



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DANIEL KAPLAN, DEPUTY DIRECTOR ADMINISTRATION AND FINANCE
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS DS
EZ

DATE: SEPTEMBER 17, 2021

SUBJECT: GRANT MODIFICATION: **ARRIBA JUNTOS (NON-PROFIT)** TO PROVIDE REFUGEE BENEFITS LINKAGES

GRANT TERMS	<u>Current</u>	<u>Modification</u>			
	10/1/18- 9/30/21	10/1/21- 9/30/23			
GRANT AMOUNT:	<u>Current</u>	<u>Modification</u>	<u>Contingency</u>	<u>Total</u>	
	\$172,407	\$180,940	\$35,335	\$388,682	
ANNUAL AMOUNT	<u>10/1/18- 9/30/21</u>	<u>10/1/21- 9/30/22</u>	<u>10/1/22- 9/30/23</u>	<u>Contingency</u>	<u>Total</u>
	\$172,407	\$90,470	\$90,470	\$35,335	\$388,682
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:		\$157,880	\$195,467	\$35,335	\$388,682
PERCENTAGE:		45%	55%		100%

The Department of Benefits and Family Support requests authorization to modify the existing grant with Arriba Juntos for an additional period of October 1, 2021 to September 30, 2023 and for an additional amount of \$180,940 plus a 10% contingency for a total amount not to exceed \$388,682. The purpose of grant is to link refugees, asylees, and trafficking victims resettled in San Francisco and its surrounding counties with local services and benefits that can improve their self-sufficiency.

Background

Recent data from U.S. Citizenship and Immigration Services indicates that there are 200,000 asylum applications pending in California. Over the previous two Federal Fiscal years, 1,038 asylum cases were approved in San Francisco County. The Human Services Agency (HSA) seeks to link these individuals to available refugee and self-sufficiency resources and services available throughout San Francisco County. The COVID-19 pandemic exposed a digital divide in San Francisco as well as nationwide, and HSA aims to support the refugee community to provide assistance with digital services.

Services to be Provided

Grantee will engage the community of government and community-based agencies to develop a list of current resources and contacts for refugees, promote relevant refugee services, and identify eligible clients. Grantee will make service and benefits referrals tailored to the clients' needs. These services will include but are not limited to language education and vocational training programs offered by various agencies in the Bay Area. Upon enrollment, Grantee will assess clients' digital literacy level and provide appropriate support services. Clients will also be referred to HSA intake for screening and possible enrollment in Refugee Cash Assistance (RCA), CalWORKs, CalFresh, and/or Medi-Cal. Grantee will connect this program's clients with workshops on social adjustment, cultural orientation, citizenship activities, and personal finance, among other services in the community.

Grantee will perform a minimum of 20 benefits linkage events to connect with refugees, asylees, trafficking victims, and/or individuals on Special Immigrant Visas every month. Over an annual period, 45 individuals referred through benefits linkages will enroll in HSA employment and training services, and will be provided case management services.

Selection

Grantee was selected through RFP 808, which was competitively bid in August 2018. Grantee was the sole respondent.

Funding

Funding for this grant is provided by State and Federal funds.

ATTACHMENTS

Arriba Juntos - Appendix A-1 – Services to be Provided

Arriba Juntos - Appendix B-1 – Budget

Appendix A-1
Refugee Benefits Linkages
Services to be provided by
Arriba Juntos
October 1, 2018 to September 30, 2023
Updated September 1, 2021

I. Purpose

The Grantee will provide benefits and services linkages to newly arrived refugees, asylees, and trafficking victims resettled in San Francisco County and its surrounding counties. The goal is to connect them to benefits and services at the Human Services Agency and community based organizations to help them achieve economic and socio-cultural self-sufficiency as soon as possible, by providing linguistically and culturally competent social adjustment services and referrals. Refugee identification will be focused on the San Francisco Unified School District, governmental agencies and community based organizations serving the target population in San Francisco and surrounding counties.

