City and County of San Francisco



London Breed, Mayor

Human Services Agency

Department of Human Services Department of Disability and Aging Services Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO:	DISABILITY AN	D AGIN	G SERVICES	COMMISSION	1
THROUGH:	SHIREEN McSPA	ADDEN,	EXECUTIVE	DIRECTOR	
FROM:	CINDY KAUFFM ESPERANZA ZA				TRACTS EE
DATE:	NOVEMBER 4, 2	020			
SUBJECT:	NEW GRANTS: PROVISION OF I AND ADULTS W (See table on next	NATUR. /ITH DI	ALIZATION S	· ·	FIT) FOR THE R OLDER ADULTS
GRANT TERM:	1/1/2021-6/30/202	24			
GRANT AMOUNT:	<u>New</u> \$2,689,081		Contingency \$268,908		<u>Total</u> \$2,957,989
ANNUAL AMOUNT:	See table below				
Funding Source FUNDING: PERCENTAGE:	<u>County</u> \$2,689,081 100%	<u>State</u>	<u>Federal</u>	Contingency \$268,908	<u>Total</u> \$2,957,989 100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into new grants with multiple providers to provide Naturalization Services for the period of January 1, 2021 through June 30, 2024, in an amount of \$2,689,081 plus a 10% contingency for a total amount not to exceed \$2,957,989. The purpose of these grants is to provide services for lawful permanent residents (LPRs) to complete the naturalization process to become U.S. citizens.

AGENCY	ANNUAL AMOUNT	1/1/2021- 6/30/2024	10% CONTINGENCY	TOTAL NOT TO EXCEED
Asian Pacific Islander (API) Legal Outreach	\$152,102	\$532,357	\$53,236	\$585,593
Centro Latino de San Francisco	\$118,968	\$416,388	\$41,639	\$458,027
Immigration Institute of the Bay Area (IIBA)	\$190,754	\$667,639	\$66,764	\$734,403
Jewish Family and Children's Services (JFCS)	\$83,662	\$292,817	\$29,282	\$322,099
La Raza Centro Legal	\$44,825	\$156,887	\$15,688	\$172,575
Self-Help for the Elderly	\$177,998	\$622,993	\$62,299	\$685,292
Total	\$768,309	\$2,689,081	\$268,908	\$2,957,989

Background

The primary goal of naturalization services is to help lawful permanent residents (LPRs) become naturalized citizens of the United States. In 2016, there were 48,000 estimated individuals in the City and County of San Francisco eligible to become U.S. citizens. Helping vulnerable members of this group successfully navigate the complex naturalization process is important for a number of reasons, including access to certain government/federal benefits, freedom to travel, family reunification through petitions and the ability to vote.

Services to be Provided

Grantees will provide services that will aid older adults and adults with disabilities in obtaining citizenship. Grantee may offer one or more of the following services as described:

- <u>Citizenship/English as a Second Language (ESL) Classes</u> Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by the United States Citizenship and Immigration Services (USCIS).
- 2. <u>One-to-One Assistance</u> Grantee will provide one-to-one assistance to support consumers throughout the naturalization process. This includes individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Assistance in preparing the N-400, explaining or clarifying the process, checking on the status of pending applications and with applying for language and/or disability waivers (N-648) so older adults or adults with disabilities can be accommodated. One-to-one assistance is distinguished from legal services as they are not provided by or under the supervision of a California licensed attorney.
- 3. <u>Legal Services</u> Grantees with a California licensed attorney on staff may deliver legal services which may include providing legal information, advice, counseling, administrative representation, and judicial representation to an LPR by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar as it relates to citizenship/naturalization issues.

Selection

Grantees were selected through Request for Proposals (RFP) #870, which was competitively bid in February 5, 2020.

Funding

Funding for these grants is provided through City and County General Funds.

ATTACHMENTS

Appendix A - Services to be Provided - Asian Pacific Islander (API) Legal Outreach

Appendix B – Program Budget - Asian Pacific Islander (API) Legal Outreach

Appendix F – Site Chart - Asian Pacific Islander (API) Legal Outreach

Appendix A – Services to be Provided - Centro Latino de San Francisco

Appendix B – Program Budget – Centro Latino de San Francisco

Appendix F – Site Chart – Centro Latino de San Francisco

Appendix A – Services to be Provided - International Institute of the Bay Area (IIBA)

Appendix B – Program Budget – International Institute of the Bay Area (IIBA)

Appendix F – Site Chart – International Institute of the Bay Area (IIBA)

Appendix A – Services to be Provided - Jewish Family and Children's Services (JFCS)

Appendix B – Program Budget – Jewish Family and Children's Services (JFCS)

Appendix F – Site Chart – Jewish Family and Children's Services (JFCS)

Appendix A – Services to be Provided - La Raza Centro Legal

Appendix B – Program Budget – La Raza Centro Legal

Appendix F – Site Chart – La Raza Centro Legal

Appendix A – Services to be Provided - Self Help for the Elderly

Appendix B – Program Budget - Self Help for the Elderly

Appendix F – Site Chart – Self Help for the Elderly

APPENDIX A – SERVICES TO BE PROVIDED

Asian Pacific Islander Legal Outreach (dba of Nihonmachi Legal Outreach)

NATURALIZATION SERVICES

Effective January 1, 2021 to June 30, 2024

I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, immigration law, public benefits and bilingual education for citizenship, with the primary goal of helping them become naturalized citizens of the United States.

