



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



London Breed
Mayor

Trent Rhorer
Executive Director

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 GRANTS: VARIOUS PROVIDERS (see table page 2) FOR THE PROVISION OF HOMELESS EMPLOYMENT SERVICES

TERM(S) JULY 1, 2023 TO JUNE 30, 2027

AMOUNTS: *See table page 2*

<u>Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding	\$3,030,886		\$1,492,824	\$452,371	\$4,976,081
Percentage	67%		33%		100%

The Department of Benefits and Family Support (BFS) requests authorization to enter into three new grants for employment services to formerly and currently at-risk homeless individual for the period of July 1, 2023 through June 30, 2027, in the total amount not to exceed \$4,976,081. The purpose of these grants is to provide employment preparation, vocational training and job placement services to individuals who have experienced or currently face the risk of homelessness, towards the goal of placing them in permanent, unsubsidized employment.

<u>GRANTEE</u>	<u>Annual Amount</u>	<u>Total</u>	<u>Contingency</u>	<u>Not to exceed</u>
Arriba Juntos	\$404,426	\$1,617,703	\$161,770	\$1,779,473
Episcopal Community Services	\$441,024	\$1,764,096	\$176,410	\$1,940,506
Goodwill SF Bay Area*	\$283,242	\$1,141,911	\$114,191	\$1,256,102
TOTAL	\$1,128,692	\$4,523,710	\$452,371	\$4,976,081

*Goodwill's FY23-24 is \$292,187 includes capital expenditure

Background

The Homeless Employment Services Program reflects an effort to strategically target available funding to those homeless clients best positioned to benefit from services. The program works to coordinate and align with other services funded through the City's broader workforce system, and to encourage best practices identified in research literature. Grantees all provide direct training and job placement services, and all take a sector-based approach to placing individuals in employment. Programs are designed to engage participants in activities for at least 80 hours per month and move them to employment within six to eight months.

Services to be Provided

Grantees will provide recruitment, assessment and benefits linkage, eligibility certification, job readiness preparation, vocational training, and job placement and retention to currently at-risk and formerly homeless individuals who reside in San Francisco. Six sector-based training programs will be offered to eligible participants. Arriba Juntos will offer vocational training in automated office skills, certified nursing assistant, and homecare; Episcopal Community Services in culinary arts and social services; Goodwill in customer service. 230 participants will be assisted through these programs annually.

Selection

Grantees were selected through Request for Proposals #1036, which was competitively bid in January 2023.

Funding

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

ATTACHMENTS

Arriba Juntos - Appendix A – Services to be Provided

Arriba Juntos - Appendix B – Budget

Episcopal Community Services of SF, Inc - Appendix A – Services to be Provided

Episcopal Community Services of SF, Inc -Appendix B – Budget

Goodwill of SF Bay - Appendix A – Services to be Provided

Goodwill of SF Bay - Appendix B – Budget

Appendix A
Scope of Services to be Provided
Arriba Juntos
Employment Services for Currently At-Risk and Formerly Homeless Individuals
July 1, 2023 through June 30, 2027

I. Purpose of Grant

The purpose of this grant is to increase the employability of formerly homeless and currently at-risk individuals who are best positioned to move to employment within a 6-8-month period, and place them in jobs so that they may avoid homelessness and maintain housing.

II. Definitions

CAAP	County Adult Assistance Program
CalFresh	The California version of the Federal Supplemental Nutrition Assistance Program, formerly known as Food Stamps
CalWORKs	California Work Opportunity and Responsibility to Kids Program; an HSA Welfare to Work program serving families with dependent children towards getting employed and becoming self-sufficient
CBO	Community Based Organization
Currently at-risk	Individuals who are currently housed but at-risk of homelessness, as evidenced by having one or more of the following risk factors: history of homelessness within the past 5 years, history of eviction within the past 5 years, currently in possession of an eviction notice, currently in arrears on rent payments, current housing costs in excess of 70% of income, currently doubled up in housing or couch surfing, currently housed with no formal rental agreement signed
Formerly homeless	Individuals who have past experience of homelessness within the past 5 years but are now off the street and/or living in City-funded permanent supportive housing, transitional housing, long-term shelter, public housing or other City-subsidized housing
Grantee	Arriba Juntos
HSA	San Francisco Human Services Agency

HSB	Department of Homelessness and Supportive Housing
Job placement	Participant placement in permanent unsubsidized employment for a minimum of 20 hours of employment in a 40-hour pay period
JobsNOW	Human Services Agency's Subsidized Employment Program
Launchpad	A client tracking system used by HSA
Medi-Cal	California Medical Assistance Program, California's implementation of the federal Medicaid program
OEWD	Office of Economic and Workforce Development

III. Target Population

The target population is currently at-risk and formerly homeless San Franciscans (as defined in Section II. Definitions) of all ethnicities currently participating in CalWORKs, CAAP, CalFresh, Medi-Cal, or former foster youth.

