

SAN FRANCISCO HUMAN SERVICES COMMISSION
M I N U T E S
September 28, 2017 Regular Meeting

The Human Services Commission held a regular meeting on Thursday, September 28, 2017, in the Ronald H. Born Auditorium at 170 Otis Street, San Francisco.

- MEMBERS PRESENT SCOTT KAHN, President
 JAMES MCCRAY, JR., Vice President
 RITA SEMEL
 PABLO STEWART, M.D.
 GEORGE YAMASAKI, JR.
- OTHERS PRESENT Trent Rhorer, Executive Director -- Human Services Agency
 Krista Ballard, Executive Assistant to Trent Rhorer / Interim Secretary – Human Services Commission
 Daniel Kaplan, Deputy Director – Finance and Administration
 Noelle Simmons, Deputy Director – Economic Support and Self Sufficiency
 Susie Smith, Deputy Director – Planning and Policy
 Other department staff and interested citizens
- ROLL CALL President Kahn called the meeting to order at 9:33 a.m., noting the Commission was present.
- AGENDA On motion by Vice President McCray, seconded and unanimously carried, the Commission adopted the agenda as posted.
- MINUTES On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission approved the minutes of the August 24, 2017 meeting as circulated.
- AUGUST 2017
EMPLOYEE OF THE
MONTH President Kahn presented Rocio Mendoza, Move Coordinator with HSA's Operations Team, as the September 2017 Employee of the Month. The award recognizes Rocio as a valued member of the HSA Operations team who coordinated over 500 moves last fiscal year, the most ever in HSA history. In addition to performing this very difficult and important function, Rocio never fails to bring a good attitude to work. Rocio Mendoza was presented an engraved desk clock and graciously accepted with thanks to all.
- EXECUTIVE DIRECTOR'S
REPORT Executive Director Trent Rhorer furnished an update re the State and City's budget processes and program activities:

 Federal Level: another ACA repeal failure – additional repeal efforts cannot be introduced this Federal Fiscal Year using budget reconciliation.

 The Board of Supervisors / Local Level:
 - Supervisor Peskin held a heat wave emergency response hearing with relevant departments, including HSA, in response to the three seniors that died during the heat wave Labor Day weekend. The lead agency is DPH, and HSA's role is contacting vulnerable populations and staffing cooling centers. Over the last week, HSA coordinated nine cooling centers with community partners for the public throughout San Francisco. The media responded well to the City's public messages and Supervisor Peskin was quoted as being pleased with the City's efforts in comparison to the Labor Day heat wave.
 - Mayor Lee, co-sponsored by Supervisor Safai, introduced Tenant Assistance Fund Ordinance for Hazardous Housing which would provide financial assistance to tenants displaced due to hazardous code violations and orders to vacate by DBI or SFFD.
- Update on State Bills:
 - September 15, 2017 is the last day for each house to pass bills, and the Governor has until October 15, 2017 to sign or veto.
 - AB 818 was signed into law and helps CalWORKs Welfare-to-Work clients complete their high school diploma or equivalency, as well as a subsequent education or training assignment, within the 24-month time clock.
 - SB 282, which grants Able-Bodied Adults Without Dependents (ABAWDS) a waiver of the limit to 3 months of CalFresh benefits in a 3-year period unless that participant has met specified work participation requirements, allows counties participating in CalFresh E&T to offer subsidized employment to ABAWDS, and allows use of CalWORKs dollars to provide subsidized employment for non-custodial parents of children on CalWORKs, passed the legislature and is on the Governor's desk. HSA is a co-sponsor of the bill.
 - AB 236, which expands the CalWORKs Homeless Assistance program, has passed the legislature and is on the Governor's desk
- HSA Communications is close to the public launch of the new SFHSA.org website, scheduled for October 26, 2017, and has sent notes out to staff and community partners over the last couple of weeks inviting them to preview the site and submit their feedback. The team will also be expanding with a new team member starting on Monday, October 2, 2017. He will be helping with branding, crisis response communications, and press.
- Economic Support and Self-Sufficiency Programs:
 - CalFresh Program Director, Leo O'Farrell, is retiring effective October 31, 2017 after 25 years of dedicated service at HSA, and we would like to acknowledge and thank him for all of his hard work to improve access to food and nutrition services for San Francisco residents.
 - JobsNOW! and CalWORKs
 - Last Friday (September 22, 2017), our Service Center reached a milestone of 100 consecutive days of no abandoned calls, with over 90% of calls being answered in 30 seconds or less. Congratulations to the CalWORKs Service Center staff.
 - Currently, about 88% of CalWORKs Housing Support Program participants are housed outside of San Francisco County. There will be a Bay Area Regional Housing Convening to share best practices and suggestions with other counties on this issue.
 - Outreach: As a result of an analysis showing that low-income Chinese Americans are underrepresented in our CalWORKs (CW) caseload, the CW program recently launched a new outreach effort targeting this population. Efforts to date include:
 - Contracted with Wu Yee Children's Services to conduct outreach to the Chinese community. It is still early in the

