

City and County of San Francisco

COUNTY REFUGEE SERVICES ANNUAL PLAN

Federal Fiscal Year 2024 (October 1, 2023 – September 30, 2024)

NEW 3-YEAR (FFY 2024-2026) COUNTY PLAN

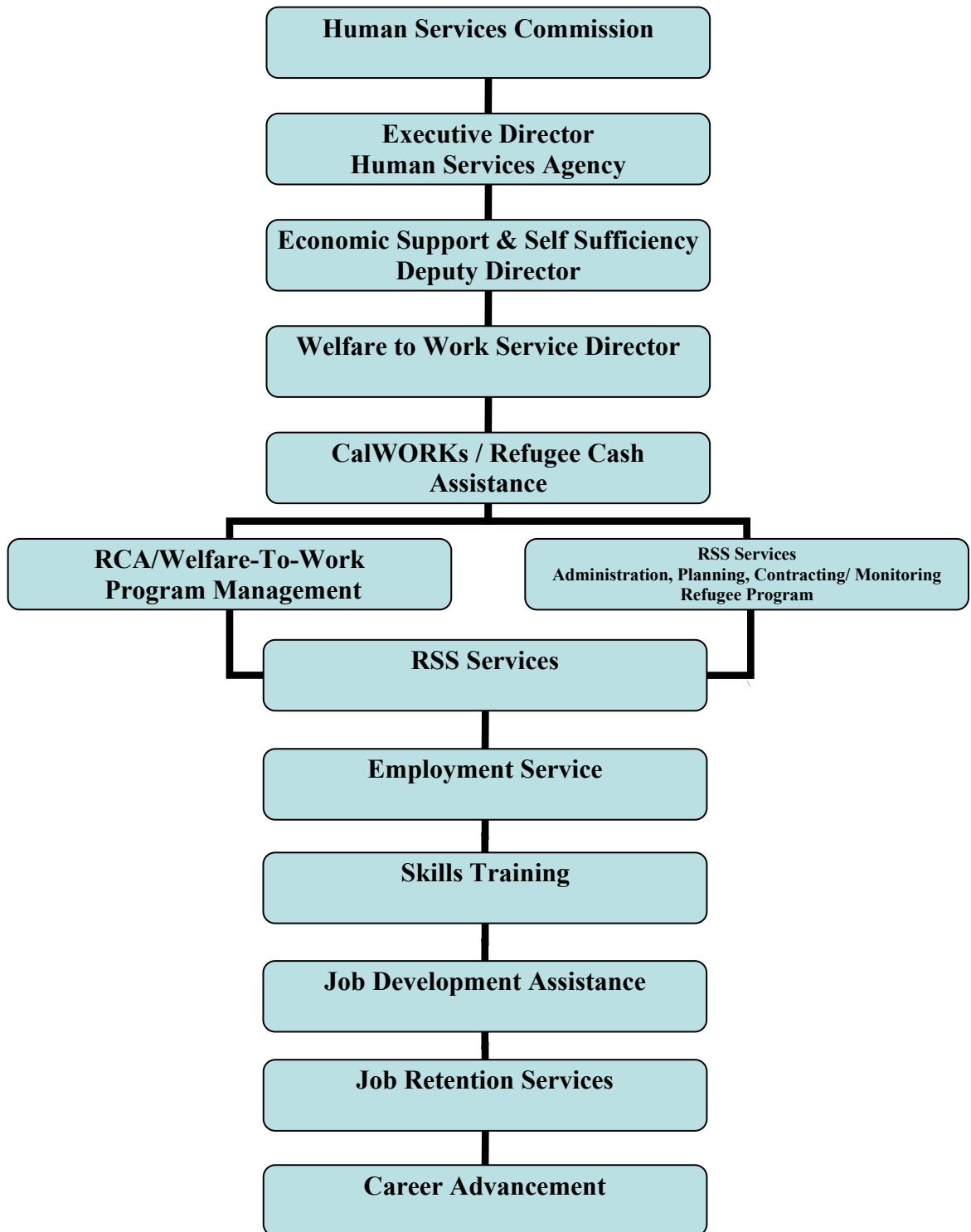
September 30, 2023

REFUGEE COUNTY SERVICES PLAN

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I. COUNTY REFUGEE PROGRAM ADMINISTRATION



II. DESCRIPTION OF THE COUNTY'S REFUGEE PROGRAMS

A. Funding Sources (tentative figures, pending receipt of FY20224 allocation)

The Federal Fiscal Year (FFY) 2023 formula Refugee Support Services (RSS) allocation funds to be spent in FFY 2024 for the City and County of San Francisco are \$362,087.50 (pending receipt of FY20224 allocation).

Refugee Support Services FUNDING SUMMARY	RSS	Percent
Employment Services Language Assistance Services Work-Related Acculturation Job Readiness Job Development Assistance Job Retention Career Advancement	\$190,095.94	52.5%
Skills Training Internship/work experience Language Assistance Services Work-Related Acculturation Job Readiness Job Development Assistance Job Retention Career Advancement	\$105,005.38	29%
Other Services Information/Referral Services Social Adjustment Services Case Management Services	\$12,672.44	3.5%
Subtotal	\$307,773.75	85%
County Administration	\$54,313.75	15%
TOTAL FFY 2023 RSS ALLOCATION	\$362,087.50	100%

The FFY 2023 Elderly Services Set-Aside allocation funds to be spent in FFY 2024 for the City and County of San Francisco are \$20,327.50 (pending receipt of FY20224 allocation).

Elderly Services Set-Aside FUNDING SUMMARY	SOR	Percent
Case Management/Linking/Referrals	\$20,327.50	100%
TOTAL FFY 2023 SOR ALLOCATION	\$20,327.50	100%

The FFY 2023-2024 RSS HOUSING ASSISTANCE FOR UKRAINIANS (HAU) Requested Supplemental Allocation Grant Funding for the City and County of San Francisco is \$1,472,856 (pending receipt of notice).

HAU Supplemental Allocation FUNDING SUMMARY	HAU	Percent
Housing and utility assistance	\$1,251,927.60	85%
County Administration	\$220,928.4	15%
TOTAL FFY 2024 HAU ALLOCATION	\$1,472,856	100%

B. General Program Description

Refugee Support Services (RSS)

The Refugee Support Services funds will be used to assist **34** Refugees and Asylees receiving, having had received, or who would have been eligible for Refugee Cash Assistance (RCA) to achieve economic self-sufficiency. Services using RSS funds are offered to individuals who are or were RCA eligible for 60 months at maximum. The funds will support services that will aid refugees in obtaining and maintaining employment, developing work related skills and earning a wage with benefits where possible. Refugee women will be encouraged to participate as they will have equal opportunity to access all employment services.

The employment services funds will be used to provide Skills Training and English Language Training (ELT) to enable refugees to obtain English proficiency in order to gain employment and attain economic self-sufficiency as soon as possible. The employment services follow the Work-First model by embedding concurrent job readiness / job search activity in the ELT program to enable refugees to begin job search and start working right away.