IV. Description of Services

Grantee shall provide job readiness services and vocational training to currently at-risk and formerly homeless individuals. Services include:

A. Participant Recruitment, Assessment and Benefits Linkage:

1. Accept referrals of eligible participants (as defined in Section III. Target Population) from HSA, HSB, City-funded shelters, transitional housing, rapid rehousing and permanent supportive housing providers, as well as CBO partners. Grantee may also directly recruit eligible participants from within their existing client base.
2. Assist individuals in applying for HSA public benefits. HSA can provide training on how to assist individuals to apply online using My Benefits CalWIN or GetCalFresh.org.
3. Conduct an objective assessment of each participant to determine the employment-related capabilities, needs, interests, and potential of certified applicants. The individual assessment will be located in each participant's file.
4. Develop an individual service plan based on a thorough assessment which includes a vocational goal and the incremental steps towards achieving it, including linkage to separately funded public benefits, barrier remediation and support services as necessary. Note: CalWORKs, CAAP and CalFresh linkages in particular can help participants access other employment services and sources of income to support them while in training and job search.

B. Enrollment:

1. Engage participants in program activities for 20 or more hours per week, or at least 80 hours per month.
2. Grantee will be given credit for an enrollment once appropriate documentation has been placed in each participant's file and complete information for the enrollee has been submitted to HSA.
 - a. For formerly homeless, documentation will be (i) the personal statement of previous homelessness and/or (ii) a copy of a letter or contract from the Supportive Housing residence, shelter, transitional housing program or rental subsidy or other housing provider.
 - b. For currently at-risk, documentation will be a personal statement of former homelessness, eviction history/threat or excessive housing cost burden.

C. Job Readiness Preparation:

Provide job readiness preparation to include work/education history, resume or master application, on-line job search, and interviewing skills.

D. Vocational Training:

1. Provide vocational training that helps participants obtain in-demand job skills that are marketable to employers from local/regional industries in need of workers:
 - a. Automated Office Skills Training – 400 hours over 10 weeks
 - b. Nursing Assistant Training – 178 hours over 8 weeks
 - c. Homecare Training – 138 hours over 6 weeks
2. Participants will be considered to have successfully completed the training program when they have completed the training program as listed herein with a satisfactory evaluation, obtained a certificate of completion and this information has been reported to HSA.

E. Job Placement and Job Retention:

1. Develop relationships with employers to identify job placement opportunities in high-demand sectors.
2. Develop in-house knowledge of the range of barrier remediation, job readiness, and supportive services already available to program participants in the City of San Francisco, including CalWORKs, CAAP, CalFresh, JobsNOW, OEWD-funded services, and services attached to permanent supportive housing. HSA can facilitate information sharing from City-funded service providers and Grantee.
3. Develop marketing, outreach, and recruitment materials targeting potential participating employers.
4. Develop a variety of employment opportunities to accommodate participants' skills, interests, and abilities.
5. Match participants with employment opportunities and coach them through the job search process.
6. Refer participants to JobsNOW as appropriate ensuring that the participant has work documentation and an updated resume before a referral is made.

7. Provide training and support to employers and participants to ensure job retention after placement.
8. Mediate any disputes between employers and participants, assisting the participant to find another job if resolution cannot be reached.
9. Grantee will be given credit for placement when a participant has entered into permanent unsubsidized employment as defined in Section II. Grantee will have 90 days after the completion date to place participants.
10. Grantee may request an extension from HSA for placing participants. Extension request must be done at the end of the initial 90-day period for each individual for whom extension is requested with justification as to why employment is likely. The request must clearly state the end date for the extension for each person.
11. For Grantee to receive placement credit, participants must be placed in a suitable permanent job, and Grantee will provide HSA with complete employment information, including employer name, job title, job start date, hourly wage, hours per week, and employment benefit information within 30 days of employment start date. Job placements must be documented either through a copy of the participant's paystub or letter from employer indicating start date, job position title, hourly wage, and number of hours per week or month of work.
12. For each participant placed in employment, Grantee will document job retention status at 90 days post-placement.

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.

V. Location and Time of Services

Services will be provided at 1850 Mission Street, San Francisco, CA, Monday – Friday 8:30 am to 5:00 pm.

VI. Grantee Responsibilities

- A. Document the program eligibility of each participant enrolled in services.
- B. Maintain accurate and timely tracking systems with the ability to perform routine and ad hoc reporting on enrollment, progress, and outcomes.
- C. Document participant attendance through timesheets, which are signed by the Grantee. The instructor will contact the case manager when the participant is late or absent.

