



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: INGRID MEZQUITA, OECE DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS DS
EE

DATE: JUNE 18, 2021

SUBJECT: GRANT MODIFICATION: **FAMILY SUPPORT SERVICES (NON-PROFIT) FOR EMERGENCY BACKUP AND MILDLY ILL CHILD CARE**

GRANT TERM:

<u>Current</u>	<u>Revised Term</u>
7/1/2016- 6/30/21	7/1/2016 – 6/30/2022

GRANT AMOUNT:

<u>Current</u>	<u>Modification</u>	<u>Contingency</u>	<u>Total</u>
\$3,182,700	\$668,649	\$385,135	\$4,236,484

ANNUAL AMOUNTS:

<u>FY 16-19</u>	<u>FY19-20</u>	<u>FY20-21</u>	<u>FY 21-22</u>
\$1,845,402	\$668,649	\$668,649	\$668,649

FUNDING:

<u>Funding Source</u>	<u>County</u>	<u>Fed</u>	<u>State</u>	<u>Contingency</u>	<u>Total</u>
PERCENTAGE:	\$1,232,432	\$2,618,918	\$385,135	\$4,236,484	
	32%	68%			

The Office of Early Care and Education (OECE) requests authorization to modify the existing grant with Family Support Services for the provision of emergency child care services for an additional period of 7/1/2021 to 6/30/2022 and for an additional \$668,649 plus a 10% contingency for a new grant amount not to exceed \$4,236,484.

The purpose of the grant is to provide quality child care services to CalWORKs families on an emergency basis. These services include Mildly Ill and Emergency Back-Up care, CalWORKs Rapid Response care, and staffing for in-person CalWORKs trainings where child care services are not typically available. Additionally, services will be made available to parent(s) for whom child care has become a barrier to obtaining their COVID-19 vaccination through the San Francisco Department of Public Health. This modification extends the grant term for one additional year.

Background

Families enrolled in approved CalWORKs welfare-to-work activities and families who have exited aid are eligible for child care services for their children. These and other low-income working families experience occasional disruptions of care due to child care provider illness, vacation, or other breakdowns in regular arrangements, including a mildly ill child, that can negatively impact the ability of parents to fulfill their participation in work or training. Additionally, The Rapid Response (RR) program provides selected CalWORKs participants with an opportunity to obtain 1-month of Transitional Employment (TE). Their employment with the TE provider, often, begins the day following the CalWORKs Orientation. Some participants will be unable to arrange child care on such short notice. This Grant will provide emergency and back-up childcare services in all of these instances for parents whose regular childcare is temporarily unavailable.

Services to be Provided

These emergency child care services will serve a minimum of 200 unduplicated children ages 0-12. The Grantee will work in conjunction with the OECE, CalWORKs, San Francisco Department of Public Health, Children's Council of San Francisco, and Wu Yee Children's Services to ensure services coordination and assistance with outreach, enrollment and intake.

Location and Time of Services

Child care is available Monday through Friday, 6:30 AM to 7 PM and also some hours on Saturday and Sunday. Each child is eligible for up to 12 days each of mildly ill care and emergency care and up to 30 days of emergency child care for Rapid Response participants.

Grantee Performance

The Department is satisfied that Grantee complies with City contracting requirements. There were no findings in the most recent city monitoring report.

Selection

Grantee was selected through Request for Proposals #693 which was competitively bid in April 2016. The grant is being extended for one more year due to Mayor Breed's 35th Emergency Declaration, which allows Departments to continue services for up to one year without a procurement due to the Covid pandemic. It is the intention to issue an RFP this upcoming year.

Funding

Funding will be provided through County and Federal funds.

