



London Breed, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

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

DATE: AUGUST 17, 2018

SUBJECT: GRANT MODIFICATION: ARRIBA JUNTOS (NON-PROFIT) TO PROVIDE REFUGEE BENEFITS LINKAGES

CONTRACT TERM: 4/1/17-9/30/18

| CONTRACT AMOUNT: | <u>Original</u> 4/1/17 – 9/30/18 | <u>Modification</u> 10/1/17 – 9/30/18 | <u>Revised</u> 4/1/17 – 9/30/18 | <u>Contingency</u> | <u>Total</u> |
|------------------|-------------------------------------|--|------------------------------------|--------------------|--------------|
| | \$103,543 | \$22,594 | \$126,497 | \$12,650 | \$139,147 |

| ANNUAL AMOUNT: | 4/1/17- 9/30/17 | 10/1/17- 9/30/18 |
|----------------|--------------------|---------------------|
| | \$50,000 | \$76,497 |

| Funding Source | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
|----------------|---------------|--------------|----------------|--------------------|--------------|
| FUNDING: | \$0 | \$0 | \$126,497 | \$12,650 | 139,147 |
| PERCENTAGE: | 0% | 0% | 100% | | 100% |

The Department of Human Services (DHS) requests authorization to modify the grant agreement with ARRIBA JUNTOS to provide Refugee Benefits Linkages for the period of October 1, 2017 to September 30, 2018, in an additional amount of \$22,954 plus a 10% contingency for a total grant amount not to exceed \$139,147. The purpose of this modification is to increase efforts to link refugees, asylees, and trafficking victims resettled in San Francisco with local services and benefits that can improve their self-sufficiency to a minimum of 20 initiated service/benefits connection events.

①

Background

The current political climate has pushed refugees and other individuals with precarious residency status into a more vulnerable state. HSA seeks to link these individuals to available refugee and self-sufficiency resources and services available throughout San Francisco County.

Services to be Provided

Grantee will engage the community of government and community-based agencies to research and catalogue relevant refugee services, and identify eligible clients. Grantee will make service and benefits referrals tailored to the clients' needs. These services will include but are not limited to language education and vocational training programs offered by various agencies in the Bay Area. Clients will also be referred to HSA intake for screening and possible enrollment in CalWORKS, CalFresh, and/or Medi-Cal.

Grantee will connect this program's clients with workshops on social adjustment, cultural orientation, citizenship activities, and personal finance, among other services in the community.

This modification adds 0.20 FTE case manager time to increase capacity for Grantee initiated benefits linkage events as well as funding for new print advertisement flyers to expand outreach to clients. Grantee will perform a minimum of 20 benefits linkage events to connect with refugees, asylees, trafficking victims, and/or individuals on Special Immigrant Visas every month. Over an annual period, 45 individuals referred through benefits linkages will enroll into HSA services.

Selection

Grantee was selected through Informal Bid #717, which was competitively bid in September 2016. These services will be re-procured through a new RFP issued August 2018.

Funding

Funding for this grant is provided entirely by Federal Funds from the Targeted Assistance Grant.

ATTACHMENTS

Appendix A-1 –Services to be Provided

Appendix B-1 – Program Budget

Appendix A-1
Refugee Benefits Linkages
Services to be provided by
Arriba Juntos
April 1, 2017 to September 30, 2018

I. Purpose

The Grantee will provide benefits and services linkages to newly arrived refugees, asylees, and trafficking victims resettled in San Francisco County. The goal is to connect them to benefits and services at the Human Services Agency and community based organizations to help them to achieve economic and socio-cultural self-sufficiency as soon as possible, by providing linguistically and culturally competent social adjustment services and referrals. Refugee identification will be focused on the San Francisco Unified School District, San Francisco county, and surrounding counties serving the target population.