VII. Service Objectives

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

- A. Grantee will enroll at least 80 unduplicated participants in vocational job readiness and/or job training services.
- B. Ensure that at least 75% of program participants complete an annual Satisfaction Survey.

VIII. Outcome Objectives

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

- A. At least 70% of those enrolled in services will complete vocational training.
- B. At least 75% of those who complete vocational training will be placed in unsubsidized employment of 20 or more hours per week.
- C. At least 60% of those placed in employment will retain the job a minimum of 90 days.
- D. At least 80% of program participants completing a Satisfaction Survey will report that the program helped remove specified barriers to their employment prospects.
- E. At least 80% of program participants completing a Satisfaction Survey will report that the program helped them acquire specified skills, knowledge, and/or certifications that are useful towards finding a job.

IX. Reporting Requirements

- A. Submit daily attendance in Launchpad. All attendance records must be entered no later than the 3rd of the month following the calendar month report period. Additional attendance reports may be required by HSA.
- B. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and timely for all program components. Reports will be generated directly from Launchpad by the 10th of the following month.
 - 1. Reports shall contain the following data:
 - a. number of enrollments
 - b. number of those who complete vocational training
 - c. number of those who are placed in employment
 - d. number of those who retained job for 90 days
 - 2. Supporting documentation for the numbers presented in the reports must be maintained by Grantee and must be available for auditing by HSA.
- C. Provide an annual participant satisfaction survey report to HSA
- D. Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by Grantee.
- E. Collect SOGI data and enter data results in CARBON on a semi-annual basis.
- F. Develop and deliver ad hoc reports as requested by HSA.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau, Senior Contracts Manager, GB11
Office of Contract Management
Leslie.Lau1@sfgov.org

Or

Christina Chen, Community Services Program Monitor, E307
Welfare-to-Work Services Division
Christina.X.Chen@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of participant 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 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.

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Name ARRIBA JUNTOS		Term July 1, 2023 to June 30, 2027			
(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: Homeless Employment Services					
Budget Reference Page No.(s)					
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	Total
Expenditures					
Salaries & Benefits	\$277,444	\$277,444	\$277,444	\$277,444	\$1,109,778
Operating Expense	\$74,230	\$74,230	\$74,230	\$74,230	\$296,920
Subtotal	\$351,674	\$351,674	\$351,674	\$351,674	\$1,406,695
Indirect Percentage (%)	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$52,752	\$52,752.04	\$52,752.04	\$52,752.04	\$211,008
Capital Expenditure					
Total Expenditures	\$404,426	\$404,426	\$404,426	\$404,426	\$1,617,703
HSA Revenues					
General Fund	\$270,965	\$270,965	\$270,965	\$270,965	\$1,083,861
Federal	\$133,461	\$133,460	\$133,460	\$133,460	\$566,196
TOTAL HSA REVENUES	\$404,426	\$404,426	\$404,426	\$404,426	\$1,617,703
Other Revenues					
Total Revenues	\$404,426	\$404,426	\$404,426	\$404,426	\$1,617,703
Full Time Equivalent (FTE)					
Prepared by:	Telephone No.:			Date	
HSA-CO Review Signature: _____					
HSA #1					10/25/2016

Salaries & Benefits Detail

[illegible]

Program: Employment Services for Currently At-Risk and Formerly Homeless Individual
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	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	Total
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Scavenger)		\$12,600	\$12,600	\$12,600	\$12,600	\$50,400
Office Supplies, Postage		\$4,200	\$4,200	\$4,200	\$4,200	\$16,800
Building Maintenance Supplies and Repair		\$9,270	\$9,270	\$9,270	\$9,270	\$37,080
Printing and Reproduction		\$1,500	\$1,500	\$1,500	\$1,500	\$6,000
Insurance		\$3,200	\$3,200	\$3,200	\$3,200	\$12,800
Staff Training						
Staff Travel-(Local & Out of Town)		\$700	\$700	\$700	\$700	\$2,800
Rental of Equipment		\$6,700	\$6,700	\$6,700	\$6,700	\$26,800
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
OTHER						
Client Ancillary Supportive		\$31,060	\$31,060	\$31,060	\$31,060	\$124,240
Ineligible Supportive for Clients-Food		\$5,000	\$5,000	\$5,000	\$5,000	\$20,000
TOTAL OPERATING EXPENSE		\$74,230	\$74,230	\$74,230	\$74,230	\$296,920

HSA #3

Appendix A
Scope of Services to be Provided
Episcopal Community Services of San Francisco
Employment Services for Currently At-Risk and Formerly Homeless Individuals
July 1, 2023 through June 30, 2027

I. Purpose of Grant

The purpose of this grant is to increase the employability of formerly homeless and currently at-risk individuals who are best positioned to move to employment within a 6-8-month period, and place them in jobs so that they may avoid homelessness and maintain housing.

