



Edwin M. Lee, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

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

DATE: JUNE 16, 2017

SUBJECT: NEW GRANT: LA CASA DE LAS MADRES (NON-PROFIT) TO PROVIDE DOMESTIC VIOLENCE SERVICES TO CALWORKS PARTICIPANTS

GRANT TERM: 7/1/17-6/30/20

	<u>Amount</u>	<u>Contingency</u>	<u>Total</u>
GRANT AMOUNT:	\$874,776	\$87,478	\$962,254

	<u>FY 17/18</u>	<u>FY 18/19</u>	<u>FY 19/20</u>
ANNUAL AMOUNT:	\$291,592	\$291,592	\$291,592

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding Source	\$96,225	\$778,551	\$0	\$87,478	\$962,254
PERCENTAGE:	11%	89%	0%		100%

The Department of Human Services (DHS) requests authorization to enter into a new grant with La Casa de las Madres for the period of July 1, 2017 through June 30, 2020, in an amount of \$874,776 plus a 10% contingency for a total amount not to exceed \$962,254. The purpose of this grant is to provide support services to CalWORKs clients who are victims of domestic violence.

Background

Since 1999, HSA has had a community agency provide domestic violence services to CalWORKs recipients and applicants, along with training and technical assistance to CalWORKs staff. HSA seeks to ensure that CalWORKs applicants and recipients who are past or present victims of abuse are not placed at further risk or unfairly penalized by CalWORKs requirements and procedures. At the same time, CalWORKs recipients are expected to participate in welfare-

to-work activities to the full extent of their abilities. Welfare-to-Work activities include counseling and treatment programs to enable domestic violence victims to obtain unsubsidized employment and move towards self-sufficiency.

Service Description

La Casa de las Madres (La Casa) will provide outreach, direct services to CalWORKs applicants and recipients, enhanced short-term case management for domestic violence victims who are in the Family Stabilization Program, and Domestic Violence training and consultation to HSA staff.

La Casa will provide counseling and referrals to community resources for male and female victims of abuse. Services include, but are not limited to:

- Individual and group counseling and therapy
- Care Plan
- Participation in abuse counseling, legal services and court proceedings related to the abuse
- Medical treatment and other support services
- Relocation activities
- Substance abuse treatment programs
- Child counseling and parenting skills training
- Immigration services
- Independent Living skills training and financial planning
- If necessary, assist participants to obtain a restraining order or access other resources via the justice system.
- Assist participants in receiving domestic-violence related priority on housing waitlists.

On an annual basis, La Casa will serve 120 families affected by domestic violence. Services will be provided at CalWORKs sites - 170 Otis Street, 1800 Oakdale Street, 3120 Mission Street; and La Casa's site at 1663 Mission Street.

Selection

Grantee was selected through Request for Proposals (RFP) #749, which was issued in April 2017.

Funding

Funding for this grant will be provided by a combination of County General and State dollars.

ATTACHMENTS

Appendix A – Scope of Services

Appendix B – Budget

Appendix A – Services to be Provided
La Casa de las Madres
Domestic Violence Services for CalWORKs Participants
Effective July 1, 2017 – June 30, 2020

I. Purpose

Grantee will work with CalWORKs staff to ensure that applicants and recipients who are past or present victims of abuse are not placed at further risk or unfairly penalized by CalWORKs requirements and procedures. At the same time, Grantee will work with CalWORKs recipients so that they participate in welfare-to-work activities to the full extent of their abilities. Welfare-to-Work activities include counseling and treatment programs to enable domestic violence victims to obtain unsubsidized employment and move towards self-sufficiency. Grantee will provide enhanced short-term case management for domestic violence victims that are in the Family Stabilization Program. Grantee will provide direct services to CalWORKs applicants or recipients who have experienced or are experiencing domestic violence, assisting them toward self-sufficiency. Grantee will also provide Domestic Violence training and technical support to CalWORKs staff. This will include “Induction training” for new staff as well as an Annual “Refresher” training for CalWORKs staff.

II. Target Population

The target population is CalWORKs staff and CalWORKs applicants or recipients who have experienced or are experiencing domestic violence issues.