II. Definitions

| | |
|------------------------------|--|
| Asylee | Individual who travel to the United States as victims of persecution and then apply for asylum Note: Applicants for asylum are not eligible until asylum status is actually granted |
| CalWORKs | California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid. |
| Grantee | Arriba Juntos |
| Non-aided refugees | Non-aided refugees who primarily have been in the United States for 60 months or less |
| Refugee | Individual who are unable to return to their countries due to persecution or fear of persecutions on account of race, religion, nationality, political opinion, or Social Group |
| Special Immigrant Visa (SIV) | Iraqis and Afghans who were employed by or assisted the U.S. Armed Forces with translation and interpreter services. |
| Trafficking and Crime Victim | Non-citizens who are certified victims of human trafficking (sexual exploitation or forced labor), domestic violence, or other serious crimes. |

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| | |
|----------------------|---|
| Unaccompanied Minors | Unaccompanied Alien Children apprehended at the Southwest border by the Department of Homeland Security's (DHS's) Customs and Border Protection (CBP). When UAC receive eligibility letters from the federal Office of Refugee Resettlement they are eligible for federal benefits and services as human trafficking victims. |
| HSA | Human Services Agency of the City and County of San Francisco, also the Department |
| ZixCorp | An Email Encryption and Email Data Loss Prevention system |

III. Target Population

Refugees, asylees, Special Immigrant Visa (SIV), Trafficking and Crime Victim, Non-aided refugees who primarily have been in the United States for 60 months or less, and Unaccompanied minors who are victims of severe forms of trafficking and are under 18 years of age and refugee seniors aged 60 and above.

IV. Description of Services

A. Intake and enrollment of Participants

1. Engage Bay Area County Agencies, CBOs, school district offices, schools, clinics, park and recreation departments, churches, agencies, daycares, etc. through site visits and attending meetings and special events, to identify and enroll clients, develop a list of current resources and contacts for refugees, and promote refugee services.
2. Through the intake process participants will be referred to HSA services including CalWORKs for families or Refugee Employment Services (Skills training/English language training) for single adults for enrollment and services.
3. Refer participants to HSA benefit programs such as CalFresh and Medi-Cal as warranted.
4. Clients eligible for the Refugee Employment Services (Skills training/English language training) programs with Grantee will be referred based on vocational goal, job readiness, and language level.
5. Refer Refugee seniors to existing mainstream resources and/or to obtain citizenship assistance services to increase their level of self-sufficiency, independence, and integration into the community.

B. Case Management Services

1. Plan and coordinate social adjustment and cultural orientation educational workshops.
2. Provide social adjustment linkages for refugee clients and families by assisting agencies and community based organizations to understand and effectively utilize available services, such as providing education on the SFGH Refugee Clinic, skills training, management of personal finances, housing, health, education, human relations, conflict resolutions, cultural orientation, citizenship activities and family life issues.



3. Ensure effective coordination with project partners and other agencies.

V. Location and Time of Services

Services will be provided at 1850 Mission St., San Francisco, CA 94103.
Time of Services is Open Entry and program services are conducted Mon-Fri between the hours of 8:30AM to 5:00PM

VI. Service Objectives

- A. On an annual basis, 45 individuals referred through the Refugee Benefits Linkages program will enroll in HSA employment and training services, and will be provided case management services. This objective is prorated to 11 individuals for the three months in the first year of the contract.
- B. On a monthly basis conduct a minimum of 20 benefits linkage efforts in the community to inform and enroll potential participants

VII. Outcome Objectives

- A. 70% of the participants enrolled into educational/training programs or job readiness programs will complete the activity.
- B. 60% of those participants enrolled in the educational/training or job readiness program will obtain employment.

VIII. Reporting Requirements

Client Activity Reporting - establish and implement a process for recording, tracking, and reporting on clients' participation and progress in the Refugee Benefits Linkages Program. Grantee will submit monthly Contract reports for ROP summarizing progress on contract objectives to the Program Monitor.

