




Mark Farrell, 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 

DATE: JUNE 22, 2018

SUBJECT: NEW GRANT: **RICHMOND AREA MULTI-SERVICES, INC. (NON-PROFIT)** TO PROVIDE PRE-VOCATIONAL SERVICES AND PRE-VOCATIONAL BEHAVIORAL HEALTH EVALUATIONS

GRANT TERM: 7/1/2018 – 6/30/2021

GRANT AMOUNT:

	<u>Grant</u>	<u>Contingency</u>	<u>Total</u>
	\$2,909,748	\$290,975	\$3,200,723

ANNUAL AMOUNT:

	<u>FY18-19</u>	<u>FY19-20</u>	<u>FY20-21</u>
	\$969,916	\$969,916	\$969,916

Funding Source

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$1,600,361	\$0	\$1,309,387	\$290,975	\$3,200,723
PERCENTAGE:	55%	0%	45%		

The Department of Human Services (DHS) requests authorization to enter into a new grant agreement with Richmond Area Multi-Services, Inc. (RAMS) for the period of July 1, 2018 to June 30, 2021, in an amount of \$2,909,748 plus a 10% contingency for a total amount not to exceed \$3,200,723. The purpose of the grant is to provide Pre-Vocational Services and Pre-Vocational Health Evaluations to PAES and ABAWD participants.

Background

The purpose of the grant is to provide Pre-Vocational Services and Pre-Vocational Behavioral Health Evaluations to eligible clients who receive PAES, General Assistance, or CalFresh public assistance. While traditional Job Readiness programs prepare participants with resumes, interviewing techniques, and networking to find job openings, experience has shown that additional services, such as intensive behavioral health related soft skills training and individualized psycho-educational coaching in workplace behavior and expectations are needed both to assist participants in obtaining meaningful employment, and for continued success on the job. There is also a need to provide work simulation both to evaluate job readiness and to provide

hands on training in workplace behavior. Pre-Vocational services will include intensive behavioral health related soft skills training, behavioral assessment, peer support, and individualized coaching in workplace behavior and expectations. Pre-Vocational Behavioral Health Evaluation will be conducted through work experience to evaluate job readiness and to provide hands on training in workplace behavior.

Services to be Provided

RAMS will assist participants in engaging in employment services to the full extent of their abilities in order to enable the participant to obtain unsubsidized employment and move towards self-sufficiency.

JobsPLUS

Through HSA's JobsPLUS program, RAMS will provide behavioral health assessment, brief counseling and referrals to community resources, and linkages to CAAP Counseling Services (CCS). RAMS will facilitate and build peer support working with clients to strengthen existing coping skills, build and maintain morale, support positive decision-making, reinforce self-esteem and maintain client engagement. They will also facilitate soft skills and psycho-educational groups to support movement towards self-sufficiency and stability addressing real life situations.

Learning Needs Assessments

Psychological evaluations will be conducted and results interpreted for participants who have been identified as perhaps having learning challenges. Based on the results of this assessment, a Learning Needs Assessment report will be completed and discussed with the participant along with recommendations from the current offerings allowable under the program.

On-the-Job Behavioral Health Assessments

Clinical assessments will include psycho-social evaluation related to basic workplace skills such as punctuality, following directions, working with others, and task completion in order to determine whether a client is ready to comply with and benefit from vocational training and/or employment support.

Pre-Vocational Services will be provided at 3120 Mission St, Monday-Friday between the hours of 8:30 AM and 5:00 PM. On the Job Assessment (OJA) will be provided at RAMS Hire-Ability at 1234 Indiana Street between the hours of 9:00 AM to 5:00 PM. Learning Needs Assessments (LNA) are conducted at 1235 Mission Street, Monday-Friday between the hours of 8:30 AM and 5:00 PM.

Selection

Contractor was selected through Request for Proposals #790, which was competitively bid on March 23, 2018.

Funding

Funding for this grant is provided by Federal and County General Funds.

Attachments

Appendix A, Scope of Services

Appendix B, Budget

**Appendix A – Scope of Services
 Richmond Area Multi-Services
 Pre-Vocational Services and Pre-Vocational Behavioral Health Evaluations
 July 1, 2018 to June 30, 2021**

I. Purpose of Grant

The purpose of the grant is to provide Pre-Vocational services and Pre-Vocational Behavioral Health Evaluations to eligible clients who receive PAES, General Assistance, or CalFresh public assistance. Pre-Vocational services will include intensive behavioral health related soft skills training, behavioral assessment, peer support, and individualized coaching in workplace behavior and expectations. Pre-Vocational Behavioral Health Evaluation will be through work experience to evaluate job readiness and to provide hands on training in workplace behavior.

