

SAN FRANCISCO HUMAN SERVICES COMMISSION  
M I N U T E S  
August 22, 2019 Regular Meeting

The regular monthly meeting of the Human Services Commission was held on Thursday, August 22, 2019 in the Ronald H. Born Auditorium at 170 Otis Street, San Francisco.

- MEMBERS PRESENT     SCOTT KAHN, President  
                                 JAMES MCCRAY, JR., Vice President  
                                 RITA SEMEL  
                                 DARSHAN SINGH  
                                 GEORGE YAMASAKI, JR.
- OTHERS PRESENT     Trent Rhorer, Executive Director, Human Services Agency  
                                 Noelle Simmons, Deputy Director – Economic Support and Self-Sufficiency  
                                 Elizabeth LaBarre, Executive Assistant to the Executive Director / Secretary – Human Services Commission  
                                 Dan Kaplan, Deputy Director – Finance and Administration  
                                 Other department staff and interested citizens
- ROLL CALL             President Kahn called the meeting to order at 9:38 a.m., noting that four of the five Commission members were present. Commissioner Yamasaki was delayed and would be joining the meeting shortly.
- AGENDA                On motion of Commissioner Semel, seconded and unanimously carried, the Commission adopted the agenda as posted.
- MINUTES               President Kahn determined that a motion on the previous meeting’s minutes needed to be delayed until Commissioner Yamasaki’s arrival as he was one of three Commissioners in attendance at the Regular Commission meeting on June 27, 2019; in order to achieve a quorum, his vote is essential.
- EXECUTIVE  
DIRECTOR’S REPORT     Executive Director Trent Rhorer furnished an update regarding federal, state, and local activities.

FEDERAL UPDATES

The Public Charge rule was finalized and goes into effect October 15. The rule does not impact eligibility but it expands the types of benefits that can be used against applicants for green cards and individuals entering the country. The benefits that will be newly considered are CalFresh, MediCal (except for emergency services and other exceptions) and Federal housing assistance. Cash aid programs like CAAP and CalWORKS are already considered under the existing Public Chare rule. The rule is not retroactive. Current or previous use of benefits will not count against anyone applying for a green card before October 15. The rule change does not impact very many people, however, we are seeing a chilling effect whereby low-income immigrant families are forgoing critical health and nutrition benefits that they are entitled to out of fear that using these benefits will be used against them even though the rule is not retroactive. Out of 88,000 individuals who have noncitizens in their households, only a few hundred are directly impacted by the new rule. Many people are exempt such as refugees, asylees, survivors of domestic violence, etc. Unfortunately, the chilling effect is real. We have measured a 25% decrease in CalFresh caseload among households with noncitizens since Trump was elected. San Francisco and Santa Clara counties have joined forces to file a lawsuit against the rule. Our caseload data made the case for San Francisco impacts. We are working on an injunction for October 15. In addition to the lawsuit, we submitted a formal statement along with the Mayor’s Statement. We continually update our website and social media accounts, and internally relay consistent messaging in staff emails and trainings. We are developing postcards to mail to immigrant households. BayLegal is providing a Free Advice Line for public charge cases. We are telling clients to consult a City-approved, free community-based attorney before taking any immediate action or turning away from essential services. There is time before the rule takes effect.

There is a pattern with this Administration: changes are made through rulemaking instead of through Congress because [Trump] knows that they would never pass Congress. Another rule change the Administration hopes to enact is limiting SNAP/CalFresh eligibility. Current SNAP law includes a “broad-based categorical eligibility” option for states, which allows them to adjust SNAP eligibility to serve families with incomes modestly above 130 percent of the Federal Poverty Level (FPL), provided that their net income after shelter, childcare and other basic expenses is under 100 percent of FPL. The Department of Health and Human Services (HHS) currently lists its Poverty Guidelines at \$21,330 annually for a family of three; since the actual cost of living is significantly higher than the threshold, many states have chosen the categorical eligibility option, including California. The direct impacts to San Francisco are 3,600 individuals could lose CalFresh benefits and 18,000 SFUSD (San Francisco Unified School District) children at 53 schools could lose free meals. This eligibility limitation eliminates the ability for school districts to use receipt of CalFresh to automatically enroll children in the federal free school lunch and breakfast program. This is a huge deal for us with the high cost of living in San Francisco and California. The Administration tried to pass this through Congress via the Farm Bill, which failed so this is the alternate effort. We are submitting public comments in partnership with the City Attorney.