- A. A detailed monthly spreadsheet of:
 1. all participants being referenced in the monthly summary report
 2. dates and sites of connector events
 3. Sign-up sheets of those attending connector events
 4. job title, employer, wage, hours per week and benefit information (health, dental) for all participants placed
- B. A monthly spreadsheet summarizing the activities for the month:
 1. Number of benefits linkage events attended for the month
 2. Number active or currently enrolled as of the first day of the month
 3. Number of new enrollments
 4. Number enrolled in a training/education or job readiness program
 5. Number completing the program
 6. Number exiting the program
 7. Number of participants who are placed in an unsubsidized or subsidized job
- C. Monthly Contract reports are due on the 10th day following the reporting month.
- D. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA or by using ZixCorp.



- E. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.
- F. Monthly, Quarterly and Annual Reports will be entered into the Contracts Management System known as Contract Administration, Reporting, & Billing Online (CARBON).

For assistance with reporting requirements or submission of reports, contact

Andy Beetley-Hagler, Program Monitor
Welfare to Work Services
(415)557-5278
andy.beetley@sfgov.org

or

David Flores, Jr., MPA, Principal Administrative Analyst
Office of Contract Management
(415) 557-5365
david.flores@sfgov.org

IX. 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.



**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

| | A | B | C | G | H | I | J |
|----|--|----------------|-----------------|-----------------------------|-----------------|----------|----------------|
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | HUMAN SERVICES AGENCY BUDGET SUMMARY | | | | | | |
| 4 | BY PROGRAM | | | | | | |
| 5 | Name | | | Apr 1, 2017 - Sept 30, 2018 | | | |
| 6 | ARRIBA JUNTOS | | | | | | |
| 7 | (Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/> | | | | | | |
| 8 | If modification, Effective Date of Mod. 10/1/17 No. of Mod. 1 | | | | | | |
| 9 | Program: Refugee Benefits Linkages | | | | | | |
| 10 | Budget Reference Page No.(s) | Original | Original | Revised w/ORSA | Revised July18 | | Total |
| 11 | Program Term | 4/1/17-9/30/17 | 10/1/17-9/30/18 | 2/1/18-9/30/18 | 10/1/17-9/30/18 | | 4/1/17-9/30/18 |
| 12 | Expenditures | | | | | | |
| 13 | Salaries & Benefits | \$50,000 | \$50,000 | \$50,000 | \$10,954 | \$60,954 | \$110,954 |
| 14 | Operating Expense | | | \$3,543 | \$12,000 | \$15,543 | \$15,543 |
| 15 | Subtotal | \$50,000 | \$50,000 | \$53,543 | \$22,954 | \$76,497 | \$126,497 |
| 16 | Indirect Percentage (%) | | | | | | |
| 17 | Indirect Cost (Line 16 X Line 15) | | | | | | |
| 18 | Capital Expenditure | | | | | | |
| 19 | Total Expenditures | \$50,000 | \$50,000 | \$53,543 | \$22,954 | \$76,497 | \$126,497 |
| 20 | HSA Revenues | | | | | | |
| 21 | Federal | \$50,000 | \$50,000 | \$53,543 | \$22,954 | \$76,497 | \$126,497 |
| 22 | | | | | | | |
| 23 | | | | | | | |
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| 25 | | | | | | | |
| 26 | | | | | | | |
| 27 | | | | | | | |
| 28 | | | | | | | |
| 29 | TOTAL HSA REVENUES | \$50,000 | \$50,000 | \$53,543 | \$22,954 | \$76,497 | \$126,497 |
| 30 | Other Revenues | | | | | | |
| 31 | | | | | | | |
| 32 | | | | | | | |
| 33 | | | | | | | |
| 34 | | | | | | | |
| 35 | | | | | | | |
| 36 | Total Revenues | \$50,000 | \$50,000 | \$53,543 | \$22,954 | \$76,497 | \$126,497 |
| 37 | Full Time Equivalent (FTE) | | | | | | |
| 39 | Prepared by: | | | Telephone No.: | | Date | |
| 40 | HSA-CO Review Signature: _____ | | | | | | |
| 41 | HSA #1 10/25/2016 | | | | | | |