Funds that may be unspent from previous years, as well as any new receipt of refugee funds for the period covered by the County Plan, will be used to increase employment services of the various program components of the County Plan.

After up to twelve months of RCA aid and services, eligible refugees are referred to the County Adult Assistance Programs (CAAP), which is funded through local general funds and consists of four independent programs:

1. Personal Assisted Employment Services (PAES) Voluntary Intensive Employment Services (VIES) Program
2. Cash Assistance Linked to Medi-Cal Program
3. Supplemental Security Income Pending (SSIP) Program
4. General Assistance (GA) Program

CAAP applicants who are determined eligible to public benefits have the option of selecting the PAES/VIES Program. Services to PAES/VIES participants include:

1. Provide behavioral health assessment, brief counseling and referrals to community resources, and linkages to CAAP Counseling and Pre-Vocational Services via the robust PAES/VIES case conference structure.
2. Facilitate and build peer support to strengthen existing coping skills, build and maintain morale, support positive decision-making, reinforce self-esteem, and maintain client engagement by way of the PAES/VIES Job Prep workshops.
3. Facilitate soft skills and psycho-educational groups to support movement towards self-sufficiency and stability by addressing real life situations through the PAES/VIES Job Prep workshops. Examples of topics include workplace competency, communication skills, problem-solving techniques, self-esteem and motivation, frustration tolerance, responsibility and anger management.

4. Provide pre-vocational On-the-Job Assessment to determine pre-vocational/vocational readiness for maintaining compliance with and benefiting from vocational training and employment support. Basic workplace skills such as punctuality, following directions, working with others, and task completion would be evaluated. This service is provided through the CAAP Counseling Services as part of their activity design.
5. Assist clients to participate in employment services to the full extent of their abilities to enable them to obtain unsubsidized employment and move towards economic self-sufficiency. This is done via PAES/VIES Job Prep workshops, Community Jobs Program (CJP), and Pre-screening activities.

The programs and services will also include case management to assist refugees who are referred to CAAP for up to 60 months and to capture data on refugees who may have obtained employment after receiving employment services funded with refugee funding.

Trafficking & Crime Victim Assistance Program (TCVAP)

The TCVAP Program provides non-citizens who are eligible under the provisions of SB 1569 (Chapter 672, Statutes of 2006) with State funded benefits and services equivalent to those of the Refugee Cash Assistance (RCA) Program. The eligibility time limit is twelve months.

If a recipient of State TCVAP becomes federally eligible, the twelve-month eligibility will start but services will be federally funded.

These cases can be identified in the Refugee Cash Assistance program in CalSAWS when claiming instructions are issued. In the Collect Case Special Indicator screen in CalSAWS, the T Visa or U Visa selection can be made from the drop-down menu, and IT staff can generate a list of these cases accordingly.

C. Refugee Cash Assistance Compliance

San Francisco County assures that the provision of activities and services to mandatory and voluntary RCA recipients, funded by the ORR monies and allocated by CDSS, will be in accordance with RCA requirements – including those regarding program participation flow, good cause determination, sanctioning, and supportive services – specified in the Manual of Policy and Procedure Chapter 42-700 and 69-200, respectively, and other applicable RCA policy guidance issued by CDSS, which specify the following activities:

1. Verification/documentation of refugee/asylee status;
2. Determination of eligibility for refugee-funded services;
3. Assessment of the refugee's employment, training, English language and supportive service needs;
4. Development of a refugee Family Self-Sufficiency/employability Plan (FSSP) that meets the requirements of Title 45 CFR Part 400.79 of the Refugee Resettlement Program, which stipulate that the plan must:
 - a. Be developed for anyone who receives employment-related services.
 - b. Address the family's needs from time of arrival until attainment of economic independence.

- c. Address a family's needs for both employment-related services and other needed social services.

The FSSP must include:

- a. A determination of the income level a family would have to earn to exceed its cash grant and move into self- support without suffering a monetary penalty;
 - b. A strategy and timetable for obtaining that level of family income through the placement in employment of sufficient numbers of employable family members at sufficient wage levels;
 - c. Employability plans for every employable member of the family; and
 - d. A plan to address the family's social services needs that may be barriers to self-sufficiency.
5. Referral of all non-exempt RCA applicants and recipients for participation in available/appropriate employment and training programs; and
 6. Tracking/reporting client progress (including non-participation/non-cooperation) to the Human Services Agency Employment Specialists.

Referral and Participation

Human Service Agency Intake Eligibility Workers will identify refugee families who apply and are found eligible for RCA and refer them to the CalWORKs Unit for mandatory employment services. Single refugee adults or families without children who are not eligible for other welfare assistance are eligible to receive RCA for their first twelve months in the United States. Both the Human Services Agency Eligibility Worker and CalWORKs Employment Specialist will inform participants of their rights and responsibilities regarding participation requirements and consequences of any failure to participate.

D. County Planning Process

San Francisco Human Services Agency (HSA) is responsible for the management and administration of the RSS funds for the county including responsibility for all central intake functions, the development of the county plan and liaison with the State Refugee Programs Bureau and the Federal Office of Refugee Resettlement (ORR).

As background; today's minutes will supersede this paragraph.] The 2018 Refugee Services Planning meeting took place on Decembers 18th, 2018 at 2:00 pm at the Human Services Agency Workforce Development Division office on 3120 Mission Street in San Francisco. Housing, job training and placement services, language assistance, and mental health care services remain key to self-sufficiency for the refugee population and top priorities for refugee services in San Francisco. Community partners who attended the meeting: Cristy Dieterich (SF-DPH/Newcomers Health Program), Eva Iraheta, Andy Beetley-Hagler, Giselle Almendarez, Christina Iwasaki, Chris Shaw (SF-HSA), Grace Lau and Laura Vaudreuil (Refugee Transitions), Sammi Truong (SF-DPH/NHP), Veronica Pittoladdo (SFDPH), Violeta Garcia (Mission Neighborhood Health Center), Angelina Romano and Susana Rivero (SFUSD), Hana Toma and Jude Stephens (Catholic Charities), Fatima Karki (SFDPH/UCSF Refugee Health Initiative), Carolina Perez (Refugee Participant), Victor Magallanes and Anita Ocampo (Arriba Juntos). Meeting agenda, minutes and sign-in sheet are attached as an addendum.

In July 2023¹ the Employment Development Department (EDD) Labor Market Information Division (LMID) reported that San Francisco County registered 3.2% unemployment rate. All clients participating in refugee employment services are eligible for a wide array of wraparound employment and training services provided by internal agency staff or contracted community-based agencies to maximize the strong economy and job market.

These employment and training services include English language training, skill/career assessment and counseling services, and job training, job placement and job retention services. Refugee clients have access to comprehensive case management services offered by the contracted community-based service provider, Arriba Juntos.

