



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

P.O. Box 7988  
San Francisco, CA  
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**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:** AUGUST 18, 2023

**SUBJECT:** NEW GRANT: **ARRIBA JUNTOS (NON-PROFIT)** TO PROVIDE REFUGEE BENEFITS LINKAGES

**GRANT TERMS** Current  
10/1/23-  
9/30/27

<b>GRANT AMOUNT:</b>	<u>Current</u>	<u>Contingency</u>	<u>Total</u>			
	\$381,880	\$38,188	\$420,068			

<b>ANNUAL AMOUNT</b>	<u>10/1/23- 9/30/24</u>	<u>10/1/24- 9/30/25</u>	<u>10/1/25- 9/30/26</u>	<u>10/1/26- 9/30/27</u>	<u>Contingency</u>	<u>Total</u>
	\$95,470	\$95,470	\$95,470	\$95,470	\$38,188	\$420,068

<b>FUNDING SOURCE</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>		\$171,846	\$210,034	\$38,188	\$420,068
<b>PERCENTAGE:</b>		45%	55%		100%

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The Department of Benefits and Family Support requests authorization to enter into a new grant with Arriba Juntos for the provision of Refugee Benefits Linkages for the period of October 1, 2023, to September 30, 2027, in an amount of \$381,880 plus a 10% contingency for a total amount not to exceed \$420,068. The purpose of the grant is to link refugees, asylees, and trafficking victims resettled in San Francisco and its surrounding counties with local services and benefits that can lead to self-sufficiency.

## **Background**

Recent world events, most notably the war in Ukraine and the end of Title 42 in the US, have led to an influx of immigrant arrivals in San Francisco, which has pushed SF Human Service Agency's Refugee Cash Assistance (RCA) caseload from around 20 to over 200 clients. As the war continues and the backlog of asylum applicants at the US Southern border remains high, HSA anticipates sustained elevated numbers of immigrant arrivals into the city. This contract seeks to link these individuals to available refugee and self-sufficiency resources and services available throughout San Francisco County.

## **Services to be Provided**

Grantee will engage the community of government and community-based agencies to develop a list of current resources and contacts for refugees, promote relevant refugee services, and identify eligible clients. Grantee will make service and benefits referrals tailored to the clients' needs. These services will include but are not limited to language education and vocational training programs offered by various agencies in the Bay Area. Upon enrollment, Grantee will assess clients' digital literacy level and provide appropriate support services. Clients will also be referred to HSA intake for screening and possible enrollment in Refugee Cash Assistance (RCA), CalWORKs, CalFresh, and/or Medi-Cal. Grantee will connect this program's clients with workshops on social adjustment, cultural orientation, citizenship activities, and personal finance, among other services in the community.

Grantee will perform a minimum of 10 benefits linkage events to connect with refugees, asylees, trafficking victims, and/or individuals on Special Immigrant Visas every month. Over an annual period, 25 individuals referred through benefits linkages will enroll in HSA employment and training services, and will be provided case management services.

## **Selection**

Grantee was selected through RFP 1038, which was competitively bid in June 2023.

## **Funding**

Funding for this grant is provided by State and Federal funds.

## **ATTACHMENTS**

Arriba Juntos - Appendix A – Services to be Provided

Arriba Juntos - Appendix B – Budget

**Appendix A**  
**Refugee Benefits Linkages**  
**Services to be provided by**  
**Arriba Juntos**  
**October 1, 2023 to September 30, 2027**

**I. Purpose**

The Grantee will provide benefits and services linkages to newly arrived refugees, asylees, and trafficking victims resettled in San Francisco County and its surrounding counties. The goal is to connect them to benefits and services at the Human Services Agency and community based organizations to help them achieve economic and socio-cultural self-sufficiency as soon as possible, by providing linguistically and culturally competent social adjustment services and referrals. Refugee identification will be focused on the San Francisco Unified School District, governmental agencies and community based organizations serving the target population in San Francisco and surrounding counties.

**II. Definitions**

Asylees	Individuals who travel to the United States as victims of persecution and then apply for asylum Note: Applicants for asylum are not eligible until asylum status is actually granted
CalFresh	Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
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
Non-aided refugees	Non-aided refugees who primarily have been in the United States for 60 months or less
HSA	Human Services Agency of the City and County of San Francisco, also the Department
Refugees	Individuals who are unable to return to their countries due to persecution or fear of persecution on account of race, religion, nationality, political opinion, or social group
Special Immigrant Visa (SIV)	Iraqis and Afghans who assisted or were employed by the U.S. Armed Forces with translation and interpreter services.

