



**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: GRANT MODIFICATION: **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	<u>Current</u>	<u>Modification</u>
	7/1/21- 6/30/23	6/1/23- 6/30/23

GRANT AMOUNT:	<u>Current</u>	<u>Modification</u>	<u>Contingency</u>	<u>Total</u>
	\$4,016,074	\$265,830	\$428,190	\$4,710,094

ANNUAL AMOUNT	<u>FY 21/22</u>	<u>FY 22/23</u>
	\$1,864,870	\$2,417,034

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$342,552	\$856,381	\$3,082,971	\$428,190	\$4,710,094
PERCENTAGE:	8%	20%	72%		100%



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Benefits and Family Support requests authorization to modify the existing grant with Arriba Juntos for the period of June 1, 2023, to June 30, 2023 in the additional amount of \$265,830 plus a 10% contingency for a revised total amount not to exceed \$4,710,094. The purpose of the grant is to provide vocational English development,

mentoring and supportive services to CalWORKs and PAES/ABAWD 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, Vietnamese, and Spanish.

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.

This modification will allow VIP/VESL to serve an additional 30 participants, totaling 150 participants this year, contingent upon HSA referral.

Selection

Grantees were selected through Request for Proposals #794, which was competitively bid in April 2018.

Funding

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

ATTACHMENTS

Arriba Juntos - Appendix A-1 – Services to be Provided

Arriba Juntos - Appendix B-1 – Budget

Appendix A
Services to be provided
Arriba Juntos
Vocational Immersion Program/
Vocational English as a Second Language (VIP/VESL)
July 1, 2021 through June 30, 2023
Modified May 1, 2023

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 PAES/ABAWD 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

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.
Basic Job Skills	Punctuality, attendance, following instructions, conveying information effectively, critical thinking, adaptability, judgment and decision making, time management, and customer service.
CalWORKs	California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid
DHS	San Francisco Department of Human Services, a division of HSA
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.
PAES	Personal Assisted Employment Services, a HSA program that assists single indigent adults in obtaining employment and self-sufficiency.
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.
WDD	Workforce Development Division, a HSA program that provides employment services to economically disadvantaged adults and youth across a variety of programs and funding streams.
WTW	Welfare to Work
ZixCorp	An Email Encryption and Email Data Loss Prevention system

III. Target Population

San Francisco recipients of CalWORKs and PAES/ABAWD 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:

A. Vocational English Language Instruction

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.

Vocational English Language Instruction is provided by Grantee and/or its sub-grantee, City College of San Francisco.

1. 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.
2. Provide Vocational English Instruction for student immersion by certified teachers. Grantee must provide instructional handouts.

For PAES/ABAWD Participants, on a weekly basis:

- a. ESL Level 1 cohort: 30 hours VESL; 5 hours Subsidized Employment.
- b. ESL Level 2 cohort: 25 hours VESL; 10 hours Subsidized Employment.
- c. ESL Level 3 cohort: 20 hours VESL; 15 hours Subsidized Employment.
- d. ESL Level 4 cohort: 15 hours VESL; 20 hours Subsidized Employment.

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

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. 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.

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 work sites and participant, reassigning participant to another work site, without a break in work hours, if resolution cannot be reached.
4. Monitor work 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 work site agency, which could include participant training, job duties, and supervision, as needed.
6. For PAES/ABAWD 5-20 hours per week for each participant depending on ESL level, which will also determine the Subsidized Employment hours. 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. Participants' performance appraisal to ascertain participants' skills acquisition should be done at 2 months and 4 months for each participant by Host Site Supervisor.
9. Grantee will set the participants' work schedule and approve the participants' timesheets as the Employer of Record, although work may be done at another agency. 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 Master Application and Resume which will be shared with HSA staff.

E. Job Search and Placement

1. Grantee will provide supervised job search assistance to participants to obtain permanent employment. For those who do not obtain a permanent 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, a 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. Information and Referral

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

G. Employer and Payroll

- a. VIP/VESL Work Experience participants will be employees of the Grantee although participants' work experience may be performed at another agency. Grantee controls the work schedule and timesheets.

