



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DAN KAPLAN, DEPUTY DIRECTOR FOR
ADMINISTRATION & FINANCE
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS DS
ET

DATE: MAY 19, 2023

SUBJECT: NEW GRANT: **BAY AREA LEGAL AID (NON-PROFIT)** TO
PROVIDE INDIVIDUALIZED LEGAL SUPPORT SERVICES

TERM: JULY 1, 2023 TO JUNE 30, 2027

| | | | | |
|-----------------|------------------|--------------------------|-------------|-------------|
| AMOUNTS: | Annual Amount | Total Contract Amount | Contingency | Total |
| | \$334,745 | \$1,378,980 | \$137,898 | \$1,516,878 |

| | | | | | |
|------------------------------|---------------|--------------|----------------|--------------------|--------------|
| <u>Funding Source</u> | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
| FUNDING: | \$82,739 | \$220,636 | \$1,075,605 | \$137,898 | \$1,516,878 |
| PERCENTAGE: | 6% | 16% | 78% | 100% | |



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Benefits and Family Support (BFS) requests authorization to enter into a new grant with Bay Area Legal Aid for the period of July 1, 2023 through June 30, 2027, in an amount of \$1,378,980, plus a 10% contingency for a total amount not to exceed \$1,516,878. The purpose of the grant is to provide Individualized Legal Support Services (ILSS).

Background

CalWORKs and CAAP participants often need legal services to resolve issues that prevent them from entering an employment activity, being employed or retaining employment. Individualized Legal Support Services identifies and addresses these employment barriers.

Services to be Provided

The Individualized Legal Support Services will assist participants with identified legal barriers that may impede their successful transition to employment. Bay Legal staff are experienced in providing legal services in English and other key languages.

Legal advice, support and representation or referrals are provided on a range of topics including but not limited to:

- Employment rights
- Consumer credit and garnishment issues
- Identification such as driver's licenses and birth certificates
- Civil cases
- Criminal case records
- Family cases including domestic violence
- Housing
- Immigration issues, as permitted by regulations such as applications for U & T-Visas

Grantee will provide either full service individualized legal support services or complete simple legal transactions for a total of 350 client matters.

Services are provided Monday-Friday, during regular business hours at Grantee's San Francisco office (1800 Market Street, 3rd Floor). Grantee staff are available for appointments and client engagement interviews via telephone, email and in-person.

Grantee Selection

Grantee was selected through Request for Proposals #1037, which was competitively bid in January 2023.

Funding

This grant will be funded entirely with a mix of Federal, State and Local funding.

ATTACHMENTS

Appendix A: ILSS Scope

Appendix B: ILSS Budget

Appendix A
Services to be Provided
Bay Area Legal Aid
Individualized Legal Support Services (ILSS)
July 1, 2023 to June 30, 2027

I. Purpose of Grant

This grant will provide direct legal services to participants of the CAAP and CalWORKs, programs. The Individualized Legal Support Services will assist participants with identified legal barriers that threaten the individual's path toward economic self-sufficiency, and ability to secure or retain employment. Services funded through this grant will be made available in English, Spanish, Cantonese and Mandarin, and other languages as needed.

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 |
| CalWORKs | California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid. |
| 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. |
| CARBON | Contract Administration, Reporting & Billing Online database |
| Client Matter | Legal issue requiring resolution, correction, mediation, advice & counsel, full service legal support, or legal transactions completed. |
| Grantee | Bay Area Legal Aid (BayLegal) |
| HSA, also Department | San Francisco Human Services Agency |
| ES | HSA Employment Specialist |
| JobsNOW | A subsidized employment program operated by the SF Human Services Agency Workforce Development Division |
| Launchpad | Client tracking system used by HSA |

| | |
|---------------|--|
| Medi-Cal | Free or low-cost health insurance for eligible individuals that comes with a range of health benefits and services |
| RCA | Refugee Cash Assistance Program |
| Self-referral | Individuals who on their own initiative decides to seek legal services from Grantee |
| TANF | Temporary Assistance to Needy Families, the federal welfare to work program known as CalWORKs in California |
| ZixCorp | An Email Encryption and Email Data Loss Prevention system |

III. Target Population

The target population is residents of San Francisco of all ethnicities who receive CalWORKs and CAAP and are in an employment activity or path or are referred by HSA.

IV. Description of Services

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

A. Referrals

Clients are referred to Grantee for services by:

1. HSA staff
2. Self-referrals must be routed through HSA staff.
3. Exceptions may be made by HSA on a case-by-case basis.

