



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

DATE: MAY 19, 2023

SUBJECT: NEW GRANT: **ARRIBA JUNTOS (NON-PROFIT)** TO PROVIDE FOR THE VOCATIONAL IMMERSION PROGRAM/VOCATIONAL ENGLISH AS A SECOND LANGUAGE PROGRAM (VIP/VESL)

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GRANT TERMS 7/1/23-6/30/26

GRANT AMOUNT:	<u>Grant Amount</u>	<u>Contingency</u>	<u>Total</u>
	\$8,283,590	\$828,358	\$9,111,948

ANNUAL AMOUNT \$2,761,197

<u>Funding Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$662,687	\$1,656,718	\$5,964,184	\$828,358	\$9,111,948
PERCENTAGE:	8%	20%	72%		100%



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Benefits and Family Support requests authorization to enter into a new grant with Arriba Juntos for the period of July 1, 2023 to June 30, 2026 in an amount of \$8,283,590 plus a 10% contingency for a total amount not to exceed \$9,111,948. The

purpose of the grant is to provide vocational English development, mentoring and supportive services to CalWORKs and CAAP participants in order to obtain employment.

Background

Vocational Immersion Program/Vocational English as a Second Language (VIP/VESL) began in 2000 to assist Limited English Proficient (LEP) participants obtain and advance in employment through acquisition and improvement of vocational English language skills. The primary languages of most clients are Cantonese, Mandarin, Russian, Spanish, and Vietnamese.

Services to be Provided

Grantee will provide integrated vocational services including vocational English instruction through City College of San Francisco and structured subsidized work experience, on-the-job training, mentoring, and supportive services to Limited English Proficient (LEP) San Francisco residents receiving CalWORKs or CAAP benefits.

VIP/VESL will serve 150 participants per program year, contingent upon HSA referrals.

Please see attached scope of services (Appendix A) for full description.

Selection

Grantees were selected through Request for Proposals #1040, which was competitively bid in April 2023.

Funding

Funding for this grant is provided by a combination of Federal, State, and Local funds.

ATTACHMENTS

Arriba Juntos - Appendix A – Services to be Provided

Arriba Juntos - Appendix B – Budget

Appendix A
Services to be provided
Arriba Juntos
Vocational Immersion Program/
Vocational English as a Second Language (VIP/VESL)
July 1, 2023 through June 30, 2026

I. Purpose of Grant

The purpose of the **VIP/VESL** portion of this grant is to provide vocational English development, mentoring, and supportive services to CalWORKs and CAAP participants in order to obtain employment.

The VIP/VESL services include:

1. Vocational English instruction
2. Work Experience with Job Coaching
3. Job Readiness Training

For Work Experience, Grantee will provide transitional employment jobs through Subsidized Employment at community non-profit agencies to allow participants to acquire basic and occupational skills and increase their employability in the US labor market. Participants will also receive Job Search Assistance to obtain employment and Job Retention support.

II. Definitions

Basic Job Skills	Punctuality, attendance, following instructions, conveying information effectively, critical thinking, adaptability, judgment and decision making, time management, and customer service.
CAAP	County Adult Assistance Program, an HSA program that offers cash assistance and employment services to low-income adults with no dependent children and to qualifying immigrants.
CalWORKs	California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid
Grantee	Arriba Juntos
ESL	English as a Second Language
HSA	Human Services Agency of the City and County of San Francisco
Job Placement	Participant placement in permanent unsubsidized employment, or HSA subsidized employment

Launchpad	A client tracking system used by HSA
Levels	Various degrees of English proficiency as measured by formal assessment.
Post-Secondary Education	Community Colleges, Public and Private Universities, Colleges and Trade Schools certified as post-secondary institutions for education.
SOGI	Sexual Orientation and Gender Identity. A City ordinance requiring grantees to collect data concerning SOGI information on clients they serve.
Sub-grantee	City College of San Francisco
Subsidized Employment	Employment through non-profit employers who are reimbursed for worker wages per contract with HSA.
Unsubsidized Employment	Regular Employment in the for-profit or non-profit sector that is not transitional and not subsidized.
ZixCorp	An Email Encryption and Email Data Loss Prevention system

III. Target Population

The target population is San Franciscans of all ethnicities currently participating in CalWORKs and CAAP public assistance benefits who are referred by HSA staff.