LOCAL

The Museums for All campaign is winding down. We will get numbers on how many clients took advantage of the program. We are hosting a screening of the HBO documentary film, “Foster” on August 28 at the Roxie Theater. The film crew follows kids and case workers in Los Angeles. They do a good job of showing both sides of the system: what the children in foster care go through and what the social workers and other support staff must navigate and endure. We paid a modest fee to HBO

in order to have the rights to show the movie with the intention of shedding light on how the foster care system operates. The Commission Secretary will make sure all of the Commissioners receive an invitation to the showing.

## PROGRAMS

### ESSS

#### SFBN - CalFresh & Medi-Cal

The big push right now in Economic Support & Self-Sufficiency is enrolling eligible SSI recipients in CalFresh. We are above state expectations and projections, at 40% of applications (about 18,000 individuals) for SSI Expansion, so we will be receiving more funding in January or February of 2020. We have five new outstations—located in neighborhoods with larger SSI recipient populations—in the City now taking applications. We will begin contacting SSI recipients who were formerly denied CalFresh to inform them they may now be eligible.

### WORKFORCE DEVELOPMENT

#### JOBSNOW!

JobsNOW! is now serving MediCal and CalFresh clients in addition to CalWORKs and CAAP clients. Since we started this program expansion six months ago, over 500 MediCal and CalFresh clients have engaged in JobsNOW! services, 111 of which are employed to date.

#### HSP (Housing Support Program)

We now serve over 400 clients. We are funded for 146 slots this fiscal year and adding a new provider. HSA is now partnering with Catholic Charities in addition to Hamilton Families to provide rapid rehousing services to CalWORKs families, which should help expedite placements into housing this fiscal year.

CalWORKs Home Visiting Program/Families Rising is a new initiative from Governor Newsom that provides home visiting for youth on public assistance. The program received an additional \$500,000 for FY19/20 above what was budgeted. We are exploring options for enhancing program services.

### FAMILY AND CHILDREN'S SERVICES (FCS)

The SIP (System Improvement Plan) strategies are being finalized and will most likely be presented at the next Commission meeting. We are on track to close the CPC (Child Protection Center) by November 1. The emergency placement pilot is now every day. It is about understanding the new process: placing children in emergency foster care homes instead of institutionalizing them. We are embarking upon a big resource family recruitment campaign in the fall. Mr. Rhorer urged the Commissioners to reach out to their networks to spread the word that resource families (foster parents) are in demand.

### EMPLOYEE OF THE MONTH

President Kahn announced QUESTA CHIEM, Eligibility Supervisor/Special Projects, CAAP, as the August 2019 Employee of the Month. The Commission recognized Questa for many contributions including her willingness to step in wherever needed, such as taking on supervisory duties during colleague absences. Questa was awarded an engraved desk clock, which she graciously accepted with thanks to all. Guests present in support of Questa included her husband, Vinson, her son, Jonathan, her daughter, Hilary, Hilary's new baby Nathan and a full auditorium of CAAP colleagues.

### CONSENT CALENDAR

On motion of Vice President McCray, seconded and unanimously carried, the Commission approved and ratified actions taken by the Executive Director since the June 27, 2019 Regular Meeting in accordance with Commission authorization of August 22, 2019:

1. Submission of requests to encumber funds in the total amount of \$45,698,148 for purchase of services or supplies and contingency amounts.
2. Submission of 2 temporary position(s) for possible use in order to fill positions on a temporary basis made during the period of 6/12/19 to 7/11/19.
3. Submission of 2 temporary position(s) for possible use in order to fill positions on a temporary basis made during the period of 7/12/19 to 8/12/19.
4. Submission of report of 30 temporary appointment(s) made during the period of 6/12/19 to 7/11/19.
5. Submission of report of 40 temporary appointment(s) made during the period of 7/12/19 to 8/12/19.

