

# SAN FRANCISCO HUMAN SERVICES COMMISSION

## MINUTES

November 16, 2017 Regular Meeting

The regular monthly meeting of the Human Services Commission was held on Thursday, November 16, 2017, in the Ronald H. Born Auditorium at 170 Otis Street, San Francisco.

MEMBERS PRESENT	SCOTT KAHN, President RITA SEMEL PABLO STEWART, M.D. GEORGE YAMASAKI, JR.
MEMBER ABSENT	JAMES MCCRAY, JR., Vice President (Excused)
OTHERS PRESENT	Trent Rhorer, Executive Director – Human Services Agency Krista Ballard, Executive Assistant to the Executive Director / Interim Secretary – Human Services Commission Noelle Simmons, Deputy Director – Economic Support and Self-Sufficiency Susie Smith, Deputy Director – Policy and Planning Dan Kaplan, Deputy Director – Finance and Administration Other department staff and interested citizens
ROLL CALL	President Kahn called the meeting to order at 9:34 a.m. noting the Commission was present with the exception of Vice President McCray who had been excused.
AGENDA	On motion by Commissioner Semel, seconded and unanimously carried, the Commission adopted the agenda amended as follows: 1. Item VII.B. Requesting authorization to modify the existing grant with FAMILY BUILDERS BY ADOPTION
MINUTES	On motion by Commissioner Stewart, seconded and unanimously carried, the Commission unanimously approved the minutes of the October 26, 2017 regular meeting as circulated. Commissioner Stewart noted that the minutes were a very good record of the last Commission meeting.
EXECUTIVE DIRECTOR'S REPORT	Executive Director Trent Rhorer furnished an update re the State and City's budget processes, and program activities.
	FEDERAL UPDATES
	<ul style="list-style-type: none"><li>• New Health and Human Services Secretary Nomination: Alex Azar. Azar comes from big pharma, Eli Lilly, and was former general counsel and deputy secretary under George W. Bush. He has expressed desire to block grant Medicaid.</li><li>• The repeal of the Affordable Care Act's (ACA's) individual mandate was inserted as part of a tax overhaul bill that would reduce federal deficits by \$338 billion over the next 10 years, because fewer people would sign up for the exchanges or enroll in Medicaid. Less federal dollars on Medicaid and exchange subsidies would help the GOP avoid exceeding a \$1.5 trillion cap on how much the tax bill can add to the deficit over the same time period.</li></ul>
	STATE 2018 BUDGET AND POLICY
	<ul style="list-style-type: none"><li>• Anticipated issues expected in January budget release<ul style="list-style-type: none"><li>○ CalWORKs Single Allocation – reviewing the methodology because it was flawed previously to rely too much on caseload declines.</li><li>○ Medi-Cal administration funding</li><li>○ In-Home Supportive Services administration funding and new funding structure issues which impact HSA's overall budget in 2018-2019.</li></ul></li><li>• Mayor's department head budget meeting regarding budget instructions will be held December 6, 2017.</li></ul>
	ECONOMIC SUPPORT AND SELF-SUFFICIENCY
	<ul style="list-style-type: none"><li>• Update on the CalFresh ABAWD (able-bodied adults without dependents) Waiver the Commission was previously briefed on:<ul style="list-style-type: none"><li>○ Under federal SNAP rules, participants are required to meet a 20 hour per week work participation requirement in order to maintain eligibility for nutrition assistance. For a number of years now, the work requirement has been waived for many SNAP recipients due to high levels of unemployment, but now that the economy has improved, the waiver is being phased out. San Francisco is one of just three California counties – the other two being San Mateo and Santa Clara – likely to have to reinstitute the work requirement starting in September 2018. Based on local data, we estimate that over 5,000 CalFresh ABAWDs in San Francisco are subject to, but not currently meeting, the work requirement. This policy is meant to reduce caseloads, but since our CalFresh funding allocation is tied to caseload, the risk is not only that clients will lose nutrition assistance, but that we will be left with reduced funding to administer the program going forward. Planning for how to implement the ABAWD work requirement and how to ensure that as few clients as possible lose benefits is already well underway at both the state and local levels. About 15 years ago, San Francisco was successful in getting Sub-County Waivers in zip codes where there were much higher unemployment rates, and we are looking into what those counties would be now.</li></ul></li><li>• Medi-Cal will start three year cycle reviews in January. For the first time, the federal government will conduct payment error reviews with a limit of no more than 3% errors, with the potential for fiscal penalties. Our Medi-Cal is currently looking at errors and planning proactively.</li><li>• P500 program: the Mayor had breakfast with the P500 staff last week to hear about the program and possibilities for additional funding in the future if we want to increase our capacity. Currently, there about 120-130 families being served.</li><li>• CAAP recently welcomed 15 trainees to Induction Training which includes a new and improved curriculum that includes a feedback process that is part of a larger new Quality Assurance effort in CAAP. Among the inductees is a new program specialist who will help CAAP with continued Quality Assurance efforts, general process improvements, and technology innovations.</li></ul>
NOVEMBER 2017 EMPLOYEE OF THE MONTH	President Kahn announced Bernadette Casino, CalWIN Team Manager of the HSA Information Technology Division, as the November 2017 Employee of the Month. The Commission recognized Bernadette for her recent efforts above and beyond the normal call of duty in response to the Northern Counties Fire disaster in October. Bernadette played a critical coordination, information-sharing and liaison role for HSA, representing San Francisco as part of the CalWIN Consortium's response and support for Sonoma County, providing additional capacity to provide Disaster CalFresh and other public assistance benefits to victims of the fires. Bernadette Casino was presented an engraved desk clock and graciously accepted with thanks to all.

