

SAN FRANCISCO HUMAN SERVICES COMMISSION

MINUTES

September 23, 2021 Regular Meeting

The regular meeting of the Human Services Commission was held on Thursday, September 23, 2021 virtually & telephonically pursuant to the Governor's Executive Order N-29-20 and the Twelfth Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency dated February 25, 2020.

MEMBERS PRESENT REMOTEY (VIA ZOOM)	SCOTT KAHN, President JAMES MCCRAY, JR., Vice President RITA SEMEL DARSHAN SINGH GEORGE YAMASAKI, JR.
OTHERS PRESENT REMOTEY (VIA ZOOM)	Dan Kaplan, Deputy Director – Finance and Administration Elizabeth LaBarre, Executive Assistant to the Executive Director / Secretary – Human Services Commission Joan Miller, Deputy Director – Family and Children's Services Susie Smith, Deputy Director – Policy and Planning Other department staff and interested citizens
ROLL CALL	President Kahn called the meeting to order at 9:36 a.m. noting the presence of all Commissioners.
AGENDA	On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission adopted the agenda as posted.
MINUTES	On motion of Commissioner Singh, seconded and unanimously carried, the Commission adopted the minutes of the August 26, 2021 Regular Meeting as circulated.
EXECUTIVE DIRECTOR'S REPORT	Deputy Director Dan Kaplan furnished an update regarding federal, state and local activities in Executive Director Trent Rhorer's absence.

**FEDERAL**

The Biden administration has proposed many programmatic changes, which are very substantial and progressive compared to anything in the recent past. The budget proposals are currently working their way through Congress. The proposals that affect SFHSA clients and programming include:

- (1) the extension of the Child Tax Credit (a \$300/month benefit per child under the age of six and \$250/month per child over the age of six, which has been a part of the pandemic response and the American Rescue Plan);
- (2) universal Pre-K for three- and four-year-olds, which provides a new child care benefit for working families. This plan will affect five million children and save the average family \$13,000 (this benefit is accessible to all income levels);
- (3) a higher education investment whereby community college is tuition-free for two years, Pell Grants are increased and historically Black colleges and universities receive more funding;
- (4) a federal paid and medical leave benefit; and
- (5) improved federal healthcare support, which adds dental, vision and hearing benefits to Medicare and lowers the eligibility age, and extends the enhanced

Affordable Care Act subsidies contained in the Democrats' American Rescue Plan so Affordable Care Act enrollees pay no more than 8.5% of their income. These changes will require a lot of political maneuvering. If passed, they will have a profound effect on the clients we serve.

SFHSA wants to ensure our clients are aware of and receive federal pandemic benefits we do not necessarily administer. For example, the Child Tax Credit is administered through the IRS and is determined based on tax filings. However, many families do not file taxes. The IRS posted a link for those households on their website but we are concerned that many families do not know about the credit or how to file for it. At the state level, the California Department of Social Services (CDSS) plans to send text, voice and email messages to CalFresh and CalWORKs households about the upcoming deadline to file a 2020 tax return and access tax credits. Locally, SFHSA's communications team developed a letter to let clients know about the Child Tax Credit along with a few other special programs currently available, including rental assistance, eviction prevention legal assistance, free COVID vaccination clinics and the expanded JobsNOW! program. The letter was mailed in English, Chinese, and Spanish to 1,000 FCS clients, 172,000 ESSS clients and almost 50,000 IHSS clients and providers. Clients will also receive texts and emails about these programs. The goal is to make sure the populations we serve actually receive the benefits to which they are entitled even though we do not administer all of the benefits.

Another example of a program not administered by SFHSA is financial assistance for San Francisco renters. The eviction moratorium ends September 30. Landlords can start evicting tenants for non-payment of rent starting October 1. The federal and state governments have provided a lot of funding to help renters. SF has about \$115M in funding to support paying rent arrears, which have accumulated because of the pandemic. However, it has been challenging to get the money to the appropriate tenants. SFHSA continues to encourage clients to apply.