ATTACHMENTS

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

Appendix A-1 – Services to be Provided

Family Support Services Emergency Back-up and Mildly Ill Child Care July 1, 2016-June 30, 2022

I. Purpose

The purpose of this grant is to provide:

- In-home and out-of-home Emergency Back-Up child care services and in-home and out-of-home Mildly Ill care for children (ages 0-12) to families eligible for CalWORKs child care or other OECE designated eligible families
- Provide child care services to CalWORKs “Rapid Response” participants
- Provide on-site child care for in-person CalWORKs trainings where child care services are not typically available
- Provide in-home and out-of-home child care services to parent(s) for whom child care has become a barrier to obtaining their COVID-19 vaccination through the San Francisco Department of Public Health

Overall program goals are as follows:

- To ensure CalWORKs families have the ability to maintain continuity in child care services when their existing provider is temporarily unavailable.
- To provide in-home and out-of-home emergency back-up child care to assist CalWORKs families in decreasing disruptions to their work, training and/or other welfare-to-work activities.
- To strengthen families by reducing stress caused by disruptions in their regular child care arrangements.
- To reduce the likelihood young children are left home unattended.
- To increase the likelihood CalWORKs clients can attend trainings at locations, as requested by OECE or CalWORKs, where child care services may not typically be available.
- To increase the number of San Francisco families receiving a COVID-19 vaccination for whom child care was the primary barrier.

II. Definitions

CalWORKs	California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid
CalWORKs Child Care	Stage 1 child care provides subsidies and supportive Early Care & Education Services for aided families participating in Self-Sufficiency activities. Stage 2 child care provides a continuation of these child care services for eligible families. Stage 3 child care is for families who have timed out of Stage 2 and continue to need and demonstrate eligibility for services.

CCSF	Children’s Council of San Francisco
Grantee	Family Support Services of the Bay Area, or FSSBA
HSA, also Department	San Francisco Human Services Agency
ECE	Early Childhood Education
SF CPAC	San Francisco Child Care Planning and Advisory Council
ES	Department of Human Services Employment Specialist
Emergency Back-Up Care	Temporary emergency childcare and supervision provided to a child/children whose routine care arrangements have temporarily broken down or have been interrupted.
In-Home	Services provided in the home of the CalWORKs family
Mildly Ill Care	Care for children who are mildly ill but whose illness does not prevent the parent’s attendance to work or school. Typical mildly ill conditions include conjunctivitis, mild earaches, low fevers, recovery from chicken pox, etc.
OECE	San Francisco Office of Early Care and Education
Out-of-home	Services provided in a licensed facility or in a license-exempt setting where the parents are on-site.
Rapid Response	The Rapid Response (RR) program provides selected CalWORKs participants with an opportunity to obtain 1-month (calendar month) of Transitional Employment (TE). Their employment with the TE provider begins directly after the CalWORKs Orientation. Rapid Response orientations monthly.
TANF	Temporary Assistance to Needy Families, the welfare eligibility program that has replaced Aid to Families with Dependent Children (AFDC).

III. Target Populations

- A. CalWORKs families most in need of emergency back-up care and mildly ill care are single parent families, many of whom are families of color who require culturally competent service delivery systems and services.

In-home and out-of-home Emergency Back-Up Child Care will be available for San Francisco's CalWORKs families eligible for child care supportive services. Generally, these will be one or two-parent families with children ages 0-12. A particular emphasis is on young children ages 0-5. Target families are those aided and required to participate in self-sufficiency activities and those who have exited CalWORKs cash aid within the past 24 months or formerly aided families enrolled in CalWORKs Stage 3 services.

IV. Services to be Provided

The Grantee shall provide the following services:

- A. Work with the Children's Council of San Francisco and Wu Yee Children's Services to ensure services coordination and assistance with outreach, enrollment and intake.
- B. Make available Emergency Back Up in-home and out-of home services for a maximum of 12 days per child/per year (extensions may be authorized by OECE on a case-by-case basis).
- C. Make available Mildly Ill care in-home and out-of-home for a maximum of 12 days per child/per year (extensions may be authorized by OECE on a case-by-case basis).
- D. Make available emergency "Rapid Response" child care in-home and out-of-home.
- E. Make available child care services to families for whom child care is a barrier to receiving a COVID-19 vaccination through the San Francisco Department of Public Health.
- F. Make available on-site child care services, as requested by OECE or CalWORKs, at training venues where child care services are not typically available.
- G. Provide outreach in collaboration with Children's Council of San Francisco and HSA to maintain enrollment of eligible families and to continue to pre-enroll eligible families. Outreach to provider associations and key child care providers serving concentrations of CalWORKs families and children.
- H. Screen referrals for CalWORKs in-home and out-of-home emergency back up and mildly ill care and gather needed family and child information.
- I. Directly respond to calls from families within 2 hours.
- J. Provide emergency back up child care between the hours of 6:30 a.m. and 7:00 p.m., Monday through Friday, and for a minimum of specified hours on both Saturdays and Sundays. Exceptions for coverage include Thanksgiving Day, Christmas Eve, Christmas Day, and New Years Day or holidays observed by the Grantee and as agreed to by the Department.
- K. Each child shall be provided *up to* 12 days of emergency back up care and up to 12 days of mildly ill care. Exceptions may be made with the approval of the Department. Each child shall be provided *up to* 30 days of emergency "Rapid Response" care in-home or out-of-home
- L. Provide quality standard practices in establishing organizational policies, administration and staffing patterns, including quarterly training of providers.

- M. Demonstrate cultural competence in serving diverse communities including organizational policies, administration, staffing patterns, advocacy and mission.
- N. Incorporate feedback received from Outcome Objectives (VIII) surveys into future program administration.
- O. Monitor unmet needs of CalWORKs families with regard to childcare and related supportive services and provide feedback to the Department regarding these needs via the regular contract meetings.
- P. Recognize the pressures on families that come with any change in child care arrangements and respond to needs (food, diapers or toys) supplemented by means of referrals to appropriate agencies or social worker. The Grantee shall also be inclusive of serving children with special needs.

- Q. The Grantee shall meet the following program requirements
 1. Ability to design and deliver an in-home and out-of-home emergency back-up program *and* to provide an in-home and out-of-home mildly ill child care program.
 2. Program experience with families and meeting families' needs on an emergency basis (less than 2 hour response).
 3. Program design that allows for timely and effective response to service request system for parents seeking in-home and out-of-home emergency back-up and mildly ill childcare services.
 4. A program curriculum to ensure the provision of age appropriate developmental activities.
 5. Staff in-home program with a cadre of trained providers. Make arrangements to retain the capacity of out-of-home slots in qualified family child care settings.
 6. A plan for meeting the cultural and language needs of the target families and communities, taking into consideration the cultural differences and preferences in child care choices for these families.
 7. Program plans that include realistic linkages to the regular childcare provider, the families, and to the Children's Council/Wu Yee Children's Services.
 8. Reliable statistical reporting both for care provided and requests the program was unable to fulfill with reasons for the inability to meet the request.
 9. Flexibility in program design and delivery as the needs of the CalWORKs families change such that program utilization and experience will be modified.

V. Location and Time of Services

Services will be provided in the home or out-of-home or at a designated CalWORKs client training location, as scheduled between the program, staff and parent.

VI. Grantee Responsibilities

- A. Bill CCSF for subsidy payment. Revenues from subsidy shall offset program costs.

- B. For families determined ineligible for CalWORKs child care supportive services, use county general funds and discontinue services after a maximum of 3 days..
- C. All providers will be criminally screened through the Trustline and have appropriate training, including but not limited to, CPR and First Aid.

VII. Service Objectives (all objectives are annual unless noted)

- A. Maintain a minimum of 250 pre-enrolled children from CalWORKs eligible families.
- B. Provide child care services, as described in this agreement, to a combined minimum of 200 unduplicated children from CalWORKs or other OECE designated eligible families
- C. Provide a minimum of 5,500 combined hours of child care services, as described in this agreement, to eligible families.
- D. Fill a minimum 90% of child care requests received.
- E. Fill a minimum of 90% of requests for child care received with less than 24 hours notice.