B. Individualized Legal Support Services

Assist participants with identified legal barriers that may impede their successful transition to employment. By providing culturally competent, individualized legal support to address the barriers to employment that may have a legal remedy, this program provides participants with free legal services that will enhance the ability of these populations to secure and retain access to employment. Individualized Legal Support Services include but is not limited to:

1. Provide legal advice, support and representation or referrals on a range of topics including but not limited to:
 - a. Employment rights
 - b. Consumer credit and garnishment issues
 - c. Identification such as driver's licenses and birth certificates
 - d. Civil cases
 - e. Criminal case records
 - f. Family cases including domestic violence
 - g. Housing
 - h. Immigration issues, as permitted by regulations such as applications for U & T-Visas

- i. Health access issues excluding Medi-Cal eligibility
 2. Develop an individual plan and action steps to resolve participant's legal problems
 3. Full service individualized legal support services—provision of a full scope of services from beginning to end resulting in resolution of barrier(s), which may include but is not limited to:
 - a. Technical support in Pro Per (self-representation) cases
 - b. Representation in legal actions to resolution
 4. Simple legal transactions include but is not limited to:
 - a. Completion of forms, written letters and other documents on behalf of the client
 - b. Appropriate referral to other community legal services and non-legal agencies if necessary
 5. Station Individualized Legal Support Services Staff at CalWORKs and CAAP/CalFresh sites as needed.
 6. Grantee staff shall be available for appointments and client engagement interviews via telephone, email and/or in-person.
- C. Provide groups with informational workshops, in virtual format or at HSA or other physical sites, on relevant legal issues related to employment and self-sufficiency as requested by HSA. These workshops may lead to Individualized Legal Support Services.

V. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential CalWORKs, CAAP, CalFresh and MediCal clients to HSA to be screened for eligibility.

VI. Staffing Requirements

Grantee will provide a supervising legal attorney for supervision and oversight of all staff, including law clerks. Grantee will provide receptionist/translator and secretary/translator capabilities.

VII. Location and Time of Services

Services are provided Monday-Friday, during regular business hours (9 a.m. to 5 p.m.) at Grantee's San Francisco office (1800 Market Street, 3rd Floor). Grantee staff shall be available for appointments and client engagement interviews via telephone, email and in-person.

VIII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- A. Provide either full service individualized legal support services or complete simple legal transactions for a total of 350 client matters.
- B. Provide full service individualized legal support services in at least 200 client matters for participants who are referred by HSA staff.

- C. Complete simple legal transactions to at least 150 client matters for participants who are referred by HSA staff.
- D. These numbers are contingent upon HSA referral and subject to adjustment based on client need, after Grantee discussion with HSA.
- E. A minimum of 6 workshop(s) for HSA staff conducted annually on legal topics agreed upon by Grantee and HSA.
- F. Provide legal information on resolving barriers to employment and other mutually agreed upon topics to at least 60 individuals annually, through a combination of
 - 1. At least 6 in-person or virtual workshops for CalWORKs/CAAP participants and/or staff of community partner organizations who serve participants and disseminate information to the population; and
 - 2. One-on-one legal education, covering topics similar to those in workshop sessions, individually tailored to participants who either ask general questions about legal issues but do not have a live legal issue requiring advice or representation, or who need an informed referral to an outside organization.

IX. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

- A. 70% of client matters for participants receiving full service individualized legal services will have all identified legal problems resolved within 90 days.
- B. 90% of client matters for participants having simple legal transactions completed will have all identified legal problems resolved or addressed through advice & counsel, brief services, or direct representation. A participant will be considered to have completed the service when an identified legal barrier has been resolved or addressed through advice & counsel, brief services, or direct representation within 30 days.
- C. In order to assess client satisfaction and to identify areas for project improvement, upon closure of a case, Grantee will send an evaluation form to all participants whose cases were accepted for Individualized Legal Support Services to solicit feedback on the services provided. Results from the returned evaluations will be compiled and reported to SF HSA at the end of the grant cycle, with a minimum of 90% of those responding will rate the accessibility, timeliness and effectiveness of services in resolving the concern/issue at least 3 or above on a five-point scale.

X. Reporting Requirements

- A. **Monthly Reports.** 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. Grantee will submit monthly reports regarding grant performance. Grantee is responsible for presenting cases that are accurate in content. Reports will follow the format as follows:
Provide detailed information for each individual client seen that month. The detailed information will include case number, client zip code, client ethnicity, gender, , description of client's legal problem(s), services provided, and issue outcome or status as of 30 and 90 days and at final disposition as applicable.

- B. Reporting on services will be entered in Launchpad data system.
- C. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VIII & IX- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by the 15th of the month following the end of the program year.
- D. Grantee will enter the mid-year SOGI aggregate data by January 15th, and annual SOGI aggregate data in the CARBON database by the 15th of the month following the end of the program year.
- E. Grantee will provide an annual participant satisfaction survey report to HSA by the end of each annual grant cycle, which reports the total percentage of clients served who responded to the survey as well as survey outcomes.
- F. E-mail communication that contains client confidential information (as agreed upon in writing by the client) shall be transmitted via Grantee's e-mail program through a secured method approved by HSA or by using ZixCorp.
- G. Grantee will provide Ad Hoc reports as required by the Department.
- H. For assistance with reporting requirements or submission of reports, contact:
Leslie.Lau1@sfgov.org
Senior Contract Manager, Office of Contract Management
or
Rosalyn.Tillery@sfgov.org
Program Monitor, Welfare to Work Division

