



Edwin M. Lee, 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:	JANUARY 20, 2017				
SUBJECT:	NEW GRANT: SELF HELP FOR THE ELDERLY (NON-PROFIT) TO PROVIDE LIGHT DUTY COMMUNITY SERVICES				
CONTRACT TERM:	2/1/17-1/31/20				
CONTRACT AMOUNT:	<u>New</u>		<u>Contingency</u>		<u>Total</u>
	\$900,000		\$90,000		\$990,000
ANNUAL AMOUNT:	2/1/17- <u>1/31/18</u>	2/1/18- <u>1/31/19</u>	2/1/19- <u>1/31/20</u>		
	\$300,000	\$300,000	\$300,000		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$450,000	\$0	\$450,000	\$90,000	990,000
PERCENTAGE:	50%	0%	50%		100%

The Department of Human Services (DHS) requests authorization to enter into a grant with Self-Help for the Elderly for the period of February 1, 2017 through January 31, 2020, in an amount of \$900,000 plus a 10% contingency for a total amount not to exceed \$990,000. The purpose of this grant is to provide work opportunities to individuals who face various forms of work limitations, but must still meet work requirements to retain public assistance.

Background

A subset of CAAP recipients suffer from physical and/or mental limitations that reduce the range of work responsibilities they can possibly manage, but do not qualify them for Social Security disability benefits. These individuals are also still subject to Workfare assignments which require a minimum number of hours of employment in order for them to continue receiving public

assistance. Currently, this population can receive work credit for demonstrating efforts to find jobs for a certain number of hours each week. To enhance these clients' work prospects, the grantee will provide training and work placements that take into account the participants' limitations.

Services to be Provided

The grantee will place CAAP participants who can work, if limitations are accommodated, at appropriate host sites. Host sites, proposed by either by the grantee or program participants, will be located throughout the city and offer various types of work. The goal of these placements will be to gain experience and help participants eventually attain unsubsidized employment elsewhere.

At full capacity, Grantee is expected to serve an average minimum of 400 individuals at any given time following a ramp-up period for the program. A minimum of 60% of the participants will record six total months of work experience at host sites.

Selection

Grantee was selected through Request for Proposals #722, which was competitively bid in September 2016.

Funding

Funding for this grant is provided by CalFresh Employment and Training (CFET) dollars, a combination of General and Federal funds.

ATTACHMENTS

Appendix A – Scope of Services to be Provided

Appendix B – Budget

Appendix A
Light Duty Community Service Program (LDCS)
Services to be provided by
Self-Help for the Elderly (SHE)
February 1, 2017 – January 31, 2020

I. Purpose

The Light Duty Community Service (LDCS) program intends to provide work opportunities to County Adult Assistance Program (CAAP) recipients who have certain work limitations. The Community Service (CS) host sites will be developed at San Francisco nonprofit agencies and City Departments that can provide basic and occupational skills to participants. These opportunities can lead to unsubsidized employment. CS assignments must not displace existing workers, and must address an unmet community need. CS assignments must also meet the limitations of the participant, as disclosed or identified through a medical assessment, and offer a variety of work sites to accommodate participant ADA needs that may arise. Some of these individuals have mobility or physical limitations, but are able to perform work that allows sitting most of the day, walking up to a max of 2 hours, and lifting no more than 10 pounds. Examples of jobs that these individuals can perform include clerical, hotel night clerk, some security positions, computer and reception. Other individuals would be limited due to asthma or other breathing difficulties, and would have to perform physical labor in an environment that is free of dust and solvents.

II. Definitions

ADA	American Disability Act
Basic Job Skills	Punctuality, attendance, following instructions, conveying information effectively, critical thinking, adaptability, judgment and decision making, time management, and customer service.
CAAP	San Francisco County Adult Assistance Program for single adults
CAAP Triage	Provides employability and disability screening to individuals during the application and recertification for CAAP benefits to determine if clients have functional limitation that render them unable to perform general labor required in regular workfare.
Community Service (CS)	Transitional position in the public or private non-profit sector that addresses unmet community needs. Job must not displace existing workers and must provide basic job skills that can lead to unsubsidized employment.
CAAP Eligibility Worker	CAAP staff who ensures the participants meets the CAAP eligibility requirements.
HSA, also Department	Human Services Agency, City and County of San Francisco
Job Placement	Participant placement in permanent unsubsidized employment, or HSA Employer Wage Subsidy program, or the HSA Public Service Trainee Program

PAES	Personal Assisted Employment Services, an HSA program that provides a cash stipend and employment services to low-income San Franciscans with no children.
Unsubsidized Employment	Regular employment in the for-profit or non-profit sector that is not transitional and not subsidized.
Workfare	CAAP activity for those evaluated as able to work without functional limitation
WtW	Welfare-to-Work
WDD	Workforce Development Division, a DHS 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

The target population for the Light Duty Community Service program is CAAP participants who, due to physical and/or mental limitations, are unable to perform general labor that is required by current CAAP Workfare assignments. The functional limitations of individuals limited to light duty are found not severe enough to meet the Social Security disability criteria.

