

SAN FRANCISCO HUMAN SERVICES COMMISSION
M I N U T E S
March 28, 2019 Regular Meeting

The regular monthly meeting of the Human Services Commission was held on Thursday, March 28, 2019 in the Ronald H. Born Auditorium at 170 Otis Street, San Francisco.

MEMBERS PRESENT JAMES MCCRAY, JR., Vice President
 GEORGE YAMASAKI, JR.
 RITA SEMEL

MEMBERS ABSENT SCOTT KAHN, President (excused)

OTHERS PRESENT Trent Rhorer, Executive Director, Human Services Agency
 Noelle Simmons, Deputy Director – Economic Support and Self-Sufficiency
 Elizabeth LaBarre, Executive Assistant to the Executive Director / Secretary – Human Services Commission
 Susie Smith, Deputy Director – Policy and Planning
 Dan Kaplan, Deputy Director – Finance and Administration
 Other department staff and interested citizens

ROLL CALL Vice-President McCray called the meeting to order at 9:37 a.m., noting that three of the four Commission members were present. President Kahn had been excused.

AGENDA On motion of Commissioner Semel, seconded and unanimously carried, the Commission adopted the agenda as posted.

MINUTES On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission approved the minutes of the February 13, 2019 Special Meeting as circulated.

EXECUTIVE DIRECTOR'S REPORT Executive Director Trent Rhorer furnished an update regarding federal, state, and local activities.

STATE UPDATES

Executive Director Rhorer started his report with state-level updates, the first of which was Governor Newsome's appointment of the State HHS (Health and Human Services Agency) Secretary, a practicing pediatrician and Deputy Director of Health and Social Impact for Los Angeles County, Mark Ghaly. He was previously the Director of the Southeast Health Center here in San Francisco. He received his MD from UCSF. He has already reached out to CWDA and Trent to check in regarding Human Services. Next, Mr. Rhorer addressed two CWDA sponsored bills, both set for hearings in April. Assembly Bill (AB) 1377 from Assemblywoman Wicks from the East Bay: CalFresh for households receiving free/reduced lunch whereby households with school-aged children who receive free/reduced price meals would be considered categorically eligible to receive CalFresh benefits, meaning the household would not have to go through the full application process in order to be approved for benefits. The second bill, Assemblyman Mark Stone's AB 1436, is a significant change to the CalWORKs Earned Income Disregard. This bill recognizes a few things. It takes into account the statewide minimum wage along with an increased minimum wage in certain cities, and adjusting the earned income disregard so working parents do not become ineligible too soon for aid/CalWORKs. It allows these individuals a chance to earn more and stay on aid a bit longer. The bill also seeks to increase the income threshold for eligible CalWORKs applicants to account for the high cost of living in California; income is not keeping up with the high cost of living in our state.

FEDERAL

A couple of weeks ago, a letter from the Department of Justice and the Trump Administration directed to the 5th Circuit Court of Appeals requested that the entirety of ACA (Affordable Care Act) be struck down, rather than some elements of the Act which was the prior position of the Trump Administration. Trump previously supported keeping coverage for Americans with preexisting conditions, however he has now flipped his stance. The change requires an act by Congress and then the Supreme Court. At the same time, the Democrats have a healthcare proposal that refines ADA, and includes, among other things, reducing healthcare premiums (capping out-of-pocket costs at 10 percent of income), expanding tax credits for those beyond 400 percent of the federal poverty level (\$104,000 for a family of four), and reinstating the guarantee for those with preexisting conditions. Related, recently, the Trump Administration had allowed at state option work requirements for Medicaid. 11 states began the process for instituting work requirements in order for individuals to be eligible to receive aid through Medicaid. Yesterday, the courts determined it was not legal which is good news. The courts upheld one of the main tenets of ACA that states all people are eligible for health insurance irrespective of participation in work activities. This would never affect California; we would not opt for these work requirements. Trump submitted a dead-on-arrival FY 2020 budget that included massive cuts to health and human services, the same cuts that he proposed last year that were rejected. It is so bad that it is unlikely the House will hold any hearings on the proposals: Medicaid would be slashed by nearly \$1.5 trillion over ten years; at state option, foster care would be turned into a flexible block grant; Temporary Assistance to Needy Families Program (TANF) would be reduced by nine percent, etc. This is an indication of where the White House stands on our programs.

