



Edwin M. Lee, 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: SEPTEMBER JARRET, DIRECTOR,
OFFICE OF EARLY CARE AND EDUCATION
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JcJ*
DATE: SEPTEMBER 22, 2017
SUBJECT: GRANT RENEWAL: **COMPASS FAMILY SERVICES (NON-PROFIT) HOMELESS EARLY CARE AND EDUCATION (ECE) CASE MANAGEMENT**

GRANT TERM:	<u>Current</u> 7/1/16- 6/30/17	<u>Renewal</u> 7/1/17- 6/30/18	<u>Contingency</u>	<u>Total</u>
GRANT AMOUNT:	\$348,274	\$595,000	\$59,500	\$654,500
ANNUAL AMOUNT:	FY 17/18 \$595,000			
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u> <u>Total</u>
FUNDING:	\$534,000		\$61,000	\$595,000
PERCENTAGE:	89%		11%	100%

The Department of Human Services (DHS) requests authorization to renew the grant with Compass Family Services for the one-year period of July 1, 2017 to June 30, 2018, in an amount of \$595,000 plus a 10% contingency for a total amount not to exceed \$654,500. The purpose of the grant is to provide for case management services to ensure San Francisco homeless families with young children are able to access and maintain high-quality, early care and education services from birth until kindergarten. A key component to the success of this effort is the Homeless Early Care and Education (ECE) Case Management program.

(1)

Background

Homeless Early Care and Education Program

During 2005-2006, DHS led a comprehensive planning process to redesign the city's approach to housing and supporting homeless families. Key community stakeholders, SF First Five, DCYF were convened to determine the scope of services, eligibility, roles and system design to address the child care needs of homeless families. These meetings culminated in the design of the San Francisco homeless child care program, formerly known as ACCESS. The ACCESS program provided subsidy eligibility for families living in a San Francisco homeless or domestic violence shelter (or post shelter within 6 months) with children between the ages of 0-3.

With the creation of the Office of Early Care and Education and subsequent development of the Early Learning Scholarship (ELS) programs and Mayor Lee's directive to provide ECE access for all homeless families with young children 0-5 in San Francisco, OECE has expanded eligibility under the ELS system to include all children 0-5 who meet the city's definition of homelessness. An essential component of the ECE subsidy system for homeless families is connecting families to various child care subsidies, and fostering the selection of high quality care from a network of programs which meet city standards called ESL Qualified. ELS qualified programs include both center based and family child care homes that are connected to curriculum based programming and designated supports through their continuous participation in San Francisco's Quality Rating & Improvement System (QRIS).

Services to be Provided

Under this agreement Grantee will provide Early Care and Education (ECE) Case Management services to families residing in San Francisco who are homeless, including families living in a domestic violence shelter. The services will provide ECE resource and referral and other direct supports to homeless families. Grantee will assist families to obtain federal/state/local subsidies as well as provide support and navigation throughout the entire process including locating and enrolling families in ECE programs that best fit the needs of the family.

Services will be provided 9:00 AM – 4:00 PM at 995 Market Street, SF, 94103 and at Compass Connecting Point, at shelters, at transitional housing sites, at child care sites, and other locations determined to more conveniently reach homeless families.

Grantee Performance

For FY16-17, Compass Family Services was granted a waiver from citywide fiscal and compliance monitoring as a result of exceptional fiscal and compliance performance by a nonprofit for at least the prior two consecutive years.

Selection

Grantee was selected through Request for Proposals RFP# 692, which was competitively bid in April 2016.

Funding

Funding is provided by county general funds and from CalWORKs Family Stabilization funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B - Calculation of Charges

(2)

Appendix A – Services to be Provided
Compass Family Services – Compass Family Resource Center
Homeless Early Care and Education Case Management

Effective July 1, 2017 to June 30, 2018

I. Purpose of Grant

To ensure San Francisco homeless families with young children are able to access and maintain high-quality, early care and education services from birth until kindergarten. A key component to the success of this effort is the Homeless Early Care and Education Case Management program.