II. Definitions

ABAWD	Able-Bodied Adults Without Dependents, i.e., CalFresh recipients age 18 to 49 who are able to work and do not share a household with a minor child.
CAAP	County Adult Assistance Program
CalFresh	Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
CCS	CAAP Counseling Services
DHS	San Francisco Department of Human Services, a division of HSA
Grantee	Richmond Area Multi-Services, Inc. (RAMS)
HSA	San Francisco Human Services Agency
Jobs PLUS	Job Readiness and Supportive Employment Services program for PAES and ABAWD participants
Launchpad	Client tracking system used by HSA
LNA	Learning Needs Assessment; psychological testing for individuals to evaluate learning needs
OJA	On the Job Assessment is conducted thru workplace assignments conducted in a sheltered workshop or onsite café.
PAES	Personal Assisted Employment Services. HSA program that assists employable single indigent adults to get employment and become

self-sufficient.

VIIES	Voluntary Intensive Employment Services
WDD	Workforce Development Division of the Human Services Agency
ZixCorp	An Email Encryption and Email Data Loss Prevention system

III. Target Population

The target population is residents of San Francisco who receive CAAP/PAES or CalFresh/ABAWD assistance, and are in an employment activity or path, and referred by HSA staff.

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

A. Direct services to participants

1. JobsPLUS

- a. Pre-vocational services will be provided through Jobs PLUS activity. This job readiness activity will be co-facilitated with Workforce Development Staff and will focus on psychoeducation and general employability skills to equip clients with skills/abilities/attitudes relevant to obtaining and retaining employment.
- b. Conduct behavioral health screening and provide documentation of screening assessment, provide brief counseling and referrals to community resources, and linkages to CAAP Counseling Services (CCS), if applicable.
- c. Facilitate and build peer support to work with clients to strengthen existing coping skills, build and maintain morale, support positive decision-making, reinforce self-esteem and maintain client engagement.
- d. Facilitate behavioral health related soft skills and psycho-educational workgroups to support movement towards self-sufficiency and stability addressing real life situations. Examples of topics include workplace competency, communication skills, problem-solving, values clarification, self-esteem and motivation, frustration tolerance, responsibility, and anger management.
- e. Assist participants to engage in employment services to the full extent of their abilities to enable the participant to obtain unsubsidized employment and move towards self-sufficiency.

2. Learning Needs Assessments (LNA)

- a. Administer psychological evaluations and interpret results for participants who have been identified as perhaps having learning challenges.
- b. Based on the results of this assessment, a Learning Needs Assessment report will be completed and discussed with the participant along with recommendations from the current offerings allowable under the program.
- c. PAES Participants for LNA will be referred by CAAP Counseling Services (CCS) staff based on recommendations from CCS, Linkages, or OJA

- d. ABAWD Participants for LNA will be referred by WDD staff based on recommendations from Jobs PLUS Roundtable, or OJA

3. On the Job Behavioral Health Assessments (OJA)

- a. Conduct On-the-Job Assessment to determine whether a PAES participant is ready to comply with and benefit from vocational training and/or employment support.
- b. Clinical assessment will include psycho-social evaluation related to basic workplace skills such as punctuality, following directions, working with others, and task completion. Assessment may include a referral for Learning Needs Assessment testing.
- c. PAES Participants for OJA will be referred by CAAP Counseling Services (CCS) staff.
- d. ABAWD Participants for OJA will be referred by WDD staff based on recommendations from Jobs PLUS roundtable

B. Trainings and consultation to staff

Includes but is not limited to:

- 1. Consultation to HSA staff on behavioral health assessment of barriers to employment, soft skills acquisition counseling, employment, and training issues for PAES participants.
- 2. Provision of technical support and training to the HSA staff as requested.
- 3. Case conference with HSA staff on best service plan for participants.
- 4. Establishing and maintaining relationships with HSA staff to ensure that all clients are able to access needed services in a timely way.

C. Mandatory participation in the following WDD collaborative group meetings

- 1. Jobs PLUS Roundtable Sessions
- 2. Other Case Conferences as needed

D. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential CalWORKs clients to HSA to be screened for CalWORKs eligibility.