II. Definitions

CAAP	County Adult Assistance Program
CalFresh	The California version of the Federal Supplemental Nutrition Assistance Program, formerly known as Food Stamps
CalWORKs	California Work Opportunity and Responsibility to Kids Program; an HSA Welfare to Work program serving families with dependent children towards getting employed and becoming self-sufficient
CBO	Community Based Organization
CHEFS	Conquering Homelessness through Employment in Food Services, a vocational training program offered by Grantee
Currently at-risk	Individuals who are currently housed but at-risk of homelessness, as evidenced by having one or more of the following risk factors: history of homelessness within the past 5 years, history of eviction within the past 5 years, currently in possession of an eviction notice, currently in arrears on rent payments, current housing costs in excess of 70% of income, currently doubled up in housing or couch surfing, currently housed with no formal rental agreement signed
Formerly homeless	Individuals who have past experience of homelessness within the past 5 years but are now off the street and/or living in City-funded permanent supportive housing, transitional housing, long-term shelter, public housing or other City-subsidized housing
Grantee	Episcopal Community Services of San Francisco

HSA	San Francisco Human Services Agency
HSB	Department of Homelessness and Supportive Housing
Job placement	Participant placement in permanent unsubsidized employment for a minimum of 20 hours of employment in a 40-hour pay period
JobsNOW	Human Services Agency's Subsidized Employment Program
Launchpad	A client tracking system used by HSA
Medi-Cal	California Medical Assistance Program, California's implementation of the federal Medicaid program
OEWD	Office of Economic and Workforce Development
SSSET	Social Services Sector Employment Training, a vocational training program offered by Grantee

III. Target Population

The target population is currently at-risk and formerly homeless San Franciscans (as defined in Section II. Definitions) of all ethnicities currently participating in CalWORKs, CAAP, CalFresh, Medi-Cal, or former foster youth.

IV. Description of Services

Grantee shall provide job readiness services and vocational training to currently at-risk and formerly homeless individuals. Services include:

A. Participant Recruitment, Assessment and Benefits Linkage:

1. Accept referrals of eligible participants (as defined in Section III. Target Population) from HSA, HSB, City-funded shelters, transitional housing, rapid rehousing and permanent supportive housing providers, as well as CBO partners. Grantee may also directly recruit eligible participants from within their existing client base.
2. Assist individuals in applying for HSA public benefits. HSA can provide training on how to assist individuals to apply online using My Benefits CalWIN or GetCalFresh.org.
3. Conduct an objective assessment of each participant to determine the employment-related capabilities, needs, interests, and potential of certified applicants. The individual assessment will be located in each participant's file.
4. Develop an individual service plan based on a thorough assessment which includes a vocational goal and the incremental steps towards achieving it, including linkage to separately funded public benefits, barrier remediation and support services as necessary. Note: CalWORKs, CAAP and CalFresh

linkages in particular can help participants access other employment services and sources of income to support them while in training and job search.

B. Enrollment:

1. Engage participants in program activities for 20 or more hours per week, or at least 80 hours per month.
2. Grantee will be given credit for an enrollment once appropriate documentation has been placed in each participant's file and complete information for the enrollee has been submitted to HSA.
 - a. For formerly homeless, documentation will be (i) the personal statement of previous homelessness and/or (ii) a copy of a letter or contract from the Supportive Housing residence, shelter, transitional housing program or rental subsidy or other housing provider.
 - b. For currently at-risk, documentation will be a personal statement of former homelessness, eviction history/threat or excessive housing cost burden.

C. Job Readiness Preparation:

Provide job readiness preparation to include work/education history, resume or master application, on-line job search, and interviewing skills.

D. Vocational Training:

1. Provide vocational training that helps participants obtain in-demand job skills that are marketable to employers from local/regional industries in need of workers:
 - a. CHEFS is a 10-week culinary training program that offers classroom instruction, experiential learning, and on-the-job training. Participants will earn their ServSafe® CA Food Handler Card, which is required for all California food service employees.
 - b. SSSET is a 9-week training program targeted to employment in entry-level social services jobs. Participants will engage in a hybrid of in-person and online courses on essential career skills, industry-recognized certificates, social service sector specific skills, and job shadowing.
2. Participants will be considered to have successfully completed the training program when they have completed the training program as listed herein with a satisfactory evaluation, obtained a certificate of completion and this information has been reported to HSA.