- contract, but so far 4 families applying for CalWORKs told us they heard about CalWORKs from Wu Yee.
 - Attending 5 community events in different parts of San Francisco, targeting communities with high concentration of API families. So far, 39 families applying for CalWORKs told us they heard about CalWORKs from community events.
 - Mailing out 1,000 Chinese language postcards to CF and MC families who appear to be eligible for CalWORKs. We've mailed out an additional 2,000 English-language postcards to other families as part of our broader outreach efforts.
 - Project 500 just hired a Cantonese speaking Mentor, who is now focused on outreach to build a Chinese P500 caseload. The Mentor is partnering with a DPH Public Health Nurse to do regular CW/P500 presentations to clients at Joy Lok, the Chinatown FRC and will also be engaging the new Wu Yee FRC in southeast when it opens.
 - Family and Children's Services (FCS)
 - FCS just submitted their annual self-assessment System Improvement Plan (SIP) update and two of the outcomes that they have been focused on for improvement are:
 - The percent of children discharged to permanency within 12 months
 - Percent of children re-entering foster care within 12 months, which is down from a high of 25% in 2012 to 9.4% in 2015. The federal target is 8.3%
 - FCS general has consistently not met either of these two outcomes in the past and these outcomes have been target areas for improvement for all of their SIPs. For the first time since they began the SIP process, they have improved in both of these outcome areas.
 - Administration and Finance staffing update: Hired a new Budget Director, Emily Gibbs.

CONSENT CALENDAR On motion by Commissioner Stewart, seconded and unanimously carried, the Commission ratified actions taken by the Executive Director since the August 24, 2017 regular meeting in accordance with Commission authorization of September 28, 2017:

A. Ratified actions taken by the Executive Director since the August 24, 2017 regular meeting in accordance with Commission authorization of September 28, 2017:

1. Submission of requests to encumber funds in the amount of \$0 for purchase of services or supplies and contingency amounts;
2. Submission of three temporary position for possible use in order to fill positions on a temporary basis;
3. Submission of report of 84 temporary appointments made during the period of 8.16.17 thru 9.15.17.

HUMAN SERVICES AGENCY FISCAL YEARS 2017-2018 AND 2018-2019 Deputy Director Daniel Kaplan presented an update regarding the Human Services Agency Fiscal Year 2017-2018 and Fiscal Year 2018-2019 Budget.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES HSA Finance Director Joseph Huang presented the request to enter into an agreement with the CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
 In response to a question from Commissioner Stewart, Joseph Huang and Executive Director Trent confirmed that HSA does not receive any monetary gain or incentive for serving as the 59th county.
 On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission granted authorization to enter into an agreement with the CALIFORNIA DEPARTMENT OF SOCIAL SERVICES to administer the 2011 Realignment Contract Special Account on behalf of the 58 counties of California.

EPISCOPAL COMMUNITY SERVICES Senior Eligibility Worker La'Shenna Sirles presented the request to modify the existing grants with EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO.
 On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission granted authorization to modify the existing grant with EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO for the provision of Medi-Cal Benefits Linkage Services; during the period of July 1, 2017 through June 30, 2018; in the additional amount of \$42,276 plus a 10% contingency for a total amount not to exceed \$256,105.

RICHMOND AREA MULTI-SERVICES, INC. Senior Eligibility Worker La'Shenna Sirles presented the request to modify the existing grants with RICHMOND AREA MULTI-SERVICES, INC.
 On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission granted authorization to modify the existing grant with RICHMOND AREA MULTI-SERVICES, INC. for the provision of Medi-Cal Benefits Linkage Services; during the period of July 1, 2017 through June 30, 2018; in the additional amount of \$42,276 plus a 10% contingency for a total amount not to exceed \$217,764.

