

SAN FRANCISCO HUMAN SERVICES COMMISSION  
M I N U T E S  
August 24, 2017 Regular Meeting

The Human Services Commission held a regular meeting on Thursday, August 24, 2017, 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 Trent Rhorer / Interim Secretary – Human Services Commission  
                                 Sylvia Deporto, Deputy Director – Family and Children’s Services  
                                 Daniel Kaplan, Deputy Director – Finance and Administration  
                                 Noelle Simmons, Deputy Director – Economic Support and Self Sufficiency  
                                 Susie Smith, Deputy Director – Planning and Policy  
                                 Other department staff and interested citizens
- ROLL CALL              President Kahn called the meeting to order at 9:34am, noting the Commission was present.
- AGENDA                 On motion by Commissioner Stewart, seconded and unanimously carried, the Commission adopted the agenda as posted.
- MINUTES                On motion by Commissioner Semel, seconded and unanimously carried, the Commission approved the minutes of the June 21, 2017 special meeting as circulated.
- AUGUST 2017  
EMPLOYEE OF THE  
MONTH                  President Kahn presented the Aisha Lusk, Family & Children’s Services Unit Supervisor as the Commission’s August 2017 Employee of the Month. The award recognizes Aisha as an exemplary supervisor who has demonstrated her ability to lead a unit that maintains the spirit of cooperation, partnership, and a commitment to continuous improvement. Under her leadership, Aisha’s unit maintains all compliance best practices while keeping the focus on delivering high-quality services to families. Aisha Lusk was presented an engraved desk clock and graciously accepted with thanks to all.
- EXECUTIVE DIRECTOR’S  
REPORT                 Executive Director Trent Rhorer furnished an update re the State and City’s budget processes and program activities.
- Human Services Commission Secretary, Louise Rainey, resigned effective August 15, 2017. Krista Ballard, Executive Assistant to Executive Director Trent Rhorer, will temporarily serve as Commission Secretary until someone is hired to serve as both Executive Assistant and Commission Secretary, at which point Krista will move to the Communications team.
- Federal Level: ACA repeal failure – we will be tracking efforts to administratively undermine ACA and will be working with our federal lobbyists
- The Board of Supervisors has been on Recess, returning September 5, 2017.
- Update on State Bills:
- SB 282, which grants Able-Bodied Adults Without Dependents (ABAWDS) a waiver of the limit to 3 months of CalFresh benefits in a 3-year period unless that participant has met specified work participation requirements, allows counties participating in CalFresh E&T to offer subsidized employment to ABAWDS, and allows use of CalWORKs dollars to provide subsidized employment for non-custodial parents of children on CalWORKs, passed the Senate and passage is looking likely in the Assembly.
  - AB 236, which expands the CalWORKs Homeless Assistance program, has been held on Senate Appropriations Committee Suspense File.
- HSA Communications has been working on the redesign of our public-facing website. Staff will receive a notification next week with access to the new website and a pulse survey. We will also be previewing the site to our community partners. Launch is scheduled for late October.
- Economic Support and Self-Sufficiency Programs:
- New CalFresh Waivers: The state recently secured federal approval of two (2) waivers that will increase CalFresh benefits and decrease discontinuances for highly vulnerable households comprised of seniors and persons with disabilities.
    - Currently, all CalFresh households with older adults or people with disabilities have a 24-month certification period and can deduct monthly medical expenses over \$35. Starting in October, a CalFresh waiver will give a “Standard Medical Deduction” of \$120 to these households, as long as their monthly medical expenses exceed \$35.
    - A second waiver will allow certain households with older adults or people with disabilities with no earned income to skip the recertification interview and have a longer 36-month certification period
  - JobsNOW! and CalWORKs
    - 2,558 Job placements in Fiscal Year 2016-2017 and 20,311 since inception.
    - 128 families in CalWORKs HSP currently receiving service. 12% of families were housed in San Francisco and 88% were housed outside of the City
    - JobsNOW! program was recognized at National Association of Welfare Research and Statistics Conference in Pennsylvania. Presentations were made by HSA staff and MDRC staff on the success of the program.
  - CAAP
    - Starting in September, WDD is expanding the Youth Employment Services (YES) Program to serve more 18-24 year old adults. CAAP has been meeting with WDD staff regularly to prepare for this expansion, ensuring that better handoffs occur between

programs. CAAP and WDD have mapped out new processes for getting all 18-24 year old youth referred to YES orientations so that they can hear about more robust educational and employment services.