Other supportive services are also provided to families in crisis via HSA staff referral to our other contracted community-based service providers (Bay Area Legal Aid, Richmond Area Multi-Services, and La Casa de las Madres). These providers aid our clients with legal assistance, mental health, and domestic violence services, all which aid in employability barrier removal and increase self-sufficiency. In addition, refugee clients can access the City's workforce development system, including all the workforce development centers located throughout the city and can receive services on a referral or drop-in basis.

Our City's workforce development centers help refugee clients with their job search and place more focus on the individual job seekers than employers. Our community-based service provider, which is designated for serving refugees, is required to assist them in registering for employment services at the workforce development centers so that they can maximize the vast array of resources, targeted employment services, and job opportunities offered there, such as employer direct recruitment events, job/hiring fairs, vocational and employment-based training, job application workshops, and career advancement services.

The job skills trainings aim at construction, technology, health care, hospitality, culinary trades and many other options, and participants frequently apply for the following positions:

- Security Guards
- Personal Care Aides
- General Office Clerks
- Accounting Clerks
- Front Desk Clerks
- Food Service Aides
- Cooks
- Construction Workers
- Customer Service Representatives
- Certified Nurse Assistant (CNA)

These aforementioned skills trainings are relevant to the San Francisco labor market, as noted in the EDD analysis ¹ which list the following occupations by rank order: Personal Care Aides

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¹ [https://www.labormarketinfo.edd.ca.gov/file/1fmonth/sanf\\$pds.pdf](https://www.labormarketinfo.edd.ca.gov/file/1fmonth/sanf$pds.pdf); see also "2020-2030 Local Employment Projections"

rank #2, General Office Clerk #10, Customer Service Representative #12, Accounting #15, Executive Secretaries and Administrative Assistant #25, Reception and Information Clerks #38. As a side note, the highest ranking occupations after #1 – Personal Care Aides – is as follows: Food Preparation and Serving Workers (including Fast Food) #2, Retail Salespersons #3, and Cashiers #4.

The Employment Service component, which includes English Language Training and Job Search, places participants in such occupations as retail salespersons, waiters/waitresses, cashiers, counter attendants, customer service representatives, receptionists and information clerks, all within the top 19 occupations in the EDD 2014-2024 report. Per LMID, close to twice as many openings will arise from replacements (retirements and permanent occupational changes) as from growth. The Personal Care Aides rank #3 on the 2014-2024 LMID report for the Fastest Growing Occupations².

SF HSA plays a key role in developing and managing employment, training and workforce development services for refugees and San Francisco residents as a whole. The agency contracts with many community organizations so that employment services and other services are accessible and fulfill specific local employment needs. By partnering with local and national agencies, educational institutions and corporations, HSA's employment programs create greater economic opportunities for all San Franciscans.

III. DESCRIPTION OF SERVICE COMPONENTS

A. Brief Description of RSS Components

Employment Services (ES)/English Language Training (ELT)

Employment services activities are directed towards job placement. ELT will run concurrently with Employment Services. Refugees with low English language proficiency are referred to the service provider for language assessment. The component will include the employment activities listed below, if needed, and if sufficient funds are available:

- Education in English proficiency for refugees who are not sufficiently competent to understand, speak, read, or write the English language to allow employment commensurate with the employment goals.
- Job readiness activities designed to ensure that the refugee is familiar with general workplace behavior/attitudes necessary to compete successfully in the labor market;
- Group/individual job search, including counseling, information on worker rights, work-related acculturation, and job seeking skills training;
- Job development/placement.

Skills Training (ST)/ English Language Training (ELT)

The program covers general job skills and career guidance to ensure success in achieving short-term employment and self-sufficiency. ELT can run concurrently with Skills Training. Skills Training referral is based on a refugee's vocational goal, employment, and educational history. Refugees are referred to service provider for testing and appraisal. Supportive services and case

management are provided to help address barriers to employment. The component will include the employment activities listed below, if needed and if sufficient funds are available:

- Education in English proficiency for refugees who are not sufficiently competent to understand, speak, read, or write the English language to allow employment commensurate with the employment goals.
- Job readiness activities designed to ensure that the refugee is familiar with general workplace behavior/attitudes necessary to compete successfully in the labor market;
- Group/individual job search, including counseling, information on worker rights, work-related acculturation, and job seeking skills training; and
- Job development/placement.

Other Services

As part of the self-sufficiency plan for refugee families, referrals to services for social adjustment and crisis intervention support may be provided. Local community-based organizations are contracted by HSA to provide assistance when a family has an emergency related to domestic violence, mental health, or a legal matter. Promptly supporting families is crucial to developing self-sufficiency, because barriers to employability often need to be removed quickly in order for the client to gain income.

Refugee Outreach Services

HSA's contracted service provider performs outreach to newly arrived, non-aided and unaccompanied minor refugees, asylees, and trafficking victims resettled in the San Francisco Bay Area to connect them to services at the Human Services Agency and community-based organizations and help them achieve economic and socio-cultural self-sufficiency as soon as possible. Outreach will be focused on the San Francisco Unified School District and refugee communities in the City and County of San Francisco and surrounding counties.

B. Brief Description of Elderly Services Component

Outreach Materials/Linking /Referrals

HSA's contracted service provider performs outreach to identify and provide culturally appropriate services for seniors experiencing adjustment issues or problems functioning in the community. Services include outreach to the senior refugee population, needs assessment, linkages and referrals to other appropriate community resources, and follow-up services.

IV. BUDGETS

A. REFUGEE SUPPORT SERVICES (RSS)

FFY 2021 - 2023 RSS FORMULA CARRYOVER

<u>ITEM</u>	<u>AMOUNT</u>
FFY 2022-23 Carryover	\$ 170,582.00
FFY 2023-24 Carryover	\$ 98,158.69

TOTAL FFY 2023 RSS CARRYOVER \$ 268,740.69

FFY 2024 RSS FORMULA ALLOCATION (based on anticipated allocation)

<u>ITEM</u>	<u>AMOUNT</u>
Employment Services	\$ 190,095.94
Vocational Training	\$ 105,005.38
Other Services	\$ 12,672.43
County Administration	\$ 54,313.75

TOTAL ANTICIPATED FFY 2024 RSS ALLOCATION \$ 362,087.50

Total Anticipated RSS FFY 2024 Funds Available \$ 630,828.19

B. SERVICES TO OLDER REFUGEES (SOR) SET-ASIDE

FFY 2021-2023 SOR SET-ASIDE CARRYOVER

<u>ITEM</u>	<u>AMOUNT</u>
FFY 2022-23 Carryover	\$ 9,150.00
FFY 2023-24 Carryover	\$ 6,885.48

TOTAL FFY 2022-2024 SOR CARRYOVER \$ 16,035.48

FFY 2023 ANTICIPATED SOR SET-ASIDE

<u>ITEM</u>	<u>AMOUNT (100%)</u>
Case Management / Linking / Referrals	\$ 20,327.50