II. Definitions

Asylees	Individuals who travel to the United States as victims of persecution and then apply for asylum Note: Applicants for asylum are not eligible until asylum status is actually granted
CalFresh	Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
CalWORKs	California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
Grantee	Arriba Juntos
Non-aided refugees	Non-aided refugees who primarily have been in the United States for 60 months or less
HSA	Human Services Agency of the City and County of San Francisco, also the Department
Refugees	Individuals who are unable to return to their countries due to persecution or fear of persecution on account of race, religion, nationality, political opinion, or social group

Special Immigrant Visa (SIV)	Iraqis and Afghans who assisted or were employed by the U.S. Armed Forces with translation and interpreter services.
Trafficking and Crime Victim	Non-citizens who are certified victims of human trafficking (sexual exploitation or forced labor), domestic violence, or other serious crimes.
Unaccompanied Minors	Unaccompanied Alien Children (UAC) apprehended at the Southwest border by the Department of Homeland Security's (DHS's) Customs and Border Protection (CBP). When UAC receive eligibility letters from the federal Office of Refugee Resettlement they are eligible for federal benefits and services as human trafficking victims.
ZixCorp	An Email Encryption and Email Data Loss Prevention system

III. Target Population

Refugees, asylees, Special Immigrant Visa (SIV), Trafficking and Crime Victim, Non-aided refugees who primarily have been in the United States for 60 months or less, Unaccompanied minors who are victims of severe forms of trafficking and are under 18 years of age, and refugee seniors aged 60 and above.

IV. Description of Services

A. Intake and enrollment of Participants

1. Engage Bay Area County Agencies, City Departments including San Francisco Office of Civic Engagement & Immigrant Affairs (OCEIA), community based organizations, school district offices, schools, clinics, park and recreation departments, churches, agencies, daycares, etc. through site visits and attending meetings and special events, to identify and enroll clients, develop a list of current resources and contacts for refugees, and promote refugee services.
2. Through the intake process participants will be referred to HSA services including CalWORKs for families or Refugee Employment Services (Skills training/English language training) for single adults for enrollment and services.
3. Refer participants to HSA benefit programs such as CalFresh and Medi-Cal as warranted.
4. Clients eligible for the Refugee Employment Services (Skills training/English language training) programs with Grantee will be referred based on vocational goal, job readiness, and language level.
5. Refer Refugee seniors to existing mainstream resources and/or to obtain citizenship assistance services to increase their level of self-sufficiency, independence, and integration into the community.

B. Case Management Services

1. Plan and coordinate social adjustment and cultural orientation educational workshops.
2. Provide direct case management services to refugee clients and families.
3. Provide social adjustment linkages for refugee clients and families by assisting agencies and community based organizations to understand and effectively utilize available

services, such as providing education on the SFGH Refugee Clinic, skills training, management of personal finances, housing, health, education, human relations, conflict resolutions, cultural orientation, citizenship activities and family life issues.

4. Ensure effective coordination with project partners and other agencies.

V. Location and Time of Services

Services will be provided at 1850 Mission St., San Francisco, CA 94103.

Time of Services is Open Entry and program services are conducted Mon-Fri between the hours of 8:30AM to 5:00PM

VI. Service Objectives

A. On an annual basis, of individuals referred through the Refugee Benefits Linkages program, 45 will enroll in HSA employment and training services, and will be provided case management services.

B. On a monthly basis conduct a minimum of 20 benefits linkage efforts in the community to inform and enroll potential participants

VII. Outcome Objectives

A. 70% of the participants enrolled into educational/training programs or job readiness programs will complete the activity.

B. 60% of those participants who complete the educational/training or job readiness program will obtain employment within 90 days.

VIII. Reporting Requirements

Client Activity Reporting - establish and implement a process for recording, tracking, and reporting on clients' participation and progress in the Refugee Benefits Linkages Program. Grantee will submit monthly Contract reports summarizing progress on contract objectives to the Program Monitor.

- A. A detailed monthly spreadsheet of:
 1. all participants being referenced in the monthly summary report
 2. dates and sites of connector events
 3. Sign-up sheets of those attending connector events
 4. job title, employer, wage, hours per week and benefit information (health, dental) for all participants placed
- B. A monthly spreadsheet summarizing the activities for the month:
 1. Number of benefits linkage events attended for the month
 2. Number active or currently enrolled as of the first day of the month
 3. Number of new enrollments
 4. Number enrolled in a training/education or job readiness program
 5. Number completing the program
 6. Number exiting the program
 7. Number of participants who are placed in an unsubsidized or subsidized job
- C. Monthly Contract reports are due on the 10th day following the reporting month.
- D. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA or by using ZixCorp.

- E. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.
- F. Monthly, Quarterly and Annual Reports will be entered into the Contracts Management System known as Contract Administration, Reporting, & Billing Online (CARBON). Grantee will provide a monthly report of activities, referencing the tasks as described in the Service and Outcome Objectives. Grantee will upload the monthly report in the CARBON database by the 10th of the following month.
- G. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives. Grantee will enter the annual SOGI aggregate data in the CARBON database by the 10th of the month following the end of the program year.