- Also, CAAP is streamlining referral processes from eligibility workers and counselors in CAAP Health Services to WDD's language immersion program, Department of Rehab program, and Community Justice Program.
- Family and Children's Services (FCS)
  - In FCS, we continue to work very closely with DPH and Probation regarding the implementation of Continuum of Care Reform (CCR). The three agencies have scheduled meetings with our placement providers to further discussions regarding the types of children they are able to best serve, and their willingness to serve our higher-end youth on an emergency basis.
  - We are also working with the courts and our City Attorney to develop a seamless process for addressing the transfer of Medi-Cal payment responsibility across counties for children placed in other counties. At the regional level, we are engaging our Bay Area counties in discussions about the possibility of pooling resources to better meet the need for all three agencies to conduct Child and Family Team meetings.
  - In the near future, we will be working on the training of staff for implementation of the new Level of Care rates determinations for children placed in resource family homes.

In response to recent local and national events, Mayor is holding a Unite Against Hate Rally on Friday, August 25 at 12:00 pm in Civic Center Plaza. Announcement to staff to go out later today to encourage attendance.

- Commissioner Semel added that the San Francisco Interfaith Council is holding an Interfaith Gathering Against Hate on Friday, August 25 from 5:30 – 9:30pm at Congregation Emanu-El at 2 Lake Street, and an Interfaith Gathering for Peace on Saturday, August 26 at 12:30 – 1:30pm at Grace Cathedral at 1100 California Street.

#### CONSENT CALENDAR

On motion by Commissioner Semel, seconded and unanimously carried, the Commission ratified actions taken by the Executive Director since the June 21, 2017 special meeting in accordance with Commission authorization of August 24, 2017:

A. Ratified actions taken by the Executive Director since the June 21, 2017 Special Meeting in accordance with Commission authorization of August 24, 2017:

1. Submission of requests to encumber funds in the amount of \$0 for purchase of services or supplies and contingency amounts;
2. Submission of two temporary position for possible use in order to fill positions on a temporary basis;
3. Submission of report of 120 temporary appointments made during the period of 6.13.17 thru 8.15.17.

#### HOMELESSNESS AND SUPPORTIVE HOUSING FUND

Pursuant to Administrative Code Section 10.100.77(e), Senior Budget Analyst Emily Gerth Gibbs presented the Homelessness and Supportive Housing Fund: Fiscal Year 2016-2017 Report

Annual Public Hearing to Review Estimates of Revenues Allocated for Fiscal Year 2016-2017

In response to question from Commissioner Stewart, Executive Director Rhorer confirmed that, while the Department of Homelessness and Supportive Housing administers the Care Not Cash Program, HSA is still required by Ordinance to report savings from reductions in the homeless CAAP caseload and savings from CAAP grant reductions annually.

In response to question from Vice President McCray, Executive Director Rhorer confirmed that General Funds are used.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission adopted the findings regarding the Fiscal Year 2016-2017 Homelessness and Supportive Housing Fund savings of \$15,048,538 and the transmittal of the information to the Board of Supervisors and the Office of the Controller.

#### ANNUAL STATEMENT OF PURPOSE

Deputy Director Susie Smith presented the Fiscal Year 2017-2018 Annual Statement of Purpose as required under Charter Section 4.102.2.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission unanimously adopted the Annual Statement of Purpose for Fiscal Year 2016-2017. (See Attachment A)

#### SENECA FAMILY OF AGENCIES

Family and Children's Services Program Support Analyst Arata Goto presented the request to enter into a new grant with SENECA FAMILY AGENCIES.

On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission granted authorization to enter into a new grant with SENECA FAMILY AGENCIES for provision of Visitation and Transportation Services, during the period of July 1, 2017 through June 30, 2020; in the amount of \$1,040,010 plus a 10% contingency for a total grant amount not to exceed \$1,144,011.

#### SENECA FAMILY OF AGENCIES

Family and Children's Services Program Manager Liz Crudo presented the request to enter into a new grant with SENECA FAMILY OF AGENCIES.

In response to question from Commissioner Semel, Executive Director stated a primary reason children are placed in the East Bay is because of the preferred practice to place children with relatives whenever possible, and due to the cost of living, many are outside of San Francisco County.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission granted authorization to enter into a new grant with SENECA FAMILY AGENCIES for provision of East Bay Visitation Program; during the period of July 1, 2017 through June 30, 2020; in the amount of \$1,769,040 plus a 10% contingency for a total grant amount not to exceed \$1,945,944.

#### FIRST PLACE FOR YOUTH

Family and Children's Services Program Manager Robin Love presented the request to enter into a new grant with FIRST PLACE FOR YOUTH.

On motion by Vice President McCray, seconded and unanimously carried, the Commission granted authorization to enter into a new grant with FIRST PLACE FOR YOUTH for provision of Independent Living Skills Program; during the period of July 1, 2017 through June 30, 2020; in the amount of \$3,976,779 plus a 10% contingency for a total grant amount not to exceed \$4,374,457..

#### CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Family and Children's Services Program Director Sophia Isom presented the request to enter into and sign Agreement 16-5043 with CALIFORNIA DEPARTMENT OF SOCIAL SERVICES on behalf of the City and County of San Francisco.

Commissioner Stewart asked if the need for legal services is a common occurrence in the Resource Family Approval (RFA) program. Executive Director Rhorer stated this is to be determined once the RFA program is fully implemented, but that it is expected that appeals will be uncommon. Program

Director Sophia Isom agreed and noted that there have only been four denials and no recensions since implementing the program in 2014.

On motion by Vice President McCray, seconded and unanimously carried, the Commission granted authorization to enter into and sign Agreement 16-5043 between the CALIFORNIA DEPARTMENT OF SOCIAL SERVICES on behalf of the City and County of San Francisco to establish responsibility of the CDSS and the County in the provision and receipt of legal consultation and legal representation in administrative action appeals associated with Resource Family Approval (RFA) program.

BIT CALIFORNIA LLC dba  
DOCUMENT  
FULFILLMENT

Human Services Agency IT Director Dan Kalamaras presented the request to enter into a new contract with BIT CALIFORNIA LLC, dba DOCUMENT FULFILLMENT SERVICES.

In response to question from Commissioner Stewart regarding the origination of the annual cost of printing, Executive Director confirmed we are currently required by mandate to issue paper notices.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to enter into a new contract with BIT CALIFORNIA LLC dba DOCUMENT FULFILLMENT SERVICES (dfs) for the provision of CalWIN printing and mailing services; during the period of September 1, 2017 through June 30, 2022; in the amount of \$4,980,000 plus a 10% contingency for a total contract amount not to exceed \$5,478,000.

ARRIBA JUNTOS

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

On motion by Commissioner Yamasaki, seconded and unanimously carried, the Commission granted authorization to enter into a new grant with ARRIBA JUNTOS for the provision of Youth Employment Services; during the period of September 1, 2017 through June 30, 2020; in the amount of \$1,412,170 plus a 10% contingency for a total grant amount not to exceed \$1,553,387.

LARKIN STREET YOUTH  
SERVICES

Welfare to Work Community Services Manager Christina Iwasaki presented the request to enter into a new grant with LARKIN STREET YOUTH SERVICES.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to enter into a new grant with LARKIN STREET YOUTH SERVICES for the provision of Youth Employment Services; during the period of September 1, 2017 through June 30, 2020; in the amount of \$1,338,810 plus a 10% contingency for a total grant amount not to exceed \$1,472,690.

GIV NASSIRI

SF Benefits Net Operations Program Director Taninha Ferreira presented the request to modify the existing contract with GIV NASSIRI.

In response to question from Commissioner Stewart regarding approach to quality assurance, Program Director Ferreira confirmed SF Benefits Net Program has a Quality Assurance team, creates Corrective Action Plans, and conducts staff trainings.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission granted authorization to modify the existing contract with GIV NASSIRI for the provision of CalFresh Accuracy Consulting; for the period of July 1, 2017 through March 31, 2018; in an additional amount of \$112,500 plus a 10% contingency for a new total contract amount not to exceed \$371,250.

JON SNOW, INC.

Item K withdrawn by program and continued to next month's meeting.

TRIPSPARK  
TECHNOLOGIES

Family and Children's Services Program Support Analyst Arata Goto presented the request to enter into a new contract with TRIPSPARK TECHNOLOGIES.

On motion by Vice President McCray, seconded and unanimously carried, the Commission granted authorization to enter into a new contract with TRIPSPARK TECHNOLOGIES for provision of Demand Response Transportation Management and Scheduling software and services for Family and Children's Services (FCS) Human Services Technicians; during the period of September 1, 2017 through August 31, 2019; in the amount of \$117,564 plus a 10% contingency for a total contract amount not to exceed \$129,320.

PUBLIC COMMENT

President Kahn's call for public comment did not yield a response.

PRESIDENT KAHN  
REQUEST FOR  
DISCUSSION AMONG  
COMMISSION MEMBERS

President Kahn requested discussion among Commission Members regarding potential public communication from the Commission in response to recent events, riots, and divisive rhetoric taking place in San Francisco and across the country which go against the values of the City and Commission. Discussion ensued regarding possible approaches.

On motion by Vice President McCray, seconded and unanimously carried, the Commission agreed to adjourn in solidarity and support what the City is doing to reaffirm the values of our Agency and stand together as a community.

ADJOURNMENT

President Kahn adjourned the meeting at 10:40 a.m.



Krista Ballard, Interim Secretary  
Human Services Commission