- b. Grantee will pay participants the San Francisco Minimum Compensation Ordinance wage rate, for hours worked, approved Paid Time Off and CalWORKs 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 CalWORKs holidays which are New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial 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. Participant wages, Paid Time off, Holiday pay, Employer FICA, California Unemployment Insurance, and Workers Compensation insurance will be paid by Grantee. 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 CalWORKs' participation requirements and San Francisco Minimum Compensation ordinance will be paid to participants for Work Experience.
- f. Grantee will provide Payroll reports for each pay date by program 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.
- g. Grantee will provide HSA, copies of paychecks issued to participants within a week of issuance date.
- h. Grantee will issue paychecks and W-2s to participants.

H. VIP/VESL Minimum Standards

- 1. Provide a continuous, seamless program that provides intensive vocational English instruction and structured work experience to CalWORKs and PAES/ABAWD participants. Program must also provide job coaching/tutoring, job readiness training and job search assistance to all participants. Vocational English instruction to be provided through a post-secondary institution.
- 2. Provide classroom space for participants in the ESL level classes. The classrooms are not required to be in the same location but should be accessible by MUNI. Classrooms should be ADA accessible, with photocopying and computers available, and audio-visual equipment and storage space.
- 3. Provide up to 42 hours per week total of structured activities with flexibility of number of hours per activity, depending on individual client and Program need.
- 4. 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; all of which need to be reported to HSA on a regular basis.

V. Location and Time of Services

Services will be provided at Arriba Juntos, 1850 Mission Street, 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, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day.

VI. Service Objectives

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

A. **VIP/VESL** will serve 120 participants per program year, contingent upon HSA referral.

For FY22-23, VIP/VESL will serve 150 participants per program year, contingent upon HSA referral.

VII. Outcome Objectives

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

A. 60% of CalWORKs and PAES/ABAWD 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/Rapid Response 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.

C. A minimum of 80% of CalWORKs participants will fulfill monthly program participation requirements.

VIII. 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 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 10th 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
(415) 557-6267
E-mail: marlen.sanchez@sfgov.org

Leslie Lau, Contract Manager, GB11
Office of Contract Management
(415) 355-3697
E-mail: leslie.lau1@sfgov.org

IX. 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.

	A	D	H	I	J	K
1	Appendix B-1, Pa					
2						
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4						
5	Name					Term
6	Arriba Juntos					7/1/21-6/30/23
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 6/1/23 No. of Mod. 2					
9	Program: Vocational Immersion Program - VIP					
10	Budget Reference Page No.(s)		Revision		Total	
11	Program Term	7/1/21-6/30/22	7/1/22-6/30/23	6/1/23-6/30/23	7/1/22-6/30/23	Total
12	Expenditures					
13	Salaries & Benefits	\$350,409	\$388,017		\$388,017	\$738,426
14	Operating Expense	\$203,280	\$187,820	\$83,330	\$271,150	\$474,430
15	Subtotal	\$553,689	\$575,837	\$83,330	\$659,167	\$1,212,856
16	Indirect Percentage (%)					\$0
17	Indirect Cost (Line 16 X Line 15)	\$83,059	\$86,381	\$12,500	\$98,881	\$181,940
18	Capital Expenditure					
19	Client Pass-through Wages	\$1,228,122	\$1,488,986	\$170,000	\$1,658,986	\$2,887,108
20	Total Expenditures	\$1,864,870	\$2,151,204	\$265,830	\$2,417,034	\$4,281,904
21	HSA Revenues					
22	General	\$149,190			\$193,363	\$342,552
23	State	\$372,974			\$483,407	\$856,381
24	Federal	\$1,342,707			\$1,740,264	\$3,082,971
25						
26						
27						
28						
29						
30	TOTAL HSA REVENUES	\$1,864,870			\$2,417,034	\$4,281,904
31	Other Revenues					
32						
33						
34						
35						
36						
37	Total Revenues	\$1,864,870			\$2,417,034	\$1,864,870
38	Full Time Equivalent (FTE)					
40	Prepared by:					Date
41	HSA-CO Review Signature: _____					
42	HSA #1					10/25/2016