CHILD AND FAMILY POLICY INSTITUTE OF CALIFORNIA Deputy Director Noelle Simmons presented the request to modify the grant agreement with CHILD AND FAMILY POLICY INSTITUTE OF CALIFORNIA.
 On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the existing grant with CHILD AND FAMILY POLICY INSTITUTE OF CALIFORNIA to provide CalWORKs Strategic Initiative Services; during the period of November 1, 2017 through October 31, 2018; in the additional amount of \$621,062 plus a 10% contingency for a total amount not to exceed \$1,827,168.

ARRIBA JUNTOS Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with ARRIBA JUNTOS.
 In response to question from Commissioner Semel about whether HSA is working with the Department of Homelessness and Supportive Housing (HSH) on the Homeless Employment Services, Executive Director Trent Rhorer indicated that HSH focuses on street engagement and housing services, and HSA provides the services that accompany those efforts, such as employment services and facilitating benefits uptake. HSA works directly with the providers of these services more than HSH staff. HSA intends to re-procure these services and reissue the Request for Proposal in order to change the model of how we are offering these employment training programs in 2018.
 On motion by Vice President McCray, seconded and unanimously carried, the Commission granted authorization to modify the grant with ARRIBA JUNTOS to provide Homeless Employment Collaborative Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$60,764, plus a 10% contingency for a total amount not to exceed \$839,058.

CATHOLIC CHARITIES Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with CATHOLIC CHARITIES CYO.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant with CATHOLIC CHARITIES CYO to provide Homeless Employment Collaborative Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$9,847, plus a 10% contingency for a total amount not to exceed \$137,418.

CENTER ON JUVENILE AND CRIMINAL JUSTICE

Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with CENTER ON JUVENILE AND CRIMINAL JUSTICE.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant with CENTER ON JUVENILE AND CRIMINAL JUSTICE to provide Homeless Employment Collaborative Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$43,731, plus a 10% contingency for a total amount not to exceed \$610,275.

CENTRAL CITY HOSPITALITY HOUSE

Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with CENTRAL CITY HOSPITALITY HOUSE.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant with CENTRAL CITY HOSPITALITY HOUSE to provide Homeless Employment Collaborative Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$45,194, plus a 10% contingency for a total amount not to exceed \$526,965.

EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO

Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with EPISCOPAL COMMUNITY SERVICES.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant with EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO to provide Homeless Employment Collaborative Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$51,985, plus a 10% contingency for a total amount not to exceed \$724,463.

MISSION HIRING HALL

Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with MISSION HIRING HALL.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant with MISSION HIRING HALL to provide Homeless Employment Collaborative Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$34,451, plus a 10% contingency for a total amount not to exceed \$430,833.

SWORDS TO PLOWSHARES

Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with SWORDS TO PLOWSHARES.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant with SWORDS TO PLOWSHARES to provide Homeless Employment Collaborative Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$27,193, plus a 10% contingency for a total amount not to exceed \$379,485.

TOOLWORKS, INC.

Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with TOOLWORKS, INC.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant with TOOLWORKS, INC. to provide Homeless Employment Collaborative Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$19,528, plus a 10% contingency for a total amount not to exceed \$273,686.

EPISCOPAL COMMUNITY SERVICES

Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant with EPISCOPAL COMMUNITY SERVICES.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant with EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO to provide the Conquering Homelessness through Employment in Food Service program; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$43,169, plus a 10% contingency for a total amount not to exceed \$566,993.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the grant agreement with EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO to provide Vocational and Employment Services; during the period of September 1, 2017 through December 31, 2017; in the additional amount of \$27,595, plus a 10% contingency for a total amount not to exceed \$310,564

HAMILTON FAMILIES

Welfare to Work Community Services Manager Christina Iwasaki presented the request to modify the grant agreement with HAMILTON FAMILIES.

In response to question from Commissioner Semel regarding the location of the housing placements, Executive Director Rhorer confirmed that the majority of placements are out of county due to the effect the high cost of living has on subsidies. The Bay Area Housing Convening mentioned in the Executive Director's report will discuss this trend.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission authorized modifying the grant agreement with HAMILTON FAMILIES to provide Housing Locator and Housing Connector Services; during the period September 1, 2017 to June 30, 2020; in the additional amount of \$1,415,350, plus a 10% contingency for a total amount not to exceed \$7,933,173.