For assistance with reporting requirements or submission of reports, contact

Andy Beetley-Hagler, Program Monitor
Welfare to Work Services
(415)557-5278
andy.beetley@sfgov.org

or

Leslie Lau, Contract Manager, GB11
Office of Contract Management
(415) 355-3697
leslie.lau1@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of documentation of client eligibility and reported client progress towards meeting service and outcome objectives, participant case files, training curricula, and program policies and procedures.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E	F
1	Appendix B-1, Page 1					
2						
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Contractor's Name			Contract Term		
6	ARRIBA JUNTOS			Oct 1, 2018 - Sept 30, 2023		
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod.		No. of Mod. 1			
9	Program: Refugee Benefits Linkages					
10	Budget Reference Page No.(s)					
11	Program Term	10/01/18-9/30/21	10/1/21-9/30/22	10/1/22-9/30/23	Total	
12	Expenditures					
13	Salaries & Benefits	\$165,593	\$87,360	\$87,360	\$340,313	
14	Operating Expense	\$6,814	\$3,110	\$3,110	\$13,034	
15	Subtotal	\$172,407	\$90,470	\$90,470	\$353,347	
16	Indirect Percentage (%)					
17	Indirect Cost (Line 16 X Line 15)					
18	Capital Expenditure					
19	Total Expenditures	\$172,407	\$90,470	\$90,470	\$353,347	
20	HSA Revenues					
21	Federal	\$172,407	\$11,530	\$11,530	\$195,467	
22	State		\$78,940	\$78,940	\$157,880	
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$172,407	\$90,470	\$90,470	\$353,347	
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$172,407	\$90,470	\$90,470	\$353,347	
37						
39	Prepared by:		Telephone No.:		Date	
40	HSA-CO Review Signature: _____					
41	HSA #1					

	A	B	C	D	E	F	G	H	I
1	Appendix B-1, Page 2								
2									
3									
4	Program Name:								
5	(Same as Line 9 on HSA #1)								
6									
7	Salaries & Benefits Detail								
8									
9									
10									
11		Agency Totals		For HSA Program		10/01/18-9/30/21	10/1/21-9/30/22	10/1/22-9/30/23	
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	For DHS Program Budgeted Salary	For DHS Program Budgeted Salary	For DHS Program Budgeted Salary	TOTAL
13	Outreach Worker/Case Manager	\$41,600	100%	100%	100%	\$119,827.00	\$41,600	\$41,600	\$203,027
14	Outreach Worker/Case Manager	\$41,600	100%	50%	50%		\$20,800	\$20,800	\$41,600
15									
16									
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22									
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26									
27									
28									
29									
30	TOTALS		2.00	1.50	1.50	\$119,827	\$62,400	\$62,400	\$244,627
31									
32	FRINGE BENEFIT RATE	40%							
33	EMPLOYEE FRINGE BENEFITS					\$45,766	\$24,960	\$24,960	\$95,686
34									
35									
36	TOTAL SALARIES & BENEFITS	\$0					\$87,360	\$87,360	\$340,313
37	HSA #2								

	A	B	C	D	E	F	G	H	I	J	K	L
1												Appendix B-1, Page 3
2												
3												
4	Program Name:											
5	(Same as Line 9 on HSA #1)											
6												
7	Operating Expense Detail											
8												
9												
10												
11												TOTAL
12	<u>Expenditure Category</u>			TERM	<u>10/01/18-9/30/21</u>		<u>10/1/21-9/30/22</u>		<u>10/1/22-9/30/23</u>			
13	Rental of Property				_____		_____		_____			_____
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				_____		_____		_____			_____
15	Office Supplies, Postage				_____		\$1,500		\$1,500			\$ 3,000
16	Building Maintenance Supplies and Repair				_____		_____		_____			_____
17	Printing and Reproduction				\$6,814		\$1,610		\$1,610			\$10,034
18	Insurance				_____		_____		_____			_____
19	Staff Training				_____		_____		_____			_____
20	Staff Travel-(Local & Out of Town)				_____		_____		_____			_____
21	Rental of Equipment				_____		_____		_____			_____
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE											
23	_____											
24	_____											
25	_____											
26	_____											
27	_____											
28	OTHER											
29	_____											
30	_____											
31	_____											
32	_____											
33	_____											
34	_____											
35	TOTAL OPERATING EXPENSE						\$3,110		\$3,110			\$13,034
36												
37	HSA #3											1/0/1900