III. Definitions

Care Plan	La Casa’s assessment tool
CalWORKs	California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) that provides cash aid and welfare-to-work services.
Grantee	La Casa de las Madres
DHS, also Department	San Francisco Department of Human Services, one of the Departments of the Human Services Agency (HSA)
DV	Domestic Violence
Employment Specialist (ES) and Social Work Specialists (SWS)	CalWORKs staff who ensures that participants meets the CalWORKs welfare-to-work requirements which includes developing and monitoring employment plans

Eligibility Worker (EW)	CalWORKs staff who determine families' eligibility for CalWORKs cash assistance.
HSA	San Francisco Human Services Agency
OCM	San Francisco Human Services Agency Office of Contract Management
PSW	Protective Services Worker
TANF	Temporary Assistance to Needy Families

IV. Services to be Provided

During the term of this grant, Grantee is expected to provide the following services:

A. Outreach

1. Preparation, maintenance, and dispersal of Domestic Violence Services informational handouts and referral guide
2. Make presentations to participants at CalWORKs orientations with Spanish translation to be available both in written and verbal presentations

B. Training and Consultation to HSA staff

1. Consultation to HSA staff on assessment, counseling, employment, and legal issues for battered victims and their families, and consistent with the Welfare to Work plan designed by HSA staff for recipients.
2. Case conference with CalWORKs staff on best service plan for participants. This is required for any Domestic Violence Welfare-to Work waiver service plans past 12 months.
3. Establish and maintain relationships with HSA staff to ensure that all participants who have a history of or are currently encountering domestic violence are offered domestic violence services.
4. Consultation, technical support and training to HSA staff upon request.

C. Mandatory participation in the following CalWORKs collaborative group meetings:

1. WTW Oversight Committee Meeting (quarterly)
2. WTW Provider Meeting (quarterly)
3. CalWORKs DV Workgroup (quarterly)
4. Operations meeting with the Welfare-to-Work management team(monthly)

D. Direct services to CalWORKs applicants and recipients who are victims of abuse in accordance with Chapter 42-700 of the State of California Welfare to Work code.

1. Assist participants to engage in part-time employment services and/or unsubsidized employment to the full extent of their abilities in order to prepare them for future full-time work participation.
2. Working with CalWORKs Counseling Services to provide counseling and referrals to community resources for male and female victims of abuse. Services include, but are not limited to:
 - Intake and informed consent
 - Individual and group counseling and therapy
 - Develop Care Plan
 - Review of progress towards goals of Care Plan
 - Participation in abuse counseling, legal services and court proceedings related to the abuse
 - Medical treatment and other support services
 - Relocation activities
 - Substance abuse treatment programs
 - Child counseling and parenting skills training
 - Immigration services
 - Independent Living skills training and financial planning
 - If necessary, assist participants to obtain a restraining order or access other resources via the justice system.
 - Assist participants in receiving domestic-violence related priority on housing waitlists.
3. Review a waiver/service plan and recommend whether or not to grant or extend a DV waiver.
4. Create a domestic violence service plan for participants eligible for the Welfare-to-Work waiver. The service plan must align with the CalWORKs welfare-to-work plan and include markers that demonstrate progress towards self-sufficiency.
5. Create domestic violence non-waiver service plan for the Welfare-to-Work mandatory participants who need domestic violence services while participating in the Welfare-to-Work activity.
6. Case manage and monitor domestic violence service plan and adjust as necessary during the waiver period.
7. Initiate contact with participants within 5 business days. For Family Stabilization referrals from CalWORKs Social Work staff, Grantee must make contact and complete assessment of client within 5 business days.
8. Contact the ES Supervisor when a service plan is extended beyond 12 cumulative months. The ES Supervisor, the ES and Grantee, and possibly participant, will discuss next steps and determine how to best serve the client to resolve the DV issue(s) and help move the client toward self-sufficiency, or to SSI advocacy if needed.

E. Additional services for Family Stabilization Program (AB74) participants

The Family Stabilization Program provides intensive case management and services to participants who are experiencing short term (under 6 months) challenges and/or crises that are destabilizing the family and interfering with the adult client's ability to

participate in WTW activities and services. Domestic Violence services is one of several components focused on supporting families to enable them to fully participate in and benefit from Welfare to Work activities. Under Family Stabilization, Grantee will:

1. Provide frequent and on-going contact with CalWORKs' Social Work staff at an agreed upon frequency that may be as often as daily or weekly, depending on the level of need and progress of participants in the Family Stabilization Program. This contact will be via phone and/or in person to determine the effectiveness of the service provision.
2. Re-evaluate all DV-Family Stabilization participants at three months of service to determine if they should receive a 3-month extension in Family Stabilization, or if instead they should be moved out of Family Stabilization and into a regular DV waiver/Service Plan.
3. Refer participants for Collaborative Case Conferences with Welfare-to-Work management team during monthly operations meeting when Grantee does not agree with CalWORKs' Social Work staff's recommendation for Family Stabilization, or when Grantee recommends moving a client out of Family Stabilization and into a regular DV waiver/Service Plan.