Commission Secretary Elizabeth LaBarre noted three agenda updates in the Action Items section of the Agenda:

1. The fiscal year listed in item A is incorrect: it should read 2018-2019 (not 2019-2020).
2. Item C on the agenda is postponed until next month's meeting and will not be presented in today's meeting.
3. Rob Eickwort will present item D. instead of Natalie Toledo.

### HOMELESSNESS AND SUPPORTIVE HOUSING FUND

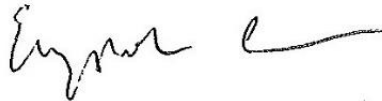
Kaitlyn Rourke, Principal Budget Analyst, presented the Homelessness and Supportive Housing Fund: Fiscal Year 2018-2019 Report pursuant to Administrative Code Section 10.100-77(e). The Commission Secretary distributed an updated Board memo for the Commissioners' packets with the correct fiscal year date. The updated Board memo was posted after the Commission meeting.

On motion of Vice President McCray, seconded and unanimously carried, the Commission adopted the findings regarding the Fiscal Year 2018-2019 Homelessness and Supportive Housing Fund savings of \$15,559,432 and approved the transmittal of the information to the Board of Supervisors and the Office of the Controller.

ANNUAL STATEMENT OF PURPOSE	<p>Executive Director Trent Rhorer, as an unanticipated substitute for Deputy Director Susie Smith, presented the Fiscal Year 2019-2020 Annual Statement of Purpose as required under Charter Section 4.102.2.</p> <p>On motion of Vice President McCray, seconded and unanimously carried, the Commission adopted the Annual Statement of Purpose for Fiscal Year 2019-2020.</p>
AT&T	<p>Rob Eickwort, Information Security Officer, presented the request to authorize a new contract agreement with AT&amp;T.</p> <p>On motion of Vice President McCray, seconded and unanimously carried, the Commission approved to enter into a new contract agreement with AT&amp;T to provide BOX access licenses and cloud content management; for the period of September 1, 2019 through June 30, 2022; for an amount of \$458,476, plus a 10% contingency, for a total amount not to exceed of \$504,322.</p>
ZORAH BRAITHWAITE	<p>Jennifer Williams, CAAP Fair Hearing Supervisor, presented the request to authorize a new contract agreement with ZORAH BRAITHWAITE.</p> <p>Commissioner Semel asked if Ms. Braithwaite had other work/another job to which Jennifer responded that she did not believe so. She is only aware that Ms. Braithwaite is a lawyer by training.</p> <p>On motion of Vice President McCray, seconded and unanimously carried, the Commission approved to enter into a new contract agreement with ZORAH BRAITHWAITE to provide part-time fair hearing officer services; for the period of July 1, 2019 through June 30, 2022; for an amount of \$178,500, plus a 10% contingency, for a total amount not to exceed of \$196,350.</p>
ICF, INCORPORATED	<p>Casey Schutte, Program Support Analyst, Family &amp; Children's Services, presented the request to enter into a new contract agreement with ICF, INCORPORATED.</p> <p>Commissioner Singh requested meeting the contractor (ICF staff). However, they were not present as the company is based on the East Coast. President Kahn then asked if it was necessary to work with a firm on the East Coast, is there not a local option. Johanna Gendelman, Contracts Manager, addressed the Commissioners, explaining the bidding process. Five companies bid for the contract, three of which were local. After going through the multi-phased bid evaluation process, ICF scored the highest. Executive Director Rhorer then explained the need for this service. The request for a child welfare case review was initiated due to findings related to hotline hold times and number of cases substantiated. After conducting an internal investigation, Family &amp; Children's Services (FCS) determined a need for outside review. FCS is asking the contractor to conduct a full analysis of the front-end of our child welfare system, from receipt of call on our hotline through each stage to [possible] investigation. A third party is needed for this very technical, sensitive work along with an expertise in child welfare law. The local nonprofit applicants did not demonstrate the necessary level of technical and legal proficiency. Casey Schutte added that while headquartered on the East Coast, ICF is a national company with local offices. President Kahn thanked Mr. Rhorer &amp; Mr. Schutte for the additional information.</p> <p>On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved to enter into a new contract agreement with ICF, INCORPORATED to provide a child welfare case review; for the period of August 12, 2019 to June 30, 2020; in the amount of \$99,845.</p>
MINUTES	<p>With the arrival of Commissioner Yamasaki, President Kahn requested a motion on the June 27, 2019 meeting minutes. On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission approved the minutes of the June 27, 2019 Regular Meeting as circulated.</p>
FAMILY BUILDERS BY ADOPTION	<p>Liz Crudo, Program Director with Family and Children's Services, presented the request to enter into a new grant agreement with FAMILY BUILDERS BY ADOPTION.</p> <p>On motion of Vice President McCray, seconded and unanimously carried, the Commission approved to enter into a new grant agreement with FAMILY BUILDERS BY ADOPTION for Performance Based Contracting; for the period of September 1, 2019 to June 30, 2020; in the amount of \$74,256.</p>
CATHOLIC CHARITIES/ST VINCENT SCHOOL FOR BOYS	<p>Liz Crudo, Program Director with Family and Children's Services, presented the request to enter into a new grant agreement with CATHOLIC CHARITIES/ST VINCENT SCHOOL FOR BOYS.</p> <p>On motion of Vice President McCray, seconded and unanimously carried, the Commission approved to enter into a new grant agreement with CATHOLIC CHARITIES/ST VINCENT SCHOOL FOR BOYS for Performance Based Contracting; for the period of September 1, 2019 to June 30, 2020; in the amount of \$113,689.</p>
MISSION ECONOMIC DEVELOPMENT AGENCY	<p>Andy Beetley-Hagler, Community Services Specialist, presented the request to enter into a new grant agreement with MISSION ECONOMIC DEVELOPMENT AGENCY.</p> <p>On motion of Vice President McCray, seconded and unanimously carried, the Commission approved to enter into a new grant agreement with MISSION ECONOMIC DEVELOPMENT AGENCY for a pilot program for Virtual Tax preparation; for the</p>