## **STATE**

The state has significant, unanticipated increases above appropriations. Because of the influx of funding to many of SFHSA's programs, we are working on a supplemental budget request over the next month as we receive state guidance. The affected programs are:

- (1) Project Roomkey, a state program to fund the shelter in place (SIP) hotel system, is granting SFHSA \$32M. In San Francisco, there were 2,600 rooms for the homeless at the height of the pandemic. The emergency housing system has been federally funded by FEMA. However, the program will end soon. The responsibility for program management has been shifted from our Agency to the Department of Homelessness and Supportive Housing (HSH). SFHSA continues to be responsible for financial allocations.
- (2) The CalWORKs Housing Support Program (HSP) is slated to receive a large increase in funding. Eligibility requirements will be loosened so that not just homeless families but families at risk of becoming homeless receive assistance. The current annual allocation for this state program is close to \$7M. We anticipate that the state will allocate as much as \$12M annually for the next two fiscal years. We will find out the actual allocation in a few weeks.

(3) The Bringing Families Home (BFH) state program is receiving a ten-fold increase statewide over the next two fiscal years. The program assists families involved in the child welfare system with financial assistance and housing-related wraparound services in the pursuit of increased family reunification and lower use of foster care placements. The increased budget allows for expanded use of these funds on families at risk of becoming homeless and waives the county match requirement on these dollars. Initial estimates suggest that San Francisco's BFH allocation could rise from \$1.3M to as high as \$5M in each of fiscal years 2021-22 and 2022-23.

(4) San Francisco's allocation for HDAP (Housing and Disability Advocacy Program) will go from an annual \$1M to \$5.2M in fiscal years 2021-22 and 2022-23. This state program assists homeless individuals who may be eligible for SSI by providing housing assistance, SSI advocacy, case management and outreach. Clients receive a subsidy during the SSI application process, which can take anywhere from six months to two years. The budget permits expanded use of the funds to include homeless prevention, and waives the required county match on these dollars during this three-year expansion period. We are working internally and with HSH and community partners on the expansion plans.

(5) The HomeSafe program, which supports housing stability for Adult Protective Services (APS) clients in the Department of Disability and Aging Services (DAS), will receive a very large increase. The anticipated SF allocation is \$5M-\$9M to be spent through fiscal year 2024.

(6) The APS program in DAS will receive additional funding to expand services to adults 60 years and older (the current age is 65 years and older) beginning January 1, 2022. The primary population likely to meet the expansion criteria is unhoused older adults who are unable to care for themselves.

(7) The Universal Guaranteed Income Pilot program, which will require the most planning and development out of all of the expansion programs, will receive \$35M statewide over multiple years. San Francisco has already piloted several universal guaranteed income programs; this particular pilot targets young adults leaving the foster care system.

## **LOCAL**

Mayor Breed and the Office of Economic and Workforce Development (OEWD) are expanding CityBuild to serve twice the number of local residents over the next two years. CityBuild is a nationally recognized construction training program that provides career pathways for historically underserved San Francisco residents into the building and construction trades. The expansion to 600 participants will provide more opportunities for workers to learn in-demand skills, receive wraparound services and job placement assistance in the construction industry. About half of the participants are HSA clients, proving this is a good opportunity for the welfare-to-work program.

## **AGENCY**

### **ADMIN**

SFHSA employees were originally expected to return to the office, at a minimum of 40% of their schedule (two days per week) and depending on their positions, on September 13. That deadline was extended to November 1. With November 1 fast approaching, SF COVID rates declining and vaccinations on the rise, SFHSA leadership, HR and Facilities are working on the "return to office" plan.

Based on the City's vaccination policy, all City employees are mandated to be fully vaccinated by November 1. Currently, just over 90% of SFHSA employees are at least partially vaccinated. For the approximately 150 unvaccinated staff, HR is following up with each employee to remind them of the November 1 due date as well as answer any questions. There is a subset of unvaccinated staff who enter high-risk settings; they need be vaccinated two weeks earlier than the rest of the Agency. HR is prioritizing outreach to this group. As part of the vaccination promotion efforts, SFHSA collaborates with the Department of Public Health (DPH) to run vaccine clinics at SFHSA sites. Over 100 people received vaccinations so far from these clinics. They will remain open for the foreseeable future.