V. Location and Time of Services

Services will be performed at DHS sites at 170 Otis, 1800 Oakdale and 3120 Mission Street and the Grantee's offices at 1663 Mission Street, Monday through Friday, 8:30am-5:00pm.

VI. Grantee Responsibilities

- A. Ensure that its domestic violence services staff are trained in accordance to State domestic violence advocate standards and adequately supervised.
- B. Grantee is a mandated reporter of child abuse.
- C. Ensure that all staff are TB tested and that documentation of such remains in their personnel file.
- D. Track all participants, maintain written records of case files including all services provided and follow-up progress.
- E. Engage all referred families in DV Service Plan
- F. All services are available in English, Spanish and Cantonese, through Grantee's staff. Grantee also has capability to serve participants who speak other languages.

VII. Human Services Agency Responsibilities

- A. Provide referrals for DV services.
- B. Provide space for staff at 170 Otis St.

VIII. Service Objectives

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

- A. Provide case management and services to a minimum of 120 families annually.
- B. A minimum of 80% of families receiving domestic violence services who receive consultation and referral services will complete their safety plan.

- C. Grantee will provide three to four trainings annually for staff, including new workers.
- D. A minimum of 65% of participants who receive a DV waiver service plan will attend at least one weekly appointment in person and
- E. A minimum of 35% of participants who receive a DV waiver service plan will participate in at least one weekly monitoring phone call.
- F. A minimum of 50% of participants who receive a DV waiver service plan will complete La Casa's Economic Empowerment Workshop Series if they have not already enrolled in HSA's Smart Money Coaching program.
- G. A minimum of 10% of participants who receive a DV waiver service plan completing the Economic Empowerment Workshop Series will participate in one-on-one financial counseling as a follow-up.

IX. Outcome Objectives

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

- A. A minimum of 50% of participants who receive a DV waiver service plan would be engaged in Welfare to Work activities for 10 hours per week, after 6 months of domestic violence counseling.
- B. A minimum of 75% of participants who receive a DV waiver service plan would be engaged in Welfare to Work activities for 10 hours per week, after 12 months of domestic violence counseling.
- C. A minimum of 85% of program participants completing a Satisfaction Survey will report that the program helped them to manage their domestic violence issues, and work towards their Welfare to Work goals (rating 4 or higher on a 5-point scale).
- D. A minimum of 85% of DHS staff participating in DV training activities will report improvement in their ability to identify DV and know how to refer to a La Casa Case Manager.
- E. A minimum of 85% of DHS staff making a referral to or requesting a consultation from a La Casa case manager will report that the case manager's response was timely and helpful.
- F. After 6 months of Family Stabilization services, a minimum of 90% of participants will be able to fully engage in CalWORKs work participation activities.

X. Reporting Requirements

- A. Grantee will provide a **monthly** report of activities, referencing the tasks as described in Section VIII & IX- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.

B. Additional Monthly Reports

Monthly Reports in a CalWORKs approved format, must be submitted for each CalWORKs participant in a Domestic Violence Service Plan (Waiver and Non-Waiver) to report the participant's compliance with participation and progress in her/his domestic violence service plan. Tracking of monthly participation hours includes verifying service hours that client received from other providers (i.e. outside of Grantee) noted on the DV Service Plan (Waiver and Non-Waiver). Reports are due on the 5th of the month for prior calendar month report.

- 1. # of client referrals
- 2. # open cases

3. # cases closed
 4. # of DV service plans developed by type (First DV Service Plan)
 5. Extensions and Re-opened Service Plans under 12 months
 6. Extensions and Re-opened Service Plans over 12 months
 7. Case conferences
 8. Orientation presentations, other activity
- C. Grantee will provide a **quarterly** report of activities, referencing the tasks as described in Section VIII & IX - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee as well as a brief client vignette. Grantee will enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.
- D. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section VIII & IX - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee as well as a brief client vignette. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year for the objectives below.
- E. Grantee will provide Ad Hoc reports as required by the Department.
- F. For assistance with reporting requirements or submission of reports, contact:
- Christina Iwasaki, Community Services Manager, Christina.Iwasaki@sfgov.org
or
Justin Chan, Contracts Manager, Justin.chan@sfgov.org