period of September 1, 2019 to June 30, 2020; in the amount of \$96,584, plus a 10% contingency, for a total amount not to exceed \$106,242.

- ARRIBA JUNTOS Andy Beetley-Hagler, Community Services Specialist, presented the request to enter into a new grant agreement with ARRIBA JUNTOS.
- On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved to enter into a new grant agreement with ARRIBA JUNTOS for a pilot program for Virtual Tax preparation; for the period of September 1, 2019 to June 30, 2020; in the amount of \$96,584, plus a 10% contingency, for a total amount not to exceed \$106,242.
- PUBLIC COMMENT President Kahn's call for public comment yielded no responses.
- PUBLIC MEETING  
ADJOURNMENT  
CLOSED SESSION At 10:50 a.m., President Kahn adjourned the public meeting.
- At 10:52 a.m., President Kahn convened the closed session as permitted by Government Code Section 54957 and San Francisco Administrative Code Section 67.10(b): Public Employee Evaluation – Human Services Agency Executive Director Trent Rhorer.
- RECONVENE IN OPEN  
SESSION  
VOTE At 10:58 a.m., President Kahn reconvened the public meeting into open session.
- On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission elected to disclose some of the closed session discussion, to-wit:
- Commissioner Semel noted that she was especially appreciative of Mr. Rhorer's work and progress on CCR (Continuum of Care Reform). On motion of Vice President McCray, seconded and unanimously carried, the Commission approved Executive Director Rhorer's progress and completion of department signature deliverables for FY18 - 19.
- On motion of Vice President McCray, seconded and unanimously carried, the Commission acknowledged receipt and review of the Department Head Performance Plan for FY19 - 20 and approved the drafted FY19 - 20 department signature deliverables contained within the plan and commended the progress [DHS] continues to make under Executive Director Rhorer's leadership.
- PUBLIC COMMENT President Kahn's call for public comment did not yield a response.
- ADJOURNMENT President Kahn adjourned the meeting at 11 a.m.



Elizabeth LaBarre, Commission Secretary  
Human Services Commission