We are outfitting employees to work from both home and the office, which means we need to purchase more equipment to get to the point where most employees can work both remotely and in the office. We are installing plexi-glass and HEPA air filters in service areas. The custodial teams continue to follow strict cleaning procedures in all facilities, frequently disinfecting high touch areas.

A neighborhood update: the safe sleep site at the City College property, located across the street from the Agency's 2 Gough, 1650 Mission and 170 Otis offices, is being converted from 44 tents to 70 cabins beginning late fall.

## **ESSS**

### **WDD**

Last fiscal year, our JobsNow! program slowed significantly because of relaxed program work requirements, fewer available jobs, and clients—especially those with children—had more reasons to stay home. As a result, the JobsNow! program, which is built heavily around subsidized employment, was underspending. We proposed, and the Mayor supported, a significant shift of dollars to pandemic-focused programs for the end of the last fiscal year and into this fiscal year. These programs include:

- (1) The digital divide initiative has \$1M in funding to equip 1,000 clients with laptops or tablets, paired with digital literacy training and technical support. Digital literacy and connectedness have become more important during the pandemic.
  - (2) Over 3,900 households applied for the Working Families Credit and approximately 3,300 have been approved for payments so far. We essentially doubled the payment cycle on the Working Families credit.
  - (3) The COVID-19 Relief for Healthy SF Participants Program is a \$3M gift card program in partnership with the San Francisco Health Plan. Over 5,400 undocumented, low-income families who are clients of the Healthy San Francisco health care program received \$550 VISA gift cards.
  - (4) 431 undocumented families on CalWORKs received a \$2500 one-time benefit as they likely did not receive federal COVID-19 stimulus funds.
- As businesses and schools reopen and more people get vaccinated, the JobsNow! program is picking up pace. So far this fiscal year we have placed 340 participants in unsubsidized and subsidized jobs.

SFHSA has been working on a program to help us reach out to more people who qualify for a CalWORKs program called the diversion benefit. It is a one-time benefit for San Franciscans who qualify to be on CalWORKs but do not

participate for a multitude of reasons. There was a lot of talk of public charge and public charge anxieties, especially among immigrant communities, during the Trump administration. One of the good things about the CalWORKs diversion program is that it does not put participants at risk for public charge designation, which would complicate their efforts to obtain green cards and citizenship in the future.

Many SFHSA programs are coming out of policies implemented during the pandemic:

**CAAP**

Work and SSI counseling requirements that were relaxed during the pandemic will resume on October 1. CAAP is making a couple of changes to simplify and improve client services, including allowing aid to commence before attending a Triage (employability assessment) appointment and moving to a generic model for carrying clients whereby all carrying workers (staff who work with ongoing cases) can assist with all clients.

**SFBN**

SFBN is now cross training carrying staff in CalFresh and Medi-Cal in order to promote a more even distribution of workload, greater flexibility in staff assignments and, ultimately, better customer service. Training will occur in groups of 40 between now and March 2022. During the pandemic, the MediCal and CalFresh programs have been working under waivers that have collectively made it easier for clients to receive and continue benefits. In the CalFresh program, benefits were increased to existing clients and extended to additional populations (e.g., students). At present, it looks like most waivers will remain in place through the end of the calendar year, though some waivers such as waivers for ABAWD (Able Bodied Adult Without Dependents) work requirements are expected to remain until June of 2022. SFBN is in the planning phase of how to manage the end of waivers. At this point, we are awaiting directions from the federal and state governments.

**FAMILY & CHILDREN'S SERVICES (FCS)**

The major funding change in child welfare and, more specifically, FCS is the Families First Prevention Services Act, which will be presented by Liz Crudo and Joan Miller later in the meeting.

**Office of Diversity, Equity, Inclusion & Belonging (DEIB)**

Earlier this month, the Office of DEIB released its second quarterly racial equity newsletter. The newsletter highlighted cultural heritage months, diversity celebrations and progress on the Racial Equity Action Plan.

On September 13, the Office of DEIB in partnership with the Planning team launched an agency-wide racial equity survey. The purpose of the survey is to better understand staff experiences in the workplace and get feedback and opinions to guide racial equity activities and priorities.