V. Location and Time of Services

Pre-Vocational Services will be provided at HSA Workforce Development Centers, Monday-Friday between the hours of 8:30 AM and 5:00 PM. On the Job Assessment (OJA) will be provided at RAMS Hire-Ability at 1234 Indiana Street between the hours of 9:00 AM to 5:00 PM. Learning Needs Assessments (LNA) are conducted at 1235 Mission Street, Monday-Friday between the hours of 8:30 AM and 5:00 PM.

VI. Service Objectives

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

- A. A minimum of **375** unduplicated participants will receive soft skills training through psycho-educational groups to support movement towards employment and self-sufficiency.

- B. A minimum of **30** unduplicated participants will be enrolled and provided OJA.
- C. A minimum of **25** unduplicated participants will be enrolled and provided LNA.

VII. Outcome Objectives

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

- A. 60% of enrolled participants in Jobs PLUS will complete all assigned modules. If a participant leaves the training prior to the end due to subsidized or unsubsidized employment, it will be credited as a completion. This Outcome reflects engagement with JobsPLUS participants, and the acquisition of motivation and responsibility.
- B. 50% of the participants that complete the Jobs PLUS training will secure subsidized or unsubsidized (i.e., 100% employer paid) employment. For the purposes of this contract a successful job placement will be defined as 20 hours of employment within a 40 hour pay period. Participant job placement information must be submitted to HSA with verification. Verification can include a copy of a participant pay stub or a letter from the employer on business letterhead. This Outcome reflects JobsPLUS participants gaining self-esteem and confidence towards being able to market themselves effectively.
- C. In a survey of participants that complete the training, a minimum of 75% of the participants responding will report that the program helped them strengthen their own vocational skills that are useful towards finding and maintaining a job.
- D. In a survey of HSA staff who have received training or consultation, a minimum of 75% of the staff responding will rate the availability, timeliness, and effectiveness of the training or consultation services as at least 3 or above on a 5-point scale.

VIII. Reporting Requirements

- A. Provide Monthly Summary Report for all participants served with participation and outcomes noted.
- B. Provide an individual summary of service and evaluation of participants in the WDD Activity Summary report.
- C. Provide formal Learning Needs Assessment reports documenting the results and recommendations of the testing.
- D. Provide OJA progress reports documenting client participation and recommendations.
- E. Assessments and reporting on participation will be entered in Launchpad data system.
- F. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 10th of the following month for the objectives.

- G. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII- 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 by the 15th of the month following the end of the program year. Grantee will enter the annual SOGI aggregate data in the CARBON database by the 10th of the month following the end of the program year.
- H. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA or by using ZixCorp
- I. Grantee will provide Ad Hoc reports as required by the Department.
- J. For assistance with reporting requirements or submission of reports, contact:

Judy.Ng@sfgov.org
Contract Manager, Office of Contract Management
or
Eva.Iraheta@sfgov.org
Program Monitor, Welfare to Work Division

IX. 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, 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	Agency Name: Richmond Area Multi-Service, Inc			Term:	
6				7/1/2018 - 6/30/2021	
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 Name: Pre-Vocational Services & Pre-Vocational Behavioral Health Evaluations				
10	Budget Reference Page No.(s)	7/1/18 - 6/30/19	7/1/19 - 6/30/20	7/1/20 - 6/30/21	
11	Program Term:	FY 2018-19	FY 2019-20	FY 2020-21	Total
12	Expenditures				
13	Salaries & Benefits	\$695,645	\$695,645	\$695,645	\$2,086,935
14	Operating Expense	\$151,443	\$151,443	\$151,443	\$454,329
15	Subtotal	\$847,088	\$847,088	\$847,088	\$2,541,264
16	Indirect Percentage (14.5%)	14.5%	14.5%	14.5%	
17	Indirect Cost (Line 16 X Line 15)	\$122,828	\$122,828	\$122,828	\$368,484
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$969,916	\$969,916	\$969,916	\$2,909,748
20	HSA Revenues				
21	General Fund	\$969,916	\$969,916	\$969,916	\$2,909,748
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$969,916	\$969,916	\$969,916	\$2,909,748
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Other Revenues	\$0	\$0	\$0	\$0
37	Full Time Equivalent (FTE)	8.57	8.57	8.57	
39	Prepared by: Lenora Williams		Telephone:(415) 800-0699 ext 205		Date: 6/15/2018
40	HSA-CO Review Signature: _____				
41	HSA #1				