IV. Description of Services

1. Intake and enrollment of Participants Referred by HSA

- a) HSA CAAP Eligibility Worker will refer participants rated as Ready to Work with some Limitations (#2 by Triage) to a LDCS (Light Duty Community Service) workshop session. HSA-WDD will conduct 3-5 LDCS Workshop sessions each week based on demand. HSA-WDD will report, within one business day of occurrence, to the designated HSA CAAP staff which participants attended the workshop session.
- b) Grantee will attend LDCS workshop run by HSA-WDD, provide an overview of host site selection options, perform a brief client assessment and assign participants to their community service assignments best matching their skill sets and stated employment goal. The participant will show up that same week to the CS site to begin the activity and set up a schedule for the assignment, totaling 6 hours a week.

2. Community Service

Site activities can be done in groups as well as on an individual assignment basis. As an alternative to being assigned to a Community Service site developed by Self-Help for the Elderly, clients can, under the direction of Self-Help:

- self-identify sites (i.e. churches, schools, etc.),
- attend workshops with the provider,
- commit to documented job search (x amount of job searches a week), or
- be granted a temporary waiver as defined by CAAP

Note: these activities would also need verification of participation by Self-Help. This flexibility will allow for greater bandwidth of community service sites. Contractor will be responsible for verifying participant attendance and progress at these “self-identified” sites or activities through timesheets signed by the participant and host site supervisor, or other host verification, or self-declaration (client signs a statement of participation for the 6 hours).

- a) Community Service sites offered to participants, minimum of two, should provide the

opportunity to acquire occupational skills. Grantee should ensure that enough host sites are available to provide experience toward participants' occupational goals.

- b) Develop and execute Community Service agreements with the work site agency, which should include participant training, job duties, and supervision. Work Duties cannot include driving a vehicle or using heavy equipment.
- c) Participants must begin their community service assignment at the Host Site within seven business days after enrollment in to the program. A participant will be considered to be "placed in a community service assignment" when the participant has successfully shown up for work. Participants who are enrolled and obtain employment before beginning their community service assignment will be considered successfully enrolled, completed, and placed.
- d) Provide training and technical assistance to host sites to ensure the quality of host site supervision and a positive experience for participants. Monitor host sites to ensure participants are adequately supervised and given tasks/opportunities that allow participants to develop marketable skills toward their employment goals. Participants' performance appraisal to ascertain participants' skills acquisition should be done every 6 months with each participant, host site supervisor, and Contractor.
- e) Establish and enforce community service supervision standards. Assure that there is a designated Host Site supervisor to supervise participants. Attendance is documented through timesheets, which are signed by participant, Host Site supervisor and Contractor and reported weekly to the designated CAAP program. The Contractor confirms with Host Site if participant has notified Host Site of absences. If a participant is over 15 minutes late to the host site, it is recorded as an absence.
- f) Mediate any disputes between work sites and participant, reassigning participant to another work site, without a break in work hours, if resolution cannot be reached.
- g) Provide limited case management, barrier remediation, job readiness and job placement services.
- h) If clients present significant barriers that may qualify them for SSI, the contractor should identify those needs, so they can be referred for services when appropriate.

V. Location and Time of Services

Grantee services are provided at 601 Jackson Street, G/F | San Francisco | California 94133-5006. Services will be Monday through Friday except on the following holidays: New Year's Day, Chinese New Year, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

VI. Service and Outcome Objectives

Service Objectives

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

1. At full program capacity, LDCS Grantee must be able to serve an average minimum of 400 CAAP participants at any given time. Note: this number includes a revolving caseload of new referrals, continuing referrals, and re-enrollments. During the initial six months in first contract year there will be a gradual ramp up of 50-70 enrollments a month until program is fully operational.

Outcome Objectives

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

1. 60% of participants referred to the LDCS Orientation and Enrollment will enroll and successfully complete the first week of the activity. The LDCS Orientation and Enrollment

Workshop will take place at the WDD Tenderloin Workforce Center during the initial 6 months of start up, and then be moved to a Self Help for the Elderly site where it will be managed by SHE.

2. 50% of participants referred to the LDCS Orientation and Enrollment will successfully complete 6 months of activity. If a participant leaves LDCS prior to completion due to employment, and has a change in rating by CAAP Triage or a licensed community provider, or is transferred to SSIP, he/she will be credited with completion of the program.
3. 10% of participants referred to the LDCS Orientation and Enrollment will be evaluated as job ready and referred for Employment Services to the Workforce Development Division. Due to the additional obstacles to employment that this population faces compared with most CAAP recipients, this outcome is considered ideal but not the primary objective of this program.
4. 75% of clients will rate the quality of the Grantor's performance as at least 3 or above on a 5-point scale on an annual client satisfaction survey conducted by the Grantor. The survey responses rate will be no less than 80% of participants. Survey shall be administered according to HSA guidelines.
5. 75% of the host sites will rate the quality of the Grantor's performance as at least 3 or above on a 5-point scale on an annual client satisfaction survey conducted by the Grantor. The survey responses rate will be no less than 80% of participants. Survey shall be administered according to HSA guidelines.