TOTAL ANTICIPATED FFY 2023 SOR SET-ASIDE ALLOCATION \$ 20,327.50

Total Anticipated SOR SET-ASIDE FFY 2024 Funds Available \$ \$36,362.98

C. PROPOSED HOUSING ASSISTANCE FOR UKRAINIANS (HAU) SUPPLEMENTAL ALLOCATION

FFY 2023-24 HAU SUPPLEMENTAL ALLOCATION CARRYOVER

<u>ITEM</u>	<u>AMOUNT (100%)</u>
Case Management / Linking / Referrals	\$1,251,927.60
County Administration	\$220,928.40
	\$1,472,856.00

TOTAL FFY 2023-24 SUPPLEMENTAL ALLOCATION	\$1,472,856.00
TOTAL HAU SUPPLEMENTAL ALLOCATION FFY 2024	\$1,471,856.00

D. PENDING SUPPORTIVE SERVICES ASSISTANCE FOR UKRAINIANS SUPPLEMENTAL ALLOCATION

FFY 2023-24 SUPPLEMENTAL ALLOCATION CARRYOVER

<u>ITEM</u>	<u>AMOUNT (100%)</u>
Case Management / Linking / Referrals for Supportive Services	\$ 425,000.00
County Administration	\$75,000.00
	\$ 500,000.00

TOTAL FFY 2023-24 SUPPLEMENTAL ALLOCATION	\$ 500,000.00
TOTAL PENDING SUPPLEMENTAL ALLOCATION FFY 2024	\$ 500,000.00

V.

A. Refugee Housing and Utility Assistance

Base RSS dollars, as well as RSS funds from the Housing Assistance for Ukrainians (HAU) program, will be used to assist RSS-funded clients with their housing and utility needs. Priority will be given to applicants with the most need.

Participants interested in receiving housing and utility assistance will submit an application form developed in partnership with our contracted provider. This screening tool will help assess client need and determine eligibility for the program. The following is a sample of the application screener to be used by our provider when determining client eligibility for the HAU program; it will be updated as necessary.

Housing Assistance for Ukrainians (HAU) Application

Client Contact Information			
Full Name: _____	Date of Birth: _____		
Address: _____			
Phone: _____	Email: _____		
Household Information			
Full Name: _____	Age: _____	Relationship: _____	
Full Name: _____	Age: _____	Relationship: _____	
Full Name: _____	Age: _____	Relationship: _____	
Full Name: _____	Age: _____	Relationship: _____	
Household Income Information			
	Job #1	Job #2	Job #3
Name of person who got income:			
Source of income / Employer name:			
How often paid:	<input type="checkbox"/> Weekly <input type="checkbox"/> Biweekly <input type="checkbox"/> Other <input type="checkbox"/> Monthly <input type="checkbox"/> Bimonthly	<input type="checkbox"/> Weekly <input type="checkbox"/> Biweekly <input type="checkbox"/> Other <input type="checkbox"/> Monthly <input type="checkbox"/> Bimonthly	<input type="checkbox"/> Weekly <input type="checkbox"/> Biweekly <input type="checkbox"/> Other <input type="checkbox"/> Monthly <input type="checkbox"/> Bimonthly
Gross amount of income:			
Hours worked:			
Eligibility/Need Assessment			
Immigration Status: _____			
Parolee* Spouse/Child of Parolee Parent/Guardian of Parolee Other:			
<small>* Citizen or national of Ukraine who received parole into the US between 2/24/2022-9/30/2022, known as Ukrainian Humanitarian Parolee (UHP). Also includes Non-Ukrainian individuals who last habitually resided in Ukraine</small>			
U.S. Arrival Date: _____ AM: _____			
<ol style="list-style-type: none"> 1. Do you receive cash assistance? <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Are you currently enrolled in Refugee Support Services or Services for Older Refugees? <input type="checkbox"/> Yes <input type="checkbox"/> No 3. Have you obtained documentation needed to secure employment and other benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No 4. Are one or more of the adults in your household unable to work due to disability or a child's disability, a HAU condition, lack of childcare or transportation, or cultural/religious norms? <input type="checkbox"/> Yes <input type="checkbox"/> No 5. Are you unemployed, but don't receive cash assistance? <input type="checkbox"/> Yes <input type="checkbox"/> No 6. Are you unemployed but need assistance to retain your employment? <input type="checkbox"/> Yes <input type="checkbox"/> No 7. Do you receive financial or housing support from a sponsor or anyone else? <input type="checkbox"/> Yes <input type="checkbox"/> No 8. Have you or anyone at your address applied for or received assistance from the HAU program? <input type="checkbox"/> Yes <input type="checkbox"/> No 9. Do you have limited English proficiency or literacy barriers that will affect your ability to obtain employment? <input type="checkbox"/> Yes <input type="checkbox"/> No 			

Housing Assistance for Ukrainians (HAU) Application

Financial Needs and Required Documentation

I need assistance to pay my bills in the following area(s):

Housing (Rental Assistance)

Required Documentation: Copy of lease agreement or a notice from landlord that shows balance owed with applicant's name and address

1. Does your landlord accept direct payment from third party (i.e. County)? Yes No
2. Do you receive Section 8 Housing Assistance? Yes No
3. Did you receive a pay rent or quit notice? Yes No
4. What is the amount of your monthly rent? _____
5. What is the total amount of rent owed, or requested? _____

Utility Assistance

Required Documentation: Copy of utility bills with name and address.

1. How much do you pay monthly for utilities? _____
2. What is the total amount owed, or requested? _____

Certification and Signature

I declare under penalty of perjury under the laws of the United States of America and the State of California that the information provided is true and correct. I also state that neither I nor anyone else from my household has applied or will apply for additional aid under the Housing Assistance for Ukrainian funding.

Applicant's Signature: _____ Date: _____

For Office Use Only

Worker has confirmed below:

- Immigration status
- Income documentation
- RSS or SOR eligibility
- For Housing Assistance, client has provided a lease agreement or a statement from landlord
- For Utility Assistance, client has provided a utility bill
- Applicant has exhausted other resources

Is applicant eligible for Refugee Support Services? Yes No If no, explain why _____

What services does the applicant qualify for?

Housing Utility Assistance

What is the amount of payments allocated for each service?