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Salaries & Benefits Detail

| | A | B | C | D | E | F | G | K | L | M | N |
|----|---|---------------|-----------|--------------------------------|--------------|-----------------------------|-----------------------------|-----------------------------|--------------|--------------------|------------|
| 1 | Program Name: Refugee Benefits Linkages | | | | | | | | | | |
| 2 | (Same as Line 9 on HSA #1) | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 4 | | | | | | | | | | | |
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| 9 | | | | | | | | | | | |
| 10 | | | | | | | | | | | |
| 11 | | | | | | | | | | | |
| 12 | POSITION TITLE | Agency Totals | Total FTE | % FTE funded by HSA (Max 100%) | Adjusted FTE | DHS Program Budgeted Salary | DHS Program Budgeted Salary | DHS Program Budgeted Salary | Modification | New Revised Amount | TOTAL |
| 13 | Case Manager 1 | \$37,700 | 1.00 | 100% | 1.00 | \$18,720 | \$37,440 | \$37,440 | \$260 | \$37,700 | \$56,420 |
| 14 | Case Manager 2 | \$37,700 | 1.00 | 100% | 1.00 | \$18,720 | | | \$7,854 | \$7,854 | \$26,574 |
| 15 | | | | | | | | | | | |
| 16 | | | | | | | | | | | |
| 17 | | | | | | | | | | | |
| 18 | | | | | | | | | | | |
| 19 | | | | | | | | | | | |
| 20 | | | | | | | | | | | |
| 21 | | | | | | | | | | | |
| 22 | | | | | | | | | | | |
| 23 | | | | | | | | | | | |
| 24 | TOTALS | 75400.00 | 2.00 | 200% | 2.00 | \$37,440 | \$37,440 | \$37,440 | \$8,114 | \$45,554 | \$82,994 |
| 25 | FRINGE BENEFIT RATE | 35% | | | | | | | | | |
| 26 | EMPLOYEE FRINGE BENEFITS | \$26,390 | | | | \$12,560 | \$12,560 | \$12,560 | \$2,840 | \$15,400 | \$27,960 |
| 27 | | | | | | | | | | | |
| 28 | | | | | | | | | | | |
| 29 | | | | | | | | | | | |
| 30 | TOTAL SALARIES & BENEFITS | \$101,790 | | | | \$50,000 | \$50,000 | \$50,000 | \$10,954 | \$60,954 | \$110,954 |
| 31 | HSA #2 | | | | | | | | | | 10/25/2016 |



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

Operating Expense Detail

| 11 | | Original | Original | Revised Feb18 | Revised July18 | TOTAL |
|----|---|---------------------|-----------------|------------------|-----------------|----------------|
| 12 | Expenditure Category | TERM 4/1/17-9/30/17 | 10/1/17-9/30/18 | 2/1/18 - 9/30/18 | 10/1/17-9/30/18 | 4/1/17-9/30/18 |
| 13 | Rental of Property | | | | | |
| 14 | Utilities(Elec, Water, Gas, Phone, Scavenger) | | | | | |
| 15 | Office Supplies, Postage | | | | | |
| 16 | Building Maintenance Supplies and Repair | | | | | |
| 17 | Printing and Reproduction - New Flyers | | | | \$12,000 | \$12,000 |
| 18 | Insurance | | | | | |
| 19 | Staff Training | | | | | |
| 20 | Staff Travel-(Local & Out of Town) | | | | | |
| 21 | Rental of Equipment | | | | | |
| 22 | CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE | | | | | |
| 23 | | | | | | |
| 24 | | | | | | |
| 25 | | | | | | |
| 26 | | | | | | |
| 27 | | | | | | |
| 28 | OTHER | | | | | |
| 29 | ORSA | | | \$3,543 | | \$3,543 |
| 30 | Fringe Benefits - \$1,667 | | | | | |
| 31 | Office Supplies - \$1,500 | | | | | |
| 32 | Travel - \$ 376 | | | | | |
| 33 | | | | | | |
| 34 | | | | | | |
| 35 | TOTAL OPERATING EXPENSE | | | \$3,543 | \$12,000 | \$15,543 |
| 36 | | | | | | |
| 37 | HSA #3 | | | | | 10/25/2016 |

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