E. Job Placement and Job Retention:

1. Develop relationships with employers to identify job placement opportunities in high-demand sectors.
2. Develop in-house knowledge of the range of barrier remediation, job readiness, and supportive services already available to program participants in the City of San Francisco, including CalWORKs, CAAP, JobsNOW, OEWD-funded services, and services attached to permanent supportive housing. HSA can help to facilitate information sharing between City-funded service providers and Grantee.
3. Develop marketing, outreach, and recruitment materials targeting potential participating employers.

4. Develop a variety of employment opportunities to accommodate participants' skills, interests, and abilities.
5. Match participants with employment opportunities and coach them through the job search process.
6. Refer participants to JobsNOW as appropriate ensuring that the participant has work documentation and an updated resume before a referral is made.
7. Provide training and support to employers and participants to ensure job retention after placement.
8. Mediate any disputes between employers and participants, assisting the participant to find another job if resolution cannot be reached.
9. Grantee will be given credit for placement when a participant has entered into permanent unsubsidized employment as defined in Section II. Grantee will have 90 days after the completion date to place participants.
10. Grantee may request an extension from HSA for placing participants. Extension request must be done at the end of the initial 90-day period for each individual for whom extension is requested with justification as to why employment is likely. The request must clearly state the end date for the extension for each person.
11. For Grantee to receive placement credit, participants must be placed in a suitable permanent job, and Grantee will provide HSA with complete employment information, including employer name, job title, job start date, hourly wage, hours per week, and employment benefit information within 30 days of employment start date. Job placements must be documented either through a copy of the participant's paystub or letter from employer indicating start date, job position title, hourly wage, and number of hours per week or month of work.
12. For each participant placed in employment, Grantee will document job retention status at 90 days post-placement.

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.

V. Location and Time of Services

Services for SSSET will be primarily provided at the ECS Job Center located at 165 8th Street, San Francisco, CA Monday-Thursday, 9am-4pm. Services for CHEFS will be primarily provided at 1068 Mission Street, San Francisco, CA, Monday-Sunday, 7am-5pm.

VI. Grantee Responsibilities

- A. Document the program eligibility of each participant enrolled in services.
- B. Maintain accurate and timely tracking systems with the ability to perform routine and ad hoc reporting on enrollment, progress, and outcomes.
- C. Document participant attendance through timesheets, which are signed by the Grantee. The instructor will contact the case manager when the participant is late or absent.

VII. Service Objectives

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

- A. Grantee will enroll at least 80 unduplicated participants in vocational job readiness and/or job training services.
- B. Ensure that at least 75% of program participants complete an annual Satisfaction Survey.

VIII. Outcome Objectives

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

- A. At least 70% of those enrolled in services will complete vocational training.
- B. At least 75% of those who complete vocational training will be placed in unsubsidized employment of 20 or more hours per week.
- C. At least 60% of those placed in employment will retain the job a minimum of 90 days.
- D. At least 80% of program participants completing a Satisfaction Survey will report that the program helped remove specified barriers to their employment prospects.
- E. At least 80% of program participants completing a Satisfaction Survey will report that the program helped them acquire specified skills, knowledge, and/or certifications that are useful towards finding a job.

IX. Reporting Requirements

- A. Submit daily attendance in Launchpad. All attendance records must be entered no later than the 3rd of the month following the calendar month report period. Additional attendance reports may be required by HSA.
- B. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and timely for all program components. Reports will be generated directly from Launchpad by the 10th of the following month.
 - 1. Reports shall contain the following data.
 - a. number of enrollments
 - b. number of those who complete vocational training
 - c. number of those who are placed in employment
 - d. number of those who retained job for 90 days
 - 2. Supporting documentation for the numbers presented in the reports must be maintained by Grantee and must be available for auditing by HSA.
- C. Provide an annual participant satisfaction survey report to HSA
- D. Annual Reports summarizing the grant activities will be submitted directly to Contracts Monitor by Grantee.
- E. Collect SOGI data and enter data results in CARBON on a semi-annual basis.
- F. Develop and deliver ad hoc reports as requested by HSA.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau, Senior Contracts Manager, GB11
Office of Contract Management
Leslie.Lau1@sfgov.org