CIRCLEPOINT

Communications Director Chandra Johnson presented the request to enter into a new contract with CIRCLEPOINT.

In response to question from President Kahn, Chandra Johnson confirmed that this project will require collaboration with the other Departments like with the website redesign process, which helped establish the regular lines of communication with Department representatives across the agency.

Commissioner Stewart noted that, while this is a small amount of money in comparison to other contracts and grants brought before the Commission, it is still a substantial amount of money, and it will be important to have metrics and methodology to monitor whether there are known benefits to investing in these services.

In response to question from Commissioner Yamasaki regarding whether there was any consideration to explore pro bono services to fulfil these needs, Executive Director Trent Rhorer explained that this project was budgeted through the Mayor's office last year and is a new initiative that, due to the extensive nature of this work and time it will take to update our Agency's brand and image in the community, it which will require a firm that is dedicated to spending substantial time doing research to truly understand the nature of our work and how we coordinate with community based organizations to deliver services.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission authorized entering into a new contract with CIRCLEPOINT to provide Brand Identity Development and Development of an External Communications Plan; during the period December 1, 2017 to April 30, 2019; in the amount of \$246,675 plus a 10% contingency for a total amount not to exceed \$271,343.

HUCKLEBERRY YOUTH PROGRAMS

Program Support Analyst Karina Zhang presented the request to modify the existing grant with HUCKLEBERRY YOUTH PROGRAMS.

Commissioner Stewart commented that, in light of our discussion on the previous item, this is a relatively small amount of funds to address this serious issue.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission authorized modifying the existing grant agreement with HUCKLEBERRY YOUTH PROGRAMS for the provision of Crisis Intervention and Case Management Services for Commercially Sexually Exploited Children/Young Adults (CSEC/YA); for the period of July 1, 2017 to June 30, 2018, in the additional amount of \$63,406 plus a 10% contingency for a revised total grant amount not to exceed \$1,003,075.

COMPASS FAMILY SERVICES

Office of Early Care and Education Fiscal Strategies Manager Jason Holthe presented the request to renew an existing grant with COMPASS FAMILY SERVICES.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission authorized renewing the grant with COMPASS FAMILY SERVICES for the provision of Homeless Case Management; for the period of July 1, 2017 through June 30, 2018; in the amount of \$595,000 plus a 10% contingency for a total grant amount not to exceed \$654,500.

SAN FRANCISCO COMMUNITY COLLEGE DISTRICT

Senior Program Manager Maggie Donahue presented the request to enter into a new grant with SAN FRANCISCO COMMUNITY COLLEGE DISTRICT.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission authorized entering into a new grant with SAN FRANCISCO COMMUNITY COLLEGE DISTRICT for the provision of Title IV-E Specialized Training Services; for the period of October 1, 2017 to September 30, 2020, in the amount of \$1,202,850 plus a 10% contingency for a revised total grant amount not to exceed \$1,323,135.

PUBLIC COMMENT

Joe Wilson – representing Hospitality House and Homeless Employment Collaborative, spoke in opposition to the City's reissuance of the RFP for homeless employment services, stating that mid-year budget adjustments are difficult for nonprofit organizations and recommends that the existing contracts be extended through June 30, 2018 rather than December 31, 2017. The request to continue these conversations with Executive Director Trent Rhorer was made.

PUBLIC MEETING ADJOURNED

At 11:09 a.m., President Kahn adjourned the public meeting.

CLOSED SESSION

At 11:14 a.m., President Kahn convened the closed session as permitted by Government Code Section 54957 and San Francisco Administrative Code Section 67.10(b): Public Employee Performance Evaluation – Human Services Agency Executive Director Trent Rhorer.

RECONVENE IN OPEN SESSION

At 11:52 a.m., President Kahn reconvened the public meeting in open session.

VOTE

On motion by Vice President McCray, seconded and unanimously carried, the Commission elected to disclose some of the closed session discussion, to wit: That the Commission completed its evaluation of the performance appraisal of the Executive Director Trent Rhorer and thanked him for the excellent job.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission approved the Executive Director's 2016-2017 Performance Plan and Appraisal Report.

PUBLIC COMMENT

President Kahn's call for public comment did not yield a response

ADJOURNMENT

President Kahn adjourned the meeting at 11:54 a.m. in honor of Ken Reggio's retirement



Krista Ballard, Interim Secretary
Human Services Commission