LOCAL

There is an upcoming hearing requested by Supervisor Peskin to review and clarify the approval process for contracts greater than \$10M in all city departments. Per admin code, contracts over \$10M must seek Commission then Board of Supervisors

(BOS) approval to execute the contract. There was a contract with Tenderloin Housing Clinic that used to be under HSA when we were in charge of homelessness, during the transition period of homelessness to the Department of Homelessness and Supportive Housing (HSH). What got lost during that transition was the need to seek the Board of Supervisors' approval. HSH caught the oversight, but then had to get retroactive approval from the BOS for a contract of \$118M. Justifiably so, Supervisor Peskin was annoyed and called an oversight hearing to review all the contracts during the last ten years over \$10M at HSH and DHS to ensure compliance. We have 43 contracts over \$10M approved by this DHS Commission with no issues. There is one contract with Meals-on-Wheels that is scheduled for retroactive approval with BOS next week. The hearing is about showing the new Board members that the BOS truly has a role in approving contracts in the city, and a slap on the wrist for DHS. We have since implemented a few controls to prevent this from happening again: all of these contracts will go through the Director of Contracts, contracts [over \$10M] will be concurrently distributed to the respective Commission and BOS, and in our automated workload system, a notation will be added for due dates.

COMMUNICATIONS

Executive Director Rhorer will be hosting the third annual series of Staff Town Halls beginning April 9. There will be two sessions open to all staff (and commissioners): Tuesday, April 9 and Tuesday, April 30. Additional sessions will be held at select service centers: 3125 Mission Street on April 10, 1235 Mission Street on April 23 and 1440 Harrison Street on April 24. The purpose of the Town Halls is to engage staff in HSA priorities and plans for FY 2019-2020, discuss what is going on at the Federal, State and Local levels, and give employees an opportunity ask questions and relay comments. Last year, about 600 employees collectively attended the sessions, about a quarter of our staff. We hope to have more turnout this year. Our Communications team was involved in getting the word out this tax season for free tax services to low-income individuals, families and seniors at our service centers and 30+ community locations in partnership with United Way Bay Area. The campaign also promoted the San Francisco Working Families Credit (WFC)—now up to \$500 back (double the amount from last year)—and included a new webpage, www.FreeTaxHelpSF.org, that lives on our website, SFHSA.org. We also did direct mail notices to Medi-Cal, CalFresh, and CalWORKs clients, MUNI ads (English, Cantonese, Spanish) promoting HSA's free tax services, and a social media campaign utilizing Facebook, Instagram, and Twitter.

PROGRAMS

We are gearing up for the end of the SSI exclusion of CalFresh, called the cashout, that begins in June. Our outreach team is working closely with the Department of Aging and Adult Services (DAAS) and community partners on scheduling Outreach and CalFresh-in-a-day enrollment events.

ESSS

Last week we had our annual audit with the USDA Food & Nutrition Service, a site visit for a management review, focused on the CalFresh Employment & Training program, ABAWD tracking, and EBT. California Department of Social Services (CDSS) officials were also onsite. They interviewed staff in SFBN, Workforce Development, and fiscal and did case reviews. We are awaiting their report.

CAAP

We launched our new online intake portal on February 11, mentioned in Executive Director Rhorer's report last month. We had 75 referrals. We are working on the internet page to better advertise the online portal and should have that updated by May. We want to target clients as well as CBOs who can help clients with the online application process. The hope is that clients will have everything they need with minimal effort on our part with outreach efforts so that they only need to visit our offices once before obtaining benefits. Starting April 1, CAAP clients will get a grant increase of 10%. If the Governor's budget is approved in June, CAAP participants will receive another increase in October.

FAMILY AND CHILDREN'S SERVICES (FCS)

CCR (child welfare reform) update: one of the tenets of CCR reform is to move kids away from congregate care group homes to shorter stays in therapeutic environments (STRTPs) and placements with families. We have been working internally and with community partners to move children out of group homes and into STRTPs. From March 2018 to March 2019, our group home population declined by 70%. Our STRTP population has also declined, which is good because it means that children are receiving short-term care, then moving in with families. In total, we have seen a 53% drop in total congregate care placements in 1 year which is exactly what we want to see with CCR. The Resource Family Appreciation Event is scheduled for Friday May 10 at 6pm at the South San Francisco Conference Center. Invitations to the Commissioners are forthcoming.

In response to Executive Director Rhorer's updates, Vice President McCray was struck by this juxtaposition: the lack of attention from the Trump Administration regarding human services versus the Peskin/Board of Supervisors focus on human services. He asked if there is a connection, are there policy issues going on. Mr. Rhorer responded that Supervisor Peskin is very focused on procedure. From time to time he feels the need to remind [us] of the BOS' power and authority, and that it is almost equal to the executive branch of city government. Executive Director Rhorer does not believe that it has to do with what the Federal government is doing around our issues. At the Federal level, for example, TANF has not been reauthorized in eight years. It does not seem to get the attention of lawmakers in Washington DC. There was a proposal last year to reauthorize TANF with some positive adjustments but it has not moved. Unfortunately, it does not get a lot of coverage like Medicaid, ACA or the Farm Bill. In terms of the Board's response, in this case it is procedural. Vice President McCray also wanted to know how therapeutic care is becoming a reality. Executive Director Rhorer replied that we have been working with our portfolio of providers for several years to prepare them to qualify as STRTPs, which has included adding staff with higher degrees or levels of training. Most providers are coming along. Given the numbers so far with our kids, we are seeing a positive outcome. The reason CCR moved forward is because youth who needed more intensive care were placed in group homes, but they stayed there too long. The saying goes, "living in an institution as a kid

only prepares them for an institution as an adult." An example of a provider that did not meet the cut was recently in the news—an STRTP in San Jose had its license revoked because it did not meet the new requirements.