IV. Description of Services

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

VIP/VESL Services is a continuous, seamless program that provides intensive vocational English instruction, structured work experience, job coaching/tutoring, job readiness training and job search assistance to all participants. All activities must be supervised, and participation must be documented. Activities must relate to the ESL and vocational focus of the instruction including clients' vocational goals, academic progress toward mastering program requirements, clients' grasp of program content, work and study habits, personal interaction, life skills and daily program attendance.

A. Vocational English Language Instruction

1. Vocational English instruction to be provided through a post-secondary institution by certified teachers.
2. Grantee must provide instructional materials, and access to computers and audio-visual equipment as needed.
3. Provide classroom space for participants in the ESL level classes. Classrooms are not required to be in the same location but should be accessible by MUNI.

4. Assess ESL level of clients through City College testing sites. ESL Level 1, 2, 3 or 4 will be recommended for the requested VIP services. Additional ESL Assessments may occur, as needed, particularly for level 4.
5. Provide a Vocational English Language Curriculum designed to increase program participants' employability through accelerated English-language acquisition. Curriculum will provide immersion in practical, workplace English, culture and vocational language skills. Emphasis will be on speaking and listening. A variety of adult learning methods will be employed, including functional context education, project-based learning, role-playing, computer-assisted language learning, and individual and team hands-on activities and practice.

For CAAP Participants, on a weekly basis:

A total of 35 hours of participation which includes up to 25 hours Subsidized Employment and a **minimum of 10** hours VESL. Hours of Subsidized Employment and VESL may vary by participant.

For CalWORKs Participants, on a weekly basis:

- a. Single parent family: 25 hours Subsidized Employment; **10** hours VESL
- b. Two parent family: 32 hours Subsidized Employment; **10** hours VESL

B. Coaching/Tutoring/Supportive Services

1. One-on-one assistance and support to participants for the development of language acquisition and work readiness skills. Participants' program progress is monitored and supportive service linkages are provided to remediate any employment/vocational barriers that arise.
2. Grantee will alert HSA staff and case conference on course of action, which may include added services to help participants improve their ability to do their work more effectively and become familiar with American workplace culture.
3. Grantee also tracks daily attendance and activities, and reports client status to HSA staff.

C. Work Experience (6 months) –Subsidized Employment

1. Participant is to learn basic job skills, such as, punctuality, attendance, following instructions, speaking in English to convey information effectively, critical thinking, adaptability, judgment and decision making, time management, and customer service.
2. Work Experience must be performed at a San Francisco nonprofit agency that provides clients with basic work experiences that are directly related to and promote the students' educational program that can lead to employment while meeting a community need and not displace existing workers.
3. Mediate any disputes between Host Site and participant, reassigning participant to another work site, without a break in work hours, if resolution cannot be reached.

4. Monitor Host Sites to ensure participants are adequately supervised and given tasks/opportunities that allow participants to develop marketable skills toward their employment goals.
5. Develop and execute Work Experience agreements with the Host Site agency, which could include participant training, job duties, and supervision, as needed.
6. For CAAP, **up to 25** hours per week of Subsidized Employment, plus minimum of 10 hours per week of ESL. For CalWORKs, **25** or **32** hours per week Subsidized Employment depending on family composition, plus 10 hours per week of ESL.
7. Work Experience schedule must be outside of the hours of vocational English instruction.
8. Clients shall be supervised and coached in their jobs. Host Site Supervisor will work with clients to address workplace issues that arise and communicate issues and concerns to Grantee Case Managers. The Host Site Supervisor will identify gaps in language comprehension that arise on the job and will communicate these gaps to the grantee so they can adjust the ESL curriculum to correct these deficiencies. Host Site Supervisor will also provide on-site support related to job duties and help clients communicate in English more effectively. Performance appraisals to ascertain participants' skills acquisition should be done at 2 months and 4 months for each participant by Host Site Supervisor.
9. Host Site attendance is documented through timesheets, which are signed by Host Site supervisor.
10. Wages: Program participants will be paid the San Francisco Minimum Compensation Ordinance wage rate and will be paid by Grantee. New hire payroll documents such as I-9, W-4, W-5 and bi-monthly timesheets and payroll spreadsheet must be kept for at least three years. Wages, Payroll taxes, Workers Compensation Insurance and Payroll costs are part of the budget of this grant.

D. Job Readiness Training

1. Grantee will provide participants with job readiness training that includes basic job seeking skills. Expected services should include, but are not limited to:
 - a. Job Search: Job Seeking preparation, career exploration, labor market information, the application process, interviewing techniques, getting the job, maintaining employment, and excelling at your job. Also computer skills such as word processing (Microsoft WORD), spreadsheets (Microsoft Excel), navigating the internet, and email management.
 - b. Job Preparation: personal development, personal care, interpersonal relationships, life management, workplace expectations, workplace culture, communication, and critical thinking.