Or

Christina Chen, Community Services Program Monitor, E307
Welfare-to-Work Services Division
Christina.X.Chen@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of participant 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 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	Episcopal Community Services - SF		Term	7/1/2023 - 6/30/2027	
6						
7	(Check One) New <u>X</u> Renewal <u> </u> Modification <u> </u>					
8	If modification, Effective Date of Mod.		No. of Mod.			
9	Program: Homeless Employment Services					
10	Budget Reference Page No.(s)					Total
11	Program Term	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2023-6/30/2027
12	Expenditures					
13	Salaries & Benefits	\$362,139	\$362,139	\$362,139	\$362,139	\$1,448,557
14	Operating Expense	\$21,360	\$21,360	\$21,360	\$21,360	\$85,440
15	Subtotal	\$383,499	\$383,499	\$383,499	\$383,499	\$1,533,997
16	Indirect Percentage (%)	15%	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$57,525	\$57,525	\$57,525	\$57,525	\$230,099
18	Capital Expenditure	\$0	\$0	\$0	\$0	\$0
19	Total Expenditures	\$441,024	\$441,024	\$441,024	\$441,024	\$1,764,096
20	HSA Revenues					
21	General Fund	\$295,486	\$295,486	\$295,486	\$295,486	\$1,181,944
22	Federal	\$145,538	\$145,538	\$145,538	\$145,538	\$582,152
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$441,024	\$441,024	\$441,024	\$441,024	\$1,764,096
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$441,024	\$441,024	\$441,024	\$441,024	\$1,764,096
37	Full Time Equivalent (FTE)					
39	Prepared by: Tiffany Luong	Telephone No.: 415-487-3300 Ext. 1219			Date: 4/12/2023	
40	HSA-CO Review Signature:					
41	HSA #1	10/25/2016				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													appendix B Page 3
2													
3													
4	Program Name:												
5	(Same as Line 9 on HSA #1)												
6													
7	Operating Expense Detail												
8													
9													
10													
11	TOTAL												
	Expenditure				7/1/2023 -		7/1/2024 -		7/1/2025 -		7/1/2026 -		7/1/2023 -
12	Category	TERM			6/30/2024		6/30/2025		6/30/2026		6/30/2027		6/30/2027
13	Rental of Property												
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$4,460		\$4,460		\$4,460		\$4,460		\$17,840
15	Office Supplies, Postage				\$500		\$500		\$500		\$500		\$2,000
16	Building Maintenance Supplies and Repair												
17	Printing and Reproduction				\$800		\$800		\$800		\$800		\$3,200
18	Insurance				\$3,000		\$3,000		\$3,000		\$3,000		\$12,000
19	Staff Training												
20	Staff Travel-(Local & Out of Town)												
21	IT Equipment/Internet Access				\$2,000		\$2,000		\$2,000		\$2,000		\$8,000
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE												
23													
24													
25													
26													
27													
28	OTHER												
29	Staff Training/Recruitment & Local Travel				\$1,200		\$1,200		\$1,200		\$1,200		\$4,800
30	Food and Food Service Supplies				\$1,600		\$1,600		\$1,600		\$1,600		\$6,400
31	Program Supplies/Laundry & Uniforms				\$3,200		\$3,200		\$3,200		\$3,200		\$12,800
32	Telecommunications				\$1,600		\$1,600		\$1,600		\$1,600		\$6,400
33	Ancillary Support Services				\$3,000		\$3,000		\$3,000		\$3,000		\$12,000
34													
35	TOTAL OPERATING EXPENSE				\$21,360		\$21,360		\$21,360		\$21,360		\$85,440
36													
37	HSA #3												10/25/2016

Appendix A
Scope of Services to be Provided
Goodwill of the San Francisco Bay
Employment Services for Currently At-Risk and Formerly Homeless Individuals
July 1, 2023 through June 30, 2027

I. Purpose of Grant

The purpose of this grant is to increase the employability of formerly homeless and currently at-risk individuals who are best positioned to move to employment within a 6-8-month period, and place them in jobs so that they may avoid homelessness and maintain housing.

II. Definitions

CAAP	County Adult Assistance Program
CalFresh	The California version of the Federal Supplemental Nutrition Assistance Program, formerly known as Food Stamps
CalWORKs	California Work Opportunity and Responsibility to Kids Program; an HSA Welfare to Work program serving families with dependent children towards getting employed and becoming self-sufficient
CBO	Community Based Organization
Currently at-risk	Individuals who are currently housed but at-risk of homelessness, as evidenced by having one or more of the following risk factors: history of homelessness within the past 5 years, history of eviction within the past 5 years, currently in possession of an eviction notice, currently in arrears on rent payments, current housing costs in excess of 70% of income, currently doubled up in housing or couch surfing, currently housed with no formal rental agreement signed
Formerly homeless	Individuals who have past experience of homelessness within the past 5 years but are now off the street and/or living in City-funded permanent supportive housing, transitional housing, long-term shelter, public housing or other City-subsidized housing
Grantee	Goodwill of the San Francisco Bay
HSA	San Francisco Human Services Agency

HSB	Department of Homelessness and Supportive Housing
Job placement	Participant placement in permanent unsubsidized employment for a minimum of 20 hours of employment in a 40-hour pay period.
JobsNOW	Human Services Agency's Subsidized Employment Program
Launchpad	A client tracking system used by HSA
Medi-Cal	California Medical Assistance Program, California's implementation of the federal Medicaid program
OEWD	Office of Economic and Workforce Development

III. Target Population

The target population is currently at-risk and formerly homeless San Franciscans (as defined in Section II. Definitions) of all ethnicities currently participating in CalWORKs, CAAP, CalFresh, Medi-Cal, or former foster youth.