Trafficking and Crime Victim	Non-citizens who are certified victims of human trafficking (sexual exploitation or forced labor), domestic violence, or other serious crimes.
Unaccompanied Minors	Unaccompanied Alien Children (UAC) apprehended at the Southwest border by the Department of Homeland Security's (DHS's) Customs and Border Protection (CBP). When UAC receive eligibility letters from the federal Office of Refugee Resettlement they are eligible for federal benefits and services as human trafficking victims.
ZixCorp	An Email Encryption and Email Data Loss Prevention system

### III. Target Population

Refugees, asylees, Special Immigrant Visa (SIV), Trafficking and Crime Victim, Non-aided refugees who primarily have been in the United States for 60 months or less, Unaccompanied minors who are victims of severe forms of trafficking and are under 18 years of age, and refugee seniors aged 60 and above.

### IV. Description of Services

#### A. Intake and enrollment of Participants

1. Engage Bay Area County Agencies, City Departments including San Francisco Office of Civic Engagement & Immigrant Affairs (OCEIA), community based organizations, school district offices, schools, clinics, park and recreation departments, churches, agencies, daycares, etc. through site visits and attending meetings and special events, to identify and enroll clients, develop a list of current resources and contacts for refugees, and promote refugee services.
2. Through the intake process participants will be referred to HSA services including CalWORKs for families or Refugee Employment Services (Skills training/English language training) for single adults for enrollment and services.
3. Refer participants to HSA benefit programs such as CalFresh and Medi-Cal as warranted.
4. Clients eligible for the Refugee Employment Services (Skills training/English language training) programs with Grantee will be referred based on vocational goal, job readiness, and language level.
5. Refer Refugee seniors to existing mainstream resources and/or to obtain citizenship assistance services to increase their level of self-sufficiency, independence, and integration into the community.

#### B. Case Management Services

1. Plan and coordinate social adjustment and cultural orientation educational workshops.
2. Provide direct case management services to refugee clients and families.
3. Provide social adjustment linkages for refugee clients and families by assisting agencies and community based organizations to understand and effectively utilize available services, such as providing education on the SFGH Refugee Clinic, skills training, management of personal finances, housing, health, education, human relations, conflict resolutions, cultural orientation, citizenship activities and family life issues.

4. Ensure effective coordination with project partners and other agencies.

**V. Location and Time of Services**

Services will be provided at 1850 Mission St., San Francisco, CA 94103.

Time of Services is Open Entry and program services are conducted Mon-Fri between the hours of 8:30AM to 5:00PM

**VI. Service Objectives**

- A. On an annual basis, of individuals referred through the Refugee Benefits Linkages program, a minimum of 25 will enroll in HSA employment and training services, and will be provided case management services.
- B. On a monthly basis, conduct a minimum of 10 benefits linkage efforts in the community to inform and enroll potential participants.

**VII. Outcome Objectives**

- A. 60% of the participants enrolled into educational/training programs or job readiness programs will complete the activity.
- B. 50% of those participants who complete the educational/training or job readiness program will obtain employment within 90 days.

**VIII. Reporting Requirements**

- A. 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.  
Reports shall contain the following data:
  - Number of referrals, enrollments, and completions
  - Number who are placed in jobs
  - Number of program exits
  - Number active or currently enrolled as of the last day of the month
  - Job placement information including Employer Name and address, Date of Hire, position title, hourly wage, and hours per week
- B. 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.
- C. Grantee will submit a detailed monthly report summarizing the activities for the month. Reports are due on the 10th day following the reporting month. Reports must include the following:
  1. Dates and sites of benefits linkage events
  2. Sign-up sheets of those attending benefits linkage events

- D. Grantee will provide an annual report summarizing the program activities, referencing the tasks as described in the Service and Outcome Objectives will be submitted directly to the Contracts Monitor.
- E. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA or by using ZixCorp.
- F. Grantee will develop and deliver ad hoc reports as requested by HSA.
- G. Grantee will collect SOGI information and report data results in CARBON on a semi-annual basis.

