

SAN FRANCISCO HUMAN SERVICES COMMISSION

MINUTES
January 25, 2018 Regular Meeting

The regular monthly meeting of the Human Services Commission was held on Thursday, January 25, 2018, in the Ronald H. Born Auditorium at 170 Otis Street, San Francisco.

- MEMBERS PRESENT SCOTT KAHN, President
 JAMES MCCRAY, JR., Vice President
 RITA SEMEL
 PABLO STEWART, M.D.
 GEORGE YAMASAKI, JR.
- OTHERS PRESENT Trent Rhorer, Executive Director – Human Services Agency
 Krista Ballard, Executive Assistant to the Executive Director / Interim Secretary – Human Services Commission
 Noelle Simmons, Deputy Director – Economic Support and Self-Sufficiency
 Dan Kaplan, Deputy Director – Finance and Administration
 Other department staff and interested citizens
- ROLL CALL President Kahn called the meeting to order at 9:36 a.m. noting the Commission was present.
- AGENDA On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission adopted the agenda as posted
- MINUTES On motion by Commissioner Semel, seconded and unanimously carried, the Commission unanimously approved the minutes of the December 21, 2017 regular meeting as circulated.
- EXECUTIVE DIRECTOR'S REPORT Executive Director Trent Rhorer furnished an update regarding the State and City's budget processes, and program activities.
- FEDERAL UPDATES
- Potential Federal Government Shutdown and its impact on HSA programs: If a shutdown were to occur but only last a couple of weeks to a month, nothing would change, and we would continue to administer benefits as usual. If the shutdown were to extend for a number of weeks or months, CalFresh could be affected and the burden to continue the funding would be on the State, but this is not expected.
 - Reported step-up in potential Immigration and Customs Enforcement (ICE) raids, particularly in California, but we haven't seen anything yet. To ease concern among staff, we sent a memo out to reinforce HSA's protocol, which is: should ICE or any other law enforcement officials come to our offices seeking access to client information, they should be immediately redirected to our Investigations Division at 160 S. Van Ness Avenue. Meeting with the City Attorney's office today for further guidance.
- STATE 2018 BUDGET AND POLICY
- The Governor released his 2018-2019 budget, and it was as anticipated with small gains for Medi-Cal Administration Administration (\$55 million statewide and \$1.5 million in San Francisco) and 2011 Realignment, and small losses in CalWORKs single allocation and CalFresh, but it was mainly the same on existing programs.
 - CalWORKs: three funding areas that show the program is being looked at more creatively as a means to reduce family poverty. They were:
 - New home visiting program (almost \$27 million appropriation) – This would be optional for counties and would provide home visits through the use of public health nurses for first time parents in CalWORKs. This would be similar to what we do in our P500 program.
 - Diaper Assistance Program Bill – families with children under three years old can now receive \$30 per month, per child under three. This is similar to a program we already have in San Francisco.
 - Expanding eligibility criteria for housing assistance in CalWORKs to include women who are becoming homeless because they are fleeing domestic violence.
 - The State has created a task force around lifting children and families out of poverty that Executive Director Rhorer is participating in. The purpose of the task force is to come up with recommendations for the state. There have been two meetings in Sacramento so far.
- LOCAL
- Selection of Mark Farrell by the Board of Supervisors as Mayor until the special election in early June.
 - The Department of Homelessness and Supportive Housing (HSH) presented their strategic framework to HSA executive staff. The presentation included some ways in which HSA will be working with HSH, such as creating more access points for homeless single adults and adults with disabilities in the City. HSA will also be hiring a Benefits Linkages Manager soon who will continue our partnership with HSH in the Navigation Centers to connect individuals with HSA benefit programs.
- AGENCY
- Workforce Development Division
- Focused on the expiration of the ABAWD waiver in California and piloting mass recruitments for ABAWD and CalFresh individuals and families since mid-December. WDD is averaging approximately 20 participants each week, with over 100 participants since mid-December. Approximately one third of participants have been placed in jobs.
 - A former PST completed the Career Pathways Certificate program and got a full-time job at Arriba Juntos as a case manager. She is using her experience working with clients in the PST Work Study Program. She also continues to be a client representative at CalOAR.

CalWORKs

- Effective January 1, 2018, eligible CalWORKs recipients may receive a one-time \$500 incentive for the completion of a high school diploma or its equivalent, and/or a one-time education stipend of \$1,000 for enrollment in an education or training program leading to a certificate, an associate's, or a bachelor's degree as part of the new CalWORKs Educational Opportunity and Attainment (EOA) program.

County Adult Assistance Programs (CAAP)

- As part of continuous improvement efforts, CAAP Program Director and program analyst conducted a "Trauma Informed Systems Roadshow" in November and December to give all CAAP staff a platform to voice suggestions and areas for improvement – both for clients and for staff. Some of the new initiatives that have come out of those efforts include:
 - Extending service hours at the Service Counter so that we are now serving clients during the lunch hours;
 - A new intake case assignment system with the use of clerical staff and q-flow to ensure a higher level of fairness and efficiency in the distribution of cases;
 - An upcoming survey about internal communication among units in CAAP; and
 - A Rapid Improvement Event in the Health Services side of CAAP that targets consistency in processes, training, and services.

Family and Children's Services (FCS)

- At last month's Commission Meeting, Commissioners approved a contract modification to NCCD (National Council on Crime and Delinquency) to begin some case consultation and coaching for our hotline and leadership staff. Last week, FCS had its first demonstration and coaching sessions to begin implementation of the case consultation framework. We have begun full implementation of this at the hotline which includes our differential response providers.
 - Leadership will be identifying two program areas in each program to begin using this framework with an implementation date of February 12th.
 - For leadership, the implementation will include observation with coaching feedback to assist in improving the skills of the leadership team.