Transitional Housing \$_____ Utility Assistance \$_____

Total Amount of Assistance \$_____

Worker Name: _____

Worker Signature: _____

Supervisor Signature: _____

Date: _____

Date: _____

Use of this screening application will ensure that the household has exhausted all other available funding sources for support, and additionally, meet the conditions mandated by RCL 20-06, as described below:

- 1) Assistance will be provided as a support service within case management.
 - Clients will be required to be in contact with case management and identify the need for the assistance as part of their overall Family Self-Sufficiency Plan (FSSP).
- 2) Only one adult per household may apply and/or receive housing and utility assistance, on behalf of the entire household.
 - Households will be determined by the screening tool developed for the distribution of housing and utility assistance and limited to receipt on behalf of one member per household.
- 3) Applicants must provide verification of financial need, (i.e. lease agreements and utility bills, etc.) that shows the amount owed by the participant.
- 4) Assistance amount per household must be based on the county's fair market value.
 - San Francisco's FY 2023 Fair Market Rent, [defined by HUD](#), is currently listed as:

Final FY 2023 FMRs By Unit Bedrooms				
Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
\$2,156	\$2,665	\$3,188	\$3,912	\$4,283

- 5) All payments may be issued directly to vendor/third-party.
 - San Francisco is capable of issuing aid through our distribution center.
 - Our contracted provider is also able to distribute the aid with reimbursement from San Francisco for eligible clients.
- 6) Assistance can only be used for current needs and cannot be used to pre-pay future housing and/or utility expenses.
 - The screening tool and required verifications will determine current or past housing/utility expenses in order to exclude future housing/utility costs.
- 7) Assistance may not exceed \$10,000 per household for the HAU program, or \$5,000 per household for other RSS-funded applicants, based on need. Total assistance will be tracked in HSA's Launchpad system to ensure assistance does not exceed the limit. Tracking in Launchpad will be accompanied by case comments.
- 8) Case notes must include verification of financial need, (i.e. lease agreements and utility bills, etc.) that show the amount owed by the participant/household.
 - The screening tool and required verifications will determine current or past housing/utility expenses and be included in the case record, with case notation.

B. Digital Assistance

Part of the effort undertaken by our provider to outreach and connect clients to employment services includes determining client technological needs, digital literacy, and online access available. Arriba Juntos is contracted to serve eligible clients through the Digital Services

Program, in which participants enroll in a digital literacy course and receive a digital device upon completion.

VI. State Strategic Co-Enrollment Addendum

San Francisco also has an established working relationship with the San Francisco Employment Development Department (EDD) and Office of Economic and Workforce Development (OEWD) in order to refer clients for services and benefits.

VII. Implementation of Expanded Family Self-Sufficiency Plan Requirements

Expanded Family Self-Sufficiency Plan requirements will be tracked in Human Services Agency’s Launchpad system and will build on existing tracking. Currently, SFHSA staff and service provider staff complete the Refugee Employment Support Services Application & Family Self-Sufficiency Plan, which contains family-level demographic information, as well as employment, education and English language proficiency histories and progress. The 6-month and 12-month follow-ups will be added, as required by the expanded requirements.

VIII. ANNUAL SERVICES PLAN (Last complete FFY figures, per CDSS instructions)

Annual Service Plan <i>(Instructions/additional details are under each section as applicable.)</i>						<small>ORR-6 OMB Control No. 0970-0036 Expires 03/31/2023</small>
1. State/Grantee:	San Francisco	2. Fiscal Year:	2023	3. Date:	10/31/2022	
Fields 1 - 3 Instructions						
<small>1. State/Grantee: If the RRP is State-administered, enter the name of the State submitting the report. If the RRP is administered by a Replacement Designee, enter the name of the agency submitting the report. (Note: States that operate county or locally-administered programs of refugee resettlement must submit a separate ASP for each local jurisdiction receiving ORR funds from the social service formula program. These States must also submit a consolidated ASP for the State.)</small>						
<small>2. Fiscal Year: Enter the Federal Fiscal Year for which the Annual Service Plan is being submitted. Due to differences in State contracting cycles, ORR does not specify that the contract period coincide with the Federal Fiscal Year (FFY). Instead, this information is to reflect each State's 12-month period of services under contract effective at the beginning of a FFY, October 1, regardless of when that period begins and ends. All reported information is related to the various ORR-funded services. Contract modifications occurring after November 30 that change the amount of funding or number of program participants targeted for priority services must be reported to ORR as a revised ASP or in the Schedule A: Program Narrative of the subsequent ORR-6 Performance Report.</small>						
<small>3. Date: Enter the date that the report is completed.</small>						
4. Previous FFY Report (Program Participants) 45 CFR §§ 400.154 and 400.155						Total FY Unduplicated
a) Employment						162
b) Employability assessment						0
c) On-the-job training						0
d) English language instruction						43
e) Vocational Training						0
f) Skills recertification						0
g) Day care for children						0
h) Transportation						0
i) Translation and Interpreter Services						0
j) Case management						43
k) EAD assistance						0
l) Information and referral						0
m) Outreach services						0
n) Social adjustment						1
o) Citizenship and naturalization						0
ASA RSS services only						
p) ASA housing						0
q) ASA immigration-related legal assistance						0
5. Total Unduplicated						146

Plan for upcoming FY	9. Grant	10. Contracted Amount by Funding Source	11. Program Participants			12. Type of Agency and Percent of Funds											
			0-12 Month	13-60 Month	Total Number	A. State or County	B. Mutual Assistance Association	C. Refugee Agency	D. Community College	E. Adult Basic Education	F. Non Profit Organization	G. School District	H. Area Agency on Aging	I. Other	J. Total		
8. Description of State-provided or Contracted Services																	
a. Employment Services	RSS	\$174,888	42	4	46	15%					85%						100%
b. English Language Instruction	RSS				0												0%
c. On-the-Job Training	RSS	\$0	0	0	0												0%
d. Vocational Training	RSS	\$96,605	28	3	31	15%					85%						100%
e. ASA Housing	RSS	\$0	0	0	0												0%
f. ASA Immigration-Related Legal Assistance	RSS	\$0	0	0	0												0%
g. Other Services	RSS	\$11,659	3	0	3	15%					85%						100%
	RSS-RSI	\$0	0	0	0												0%
	RSS-SOR	\$16,262	0	10	10	15%					85%						100%
	RSS-YM	\$0	0	0	0												0%
	RSS-RHP	\$0	0	0	0												0%
	Other	\$0	0	0	0												

IX. ANNUAL OUTCOME GOAL PLAN (Last complete FFY figures, per CDSS instructions)

ANNUAL OUTCOME GOAL PLAN						
FY 2023						
PERFORMANCE GOALS AND ACTUALS						
State or County:		San Francisco				
		FY 2022 GOAL		FY 2022 ACTUAL		FY 2023 GOAL
1. Caseload						
	TANF Recipients	0		0		0
	RCA Recipients	27		162		35
	No Federal Cash Assistance	5		0		3
	Total	32		162		38
2. Entered Employment						
	Full Time	3	60%	7	100%	3
	Part Time	2	40%	0	0%	2
	Total	5	16%	7	4%	5
2a. TANF Recipients Entered Employment						
	Full Time	0		0		0
	Part Time	0		0		0
	Total	0	%	0	%	0
2b. RCA Recipients Entered Employment						
	Full Time	2	50%	7	100%	2
	Part Time	2	50%	0	0%	2
	Total	4	80%	7	100%	4

2c. No Federal Cash Assistance Entered Employment					
Full Time	2	100%	0	1	100%
Part Time	0	0%	0	0	0%
Total	2	40%	0	1	20%
Cash Assistance Recipients Placed In Employment					
	4		7	4	
3. Federal Cash Assistance Terminations					
TANF Recipients	0	0%	0	0	0%
RCA Recipients	4	100%	2	3	100%
Total	4	100%	2	3	75%
4. Federal Cash Assistance Reductions					
TANF Recipients	0		0	0	
RCA Recipients	0		0	0	
Total	0	0%	0	0	0%
5. Entered Full Time Employment Offering Health Benefits					
TANF Recipients	0		0	0	
RCA Recipients	0		0	0	
No Federal Cash Assistance	0		0	0	
Total	0	0%	0	0	0%