VIII. Outcome Objectives

- A. Parental satisfaction with availability of services and effectiveness of coverage: In a Grantee survey of parents requesting services conducted, summarized and submitted annually to HSA each year, a minimum of 90% of those responding will respond that the service helped them attend training or work.
- B. Parental satisfaction with quality of services provided: In a Grantee survey of parents who actually received services conducted, summarized and submitted annually each year, a minimum of 90% of those responding will rate the quality of the Grantee’s performance in providing them with in-home or out-of-home services as at least 3 or above on a five-point scale (poor/fair/good/very good/excellent).
- C. Parental outcomes with services provided: In a Grantee survey of parents who actually received services conducted, summarized and submitted annually each year a minimum of 90% of those responding will respond that the service helped reduce their stress related to child care services. Parental satisfaction with quality of services provided: In a Grantee survey of parents who actually received services conducted, summarized and submitted annually each year, a minimum of 90% of those responding will rate the interaction between themselves and their providers as at least 3 or above on a five-point scale (poor/fair/good/very good/excellent)
- D. Parental satisfaction with quality of services provided: In a Grantee survey of parents who actually received services conducted, summarized and submitted annually each year, a minimum of 90% of those responding will rate the interaction between their children and their providers as a 3 or above on a five-point scale (poor/fair/good/very good/excellent)

IX. Reporting Requirements

- A. Grantee will provide a **monthly** report of activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database within 45 days after the close of the reporting period

for the following objectives.

- B. Grantee will provide a **quarterly** report of activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. Grantee will enter the quarterly metrics in the CARBON database within 45 days after the close of the reporting period for the following objectives.
- C. Grantee will provide an **annual** report summarizing all 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 within 45 days after the completion of the program year for the following objectives.
- D. Grantee will provide Ad Hoc reports as required by the Department.
- E. For assistance with reporting requirements or submission of reports, contact:

Senior Contracts Manager- Human Services Agency
elizabeth.leone@sfgov.org

Senior Analyst – Office of Early Care and Education
Jason.Holthe@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives. Program staff from HSA will monitor the delivery of services in HSA drop-in child care and DCYF will monitor the delivery of site-based delivery of services.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY

Document Date:

5/12/2021

Grantee:

Family Support Services

Term

7/1/2016 - 6/30/2021

(Check One) New Renewal Modification

If modification, Effective Date of Mod. 7/1/21

Program: **Emergency Backup and Mildly Ill Child Care**

PROPOSED

Budget Reference Page No.(s) Program Term	Previous Budget FY16-19	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	TOTAL FY16-22
Expenditures					
Salaries & Benefits	\$1,181,775	\$430,200	\$451,585	\$459,776	\$2,523,336
Operating Expense	\$399,254	\$136,453	\$115,067	\$106,876	\$757,649
Subtotal	\$1,581,029	\$566,652	\$566,652	\$566,652	\$3,280,985
Indirect Percentage (%)	18%	18%	18%	18%	
Indirect Cost (Line 16 X Line 15)	\$264,372	\$101,997	\$101,997	\$101,997	\$570,364
Capital Expenditure					
Total Expenditures	\$1,845,402	\$668,649	\$668,649	\$668,649	\$3,851,349
HSA Revenues					
CalWorks	\$1,254,873	\$454,681	\$454,681	\$638,649	\$2,802,884
General Fund	\$590,529	\$213,967	\$213,967	\$30,000	\$1,048,463
	-				
TOTAL HSA REVENUES	\$1,845,402	\$668,649	\$668,649	\$668,649	\$3,851,349
Other Revenues					
Total Revenues	\$1,845,402	\$668,649	\$668,649	\$668,649	\$3,851,349
Prepared by: Lanny Suwarno, Director of Finance & Administration					
HSA #1					

Family Support Services
 Program Name: Emergency Backup and Mildly Ill Child Care