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Program Name: Pre-Vocational Services & Pre-Vocational Behavioral Health Evaluations

Salaries & Benefits Detail

11	12	Agency Totals		HSA Program		FY 2018-19	FY 2019-20	FY 2020-21	TOTAL	
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DHS Program 7/1/18 - 6/30/19	DHS Program 7/1/19 - 6/30/20	DHS Program 7/1/20 - 6/30/21		7/1/2018 - 6/30/2021
	13	<i>Program Director</i>	\$90,000	0.37	100%	0.37	\$33,300	\$33,300	\$33,300	\$99,900
	14	<i>Program Coordinator</i>	\$72,000	1.00	100%	1.00	\$72,000	\$72,000	\$72,000	\$216,000
	15	<i>Assessment Supervisor</i>	\$124,800	0.20	100%	0.20	\$24,960	\$24,960	\$24,960	\$74,880
	16	Psychologist	\$104,000	1.00	100%	1.00	\$104,000	\$104,000	\$104,000	\$312,000
	17	Behavioral Health Counselor	\$60,000	2.00	100%	2.00	\$120,000	\$120,000	\$120,000	\$360,000
	18	Peer Counselor	\$45,000	1.00	100%	1.00	\$45,000	\$45,000	\$45,000	\$135,000
	19	Vocational Rehab Counselor	\$50,000	2.00	100%	2.00	\$100,000	\$100,000	\$100,000	\$300,000
	20	Administrative Assistant	\$40,000	1.00	100%	1.00	\$40,000	\$40,000	\$40,000	\$120,000
	21					-				
	22					-				
	23					-				
	24					-				
	25					-				
	26					-				
	27					-				
	28					-				
	29					-				
	30	TOTALS	\$585,800	8.57	100%	8.57	\$539,260	\$539,260	\$539,260	\$1,617,780
	31									
	32	FRINGE BENEFIT RATE	29%							
	33	EMPLOYEE FRINGE BENEFITS	\$169,882				\$156,385	\$156,385	\$156,385	\$469,155
	34									
	35									
	36	TOTAL SALARIES & BENEFITS	\$755,682				\$695,645	\$695,645	\$695,645	\$2,086,935
	37	HSA #2								

Date: 6/15/2018

Program Name: Pre-Vocational Services & Pre-Vocational Behavioral Health Evaluations

Operating Expense Detail

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	Program Name: Pre-Vocational Services & Pre-Vocational Behavioral Health Evaluations										
5											
6											
7	Operating Expense Detail										
8											
9											
10											
11											
12	<u>EXPENDITURE CATEGORY</u>										TOTAL
13	Rental of Property				\$30,000		\$30,000		\$30,000		\$ 90,000
14	Utilities (Elec, Water, Gas, Phone, Garbage)				\$10,000		\$10,000		\$10,000		\$ 30,000
15	Testing Materials (LNA)				\$5,000		\$5,000		\$5,000		\$ 15,000
16	Maintenance & Janitorial				\$21,393		\$21,393		\$21,393		\$ 64,179
17	IT & Communication Tech Support				\$5,000		\$5,000		\$5,000		\$ 15,000
18	Insurance				\$5,000		\$5,000		\$5,000		\$ 15,000
19	Staff Training				\$5,000		\$5,000		\$5,000		\$ 15,000
20	Staff Travel (Local & Out of Town)				\$1,000		\$1,000		\$1,000		\$ 3,000
21	Client Expenses (on the job training supplies for client)				\$16,800		\$16,800		\$16,800		\$ 50,400
22	Program Expenses (supplies and materials to support program)				\$16,800		\$16,800		\$16,800		\$ 50,400
23	Recruiting				\$1,500		\$1,500		\$1,500		\$ 4,500
24	Postage, Marketing & Advertising				\$7,950		\$7,950		\$7,950		\$ 23,850
25	Client Wages for OJA				\$26,000		\$26,000		\$26,000		\$ 78,000
26											\$ -
27											\$ -
28	<u>OTHER</u>										
29											
30											\$ -
31											\$ -
32											\$ -
33											\$ -
34											
35	TOTAL OPERATING EXPENSE				<u>\$151,443</u>		<u>\$151,443</u>		<u>\$151,443</u>		<u>\$454,329</u>
36											
37	HSA #3										Date: 6/15/2018