**ANNUAL OUTCOME GOAL PLAN
FY 2023
PERFORMANCE GOALS AND ACTUALS**

State or County:	San Francisco		
	FY 2022 GOAL	FY 2022 ACTUAL	FY 2023 GOAL

6. Average Hourly Wage of Refugees Entering Full Time Employment	\$ 16.32	\$ 23.30	\$ 16.99
--	----------	----------	----------

7. 90-Day Retention Rate	Percentage	80%	0%	80%
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7a. 90-Day Retention Rate Calculator

Unduplicated # of Retentions	Unduplicated # of Entered Employments	
Total	0	7

The previous actual Retention Rate is calculated by dividing the total unduplicated number of retentions by the total unduplicated number of entered employments from July of the previous CY through June of the current CY.

8. Office of Refugee Resettlement Funding		
	FY 2022 Actual	FY 2023 Proposed
Refugee Support Services Funding	\$ 185,128	\$ 289,670
Afghan Supplemental Allocation	\$ -	\$ -
Covid-19 Supplement Funding	\$ 16,190	\$ 8,190
Total Liquidated Funding	\$ 201,318	\$ 297,860
Cost per Entered Employment	\$ 28,759.71	\$ 59,572.00

Agency Point of Contact		
<i>Please provide the name, title and contact information for the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.</i>	First and Last Name	Title
	Andy Beetley	Immigrant and Refugee Services C
	Telephone Number	Email
	415-557-5278	andy.beetley@sfgov.org

Deadline for submission	
The completed FY 2020 Annual Outcome Goal Plan: Performance Goals and Actuals and Performance Narrative should be submitted via email to rpbreports@dss.ca.gov by October 31, 2022	

For Office of Refugee Resettlement use only:		Date submitted: _____
Submission type: <input type="checkbox"/> Initial <input type="checkbox"/> Revision	Status: <input type="checkbox"/> Approved <input type="checkbox"/> In process - clarification needed	

X. APPENDICES

A. COUNTY PROCUREMENT PROCESS

The Agency will utilize the Individual Referral (IR) model to procure employment and training services from State and/or County approved vendors. The IR is a method for procuring and paying for employment and training services on a per person basis. The IR model promotes maximum customer choice by enabling customers to select training providers that are procured by HSA. San Francisco County offers a wide range of pre-employment services in-house for RCA eligible participants. These services are provided by the staff of the Department's Workforce Development Division (WDD) include but are not limited to: vocational assessment, career counseling, job readiness training, employment development, job placement, career advancement and retention services.

B. COUNTY MONITORING PROCESS

Monitoring Responsibility

The responsibility for the monitoring of programmatic function will reside with the Workforce Development Division (WDD), the employment services component of the San Francisco Human Services Agency. Agency staff will annually provide one comprehensive monitoring review for each program year of the refugee employment service providers; to include on-site visits and review of participant files and back-up documentation. The onsite monitoring review will be completed no later than six months from the beginning of the program year. Providers are required to monitor participant progress and attendance and submit monthly reports to the WDD. The agency staff from the Office of Contract Management will monitor fiscal compliance. Eligibility staff of the Human Services Agency will maintain eligibility

documentation. A written review will be submitted to CDSS no later than 45 days from the completion date of the review.

Monitoring Frequency and Methodology

Monitoring of service providers' performance occurs each month with review and comparison of actual program accomplishments (as documented with verified enrollment, job entry, and follow-up reports which appear on monthly statistical reports). Formal annual on-site visit is done by the WDD Refugee Program Monitor who is responsible for the refugee service contracts. Informal contacts by telephone or in person with service providers occur as needed. These contacts are designed to provide feedback on observed activities and to notify staff of any areas where deficiencies may exist.

XI. RSS REQUIRED ASSURANCES

San Francisco County assures:

- ◇ “That the planning process was developed through a planning process that involves representatives the private sector employers, affected public agencies including the CWD, leaders of the refugee/entrant community-based organizations, voluntary resettlement agencies, refugees from the impacted communities and other public officials associated with social services and employment agencies that serve refugees.”
- ◇ “That continuation of existing components will be in accordance with CDSS guidelines.”
- ◇ “That the RSS administrative budgets are in accordance with 45CFR Part 95, Subpart E, the county Cost Allocation Plan.”
- ◇ “That all requested salaries and fringe benefits for county administration and for services the county is proposing to deliver directly reflect the current county wage and benefit scales.”
- ◇ “That the county will comply with all statistical/fiscal reporting requirements on a timely basis.”
- ◇ “That RSS services will be provided in accordance with individual employability plans for each refugee and that such employability plans shall be, where applicable, part of a family self-sufficiency plan.”
- ◇ “That refugee women will have the same opportunities as refugee men to participate in all refugee funded services, including job placement services.”
- ◇ “That all services will be provided by qualified providers (public or private non-profit or for-profit agencies or individuals) in accordance with State and Federal regulations, policies and guidelines.”
- ◇ “That the county will establish client priorities for RSS funded services in accordance with 45 CFR 400.147.”
- ◇ “That RSS funds will be used primarily for employability services which directly enhance refugee employment potential, have specific employment objectives, and are designed to enable refugees to obtain jobs with less than twelve months’ participation in RSS funded services.”
- ◇ “That RSS services will be limited to refugees who have been in the U.S. 12 months or less.”
- ◇ “That the county will take into account the reception and placement services provided by resettlement agencies in order to assure the provision of seamless services that are not duplicated.”

- ◇ “That to the maximum extent feasible RSS funded services must be provided in a manner that includes the use of bilingual/bicultural women on service agency staffs to ensure adequate service access by refugee women.”
- ◇ “That to the maximum extent feasible RSS funded services must be provided in a manner that is culturally and linguistically compatible with a refugee’s language and cultural background.”
- ◇ “That nonexempt RCA clients will be required to participate in employment services within 30 days from receipt of aid.”
- ◇ “That the county will use California Work Opportunity and Responsibility to Kids (CalWORKs) single allocation funding to serve refugee CalWORKs clients, especially for supportive services (i.e., childcare, transportation, etc.)”

XII. HUMAN SERVICES AGENCY COMMISSION RESOLUTION

HSA Commission approval of the County Plan will be sent when receipt (usually as the approved meeting minutes).