5/12/2021

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		Previous 16-19	7/1/19-6/30/20	7/1/20-6/30/21	7/1/21-6/30/22	TOTAL
	Annual Salary	% FTE					FY16-22
Chief Executive Officer	168,521	3.2%	8,720	5,314	5,393	5,393	24,819
Chief Operating Officer	108,212	18.0%	98,528	19,194	19,478	19,478	156,679
Respite Program Director	81,725	68.0%	133,500	54,764	55,573	55,573	299,410
Respite Program Supervisor	50,700	68.0%	79,433	32,430	34,476	39,603	185,943
Respite Program Assistant	35,349	56.0%	55,447	19,507	19,795	19,795	114,545
Respite Coordinator	45,396	60.0%	68,318	26,841	27,238	27,238	149,634
Family Support Spec / Respite Coc	39,041	58.0%	58,817	22,314	22,644	22,644	126,419
Family Support Specialist	37,000	96.0%	0	35,276	35,520	35,520	106,316
Family Support Specialist	37,206	96.0%	0	35,718	35,718	35,718	107,154
Family Support Specialist	37,206	96.0%	0	33,327	35,718	36,677	105,722
Program Site Manager	41,275	47.5%	54,590	19,034	19,606	19,606	112,836
Family Support Specialists x4			337,682	0	0	0	337,682
Family Support Specialist - Part-time			10,340	0	0	0	10,340
Family Support Specialist (Bilingual)	40,170	100.0%	0	39,000	40,170	40,501	119,671
			0				
TOTAL SALARIES			905,375	342,721	351,328	357,745	1,957,169
EMPLOYEE FRINGE BENEFITS			276,400	87,478	100,257	102,031	566,167
TOTAL SALARIES & BENEFITS			1,181,775	430,200	451,585	459,776	2,523,336
HSA #2							-

Family Support Services

Program Name: Emergency Backup and Mildly Ill Child Care

Operating Expense Detail

				Total	
<u>Expenditure Category</u>	FY 16-19	FY 19-20	FY 20-21	FY 21-22	FY 16-21
Rental of Property	\$153,017	\$38,000	\$38,950	\$40,000	\$363,984
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$26,119	\$13,460	\$12,960	\$14,000	\$63,738
Office Supplies, Postage	\$9,496	\$4,200	\$4,305	\$4,000	\$21,597
Building Maintenance Supplies and Repair	\$8,759	\$3,500	\$3,588	\$3,000	\$20,106
Printing and Reproduction	\$8,161	\$2,500	\$2,563	\$2,000	\$16,385
Insurance	\$10,588	\$5,200	\$4,000	\$3,600	\$24,476
Staff Training	\$10,608	\$5,000	\$2,125	\$2,400	\$20,841
Staff Travel-(Local & Out of Town)	\$4,502	\$2,000	\$1,550	\$800	\$8,554
Rental of Equipment	\$8,223	\$2,200	\$1,960	\$1,400	\$16,206
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE	\$0		\$0		\$0
Out-of-Home Respite Providers	\$103,728	\$30,000	\$23,119	\$23,000	\$225,575
Computer Consultants	\$17,600	\$13,200	\$5,030	\$5,000	\$40,030
	\$0		\$0		\$0
OTHER	\$0		\$0		\$0
Small Furniture & Equipment	\$6,383	\$1,502	\$2,573	\$2,500	\$12,770
Equipment Depreciation	\$3,738	\$2,200	\$1,243	\$300	\$9,237
Advertising/Recruitment	\$8,741	\$4,541	\$1,700	\$800	\$19,641
Memberships, Subscriptions & Publications	\$726	\$450	\$554	\$300	\$1,556
Employee Costs	\$3,404	\$500	\$513	\$300	\$6,821
Meetings/Orientations	\$5,580	\$2,500	\$1,500	\$400	\$10,160
Auto Repair and Maintenance	\$4,230	\$2,600	\$1,865	\$900	\$10,725
Program Activities & Supplies	\$5,651	\$2,900	\$4,973	\$2,176	\$17,875
TOTAL OPERATING EXPENSE	\$399,254	\$136,453	\$115,067	\$106,876	\$757,649