EMPLOYEE OF THE MONTH

Vice-President McCray announced ANNIE CHAN MAK, Business Analyst, IT Department as the March 2019 Employee of the Month. The Commission recognized Annie for her many achievements, and highlighted her expertise with the CalWIN computer system, honed over the last five years. She is the go-to expert for her colleagues within IT, customers within the agency, community based organizations, and county and State partners. Annie is the ultimate team member, treating everyone with fairness and always seeking the best in each individual. Executive Director Rhorer stated the importance of recognizing the "behind-the-scenes" employees, like Annie, who help to make the client-facing colleagues' work more smooth and successful. He thanked her for implementing the core values of the Agency every day. Ms. Chan Mak was awarded an engraved desk clock, which she graciously accepted with a humorous and humble thank you speech to the Commissioners and her colleagues, including potatoes and candy. Guests present in support of Annie included her supervisor and a full auditorium of colleagues.

CONSENT CALENDAR

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved and ratified actions taken by the Executive Director since the February 13, 2019 Special Meeting in accordance with Commission authorization of March 28, 2019:

1. Submission of requests to encumber funds in the total amount of \$62,500 for purchase of services or supplies and contingency amounts.
2. Submission of 1 temporary position for possible use in order to fill positions on a temporary basis made during the period of 2/9/19 to 3/12/19.
3. Submission of 69 temporary appointments made during the period of 2/9/19 to 3/12/19.

PROCLAIMING APRIL 2019 AS CHILD ABUSE PREVENTION MONTH

Deputy Director of Family and Children's Services (FCS) Joan Miller requested that the Commission adopt the resolution proclaiming April 2019 as Child Abuse Prevention Month. Joan introduced Jenny Pearlman, Associate Director Strategic Partnerships & Policy with Safe & Sound, and then shared recitation of the proclamation.

On motion of Commissioner Yamasaki, noting a correction to update the proclamation with today's date, signed by Vice-President McCray instead of President Kahn, seconded and unanimously carried, the Commission adopted the resolution proclaiming April 2019 as Child Abuse Prevention Month as follows:

WHEREAS, children are our future, and safe and healthy childhoods establish the foundation for stable, successful, and independent adults; and

WHEREAS, child abuse continues to be a persistent and pervasive problem in San Francisco with 5,142 allegations of child abuse, and 494 substantiations in 2018. Child maltreatment impacts not just the child, but the family, community, and society as a whole. Indeed, the physical, mental, and emotional effects of maltreatment persist long after abuse occurs, resulting in ongoing costs to our city. The preliminary estimations of the cumulative financial impact to the San Francisco community for the 494 verified child victims in 2018 is \$223.6 million. Abused children are more likely to experience negative educational, health, and behavioral outcomes, which contribute to many of San Francisco's challenges, such as homelessness, chronic health issues, and high high school dropout rates; and

WHEREAS, while child abuse crosses all zip codes, socioeconomic levels, ethnicities, and family structures, it is important to recognize that the rates of child maltreatment are not equally distributed along racial and ethnic lines. Rates of substantiation are significantly higher among Black, Native American, and LatinX families than other ethnic groups. This is a result of a complex constellation of factors that is just beginning to be understood; and

WHEREAS, the majority of child abuse cases stem from situations that are preventable, and child abuse can be reduced by making sure every family has the support it needs to enhance their Five Protective Factors of: (i) children's social and emotional competence, (ii) parents' knowledge of parenting and child development, (iii) parents' resilience, (iv) families' social connections, and (v) families' concrete supports; and

WHEREAS, effective prevention efforts succeed because of meaningful collaboration and partnerships among public and private organizations and the community. San Francisco has created an important network of programs and policies that prevent child abuse and improve the response when abuse does happen, and continues to ensure greater collaboration in the community; and

WHEREAS, it is essential to continue to raise awareness about child abuse and its devastating impact and support all vulnerable children and their families.