VII. Reporting Requirements

Client Activity Reporting - establish and implement a process for recording, tracking, and reporting on clients' daily participation and attendance in the Community Service activity. Communicate immediately via e-mail or telephone with the client when he/she is not participating. At a minimum, Grantee must report when a client has two unexcused absences, if attendance falls below 80% of the total program hours, or if the participant is being terminated from the program:

1. Submit weekly attendance sheets, by Tuesday of the following week. Attendance sheets are to be e-mailed to HSA CAAP designated staff.
2. Grantee will submit monthly Contract reports for LDCS summarizing progress on contract objectives to the designated HSA Workforce Development staff
 - a) Reports shall contain the following data:
 - A monthly spreadsheet of all participants being referenced in the monthly summary report
 - Number of referrals
 - Number of enrollments
 - Host site assignment and type of host site
 - Number of participants who complete the first week
 - Number of participants who complete 6 months
 - Number of participants who are placed in an unsubsidized or subsidized job
 - Number of participants who are exited
 - Number active or currently enrolled as of the last day of the month
 - job title, employer, wage, hours per week and benefit information (health, dental) for all participants placed
 - b) Monthly Contract reports are due on the 10th day following the reporting month.
 - c) Written communication that contains client confidential information shall be

transmitted through a secured method approved by HSA or by using ZixCorp.

- d) Supporting documentation (sign in and out sheets) for the numbers presented in the reports must be maintained by the Grantee and must be available for auditing by the Department but need not be attached to the reports.
3. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.
4. 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

Patricia Torres, CAAP Program Manager
CAAP
(415) 558-1310
Patricia.Torres@sfgov.org) or

Justin Chan, Contract Manager
Office of Contracts Management
(415) 557-5507
Justin.Chan@sfgov.org

VIII. 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.

	A	B	C	D	E
1	Appendix B, Page 1				
2	Document Date: 12/29/16				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4					
5	Name		Term February 1, 2017 - January 31, 2020		
6	Self-Help for the Elderly				
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: LIGHT DUTY COMMUNITY SERVICE				
10	Budget Reference Page No.(s)				Total
11	Program Term	2/1/17-1/31/18	2/1/18-1/31/19	2/1/19-1/31/20	2/1/17-1/31/20
12	Expenditures				
13	Salaries & Benefits	\$246,313	\$246,313	\$246,313	\$738,939
14	Operating Expense	\$23,957	\$23,957	\$23,957	\$71,871
15	Subtotal	\$270,270	\$270,270	\$270,270	\$810,810
16	Indirect Percentage (%)	11.00%	11.00%	11.00%	11.00%
17	Indirect Cost (Line 16 X Line 15)	\$29,730	\$29,730	\$29,730	\$89,190
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$300,000	\$300,000	\$300,000	\$900,000
20	HSA Revenues				
21	General Fund	\$150,000	\$150,000	\$150,000	\$450,000
22	CFET	\$150,000	\$150,000	\$150,000	\$450,000
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$300,000	\$300,000	\$300,000	\$900,000
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$300,000	\$300,000	\$300,000	\$900,000
37	Full Time Equivalent (FTE)	4.44	4.44	4.44	
39	Prepared by: Leny & Winnie	Telephone No.:	415-677-7682	Date:	12/29/16
40	HSA-CO Review Signature: _____				
41	HSA #1				11/15/2007

	A	B	C	D	E	F	G	H	I	J	K	L
1	Appendix B, Page 3											
2	Document Date: 12/29/2016											
3												
4	Program Name: LIGHT CON											
5	(Same as Line 9 on HSA #1)											
6												
7	Operating Expense Detail											
8												
9												
10												
11												
12	<u>Expenditure Category</u>		<u>TERM</u>			<u>2/1/17-1/31/18</u>		<u>2/1/18-1/31/19</u>		<u>2/1/19-1/31/20</u>		<u>TOTAL</u> <u>2/1/17-1/31/20</u>
13	Rental of Property					\$7,440		\$7,440		\$7,440		\$22,320
14	Utilities(Elec, Water, Gas, Phone, Scavenger)					\$6,000		\$6,000		\$6,000		\$18,000
15	Office Supplies, Postage					\$1,046		\$1,046		\$1,046		\$3,138
16	Building Maintenance Supplies and Repair					\$500		\$500		\$500		\$1,500
17	Printing and Reproduction					\$500		\$500		\$500		\$1,500
18	Insurance					\$3,183		\$3,183		\$3,183		\$9,549
19	Staff Training					\$500		\$500		\$500		\$1,500
20	Staff Travel-(Local & Out of Town)					\$2,988		\$2,988		\$2,988		\$8,964
21	Rental of Equipment					\$1,800		\$1,800		\$1,800		\$5,400
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE											
23												
24												
25												
26												
27												
28	OTHER											
29	Program Expenses											
30												
31												
32												
33												
34												
35	TOTAL OPERATING EXPENSE					\$23,957		\$23,957		\$23,957		\$71,871
36												
37	HSA #3											11/15/2007