For assistance with reporting requirements or submission of reports, contact

Andy Beetley-Hagler, Program Monitor  
Welfare to Work Services  
(415)557-5278  
andy.beetley@sfgov.org

or

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

## **IX. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of documentation of client eligibility and reported client progress towards meeting service and outcome objectives, participant case files, training curricula, and program policies and procedures.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with American 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 FY 2023-27
(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: Refugee Benefits Linkages					
Budget Reference Page No.(s)					
Program Term	10/23-9/24	10/24-9/25	10/25-9/26	10/26-9/27	Total
<b>Expenditures</b>					
Salaries & Benefits	\$79,498	\$79,498	\$79,498	\$79,498	\$317,992
Operating Expense	\$3,520	\$3,520	\$3,520	\$3,520	\$14,080
<b>Subtotal</b>	<b>\$83,018</b>	<b>\$83,018</b>	<b>\$83,018</b>	<b>\$83,018</b>	<b>\$332,072</b>
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Cost (Line 16 X Line 15)	12,452	\$12,452	\$12,452	\$12,452	\$ 49,808
Capital Expenditure	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$95,470	\$95,470	\$95,470	\$95,470	\$381,880
<b>HSA Revenues</b>					
State	\$42,962	\$42,962	\$42,962	\$42,962	\$171,846
Federal 93.566	\$52,509	\$52,509	\$52,509	\$52,509	\$210,034
<b>TOTAL HSA REVENUES</b>	<b>\$95,470</b>	<b>\$95,470</b>	<b>\$95,470</b>	<b>\$95,470</b>	<b>\$381,880</b>
<b>Other Revenues</b>					
<b>Total Revenues</b>	<b>\$95,470</b>	<b>\$95,470</b>	<b>\$95,470</b>	<b>\$95,470</b>	<b>\$381,880</b>
Full Time Equivalent (FTE)					
Prepared by:	Telephone No.:			Date	
HSA-CO Review Signature:	_____				
<b>HSA #1</b>					<b>10/25/2016</b>

Program: Refugee Benefits Linkages  
 (Same as Line 9 on HSA #1)

**Salaries & Benefits Detail**

POSITION TITLE	Agency Totals		HSA Program		10/23-9/24	10/24-9/25	10/25-9/26	10/26-9/27	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DHS Program Budgeted Salary	DHS Program Budgeted Salary	DHS Program Budgeted Salary	DHS Program Budgeted Salary	DHS Program Budgeted Salary
<i>Case Manager/Employment Spe</i>	\$43,680	1.00	100%	1.00	\$43,680	\$43,680	\$43,680	\$43,680	\$174,720
<i>Outreach/Case Manager</i>	\$43,680	1.00	30%	0.30	\$13,104	\$13,104	\$13,104	\$13,104	\$52,416
<b>TOTALS</b>	<b>\$87,360</b>	<b>2.00</b>	<b>130%</b>	<b>1.30</b>	<b>\$56,784</b>	<b>\$56,784</b>	<b>\$56,784</b>	<b>\$56,784</b>	<b>\$227,136</b>
FRINGE BENEFIT RATE	40%								
EMPLOYEE FRINGE BENEFITS	\$34,944				\$22,714	\$22,714	\$22,714	\$22,714	\$90,856
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>\$122,304</b>				<b>\$79,498</b>	<b>\$79,498</b>	<b>\$79,498</b>	<b>\$79,498</b>	<b>\$317,992</b>
<b>HSA #2</b>									<b>10/25/2016</b>



Program: Refugee Benefits Linkages  
 (Same as Line 9 on HSA #1)

**Operating Expense Detail**

<u>EXPENDITURE CATEGORY</u>	<u>10/23-9/24</u>	<u>10/24-9/25</u>	<u>10/25-9/26</u>	<u>10/26-9/27</u>	<u>Total</u>
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage	\$2,720	\$2,720	\$2,720	\$2,720	\$10,880
Building Maintenance Supplies and Repair					
Printing and Reproduction	\$800	\$800	\$800	\$800	\$3,200
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>					
<u>OTHER</u>					
<b>TOTAL OPERATING EXPENSE</b>	<b>\$3,520</b>	<b>\$3,520</b>	<b>\$3,520</b>	<b>\$3,520</b>	<b>\$14,080</b>

**HSA #3**

**10/25/2016**