The Office of DEIB is working with SFHSA's hiring team to implement best practices for selecting diverse, inclusive interview panels and strategies for mitigating bias in the interview process.

SFHSA is participating in the Department of Human Resources peer mediation pilot program. This program makes it possible for SFHSA staff to access mediation services to help resolve workplace conflicts. The peer mediators are

volunteer City staff from other City departments who have been trained as mediators.

Executive Directors Trent Rhorer and Kelly Dearman participated in a Listening Session with Racial Equity Work Group members where they shared their vision for the Agency's racial equity work and heard staff experiences and opinions about racial equity at the Agency. The event focused on ways to create a more inclusive organizational culture, support staff professional development and provide opportunities for staff to advance their careers within the Agency.

Commissioner Semel asked if there is implicit bias training currently available. Deputy Director Kaplan replied that there is City-provided implicit bias training annually for employees who serve on hiring panels. SFHSA's Office of DEIB is going to provide implicit bias training to management and commissioners. The Commission will be hearing a request for approval today from Asa King, DEIB manager, for a racial equity training contract.

EMPLOYEE OF  
THE MONTH  
AWARD

President Kahn announced SHAO-HONG LING, Computer Technician, IT, as the September 2021 Employee of the Month. The Commission recognized Shao for coming into the office throughout the entire pandemic to provide excellent customer service both in person and over the phone, and always striving for first call resolution. Shao was awarded an engraved desk clock.

CONSENT  
CALENDAR

On motion of Commissioner Singh, seconded and unanimously carried, the Commission approved and ratified actions taken by the Executive Director since the August 26, 2021 Regular Meeting in accordance with Commission authorization of September 23, 2021:

1. Submission of request to encumber funds in the total amount of \$22,030,043 for purchase of services or supplies and contingency amounts.
2. Submission of 11 temporary positions for possible use in order to fill positions on a temporary basis made during the period of 8/8/2021 to 9/9/2021.
3. Submission of 34 temporary appointments for possible use in order to fill positions on a temporary basis made during the period of 8/8/2021 to 9/9/2021.

FFPSA  
PRESENTATION

Joan Miller, Deputy Director, Family & Children's Services (FCS), and Liz Crudo, Program Manager, FCS, presented an overview of policy and workload updates for the Family and Children's Services department related to the implementation of the Family First Prevention Services Act (FFPSA). California must be compliant with federal law by October 1. However, the state has been slow to provide direction to localities. FFPSA was signed into law February 9, 2018. It expands federal resources that ultimately assist families whose children are at risk of removal stay together safely, ensure that children in foster care can live with a family, and improve access to high quality residential treatment. By October 1, new requirements for placements in congregate care facilities must be in place.

- ARRIBA JUNTOS Andy Beetley-Hagler, Community Services Specialist, Workforce Development Division, presented the request to renew the grant agreement with ARRIBA JUNTOS.
- On motion of Commissioner McCray, seconded and unanimously carried, the Commission approved the request to renew the grant agreement with ARRIBA JUNTOS for the provision of Virtual Tax Preparation Services; for the period of October 1, 2021 through June 30, 2024; in the amount of \$289,752, plus a 10% contingency, for a total grant amount not to exceed \$318,727.
- MISSION ECONOMIC DEVELOPMENT AGENCY Andy Beetley-Hagler, Community Services Specialist, Workforce Development Division, presented the request to renew the grant agreement with MISSION ECONOMIC DEVELOPMENT AGENCY.
- On motion of Commissioner McCray, seconded and unanimously carried, the Commission approved the request to renew the grant agreement with MISSION ECONOMIC DEVELOPMENT AGENCY for the provision of Virtual Tax Preparation Services; for the period of October 1, 2021 through June 30, 2024; in the amount of \$289,752, plus a 10% contingency, for a total grant amount not to exceed \$318,727.
- ARRIBA JUNTOS Andy Beetley-Hagler, Community Services Specialist, Workforce Development Division, presented the request to modify the existing grant agreement with ARRIBA JUNTOS.
- On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with ARRIBA JUNTOS for Refugee Benefits Linkages; for the additional period of October 1, 2021 through September 30, 2023; for an additional amount of \$180,940, plus a 10% contingency, for a total grant amount not to exceed \$388,682.
- SAN FRANCISCO-MARIN FOOD BANK Cathy Huang, Nutritionist, Food Coordination Group, presented the request to modify the existing grant agreement with SAN FRANCISCO-MARIN FOOD BANK.
- Sean Brooks, Chief Program Officer, San Francisco-Marin Food Bank (“Food Bank”), thanked SFHSA and the Commission for their continued support. The grant modification makes it possible for the Food Bank, comprised of 750 volunteers per week, to provide food to an additional 23,000 San Franciscans every week, including 7,000 recipients of the pantry-at-home delivery program. Even though COVID rates in San Francisco are dropping, the need for food support is increasing. 150 new participants per week visit the pop-up pantries. The Food Bank is bracing for demand to remain steady for years, as was the case during the Great Recession when the number of recipients peaked in 2010 (two years after the start of the recession). Participation rates never declined to pre-recession levels.
- Commissioner Semel noted her long-term connection to the Food Bank and support for the request.
- Commissioner Yamasaki reminded Ms. Huang that it is important to refrain from using the word “contract” if the request is a grant agreement.