Under this agreement, Grantee will provide Early Care and Education (ECE) Case Management services to families residing in San Francisco who are homeless, including families living in a domestic violence shelter. The services will provide ECE resource and referral and other direct supports to homeless families. Grantee will assist families to obtain federal/state/local subsidies as well as provide support and navigation throughout the entire child care process including locating, enrolling, and sustaining families in quality ECE programs that best fit the needs of the family.

II. Definitions

ECE	Early Care and Education
	Early Learning Scholarship – Locally subsidized ECE targeted to low-income families in San Francisco with children under 5 years of age for whom state or federal subsidy programs are unavailable or for whom the family is ineligible
ELS Qualified	ECE programs who, through a citywide Notice of Funding Availability, have been qualified to provide ECE services to locally subsidized families
Grantee	Compass Family Services – Compass Family Resource Center
Homeless	Families living in: (1) A place where they are being physically or sexually abused and are unable to access a Domestic Violence Shelter; (2) A place Not Meant for Habitation: outside, public place, uninhabitable car, place not meant for habitation; (3) A Family Shelter, Single Adult Shelters, Transitional Housing,

3

Domestic Violence Shelter, Substance Abuse Program or other Residential Programs; or (4) Other situations such as couch surfing, hotel, SRO, doubled up

Formerly homeless family in one of the above categories who has obtained permanent supportive housing or short term rental subsidy within the last 60 days.

HSA	Human Services Agency of the City and County of San Francisco
OECE	San Francisco Office of Early Care & Education
SFC3	San Francisco Child Care Connection – San Francisco’s centralized tracking and outreach system for certifying, enrolling and prioritizing families into ECE subsidies.

III. Target Population

San Francisco families who are homeless with a child under 5

IV. Description of Services

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

- A. Provide effective Homeless ECE Case Management services with outreach and follow-up for families with children 0-5 who are experiencing homelessness to provide information, navigation, and direct support with:
 - 1. The San Francisco ECE subsidy system, its network of Early Learning Scholarship qualified programs, benefits of a high quality ECE program, and the priority enrollment status for homeless families
 - 2. Enrolling onto SF3C with a homeless priority status
 - 3. ECE readiness milestones including obtaining birth certificates, obtaining children’s birth certificate, obtaining current child immunizations, and assessing and addressing any parent concerns around separation
 - 4. Locating ECE programs with openings that best match the needs of the family
 - 5. Finding and enrolling in available federal/state/local subsidies programs that provide access to high-quality, ECE programs, as well as older siblings needing services ages 6 through 12
 - 6. Ensuring, post enrollment, their ECE program is meeting their needs and their child is thriving in the program
 - 7. Maintaining enrollment in their ECE program

4

8. Referrals to ECE services and other community resources such as Family Resource Centers, County Welfare Departments, and other local public services agencies and departments
9. Avoiding any disruptions in services for homeless families who are currently enrolled in an ECE program, but are seeking to move to another ECE program that better meets the needs of the family

B. Work in direct collaboration with SF3C staff to:

1. Ensure homeless families are placed on SF3C
2. Manage the *Active Families ELS Reserve List (Homeless Outreach tab)* and the *ELS Tracking Spreadsheets (Reserved and Voucher)*
3. Notifying SF3C when a family has been added to the *Reserved Tab*
4. Send the *Intent to Enroll Forms* to SF3C or Wu Yee on behalf of homeless families or ensure provider completes and sends
5. Ensure ELS Voucher and Reserved homeless families with Provisional Eligibility either meet with the Integrated Services Administrator (Wu Yee Children's Services or Children's Council of San Francisco) within 30 days of their enrollment or provide the documentation necessary to certify eligibility to the IS Administrator on behalf of the family.

C. Work in direct collaboration with CalWORKs staff to:

1. Identify and assist homeless families who are not currently connected to CalWORKs to ensure screening for benefits
2. Identify homeless families who are CalWORKs child care eligible
3. Ensure homeless families who are eligible for CalWORKs child care leverage their state subsidy eligibility/funding over local funding when it aligns with the family's needs.
4. Assist and encourage families to connect with their CalWORKs Social Work Specialist and/or Employment Specialist in order to take advantage of the programs and services available to them while also ensuring that families understand that their ECE services are not contingent on their participation in the CalWORKs program.

