



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

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**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** ANNA PINEDA, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** JUNE 21, 2024

**SUBJECT:** NEW GRANT: **FIVE KEYS SCHOOLS AND PROGRAMS (NON-PROFIT)** TO PROVIDE ACADEMIC ASSESSMENT SERVICES

**GRANT TERM:** 7/1/2024-6/30/2028

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<b>GRANT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$124,600	\$12,460	\$137,060

<b>ANNUAL AMOUNT:</b>	<u>FY25</u>	<u>FY26</u>	<u>FY27</u>	<u>FY28</u>
	\$30,000	\$30,900	\$31,550	\$32,150

<b><u>Funding Source</u></b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$8,722	\$28,658	\$87,220	\$12,460	\$137,060
<b>PERCENTAGE:</b>	7%	23%	70%		

The Department of Benefits and Family Support (BFS) requests authorization to enter into a grant with Five Keys School and Programs for the period of July 1, 2024 to June 30, 2028, in an amount of \$124,600 plus a 10% contingency for a total amount not to exceed \$137,060. The purpose of the grant is to provide academic assessment and high school academic status verification for CalWORKs, County Adult Assistance Programs (CAAP), and CalFresh/Able-Bodied Adults Without Dependents (ABAWD) participants.

### **Background**

Some SFHSA participants lack the academic skills and educational credentials to compete and progress in the current job market. The Grantee, Five Keys Schools & Programs is an award winning educational program that works with participants individually, based on the participant's academic record/credits and current educational skills, including working with students who have been in Special Education programs towards getting a high school diploma. They began by working with the SF County Jail system and have expanded their services to reach other underserved populations.

### **Services to be Provided**

Grantee will provide the following services as appropriate to 100 participants annually:

- Conduct orientations and intake of CalWORKs, CAAP, and CalFresh/ABAWD participants.
- Provide transcript evaluation, verification of high school diploma, review for past or existing Special Education Plans (IEP) and report of credits needed to apply for graduation.
- Provide referrals to High School Diploma services, General Equivalency Diploma (GED), and California High School Proficiency Exam preparation services as needed.
- Assist with obtaining special education services.

### **Selection**

Grantee was selected through Informal Bid 1117, which was competitively bid in March 2024.

### **Funding**

Funding for this grant is provided entirely by Federal, State, and County funded.

### **ATTACHMENTS**

Appendix A – Services to be Provided

Appendix B – Budget

**Appendix A**  
**Services to be Provided**  
**Five Keys Schools & Programs**  
**Academic Assessment Services for Welfare-to-Work Participants**  
**July 1, 2024 to June 30, 2028**

**I. Purpose**

The purpose of this program is to provide academic assessment and high school academic status verification for CalWORKs, CAAP, and CalFresh/ABAWD participants.

**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 Programs
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.
CalWORKs	California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CHSPE	California High School Proficiency Exam
GED	General Equivalency Diploma. A high school degree awarded by a series of examinations
Grantee	Five Keys Schools and Programs
HSA Employment Specialist	CalWORKs and PAES staff who ensures the participants meets the Employment Plan requirements.
HSA	Human Services Agency, City and County of San Francisco
HSD	High School Diploma
HSE	High School Equivalency
Launchpad	Client tracking system used by HSA

SOGI	Sexual Orientation and Gender Identity Data
TANF	Temporary Assistance to Needy Families, the new welfare eligibility program that has replaced Aid to Families with Dependent Children (AFDC).
WtW	Welfare-to-Work
WDD	Workforce Development Division, an SFHSA program that provides employment services to economically disadvantaged adults and youth across a variety of programs and funding streams.
ZixCorp	An Email Encryption & Email Data Loss Prevention system

**III. Target Population**

All San Franciscans of all ethnicities who are currently CalWORKs, CAAP, and CalFresh/ABAWD participants in an employment activity or path and referred by HSA staff.

**IV. Description of Services**

Grantee will provide the following individual (one-to-one) and/or small group services as appropriate:

- A. Conduct, intake for referred CalWORKs, CAAP, and CalFresh/ABAWD participants. After intake has been completed, participants will be considered enrolled in services.
- B. Provide transcript evaluation, verification of high school diploma, review for past or existing Special Education Plans (IEP) and report of credits needed to apply for graduation. Completion of assessments and transcript verifications must be documented and retained in participant files.
- C. Provide referrals to High School Diploma (HSD) services, General Educational Development (GED) and California Proficiency Program (CPP) preparation services as needed.
- D. Assist with obtaining special education services.
- E. Through Grantee’s connections to the community, Grantee will refer potential clients to HSA to be screened for benefits eligibility.