CONSENT CALENDAR On motion by Commissioner Semel, seconded and unanimously carried, the Commission ratified actions taken by the Executive Director since the October 26, 2017 special meeting in accordance with Commission authorization of October 26, 2017:

1. Submission of requests to encumber funds in the total amount of \$2,471,648 for purchase of services or supplies and contingency amounts;
2. Submission of 2 temporary positions for possible use in order to fill positions on a temporary basis;
3. Submission of report of 41 temporary appointments made during the period of 10.14.17 thru 11.10.17.

DEPARTMENT OF HUMAN SERVICES HSA Contracts Director John Tsutakawa presented the request to authorize the Department of Human Services to purchase and distribute gift cards as incentives.

John Tsutakawa provided context that the Office of Contract Administration (OCA) had asked HSA to create a policy for purchasing gift cards after several were purchased to use as incentives for the P500 program last year. The policy was created in coordination with OCA and the Office of the Controller. At the request of the Commission, the policy was also reviewed and approved by the City Attorney's Office.

On motion my Commissioner Yamasaki, seconded and unanimously carried, the Commission granted authorization to the Department of Human Services to purchase and distribute gift cards as incentives during the period of November 1, 2017 through June 30, 2019; in the amount of \$160, 200, with one grammatical correction to the policy: under III.b., replace the word "his" with "him."

FAMILY BUILDERS BY ADOPTION FCS Program Analyst Pamela Salsedo presented the request to modify the existing grant with Family Builders By Adoption.

Pamela Salsedo provided context that modifying the grant would allow Family Builders By Adoption to respond to HSA's increased need for Resource Family Approval Assessments.

In response to a question from Commissioner Stewart, the representative from Family Builders by Adoption advised that finding resource families was going well despite the economy in the Bay Area, and that they were seeing fewer children referred to them, which is a positive sign that less children are in need of permanency services.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission granted authorization to modify the existing grant agreement with FAMILY BUILDERS BY ADOPTION for the provision of Adoption and Permanency Services; for the period of July 1, 2017 through June 30, 2018; in an additional amount \$50,000 plus a 10% contingency for a new total grant amount not to exceed \$2,105,865.

LAUNCHPAD, INC. Welfare to Work Administrative Manager Yunny Tai presented the request to authorize modifying the existing contract with Launchpad, Inc.

Yunny Tai provided context about Launchpad's successful implementation of a new technology allowing the Workforce Development Division to better manage their JobsNOW! subsidized employment program, through which they have made over 20,000 job placements. It has been a huge success and has helped streamline their business processes, which, according to a staff person using the system, saving staff up to 50% of their time which they can now spend engaging employers and working with clients as opposed to doing paperwork. Now, they would like Launchpad to do for their management of client activities, what they have done for JobsNOW! through a three-phased approach. They try to engage as many CalWORKs and CAAP clients in employment activities as they can to help them get ready for work and also meet federal work participation requirements, but there are a number of inefficiencies involved in these processes. This is a particularly critical time to take this on as Executive Director Rhorer mentioned, with the expiration of the ABAWD work requirement waiver, they're estimating perhaps 4,000 clients at risk of losing CalFresh benefits unless they are able to meet federal work participation requirements. This would essentially double their current client base, so they need to make their business processes as efficient as possible.

In response to a question from Commissioner Stewart directed toward Executive Director Rhorer regarding where the return on investment can be seen from spending this amount, Executive Director Rhorer stated that it helps improve efficiencies in regards to time and allows us track whether our services are proving effective. The increased efficiency allows them greater capacity to serve more clients. Deputy Director Noelle Simmons added that two other advantages to this system: one, is that the City as a whole has been working for a number of years towards alignment across its workforce development system (Office of Economic and Workforce Development, HSA, Department of Children Youth and Families, among others). A barrier to this has been the inability to share data on the clients in common we may be serving, so it's worth noting that OEWD has also contracted with Launchpad and HSA is working closely with them to make sure their systems "talk to each other," which they believe will improve client outcomes. Secondly, the contractor portal being built in phase two will give them a view into client-level data through their contracted providers that is currently very difficult for them to interpret. Executive Director Rhorer concluded by stating that a look at the average annual costs from 16-17 up to 19-20, it's about \$350,000 in annual cost which translates to about 2.5-3 full-time employees (FTEs), and this system certainly more than takes the place of 2.5 FTEs.

On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission granted authorization to modify the existing contract with LAUNCHPAD, INC. for provision of the JobsNow Subsidized Employment Program; during the period of November 1, 2017 through June 30, 2020; in an additional amount of \$672,880 plus a 10% contingency for a revised total amount not to exceed \$1,649,058.

PUBLIC COMMENT President Kahn's call for public comment did not yield a response.

PUBLIC MEETING ADJOURNED President Kahn requested that the Commission adjourn the meeting in memory of Will Daley. Will was an advocate for the homeless in San Francisco and was very involved in the community. He passed away last month unexpectedly. Although he was not a voting member of the Shelter Grievance Committee, he attended all of the meetings and was very respected in the community – with at least 120 people attending his memorial service. He was a friend to President Kahn and a friend to the community of San Francisco and, most importantly, a friend to the homeless.

On motion by Commissioner Semel, seconded and unanimously carried, President Commission adjourned the meeting at 10:23 a.m. in memory of Will Daley.



Krista Ballard, Interim Commission Secretary  
Human Services Commission