XIII. RACIAL IMPACT EQUITY ASSESSMENT

In accordance with the ORR Equity Action Plan released August 31, 2022, and the California Governor Newsom Executive Order N-16-22

- A) *Engagement of stakeholders that are representative of the refugee community being served:* HSA engaged members of the refugee community in the Community Stakeholder Meeting described later in this Plan. The meeting occurred 8/22/23 and featured comments by a Ukrainian participant in the English Language Training program. HSA also participates in the San Francisco Coalition of Asylee, Immigrant, and Refugee Services (SF-CAIRS) group, which meets quarterly and includes stakeholders representing community-based organizations which serve various immigrant refugee populations.
- B) *Identification and documentation of racial inequities through qualitative and quantitative measures:* HSA is currently collecting racial demographics and is in process of analyzing data to identify inequities.
- C) *Efforts made towards advancing equitable outcomes for all racial and ethnic groups:* HSA is developing various ways for staff to learn about and engage in HSA's racial equity work in order to increase our internal capacity to lead with equity in all the work that we do.
- D) *Methods for identification of success and progress:* We will develop new reports to examine measures by racial and ethnic composition to determine if there are disparities between subpopulations. If disparities are identified, we will first bring internal stakeholders together to discuss findings and brainstorm ways to address them. We may also conduct surveys and interviews with external stakeholders to obtain additional insights and ideas.

XIV. SAN FRANCISCO COUNTY CONTRACTED REFUGEE SERVICES FLOW

County Flow of Clients from Application to Employment Services

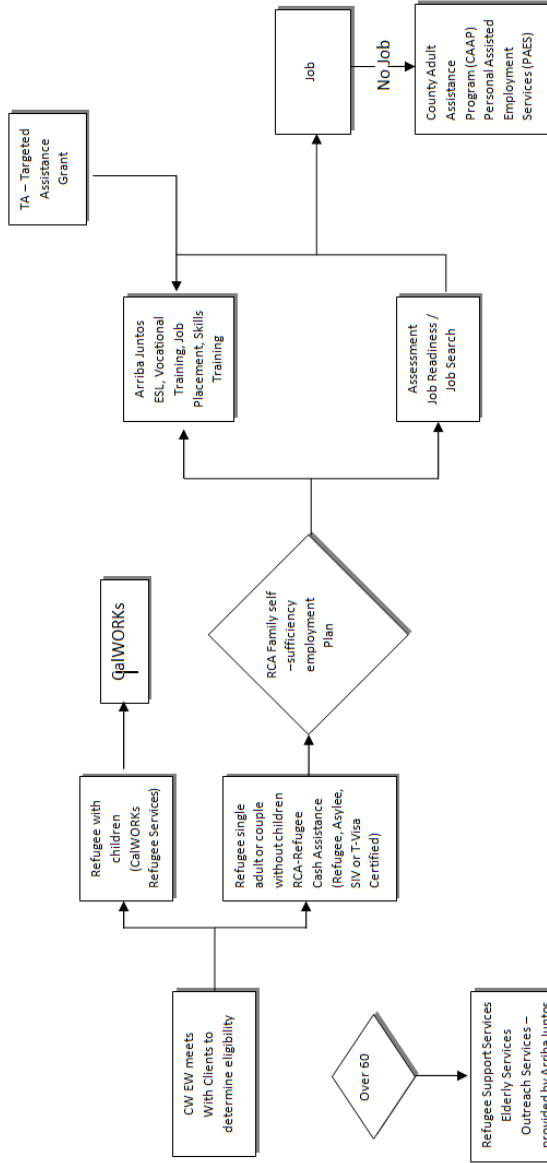
- ⇓ All applicants are screened for language needs services upon entry to the building at check-in, initial phone conversation, or indicated in the online portal. Services to non-English speakers are provided:
 - Staff members fluent in the language the client indicated as their preferred language of use, if available;
 - The language line phone service for non-confidential information and arranging further interpretation services;
 - Interpreters scheduled by the City and County; and/or
 - Interpreters brought by the individual seeking aid, dependent on client approval and certain age limitations.
- ⇓ The reception desk receives all applications from every method of delivery (in-person, phone, and online) to process them.
 - For online applications: The reception clerk contacts client via phone and sets an appointment with client for an eligibility worker to conduct interview via phone.

- For phone applications: Reception clerk contacts client via phone to complete application on client's behalf and sets an appointment with client for an eligibility worker to conduct interview via phone.
- ⇓ Clients are scheduled for appointments between 8:30AM – 12:00 PM or 1:00 - 4:00 PM in our appointment system and a ticket is created for the appointment.
- ⇓ An Eligibility Worker (EW) pulls ticket the date of the appointment after receiving assignment from supervisor (based on language needs when applicable), conducts interview, collects necessary information from client to accurately disposition benefits for programs requested, and informs client of any pending required verifications with instructions on how to provide those verifications back to us.
 - All documentation requirements follow current guidance from CDSS regarding COVID-19 flexibility waivers, for the duration the guidance remains active
- ⇓ Client's ticket is routed to RCA Duty Worker Employment Specialist.
- ⇓ EW sends an email to Employment Specialist (ES) Supervisor informing of the completion of the interview and requesting to assign an ES to the case.
 - ES contacts client and completes an appraisal to determine client's activity or to provide exemption/good cause flexibilities, if needed.
- ⇓ If client is required to participate in employment services, ES makes a Referral to the provider (AJ or WDD), as well as the option to do Cell-ED. Individual Training Program Referrals are also made, if appropriate.
 - Service provider allows for in-person, phone, and online options to enable the highest level of participation possible, under current restrictions due to COVID-19
- ⇓ Once EW completes all necessary eligibility steps (within 30 days Max) case is approved and transfer to either same ES who completed appraisal or next ES on rotation, after all CalWIN Employment and supportive services are issued.

NOTE: All EW's and ES's are following all waivers and new BP implemented by state and county due to COVID-19. Our County has developed a document called "C19 Staff Guidance" which is updated weekly with any new guidance or waivers we may receive from state.

County of San Francisco Refugee Services Flow

October 5, 2018



Timeline for Refugee Services up to 5 years

Refugee Support Services Elderly Services Outreach Services provided by Arriba Juntos

San Francisco County Contracted Refugee Service Provider Contact Information

San Francisco County Contracted Refugee Service Providers Contact Information				
Agency Name & Location	Contact Information	Refugee Clients Aid Type	Refugee Funding Source & Amounts*	Type of Services Offered by each Refugee Funding Source
<p>Arriba Juntos 1850 Mission St. San Francisco, CA 94103 PH (415) 487-3240 FX (415) 863-9314 www.arribajuntos.org</p>	<p>Dalila Ahumada Director dahumada@arribajuntos.org PH (415) 487-3245</p> <p>Patricia Melgar Case Manager Coordinator PH (415) 551-1963 pmelgar@arribajuntos.org</p>	<p>01</p>	<p>Refugee Social Services (RSS)</p>	<p>Employment Services Language Assistance Services Work-Related Acculturation Job Readiness Job Development Assistance Job Retention Career Advancement</p> <p>Skills Training Internship/work experience Language Assistance Services Work-Related Acculturation Job Readiness Job Development Assistance Job Retention Career Advancement</p> <p>Social Adjustment Services Intensive Acculturation Services</p>

*Individual Referral (IR) is a method for procuring and paying for employment and training services on a per person basis. An Individual per client Training/Job Placement fee rate is established with the service provider. The fee includes trainee's supplies, books, uniforms, tools, State Examination fee, and State License fee. Payments are made for the achievement of benchmarks as follows: Enrollment, Completion & Placement.