**V. Location and Time of Services**

Services are provided at Grantee’s office, 1550 Evan Avenue in San Francisco. Grantee will provide services virtually as needed. Services will be Monday through Friday except on the following holidays: New Year’s Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

**VI. Service Objectives**

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

- A. A minimum of 50 participants will receive academic assessment services.

## **VII. Outcome Objectives**

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

- A. 90% of all participants who complete the assessments and verification process will receive either a copy of their HSD verification, or an academic assessment with recommended goals and referrals to educational services.
- B. 75% of clients will rate the assistance received from the Grantee (at least 3 or above on a 5-point scale on an annual satisfaction survey administered by the Grantee) was very helpful toward their achieving their academic and/or employment goals. The survey responses rate will be no less than 80% of participants. Survey shall be administered according to HSA guidelines.

## **VIII. Reporting Requirements**

- A. Client Activity Reporting – Grantee will use the HSA Launchpad data system to record clients’ participation in all activities related to academic assessments. Track, record, and report participation in a timely manner.
- B. Communicate via Launchpad Chatter, e-mail or telephone with client’s ES when a client is not participating. At a minimum, Grantee must report when a client has two unexcused absences, or if the participant is being terminated from the program.
- C. HSA will generate monthly reports from Launchpad database by the 10th day following the reporting month. Grantee must review and make Launchpad data corrections in a timely manner. Reports shall contain the following data:
  - number of referrals
  - number of enrollments
  - number of completions
  - number of program exits
  - number active or currently enrolled as of the last day of the month
- D. Annual Reports narrative summarizing the contract activities and referencing the tasks as described in the Service and Outcome Objectives, will be submitted directly to the Program Monitor by the 15<sup>th</sup> of the month following the end of the program year. Reports will also include accomplishments and challenges encountered by the Grantee.
- E. Participant Satisfaction Survey Results will be submitted to HSA by the 15th of the month following the end of the program year.
- F. Grantee will collect SOGI information and report data results in the Contracts Management System known as Contract Administration, Reporting, & Billing Online (CARBON) on a semi-annual basis.
- G. Supporting documentation for the numbers presented in the reports must be maintained by the Grantee for a period of three years and must be available for auditing by HSA. Participant files shall be kept in a secure and confidential location at all times.

**H.** Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA, Launchpad or by using ZixCorp.

**I.** Grantee will develop and deliver ad hoc reports as requested by HSA.

**J.** For assistance with reporting requirements or submission of reports, contact:

leslie.lau1@sfgov.org

Senior Contracts Manager, Office of Contract Management

or

ken.ho@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.

**Appendix B – Calculation of Charges  
Five Keys Schools and Programs  
Academic Assessment  
July 1, 2024 – June 30, 2028**

- I. The Department agrees to pay the Grantee a **flat unit rate** as outlined in the table per client for the services outlined in **Appendix A**. This unit rate is inclusive of all costs, including salary, operating and indirect expenses. The annual rate in FY26 through FY28 is inclusive of Cost of Doing Business Adjustment as outlined in the table below. The grantee shall serve up to **50 participants** annually. Payments to be reimbursed as follows:
- a. Initial 50% of the total unit rate per participant enrollment based upon completion of intake as described in Appendix A.
  - b. Final 50% of the total unit rate per participant based upon completion of assessments and transcript verifications described in Appendix A.

	FY25	FY26	FY27	FY28
Cost of Doing Business Rates		3%	2%	2%
Rate per participant enrollment	\$300	\$309	\$315	\$321
Rate per participant completion	\$300	\$309	\$315	\$321
Total rate per participants	\$600	\$618	\$630	\$643
Participants	50	50	50	50
Annual Amount	\$30,000	\$30,900	\$31,550	\$32,150

- II. Client referrals are subject to change based upon client and HSA service need, and funding availability.
- III. Contract amount will not exceed \$124,600.
- IV. Contingent amounts up to \$12,460 may be available at the City’s Sole and absolute discretion
- V. Total grant amount will not exceed \$137,060.