NOW, THEREFORE, We, the Human Services Commission, join with others, including the Human Services Agency and Safe & Sound, to recognize April 2019 as Child Abuse Prevention Month. We urge our community to join together to shine a light on child abuse and stand up for vulnerable children. For our city's future, we all have the responsibility to unite to support each family's efforts to keep themselves and their children safe and healthy and acknowledge the accomplishments of families, public and private organizations, and communities working together to end child abuse.

Vice-President McCray asked what qualifies a child as "vulnerable" and how do we support and assist those children in San Francisco. Deputy Director Miller responded that it refers to children age 0-5 who cannot speak for themselves. Ms. Pearlman with Safe & Sound added that this population could include children with high risk factors and living in communities with high risk factors. Collaboration between Agencies and community partners is crucial. Family & Children's Services and Safe & Sound just kicked off a countywide prevention program with the Department of Public Health, the San Francisco Public School District, DCYF and many other agencies to address these risk factors. Family & Children's Services is mapping the most vulnerable communities and what services are available to them. With prevention in mind, we need to provide services to assist with risk factors such as addiction and domestic violence.

Commissioner Semel asked what is our follow up to this and other proclamations? She noted that “we” (DHS) need to advertise what we are doing with proclamations: here is an issue, this is what our Agency is doing about it, here is what the community needs to do to support us (and support others). Ms. Pearlman responded that she applauds Family & Children’s Services for the progress they have made informing the public about child abuse prevention events and efforts.

AMERICAN RED
CROSS BAY AREA
CHAPTER

Doris Barone, Disaster Manager, presented the request to modify the existing grant agreement with AMERICAN RED CROSS BAY AREA CHAPTER.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with AMERICAN RED CROSS BAY AREA CHAPTER to provide Fiscal Intermediary Services for Hotel Extension program; for the period of July 1, 2018 through June 30, 2021; for an additional amount of \$114,000, plus a 10% contingency for a revised total amount not to exceed \$323,400.

PARENTS AS
TEACHERS

Christina Iwasaki, Community Services Manager, Welfare to Work Services, presented the request to enter into a new contract agreement with PARENTS AS TEACHERS (“PAT”).

Vice President McCray asked what our relationship entails with PAT, further clarifying that he would like to know what we can do with the training materials once colleagues are trained. Terri Austin, Project 500 Initiative Manager, came to the podium to explain that DHS becomes an affiliate of PAT and that it is an ongoing relationship.

Commissioner Yamasaki asked why this contract is not a grant. John Tsutakawa, Contracts Manager, came to the podium to explain that to be a grant, a partner must qualify for certain rules including that the service offered cannot benefit City Staff, which we believe training to be a direct benefit to employees, so this is a contract not grant.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to enter into a new contract agreement with PARENTS AS TEACHERS to provide Home Visiting Parent Education Training; for the period of February 1, 2019 through June 30, 2022; in a total not to exceed the amount of \$50,000.

THE REGENTS OF
THE UNIVERSITY OF
CALIFORNIA, DAVIS
CAMPUS

Christina Iwasaki, Community Services Manager, Welfare to Work Services, presented the request to enter into a new contract agreement with THE REGENTS OF THE UNIVERSITY OF CALIFORNIA, DAVIS CAMPUS.

On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission approved the request to enter into a new contract agreement with THE REGENTS OF THE UNIVERSITY OF CALIFORNIA, DAVIS CAMPUS to provide Social Work and Related Skills training and Welfare Fraud Detection and Prevention training services; for the period of July 1, 2019 through June 30, 2022; in the amount of \$522,750, plus a 10% contingency for a total amount not to exceed \$575,025.

HAMILTON FAMILIES

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

Commissioner Semel, referencing CalWORKs, asked if the program could be regional instead of county, especially for the housing component. Then [we] could pool our resources as a region.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with HAMILTON FAMILIES to provide CalWORKs Housing Locator, Connector, and Case Management Services; for the period of March 1, 2019 through June 30, 2019; for an additional amount of \$174,211, plus a 10% contingency for a revised total amount not to exceed \$8,184,805.

PUBLIC
PARTNERSHIP LLC

Andy Beetley, Community Services Specialist, presented the request to modify the existing contract agreement with PUBLIC PARTNERSHIP LLC.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing contract agreement with PUBLIC PARTNERSHIP LLC to provide Fiscal Intermediary Services for the Individual Referral (IR) program; for the period of July 1, 2016 through June 30, 2021; for an additional amount of \$1,300,000, plus a 10% contingency for a revised total amount not to exceed \$3,854,263.

COMMISSIONER
REAPPOINTMENT

On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission confirmed Rita Semel for another term, commencing March 12, 2019.

PUBLIC COMMENT

Vice-President McCray’s call for public comment yielded no responses.

ADJOURNMENT

Vice-President McCray adjourned the meeting at 10:53 a.m.



Elizabeth LaBarre, Commission Secretary
Human Services Commission

Posted: 4/15/2019