51,728	\$20,353	\$48,846	\$48,846	\$48,846	\$48,846	\$48,846	\$260,959		
34																	
35																	
36	TOTAL SALARIES & BENEFITS	\$682,346				\$226,863	\$228,083	\$229,301	\$96,733	\$229,758	\$229,758	\$229,758	\$229,758	\$229,758	\$1,239,496		
37	HSA #2														11/15/2007		

Program Name: LIGHT DUTY COMMUNITY SERVIC  
 (Same as Line 9 on HSA #1)

**Operating Expense Detail**

	A	B	C	D	E	H	I	N	O	V	W	X	Y	Z	A	AB	AC	AD
1																		
2																		
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Program Name: LIGHT DUTY COMMUNITY SERVICE  
 (Same as Line 9 on HSA #1)

**Program Expenditure Detail**

	A	B	C	D	E	F	G	H	I
1									
2									
3									
4	Program Name: LIGHT DUTY COMMUNITY SERVICE								
5	(Same as Line 9 on HSA #1)								
6									
7									
8									
9									
10	EQUIPMENT							TOTAL	
			2/1/17-1/31/18	2/1/18-1/31/19	2/1/19-1/31/20	2/1/20-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	2/1/17-6/30/22
11	No.	ITEM/DESCRIPTION							
12	1	Laptop			\$ 895				\$ 895
13									
14									
15									
16									
17									
18									
19									
20	TOTAL EQUIPMENT COST		\$ -	\$ -	\$ 895	\$ -	\$ -	\$ -	\$ 895
21									
22	REMODELING								
23	Description:								
24									
25									
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27									
28									
29	TOTAL REMODELING COST								
30									
31	TOTAL CAPITAL EXPENDITURE		\$ -	\$ -	\$ 895	\$ -	\$ -	\$ -	\$ 895
32	(Equipment and Remodeling Cost)								
33	HSA #4								11/15/2007