On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with SAN FRANCISCO-MARIN FOOD BANK for the provision of the COVID-19 Food Assistance Program; for the period of October 16, 2021 through June 30, 2022; for an additional amount of \$6,750,000, plus a 10% contingency, for a revised total amount not to exceed \$24,504,508.

SAN FRANCISCO  
COMMUNITY  
COLLEGE  
DISTRICT

Karina Zhang, Program Support Analyst, Family & Children's Services, presented the request to modify the existing grant agreement with SAN FRANCISCO COMMUNITY COLLEGE DISTRICT.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with SAN FRANCISCO COMMUNITY COLLEGE DISTRICT for Title IV-E Training services; for the additional period of October 1, 2021 to September 30, 2022; for an additional amount of \$863,527, plus a 10% contingency, for a total amount not to exceed \$1,899,759.

ACCENTURE LLP

Asa King, Manager, Office of Diversity, Equity, Inclusion and Belonging, presented the request to enter into a new contract agreement with ACCENTURE LLP.

Commissioner McCray requested that the Commission receive an update about the racial equity training process during the April 2022 meeting. Commissioner Semel concurred. A progress report would be helpful. Asa King agreed to return for a follow-up presentation to the Commission. Asa reminded the Commissioners that they provide written monthly updates of Office of DEIB happenings.

Commissioner Yamasaki asked why there is no contingency to which Elizabeth Leone, Senior Contracts Manager, stated that for informal bids—an artifact of the bidding process—the total amount of the contract must be capped at \$129,000, leaving no room for contingencies.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to enter into a new contract agreement with ACCENTURE LLP for the provision of Racial Equity Training for HSA Executive Leadership; for the period of January 1, 2022 through March 31, 2022; for a total contract amount not to exceed \$129,000.

CODE42  
SOFTWARE, INC.

Alex Shoyket, Infrastructure Manager, Information Technology, presented the request to enter into a new contract agreement with CODE42 SOFTWARE, INC.

Commissioner McCray asked if the coverage includes every computer in the Agency, to which Mr. Shoyket responded no, there are a certain number of licenses that will be applied to senior management accounts subject to litigation holds.

On motion of Commissioner McCray, seconded and unanimously carried, the Commission approved the request to enter into a new contract agreement with CODE42 SOFTWARE, INC. for the provision of Data Risk and Protection Software; for the period of October 1, 2021 to September 30, 2024; in the



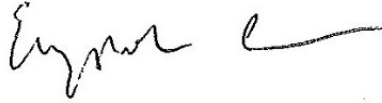
amount of \$150,000, plus a 10% contingency, for a total amount not to exceed \$165,000.

PUBLIC  
COMMENT

President Kahn's call for public comment yielded no responses.

ADJOURNMENT

President Kahn adjourned the meeting at 11:20am.



Elizabeth LaBarre, Commission Secretary  
Human Services Commission

Posted: October 12, 2021