- c. Grantee will assist participants in preparing a Master Application and/or Resume, which will be uploaded into Launchpad.

E. Job Search, Placement and Retention

1. Grantee will provide supervised job search assistance to participants to obtain employment. For those who do not obtain a job at the end of the 6th month, the services will end and the participants will be referred back to HSA staff. If appropriate, participant may be referred to VIP again, on a case-by-case basis.
2. A job can be either unsubsidized or HSA subsidized placement.
3. Credit for job placements will only be given for those that are documented by Grantee to HSA. Acceptable documentation that must be submitted to HSA within 60 days of the participant's hire date is a copy of the participant's pay stub, an employment verification letter from the employer on employer's business letterhead that includes Employer's name and address, position title, date of hire, hourly wage, and hours per week; or other method approved by HSA.
4. Grantee will provide and document Job Retention support for a minimum of 90 days to participants who obtain unsubsidized employment. Grantee will follow the employment status of the participants and provide job coaching or re-employment services as needed.

F. Employer and Payroll Services

- a. Participants will be employees of the Grantee although participants' work experience may be performed at another agency. Grantee controls the work schedule and timesheets as the Employee of Record.
- b. Grantee will pay participants the San Francisco Minimum Compensation Ordinance wage rate, for hours worked, approved Paid Time Off and HSA approved holidays, all paid at straight time. The total of these hours shall not exceed 8 hours per day or 40 hours per week. Any changes to the wage rate will conform to the San Francisco Minimum Compensation Ordinance currently in effect.
- c. Participants will not work on the following holidays: New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.
- d. Grantee will maintain workers compensation insurance for participants.
- e. New hire payroll documents such as I-9, W-4, W-5 and bi-monthly timesheets and payroll spreadsheet must be kept for at least three years.
- f. Participant wages, Paid Time off, Holiday pay, Employer FICA, California Unemployment Insurance, and Workers Compensation insurance will be paid by Grantee through this agreement. Only Work Experience hours actually worked are paid a wage. Vocational English as a Second Language classroom instruction

are not paid. Paid Time Off that complies with HSA program participation requirements and San Francisco Minimum Compensation ordinance will be paid to participants for Work Experience.

- g. Grantee will provide Payroll reports for each pay date detailing each participant paid with participant name social security number, Check number, number of hours worked and Paid Time Off hours paid, Gross and Net Wages paid, and Year-to-Date gross Wages and number of hours. Reports will be available within a week of pay date.
- h. Grantee will provide HSA, copies of paychecks issued to participants within a week of issuance date.
- i. Grantee will issue paychecks and W-2s to participants.

V. Information and Referral

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

VI. Location and Time of Services

Services will be provided at Arriba Juntos, 1850 Mission Street and 49 Julian Avenue in San Francisco, or at various non-profit sites throughout San Francisco. Services will be provided Monday through Sunday between 8 a.m. and 6 p.m. except on the following holidays: New Year's Day, Martin Luther King Jr. Day, President's day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day.

VII. Service Objectives

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

- A. **VIP/VESL** will serve 150 participants per program year, contingent upon HSA referral.

VIII. Outcome Objectives

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

- A. 60% of CalWORKs and CAAP participants will complete their VIP/VESL six-month program. If a participant leaves prior to completion due to obtaining employment, participant will be credited as a completion. Other Positive Terminations, such as, medical reasons, enrolling in training/education program, income off, etc. will also be considered as a completion on a case-by-case basis. Clients being exited for Transitional Employment activity may be, on a case-by-case basis, credited as Other Positive Terminations/Completions.
- B. 50% of all VIP/VESL clients who complete the program will move up one ESL level **or** to employment. For purposes of this contract a successful job placement will be defined as 22 hours or more of employment within a 40-hour pay period. Participant job placement information must be submitted to HSA with verification.