D. Work in direct collaboration with all 3 Early Head Start/Head Start (EHS/HS) programs in San Francisco and Wu Yee Children's Services Resources and Referral Staff to:

1. Educate homeless families about EHS/HS programs and their eligibility, application, and enrollment processes
2. Assist homeless families with the entire application and enrollment process and collaborate with the EHS/HS programs to reduce barriers to enrollment for homeless families.
3. Provide homeless families access to all San Francisco EHS/HS programs by allowing Wu Yee Children's Services Resource and Referral staff to provide citywide EHS/HS information and applications on site at Compass Connecting Point Family Resource Center

(5)

- E. Work with shelter and family residential case managers citywide to coordinate outreach and engagement around high quality ECE services for homeless families
- F. Act as the ECE case manager of record and point of contact for homeless families waiting on the SF3C list
- G. Outreach to and coordinate with the San Francisco Homeless and Supportive Housing system partners, including but not limited to:
 1. Homeless shelters, transitional housing and other family residential programs
 2. San Francisco Department of Homelessness and Supportive Housing
 3. Domestic violence shelters
 4. Child Care Resource and Referral Agencies (Children's Council of San Francisco and Wu Yee Children's Services Agency)
 5. SF3C
 6. ELS Qualified programs (center based and family child care)
 7. Other ECE programs (when necessary) who are outside of the ELS system
- H. Assist homeless families in understanding the myriad of supportive ECE services available through ECE Qualified programs such as, but not limited to: Health and Mental Health Consultation, Developmental Screenings and Assessments, Child Care Inclusion Services, Family Engagement, and others.
- I. Work with families exiting shelter and relocating outside of San Francisco for up to 3 months from the date of their move, to help link these families with the respective county's Centralized Eligibility List (child care waiting lists) or other appropriate subsidized services (i.e. Head Start) to maintain continuity of quality ECE services.
- J. Work with ECE programs and Integrated Services Administrators when a child's attendance issues threaten their learning, and subsidy eligibility
- K. Convene quarterly Homeless Early Care and Education Advisory Meetings with community stakeholders including, but not limited to: ECE programs, Integrated Services Administrators, SF3C, shelter staff, Human Services Agency (HSA), Homeless and Supportive Housing (HSH), First Five San Francisco, San Francisco Office of Early Care and Education (OECE), and the Department of Children, Youth and Families.
- L. Participate in all evaluation and data collection activities as requested OECE, including conducting annual consumer satisfaction surveys.
- M. Work with SF Department of Homelessness and Housing and/or OECE as needed to provide citywide information for ECE data tracking and reporting purposes

6

N. Data tracking may include working with outside evaluators and/or researchers.

O. Collaborate with OECE, Department of Homelessness and Supportive Housing, CalWORKs, and the Homeless ECE Case Management Advisory Committee on continuous program improvements. Scope of services in the grant may be renegotiated based on funding changes and/or program improvements.

V. Location and Time of Services

Staff will be located at Compass Connecting Point; Family Resource Center, a program of Compass Family Services, from 9:00 AM – 4:00 PM at 995 Market Street, SF, 94103, and will provide outreach and services at Other SF Homeless Family Access Points, at shelters, at transitional housing sites, at child care sites, and other locations determined to more conveniently reach homeless families.

VI. Grantee Responsibilities

Grantee will work with OECE and its ECE partners to make recommendations to improve the system to better serve homeless families. The grantee shall remain flexible in its program design in order to adapt services to improve the success of homeless families in accessing high-quality ECE services.