IV. Description of Services

Grantee shall provide job readiness services and vocational training to currently at-risk and formerly homeless individuals. Services include:

A. Participant Recruitment, Assessment and Benefits Linkage:

1. Accept referrals of eligible participants (as defined in Section III. Target Population) from HSA, HSB, City-funded shelters, transitional housing, rapid rehousing and permanent supportive housing providers, as well as CBO partners. Grantee may also directly recruit eligible participants from within their existing client base.
2. Assist individuals in applying for HSA public benefits. HSA can provide training on how to assist individuals to apply online using My Benefits CalWIN or GetCalFresh.org.
3. Conduct an objective assessment of each participant to determine the employment-related capabilities, needs, interests, and potential of certified applicants. The individual assessment will be located in each participant's file.
4. Develop an individual service plan based on a thorough assessment which includes a vocational goal and the incremental steps towards achieving it, including linkage to separately funded public benefits, barrier remediation and support services as necessary. Note: CalWORKs, CAAP and CalFresh linkages in particular can help participants access other employment services and sources of income to support them while in training and job search.

B. Enrollment:

1. Engage participants in program activities for 20 or more hours per week, or at least 80 hours per month.
2. Grantee will be given credit for an enrollment once appropriate documentation has been placed in each participant's file, and complete information for the enrollee has been submitted to HSA.
 - a. For formerly homeless, documentation will be (i) the personal statement of previous homelessness and/or (ii) a copy of a letter or contract from the Supportive Housing residence, shelter, transitional housing program or rental subsidy or other housing provider.
 - b. For currently at-risk, documentation will be a personal statement of former homelessness, eviction history/threat or excessive housing cost burden.

C. Job Readiness Preparation:

Provide 20-hour job readiness training to include work/education history, resume or master application, on-line job search, and interviewing skills.

D. Vocational Training:

1. Provide vocational training through the Pathways to Employment program. The training develops core competencies and digital skills expected in the customer service sector and is divided into two components: job readiness preparation and customer service skills training. The program will operate over a one-week period for 20 hours per week.
2. Participants will be considered to have successfully completed the training program when they have completed the training program as listed herein with a satisfactory evaluation, obtained a certificate of completion and this information has been reported to HSA.

E. Job Placement and Job Retention:

1. Develop relationships with employers to identify job placement opportunities in high-demand sectors.
2. Develop in-house knowledge of the range of barrier remediation, job readiness, and supportive services already available to program participants in the City of San Francisco, including CalWorks, CAAP, CalFresg, JobsNOW, OEWD-funded services, and services attached to permanent supportive housing. HSA can facilitate information sharing from City-funded service providers and Grantee.
3. Develop marketing, outreach, and recruitment materials targeting potential participating employers.
4. Develop a variety of employment opportunities to accommodate participants' skills, interests, and abilities.
5. Match participants with employment opportunities and coach them through the job search process.
6. Refer participants to JobsNOW as appropriate ensuring that the participant has work documentation and an updated resume before a referral is made.
7. Provide training and support to employers and participants to ensure job retention after placement.
8. Mediate any disputes between employers and participants, assisting the participant to find another job if resolution cannot be reached.

9. Grantee will be given credit for placement when a participant has entered into permanent unsubsidized employment as defined in Section II. Grantee will have 90 days after the completion date to place participants.
10. Grantee may request an extension from HSA for placing participants. Extension request must be done at the end of the initial 90-day period for each individual for whom extension is requested with justification as to why employment is likely. The request must clearly state the end date for the extension for each person.
11. For Grantee to receive placement credit, participants must be placed in a suitable permanent job, and Grantee will provide HSA with complete employment information, including employer name, job title, job start date, hourly wage, hours per week, and employment benefit information within 30 days of employment start date. Job placements must be documented either through a copy of the participant's paystub or letter from employer indicating start date, job position title, hourly wage, and number of hours per week or month of work.
12. For each participant placed in employment, Grantee will document job retention status at 90 days post-placement.

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.

V. Location and Time of Services

Services will take place at the Comprehensive Job Center, 750 Post Street, San Francisco, CA. The CJC is open Monday-Friday, 9am-4pm.