IX. Reporting Requirements

- A. Use Launchpad for recording clients' daily participation and attendance in all activities.
- B. Communicate immediately via chat, e-mail or telephone with HSA staff when a client 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. Reasonable accommodations should be made available to allow participants to make up missed hours.
- C. Report Orientation Attendance in Launchpad within one business day after it occurs.
- D. Report Work Experience Host Site Placement and Exit information in Launchpad within 2 Business Days of occurrence.
- E. Job Placement information should include Employer Name and address, Date of Hire, position title, hourly wage, and hours per week.
- F. Monthly Reports. HSA will generate monthly reports from Launchpad database by the 15th day following the reporting month. Grantee must review and make Launchpad data corrections in a timely manner.
- G. Reports shall contain the following data:
 - Number of referrals, enrollments, and completions
 - Number who are placed in jobs
 - Number of participants who improved ESL
 - Number active or currently enrolled as of the last day of the month
- H. 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 the Department. Participant files shall be kept in a secure and confidential location at all times.
- I. Additional Attendance Reports may be required by CalWORKs management.
- J. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA or by using ZixCorp.
- K. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.
- L. Grantee will collect SOGI information and report data results in CARBON on a semi-annual basis.
- M. Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by Grantee.
- N. For assistance with reporting requirements or submission of reports, contact:
Marlén Sánchez, Contracts Monitor, E304
Workforce Development Division
E-mail: marlen.sanchez@sfgov.org

Leslie Lau, Contract Manager, GB11
Office of Contract Management
E-mail: leslie.lau1@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of course descriptions, training curriculum, data maintained for participants, participant case files, program policies and procedures, Grievance/Complaint policies, and any 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, sub-grants, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name ARRIBA JUNTOS		Term FY 23/24 - FY 25/26		
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date of Mod. _____ No. of Mod. _____				
Program: Vocational Immersion Program/Vocational English as a Second Language (VIP/VESL)				
Budget Reference Page No.(s) _____				
Program Term	FY 23/24	FY 24/25	FY 25/26	Total
Expenditures				
Salaries & Benefits	\$417,290	\$417,290	\$417,290	\$1,251,870
Operating Expense	\$303,903	\$303,903	\$303,903	\$911,709
Subtotal	\$721,193	\$721,193	\$721,193	\$2,163,579
Indirect Percentage (%)	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$108,180	\$108,180	\$108,180	\$324,539
Capital Expenditure				
Direct Client Pass-through	\$1,931,824	\$1,931,824	\$1,931,824	\$5,795,472
Total Expenditures	\$2,761,197	\$2,761,197	\$2,761,197	\$8,283,590
HSA Revenues				
Local	\$220,896	\$220,896	\$220,896	\$662,687
State	\$552,239	\$552,239	\$552,239	\$1,656,718
Federal	\$1,988,061	\$1,988,061	\$1,988,061	\$5,964,184
TOTAL HSA REVENUES	\$2,761,197	\$2,761,197	\$2,761,197	\$8,283,590
Other Revenues				
Total Revenues	\$2,761,197	\$2,761,197	\$2,761,197	\$8,283,590
Full Time Equivalent (FTE)				
Prepared by:				Date 5.17.23
HSA-CO Review Signature:	_____			
HSA #1				

Program: Vocational Immersion Program/Vocational English as a Second Language (VIP/VESL)
 (Same as Line 9 on HSA #1)

Appendix B, Page 3

Operating Expense Detail

<u>EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>FY 23/24</u>	<u>FY 25/26</u>	<u>FY 25/26</u>	<u>Total</u>
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)		\$24,300	\$24,300	\$24,300	\$ 72,900.00
Office Supplies, Postage		\$7,000	\$7,000	\$7,000	\$ 21,000.00
Building Maintenance Supplies and Repair		\$15,500	\$15,500	\$15,500	\$ 46,500.00
Printing and Reproduction		\$3,000	\$3,000	\$3,000	\$ 9,000.00
Insurance		\$5,400	\$5,400	\$5,400	\$ 16,200.00
Staff Training					
Staff Travel-(Local & Out of Town)		\$673	\$673	\$673	\$ 2,019.00
Rental of Equipment		\$11,000	\$11,000	\$11,000	\$ 33,000.00
<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>					
CCSF Instruction		\$203,330	\$203,330	\$203,330	\$ 609,990.00
<u>OTHER</u>					
Ancillary Exp - Books		\$8,400	\$8,400	\$8,400	\$ 25,200.00
Instructional Materials		\$3,000	\$3,000	\$3,000	\$ 9,000.00
Rosetta Stone Lic Subscription		\$16,500	\$16,500	\$16,500	\$ 49,500.00
Program Related Expenses CFET Ineligible		\$5,800	\$5,800	\$5,800	\$ 17,400.00
TOTAL OPERATING EXPENSE		\$303,903	\$303,903	\$303,903	\$911,709
HSA #3					10/25/2016