XI. 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.
- 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.

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	La Casa de las Madres <input checked="" type="checkbox"/>			7/1/17 - 6/30/20	
7	(Check One) New Renewal ____ Modification ____				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: Domestic Violence Services to CalWORKs				
10	Budget Reference Page No.(s)				Total
11	Program Term				7/1/17-6/30/20
12					7/1/17-6/30/20
13	Expenditures				
13	Salaries & Benefits	\$228,805	\$228,805	\$228,805	\$686,415
14	Operating Expense	\$25,133	\$25,133	\$25,133	\$75,399
15	Subtotal	\$253,938	\$253,938	\$253,938	\$761,814
16	Indirect Percentage (%)	14.83%	14.83%	14.83%	14.83%
17	Indirect Cost (Line 16 X Line 15)	\$37,654	\$37,654	\$37,654	\$112,962
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$291,592	\$291,592	\$291,592	\$874,776
20	HSA Revenues				
21	General Fund	\$291,592	\$291,592	\$291,592	\$874,776
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$291,592	\$291,592	\$291,592	\$874,776
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$291,592	\$291,592	\$291,592	\$874,776
37	Full Time Equivalent (FTE)	3.54	3.54	3.54	10.63
39	Prepared by: Kathy Black		Telephone No:		Date: 6/9/17
40	HSA-CO Review Signature: _____				
41	HSA #1				10/25/2016

Program Name:
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

10	11	Agency Totals		HSA Program		7/1/2017-6/30/18	7/1/2018-6/30/19	7/1/2019-6/30/20	TOTAL 7/1/2017-6/30/20
		Annual Full Time Salary for FTE	Total % FTE	% funded by HSA	Adjusted % FTE	DHS Program Budgeted Salary	DHS Program Budgeted Salary	DHS Program Budgeted Salary	
		11 POSITION TITLE							
12	Program Director	\$89,175	100%	9%	9%	\$7,901	\$7,901	\$7,901	\$23,703
13	Community Programs Manager	\$73,356	100%	19%	19%	\$13,754	\$13,754	\$13,754	\$41,263
14	Education & Volunteer Manager	\$56,160	100%	13%	13%	\$7,525	\$7,525	\$7,525	\$22,576
15	Sr. Case Manager - DICC/CalWorks	\$57,372	100%	100%	100%	\$57,372	\$57,372	\$57,372	\$172,116
16	Case Manager - DICC/CalWorks	\$48,693	200%	100%	200%	\$97,386	\$97,386	\$97,386	\$292,158
17	Admin/Data Entry	\$38,480	100%	13%	13%	\$5,156	\$5,156	\$5,156	\$15,469
18									
19									
20									
21									
22									
23									
24									
25									
26									
27	TOTALS	\$363,236	7.00		3.54	\$189,095	\$189,095	\$189,095	\$567,285
28									
29	FRINGE BENEFIT RATE	21.00%							
30	EMPLOYEE FRINGE BENEFITS	\$76,280				\$39,710	\$39,710	\$39,710	\$119,130
31									
32									
33	TOTAL SALARIES & BENEFITS	\$439,516				\$228,805	\$228,805	\$228,805	\$686,415
34	HSA #2								10/25/2016

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Program Name:										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11	TOTAL										
12	<u>Expenditure Category</u>			TERM	<u>7/1/2017-6/30/18</u>	<u>7/1/2018-6/30/19</u>	<u>7/1/2019-6/30/20</u>				<u>7/1/17-6/30/20</u>
13	Rental of Property				\$10,582	\$10,582	\$10,582				\$31,746
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$1,587	\$1,587	\$1,587				\$4,761
15	Office Supplies, Postage				\$1,300	\$1,300	\$1,300				\$3,900
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction				\$2,000	\$2,000	\$2,000				\$6,000
18	Insurance				\$1,047	\$1,047	\$1,047				\$3,141
19	Staff Training				\$1,347	\$1,347	\$1,347				\$4,041
20	Staff Travel-(Local & Out of Town)				\$720	\$720	\$720				\$2,160
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25											
26											
27											
28	OTHER										
29	Program Supplies: Includes Language Line, workshop materials, etc.				\$2,500	\$2,500	\$2,500				\$7,500
30	Workshop Expenses: Economic Empowerment, FreeFrom, general skill building, etc				\$2,250	\$2,250	\$2,250				\$6,750
31	Direct Client Assistance				\$1,800	\$1,800	\$1,800				\$5,400
32											
33											
34											
35											
36	TOTAL OPERATING EXPENSE				\$25,133	\$25,133	\$25,133				\$75,399
37											
38	HSA #3										10/25/2016