VI. Grantee Responsibilities

- A. Document the program eligibility of each participant enrolled in services.
- B. Maintain accurate and timely tracking systems with the ability to perform routine and ad hoc reporting on enrollment, progress, and outcomes.
- C. Document participant attendance through timesheets, which are signed by the Grantee. The instructor will contact the case manager when the participant is late or absent.

VII. Service Objectives

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

- A. Enroll at least 70 unduplicated participants in job readiness and/or job training services.
- B. Ensure that at least 75% of program participants complete an annual Satisfaction Survey.

VIII. Outcome Objectives

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

- A. At least 70% of those enrolled in services will complete vocational training.
- B. At least 75% of those who complete vocational training will be placed in unsubsidized employment of 12 or more hours per week.

- C. At least 60% of those placed in employment will retain the job a minimum of 90 days.
- D. At least 80% of program participants completing a Satisfaction Survey will report that the program helped remove specified barriers to their employment prospects.
- E. At least 80% of program participants completing a Satisfaction Survey will report that the program helped them acquire specified skills, knowledge, and/or certifications that are useful towards finding a job.

IX. Reporting Requirements

- A. Submit daily attendance in Launchpad. All attendance records must be entered no later than the 3rd of the month following the calendar month report period. Additional attendance reports may be required by HSA.
- B. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and timely for all program components. Reports will be generated directly from Launchpad by the 10th of the following month.
 - 1. Reports shall contain the following data.
 - number of enrollments
 - number of those who complete vocational training
 - number of those who are placed in employment
 - number of those who retained job for 90 days
 - 2. Supporting documentation for the numbers presented in the reports must be maintained by Grantee and must be available for auditing by HSA.
- C. Provide an annual participant satisfaction survey report to HSA
- D. Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by Grantee.
- E. Collect SOGI data and enter data results in CARBON on a semi-annual basis.
- F. Develop and deliver ad hoc reports as requested by HSA.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau, Senior Contracts Manager, GB11
Office of Contract Management
Leslie.Lau1@sfgov.org

Or

Christina Chen, Community Services Program Monitor, E307
Welfare-to-Work Services Division
Christina.X.Chen@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of participant 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 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 7/1/2023 - 6/30/2027		
6	Goodwill of San Francisco Bay					
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: Homeless Employment Services					
10	Budget Reference Page No.(s)					Total
11	Program Term	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/23-6/30/2027
12	Expenditures					
13	Salaries & Benefits	\$243,618	\$243,618	\$243,618	\$243,618	\$730,855
14	Operating Expense	\$9,276	\$9,276	\$9,276	\$9,276	\$37,104
15	Subtotal	\$252,894	\$252,894	\$252,894	\$252,894	\$1,011,577
16	Indirect Percentage (%)	12%	12%	12%	12%	12%
17	Indirect Cost (Line 16 X Line 15)	\$30,347	\$30,347	\$30,347.31	\$30,347.31	\$121,389
18	Capital Expenditure	\$8,945	\$0	\$0	\$0	\$8,945
19	Total Expenditures	\$292,187	\$283,242	\$283,242	\$283,242	\$1,141,911
20	HSA Revenues					
21	General Fund	\$195,765	\$189,772	\$189,772	\$189,772	\$765,081
22	Federal	\$96,422	\$93,470	\$93,470	\$93,470	\$376,831
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$292,187	\$283,242	\$283,242	\$283,242	\$1,141,911
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$292,187	\$283,242	\$283,242	\$283,242	\$1,141,911
37	Full Time Equivalent (FTE)					
39	Prepared by: Hannah MacDonald Triplett			Telephone No.: 415-575-2140		Date 4/25/2023
40	HSA-CO Review Signature: _____					
41	HSA #1					

	A	B	C	D	E	F	G
1	Appendix B, Page 4						
2							
3							
4	Program Name:						
5	(Same as Line 9 on HSA #1)						
6							
7	Program Expenditure Detail						
8							
9	TOTAL						
10	EQUIPMENT	TERM	1/2023 - 6/30/201/2024 - 6/30/201/2025 - 6/30/2026				
11	No.	ITEM/DESCRIPTION					
12	10	Laptops for resume development/job search, \$823.45 per laptop	8,945				8,945
13							0
14							0
15							0
16							0
17							0
18							0
19							0
20	TOTAL EQUIPMENT COST		8,945	0	0	0	8,945
21							
22	REMODELING						
23	Description:						0
24							0
25							0
26							0
27							0
28							0
29	TOTAL REMODELING COST		0	0	0	0	0
30							
31	TOTAL CAPITAL EXPENDITURE		8,945	0	0	0	8,945
32	(Equipment and Remodeling Cost)						
33	HSA #4		Date 4/25/2023				