XI. 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.

| | A | B | C | D | E | F |
|----|--|-----------------------------|----------------|----------------|----------------|----------------|
| 1 | Appendix B, Page 1 | | | | | |
| 2 | | | | | | |
| 3 | HUMAN SERVICES AGENCY BUDGET SUMMARY | | | | | |
| 4 | BY PROGRAM | | | | | |
| 5 | Name | | | | Term | |
| 6 | BAY AREA LEGAL AID | | | | 7/1/23-6/30/27 | |
| 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: Individualized Legal Support Services | | | | | |
| 10 | Budget Reference Page No.(s) | | | | | TOTAL |
| 11 | Program Term | | 7/1/23-6/30/24 | 7/1/24-6/30/25 | 7/1/25-6/30/26 | 7/1/26-6/30/27 |
| 12 | Expenditures | | | | | |
| 13 | Salaries & Benefits | \$239,604 | \$239,604 | \$239,604 | \$239,604 | \$958,416 |
| 14 | Operating Expense | \$40,950 | \$40,950 | \$40,950 | \$40,950 | \$163,800 |
| 15 | Subtotal | \$280,554 | \$280,554 | \$280,554 | \$280,554 | \$1,122,216 |
| 16 | Indirect Percentage (%) | 23% | 23% | 23% | 23% | 23% |
| 17 | Indirect Cost (Line 16 X Line 15) | \$64,191 | \$64,191 | \$64,191 | \$64,191 | \$256,764 |
| 18 | Capital Expenditure | \$0 | \$0 | \$0 | \$0 | \$0 |
| 19 | Total Expenditures | \$344,745 | \$344,745 | \$344,745 | \$344,745 | \$1,378,980 |
| 20 | HSA Revenues | | | | | |
| 21 | General Fund | \$20,685 | \$20,685 | \$20,685 | \$20,685 | \$82,739 |
| 22 | State | \$55,159 | \$55,159 | \$55,159 | \$55,159 | \$220,637 |
| 23 | Federal | \$268,901 | \$268,901 | \$268,901 | \$268,901 | \$1,075,605 |
| 24 | | | | | | |
| 25 | | | | | | |
| 26 | | | | | | |
| 27 | | | | | | |
| 28 | | | | | | |
| 29 | TOTAL HSA REVENUES | \$344,745 | \$344,745 | \$344,745 | \$344,745 | \$1,378,980 |
| 30 | Other Revenues | | | | | |
| 31 | | | | | | |
| 32 | | | | | | |
| 33 | | | | | | |
| 34 | | | | | | |
| 35 | | | | | | |
| 36 | Total Revenues | \$344,745 | \$344,745 | \$344,745 | \$344,745 | \$1,378,980 |
| 37 | Full Time Equivalent (FTE) | | | | | 0 |
| 39 | Prepared by: Michelle Weger | Telephone No.: 510-250-5243 | | | Date 4/18/23 | |
| 40 | HSA-CO Review Signature: _____ | | | | | |
| 41 | HSA #1 | | | | | |

| | A | B | C | D | E | G | H |
|----|---|---|---|------|-----------------------|----|-----------------------|
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | Program Name: Individualized Legal Support Services | | | | | | |
| 5 | (Same as Line 9 on HSA #1) | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |
| 8 | | | | | | | |
| 9 | | | | | | | |
| 10 | | | | | | | |
| 11 | | | | | | | |
| 12 | <u>Expenditure Category</u> | | | TERM | <u>7/1/23-6/30/24</u> | | <u>7/1/24-6/30/25</u> |
| 13 | Rental of Property | | | \$ | 29,594 | \$ | 29,594 |
| 14 | Utilities(Elec, Water, Gas, Phone, Garbage) | | | \$ | 6,924 | \$ | 6,924 |
| 15 | Office Supplies, Postage | | | \$ | 1,558 | \$ | 1,558 |
| 16 | Building Maintenance Supplies and Repair | | | | | \$ | - |
| 17 | Printing and Reproduction | | | \$ | 140 | \$ | 140 |
| 18 | Insurance | | | \$ | 1,571 | \$ | 1,571 |
| 19 | Staff Training | | | | | \$ | - |
| 20 | Staff Travel-(Local & Out of Town) | | | | | \$ | - |
| 21 | Rental of Equipment | | | \$ | 1,163 | \$ | 1,163 |
| 22 | CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE | | | | | | |
| 23 | | | | | | | |
| 24 | | | | | | | |
| 25 | | | | | | | |
| 26 | | | | | | | |
| 27 | | | | | | | |
| 28 | OTHER | | | | | | |
| 29 | | | | | | | |
| 30 | | | | | | | |
| 31 | | | | | | | |
| 32 | | | | | | | |
| 33 | | | | | | | |
| 34 | | | | | | | |
| 35 | TOTAL OPERATING EXPENSE | | | | \$40,950 | | \$40,950 |
| 36 | | | | | | | |
| 37 | HSA #3 | | | | | | |