VII. Service Objectives

On an annual basis, starting July 1, 2017 through June 30, 2018 grantee will meet the following service objectives:

- A. Provide Homeless Child Care Case Management Services (outreach and engagement) to a minimum of 450 families with a child 0-5 experiencing homelessness.
- B. Enroll a minimum of 130 unduplicated homeless families with a child under 0-5 into federal/state/local programs.
- C. Track 100% of family eligibility for federal/state/local funding and placements by enrollment type, in order to assess how the system is maximizing funding and inform the process to address any barriers in maximizing funding.
- D. Conduct a minimum of 48 unduplicated outreach activities (at resource fairs, homeless shelters, child care centers, child care referral agencies, family resource centers, coalition or committee meetings, etc.) in San Francisco and the greater Bay Area, including at least 5 agencies outside of San Francisco that are serving or will serve San Francisco Homeless families transitioning out-of-county who need assistance finding child care subsidies in their new county.

7

VIII. Outcome Objectives

On an annual basis, starting July 1, 2017 through June 30, 2018 Grantee will meet the following service objectives:

- A. Subsidized ECE eligibility: 100% of families who are homeless with a child under 5 will be screened for eligibility and interest in federal, state and local programs.
- B. ECE Readiness:
 - 1. 100% of homeless families, who are eligible for ECE services, not already enrolled, and are interested in enrolling in an ECE program will be helped to reach ECE readiness milestones.
 - 2. 75% of families helped will be “ECE ready” as evidenced by completion of several key milestones including: obtaining children’s birth certificate, obtaining current child immunizations, and assessing and addressing any parent concerns around separation
- C. Childcare Placement:
 - 1. 80% of ELS spaces identified for a homeless family will be connected to an interested family in 48 hours (business days).
- D. Childcare Placement Maintenance:
 - 1. 100% of families placed into an ELS provider will be contacted by a Compass staff within the first week of enrollment to ensure an initial successful transition.
 - 2. 100% of families placed into an ELS provider will be contacted quarterly by Compass Staff to ensure that their ECE program is meeting their needs and their child is thriving in the program and address any barriers or challenges.
- E. Client Satisfaction:
 - 1. In a survey of families, to be conducted by the Grantee by March 31st of each FY, a minimum of 70% of the families responding will rate the Compass Homeless Child Care Case Management Services as “positive” and “helpful” in maintaining or rearranging subsidized child care as at least 3 or above on a five-point scale (poor/fair/good/very good/excellent) In a survey of shelter case management staff, to be conducted by the Grantee by March 31st of each FY, a minimum of 75% of the shelter staff responding will report that they have had positive interactions with Compass Staff as at least a 3 or above on a five-point scale (poor/fair/good/very good/excellent)
 - 2. In a survey of ELS programs, to be conducted by the Grantee by March 31st of each FY, a minimum of 75% of the ELS provider staff responding will report that they have had positive interactions with Compass Staff as at least a 3 or above on a five-point scale (poor/fair/good/very good/excellent)



IX. Reporting Requirements

- A. Monthly, Quarterly and Annual Reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system
- B. Grantee will provide a monthly report of activities in CARBON referencing the tasks as described VII- Service Objectives A, B, & C. Reports are due 30 days after the close of the reporting period.
- C. Grantee will provide a quarterly report of activities in CARBON, combining monthly reports in a cumulative quarterly report, referencing the tasks as described VII- Service Objectives. Reports are due 30 days after the close of the reporting period.
- D. Grantee will provide an annual report in CARBON summarizing the grant activities, referencing the tasks as described in Section IV– Description of Services, VII- Service Objectives, and VIII - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. This report is due 30 days after the completion of the 3rd quarter of the fiscal year.

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

Jason Holthe, Sr. Analyst
Office of Early Care and Education
Jason.Holthe@sfgov.org

Elizabeth Leone, Contracts Manager
Human Services Agency
Elizabeth.Leone@sfgov.org

X. 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 Grant 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, subgrants, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