This change is important for the implementation Continuum of Care Reform, as it will reinforce the implementation of the child and family team framework at the social work staff level.

Administration

- Dan Kalamaras, HSA IT Director, is on loan to CalWIN as their Interim Director.

EMPLOYEE OF THE MONTH

President Kahn announced Kennia Rodriguez, Family and Children's Services Principal Clerk Supervisor, as the January 2018 Employee of the Month. The Commission recognized Kennia for her hard work overseeing a unit of eleven clerks who provide clerical support to specialized programs within the Family and Children's Services Division, as well as the instrumental role she played in developing the support systems infrastructure in the implementation of the Resource Family Approval Program. Kennia was presented an engraved desk clock and graciously accepted with thanks to all.

CONSENT CALENDAR

On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission ratified actions taken by the Executive Director since the December 21, 2017 regular meeting in accordance with Commission authorization of January 25, 2018:

1. Submission of requests to encumber funds in the total amount of \$446,913 for purchase of services or supplies and contingency amounts;
2. Submission of 6 temporary positions for possible use in order to fill positions on a temporary basis;
3. Submission of report of 37 temporary appointments made during the period of 12.6.17 thru 1.12.18.

DEPARTMENT OF HUMAN SERVICES PROPOSED BUDGET

Finance and Administration Deputy Director Dan Kaplan presented on the process for the development of the Department of Human Services' proposed budget for fiscal years 2018-2019 and 2019-2020. No action was requested of the Commission at this time. Presentation of the final proposed budget to the Commission will occur at the February 14, 2018 Special Meeting.

INSTITUTO FAMILIAR DE LA RAZA

Family and Children's Services Program Support Analyst Arata Goto presented the request to modify the grant agreement with Instituto Familiar de La Raza.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission granted authorization to modify the grant agreement with INSTITUTO FAMILIAR DE LA RAZA to provide Differential Response Coordination Services for the period of January 1, 2018 to June 30, 2019, in an additional amount of \$152,658 plus a 10% contingency for a total grant amount not to exceed \$700,973

HOMELESS PRENATAL PROGRAM

Family and Children's Services Program Support Analyst Arata Goto presented the request to modify the grant agreement with Homeless Prenatal Program.

In response to a question from Commissioner Semel regarding whether there is any data to indicate how successful these programs are, the Homeless Prenatal Program Manager in charge of the HSA contract confirmed that they have seen the programs be successful. She also indicated that the program keeps track of the mother and child at three months and six month and also invites them to groups and classes.

In response to a question from President Kahn regarding what one thing they would wish to change with the program be, the Homeless Prenatal Program Manager indicated that more staffing would be beneficial to work with the homeless moms.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission granted authorization to modify the grant agreement with HOMELESS PRENATAL PROGRAM to provide New Beginnings and Family Treatment Court Programs for the period of January 1, 2018 to June 30, 2020, in an additional amount of \$768,688 plus a 10% contingency for a total grant amount not to exceed \$2,686,428.

ARRIBA JUNTOS

Welfare to Work Community Services Manager Christina Iwasaki presented the request to enter into a new grant agreement with Arriba Juntos.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission granted authorization to enter into a new grant agreement with ARRIBA JUNTOS to provide Employment Services to Formerly and Currently At-Risk Homeless Individuals; during the period of February 1, 2018 through June 30, 2021; in the amount of \$1,254,275 plus a 10% contingency for a total amount not to exceed \$1,379,702.

COMMUNITY HOUSING
PARTNERSHIP

Welfare to Work Community Services Manager Christina Iwasaki presented the request to enter into a new grant agreement with Community Housing Partnership.

On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission granted authorization to enter into a new grant agreement with COMMUNITY HOUSING PARTNERSHIP to provide Employment Services to Formerly and Currently At-Risk Homeless Individuals; during the period of February 1, 2018 through June 30, 2021; in the amount of \$1,161,667 plus a 10% contingency for a total amount not to exceed \$1,277,834.

EPISCOPAL
COMMUNITY
SERVICES OF SAN
FRANCISCO

Welfare to Work Community Services Manager Christina Iwasaki presented the request to enter into a new grant agreement with Episcopal Community Services of San Francisco.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to enter into a new grant agreement with EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO to provide Employment Services to Formerly and Currently At-Risk Homeless Individuals; during the period of February 1, 2018 through June 30, 2021; in the amount of \$1,367,400 plus a 10% contingency for a total amount not to exceed \$1,504,140.

GOODWILL

Welfare to Work Community Services Manager Christina Iwasaki presented the request to enter into a new grant agreement with Goodwill.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to enter into a new grant agreement with GOODWILL to provide Employment Services to Formerly and Currently At-Risk Homeless Individuals; during the period of February 1, 2018 through June 30, 2021; in the amount of \$824,848 plus a 10% contingency for a total amount not to exceed \$907,333.

ELECTION OF
OFFICERS

On motion by Commissioner Semel, seconded and unanimously carried, the Commission elected Scott Kahn as Human Services Commission President, commencing February 1, 2018.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission elected James McCray, Jr. as the Human Services Commission Vice President, commencing February 1, 2018.

PUBLIC COMMENT

President Kahn's call for public comment yielded a response from Nancy Cross representing Healthy Seniorhood who advocated it be considered in the budget to do away with the current shelter arbitration and eviction process.

PUBLIC MEETING
ADJOURNED

On motion by Commissioner Semel, seconded and unanimously carried, President Kahn adjourned the meeting at 11:18 a.m.



Krista Ballard, Interim Commission Secretary
Human Services Commission