San Francisco Refugee Services Community Meeting Agenda, Sign-In Sheet, and Meeting Minutes.



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Benefits
and Family Support**

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

Community Stakeholder Meeting: County Refugee Plan

San Francisco Human Services Agency
3120 Mission Street
San Francisco, CA 94110

Tuesday, August 22, 2023

AGENDA

1. Welcome and Introductions
2. Updates and Current Initiatives
3. Presentation of San Francisco County Refugee Services Plan
4. Group Discussion/Q&A
5. Adjourn



London Breed
Mayor

Trent Rhorer
Executive Director

Community Stakeholder Meeting: County Refugee Plan
 San Francisco Human Services Agency
 3120 Mission Street

SIGN IN SHEET

Tuesday, August 22, 2023

NAME & Title	AGENCY	TELEPHONE	EMAIL
Cristelle Almendarez Cw Eligibility Supervisor	HSA	7-5850	gcristelle.almendarez@sf.gov
Tammy Marroquin Acting NW Admin Mgr	WDD		Tammy.marroquin@sf.gov
ANDRES MILLINGRAN Program Analyst	WDD	8-3118	AMOROS.MILLINGRAN@SF.HW.ORG
Christina Iwasaki Community Services mgr	USA	7-6261	christina.iwasaki@sf.gov
Cristy Dietrich	DPH	6-7427	Cristy.dietrich@sfph.org
Dania Moroz	AS	415-487-3244	dmoroz@carribojuntos.org
Olena Averbach	AJ participant in RBL program	628 628 7052	averebach.olen@carribojuntos.org
Ana Ironina	AJ	415 430 1402	anironina@carribojuntos.org
Barbara Brown	AJ	415 487 3253	bbrown@carribojuntos.org

Community Stakeholder Meeting: County Refugee Plan
 San Francisco Human Services Agency
 3120 Mission Street

SIGN IN SHEET

Tuesday, August 22, 2023

NAME & Title	AGENCY	TELEPHONE	EMAIL
Ariana Rodriguez	Catholic Charities	415-678-9285	arodriguez@catholiccharities.org
Laura Vaudreuil	Refugee & (RFP) Immigrant Transitions	415-989-2151	laurav@reftrans.org
Luis Rochin	New course to Health Programs (DPH)	628 200 7653	luis.rochin@sfph.org
Emily Garcia	Catholic Charities	650-513-2416	egarcia@catholiccharities.org

Community Stakeholder Meeting: County Refugee Plan

San Francisco Human Services Agency
3120 Mission Street, Conference Room 13, San Francisco

August 22, 2023
1:30 – 3:00 p.m.

Present:

Arriba Juntos: Anna Ivonina, Barbara Brown, Daria Moroz, Olena Averbakh

Catholic Charities: Ariana Rodriguez, Emely Garcia

OCEIA: Richard Whipple

Refugee and Immigrant Transitions: Jane Pak, Laura Vaudreuil

SF-DPH: Newcomers Health Program – Cristy Dieterich, Luis Rochin, Sammi Truong

Family Mosaic Project – Violeta Garcia

SF-HSA: Andy Beetley-Hagler, Andrej Milivojevic, Christina Iwasaki, Giselle Almendarez, Tammy Marroquin

SFUSD/RISE-SF: Angelina Romano

I. Welcome/Introductions

Andy Beetley-Hagler, County Refugee Coordinator, welcomed the group to the meeting. All attendees introduced themselves and the agency they are affiliated with. Andy spoke to the reason for the meeting. HSA administers programs to assist refugees and other immigrant arrivals and receives federal funding through Refugee Support Services (RSS). These programs are set up to assist refugees, asylees, and victims of human trafficking in becoming financial self-sufficient through short-term employment services and English Language training. As a condition of receiving these funds, San Francisco County of Human Services Agency is required to consult the local refugee community every three years and incorporate input into a County Refugee Service Plan.

II. Updates

Luis Rochin from the Newcomers Health Program with the SF Department of Public Health gave an update about current Newcomers initiatives.

Andy began with a quick review of the history of refugee services, starting with the Refugee Act of 1980 that created the Refugee Resettlement Program (RRP) to provide for the effective resettlement of refugees in the U.S. and to assist them in achieving economic self-sufficiency as quickly as possible. The resettlement program has been administered by the Office of Refugee Resettlement (ORR) since 1980 as part of the Administration for Children and Families within the U.S. Department of Health and Human Services (DHHS). The last time HSA hosted a community meeting to review the County Plan, the RSS program had been updated to include all refugee funding. Since then, the City has seen a lot of changes, including the influx of arrivals from Ukraine over the last year and a half.

III. Presentation of San Francisco Refugee Service Plan

Andy introduced the Draft City and County of San Francisco County Refugee Service Plan for the FFY 2024-26.

III. Discussion/Input/Q &A

Question: Where can refugees apply for RCA, along with Medi-Cal and other programs?

Answer: Applications can be dropped off at any office, submitted online, or initiated over the phone, but for the most efficient and personalized service, especially for those with language and cultural barriers, we recommend going in person to the 170 Otis Street office for RCA/CalWORKs, 1440 Harrison Street for Medi-Cal, and 1235 Mission Street for CAAP.

Q: What are some barriers to success and reasons for clients dropping out of programs?

A: Childcare can be a barrier, although CalWORKs supports clients with childcare.

Q: How is HSA preparing for the expansion of Medi-Cal benefits to all Californians?

A: HSA is aware that starting January 2024, all Californians ages 26 to 49 with low incomes can enroll in Medi-Cal, regardless of immigration status. However, staff haven't received any specific policy updates or instructions regarding how this change will be implemented.

Q: It's difficult for new arrivals to understand all the benefits that are available and how to apply for them. Suggestion: have a chart that shows those with different immigration status how to apply. Service is not always best at 170 Otis St., do workers tell applicants about the Families Rising program for example?

A: Applicants are given information about the Families Rising program as part of their intake paperwork.

Q: How does the process work for those applying for benefits online?

A: Eligibility workers review the application and then go over it with the client, then schedule an appointment with client, which can be in-person or online.

Q: Does the Housing Assistance for Ukrainians involve navigation/housing search?

A: No, rental assistance is included, but not housing location or navigation. The funding is specifically for those coming from Ukraine, but RSS funding also allows other eligible participants to receive housing assistance as well.

Olena Averbakh, a participant in English Language Training at Arriba Juntos, spoke about her experience coming from Ukraine. She had been a teacher in her country, and she appreciated the staff at AJ who helped teach her English. She started ELT in January and can now speak English. She feels very fortunate to have been able to participate in AJ's programs free of cost.

The meeting was adjourned.

Minutes Submitted by Andy Beetley-Hagler and Andrej Milivojevic.