9

	A	C	D	E	F
1					Appendix B, Page 1
2					Document Date: 7/20/2017
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	COMPASS FAMILY SERVICES			7/1/2017 - 6/30/2018	
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: Homeless ECE Case Management				
10	Budget Reference Page No.(s)				
11	Program Term			Total	
12	7/1/17-6/30/18				
12	Expenditures				
13	Salaries & Benefits	\$428,390		\$0	\$428,390
14	Operating Expense	\$89,001		\$0	\$89,001
15	Subtotal	\$517,391		\$0	\$517,391
16	Indirect Percentage (15%)	15%			15%
17	Indirect Cost (Line 16 X Line 15)	\$77,609		\$0	\$77,609
18	Capital Expenditure	\$0		\$0	\$0
19	Total Expenditures	\$595,000		\$0	\$595,000
20	HSA Revenues				
21	General Fund	\$534,000			\$534,000
22	CalWORKs FSP Fund	\$61,000			\$61,000
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$595,000		\$0	\$595,000
30	Other Revenues				
31					
32	HSA - Compass Connecting Point	\$700,000			\$700,000
33	First 5 San Francisco	\$330,885			\$330,885
34	Mayor's Office of Housing & Community Deve	\$75,000			\$75,000
35					
36	Total Other Revenues	\$1,105,885		\$0	\$1,105,885
37	Full Time Equivalent (FTE)	6.59			
39	Prepared by: Jous Lee	Telephone No.: 415-644-0504x1114	Date 7/20/17		
40	HSA-CO Review Signature: _____				
41	HSA #1				1/0/1900

10

	A	B	C	D	E	F	G	H	I
1							Appendix B, Page 2		
2							Document Date:	7/20/2017	
3									
4	Program: Homeless ECE Case Management								
5	(Same as Line 9 on HSA #1)								
6									
7	Salaries & Benefits Detail								
8									
9									
10							07/1/17-06/30/18		
11		Agency Totals		For HSA Program		For DHS Program	For DHS Program	TOTAL	
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary		7/1/17 to 6/30/18	
13	Director of Programs	\$94,275	100%	3.5%	4%	\$3,300		\$3,300	
14	Program Director	\$74,298	100%	25%	25%	\$18,575		\$18,575	
15	Assistant Program Director	\$57,073	100%	25%	25%	\$14,268		\$14,268	
16	Childcare Resource Coordinator	\$50,000	100%	100%	100%	\$50,000		\$50,000	
17	Case Managers	\$45,443	500%	100%	500%	\$227,215		\$227,215	
18	Data & Evaluation Manager, Coordinator	\$74,603	100%	5%	5%	\$3,969		\$3,969	
19									
20									
21									
22									
23									
24									
25									
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31									
32	TOTALS	\$395,692	10.00	2.59	6.59	\$317,326	\$0	\$317,326	#REF!
33									
34	FRINGE BENEFIT RATE	35%							
35	EMPLOYEE FRINGE BENEFITS	\$138,492				\$111,064	\$0	\$111,064	#REF!
36									
37									
38	TOTAL SALARIES & BENEFITS	\$534,184				\$428,390	\$0	\$428,390	#REF!
39									

(11)

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1										Appendix B, Page 3
2										Document Date: 7/20/2017
3										
4	Program: Homeless ECE Case Management									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11										TOTAL
12	<u>Expenditure Category</u>	TERM:		<u>07/1/17-06/30/18</u>						
13	Rental of Property			\$40,194						\$ 40,194
14	Utilities(Elec, Water, Gas, Phone, Scavenger)			\$7,410						\$ 7,410
15	Office Supplies, Postage			\$3,900						\$ 3,900
16	Building Maintenance Supplies and Repair			\$500						\$ 500
17	Printing and Reproduction			\$1,000						\$ 1,000
18	Insurance			\$1,000						\$ 1,000
19	Staff Training			\$4,225						\$ 4,225
20	Staff Travel-(Local & Out of Town)									\$ -
21	Rental of Equipment									\$ -
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE									
23	IT Consultants			\$9,360						\$ 9,360
24										\$ -
25										\$ -
26										\$ -
27										\$ -
28	OTHER									
29	Program Supplies			\$1,500						\$ 1,500
30	Client Assistance			\$19,912						\$ 19,912
31										\$ -
32										\$ -
33										\$ -
34										
35	TOTAL OPERATING EXPENSE			\$89,001				\$0	\$ 89,001	
36										
37	HSA #3									1/0/1900

12