II. Definitions

Adult with a	Person 18-59 years of age living with a disability.
Disability	
CA GetCare	A web-based application that provides specific functionalities for
	contracted agencies to use to perform consumer
	intake/assessment/enrollment, record service units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
	Controller of the City and County of built Function of designated agent.
DAS	Department of Disability and Aging Services
Disability	A condition or combination of conditions that is attributable to a mental,
5	cognitive or physical impairment, including hearing and visual
	impairments, that results in substantial functional limitations in one (1) or
	more of the following areas of major life activity: a) Self-care: activities of
	daily living (ADL), and instrumental activities of daily living (IADL); b)
	Capacity for independent living and self-direction; c) Cognitive
	functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services funded through this RFP.

Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Asian Pacific Islander Legal Outreach dba of Nihonmachi Legal Outreach
HSA	Human Services Agency of the City and County of San Francisco
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adult with disabilities with economic or social needs; and includes– (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
LPR	Lawful Permanent Resident
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.

N-400	Application for Naturalization. This is the form used to apply for U.S. citizenship. A fee is required for processing.
N-648	Medical Certification and Naturalization Guidance Form an LPR can file to request an exception to the English and civics testing requirements for naturalization because of physical or developmental disability or mental impairment.
Naturalization	Process by which a lawful permanent (U.S.) resident applies for citizenship and completes the required process to become a U.S. citizen.
ОСМ	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Senior	Person who is 60 years or older, used interchangeably with older adult.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
USCIS	United States Citizenship and Immigration Services
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Client Eligibility

To be eligible for naturalization services, individuals must be (1) a lawful permanent resident (LPRs), (2) a resident of San Francisco and (3) a person who is an older adult and/or adult living with a disability.

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Description of Services

Grantee will provide services that will aid older adults and adults with disabilities in obtaining citizenship. Grantee will offer one or more of the following services:

- <u>Citizenship/English as a Second Language (ESL) Classes</u> Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.
- 2. <u>One-to-One Assistance</u> Grantee will provide one-to-one assistance to support consumers throughout the naturalization process. This includes individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Assistance in preparing the N-400, explaining or clarifying the process, checking on the status of pending applications and with applying for language and/or disability waivers (N-648) so older adults or adults with disabilities can be accommodated. One-to-one assistance is distinguished from legal services as they are not provided by or under the supervision of a California licensed attorney.
- 3. <u>Legal Services</u> Grantees with a California licensed attorney on staff may deliver legal services which may include providing legal information, advice, counseling, administrative representation, and judicial representation to an LPR by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar as it relates to citizenship/naturalization issues.

Grantee must be experienced and knowledgeable about the naturalization process and is expected to keep up with changes in legislation and policies affecting immigration issues. Grantee should be as culturally and linguistically competent as possible to serve the diverse San Francisco community.

The grantee will meet on a quarterly basis, or as needed, with other naturalization service providers and DAS/OCP to help develop and maintain a comprehensive citywide approach to naturalization service issues.

VII. Service Objectives

On an annual basis:

- Grantee will serve <u>55</u> unduplicated consumers, older adults and adults with disabilities. This count will include consumers/students attending the citizenship/ESL classes and/or receiving one-to-one assistance or legal services.
- Grantee will serve <u>18</u> unduplicated consumers who will attend citizenship/ESL classes.
- Grantee will provide <u>159</u> units of service of citizenship/ESL class hours. One unit is one class hour.
- Grantee will provide <u>98</u> units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide <u>375</u> units of service of legal services hours. One unit is one hour of legal services provided

The following measurements will help track program performance and impact, and may be used to develop benchmarks in future years. They shall be collected by the grantee and submitted through a link provided by DAS/OCP in the 4th quarter of the fiscal year.

- Number of N-400s submitted in the contract year on behalf of clients.
- Number of N-648s filed in the contract year on behalf of clients.
- Quantity of language waivers filed in the contract year on behalf of clients.
- Quantity of clients completing the naturalization process (becoming citizens) during the contract year.

VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data.

- Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes. Target: 75%
- Consumers feel more knowledgeable about the naturalization process due to program participation. Target: 75%
- Consumers received the help they needed navigating the naturalization process. Target: 75%

IX. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement.

A. The grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Department staff.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- E. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Ofelia Trevino Administrative Analyst DAS, Office of Community Partnerships P.O. Box 7988 San Francisco, CA 94120-7988 (415) 355-3571 Ofelia.Trevino@sfgov.org

Steve Kim Contract Manager Human Services Agency PO Box 7988 San Francisco, CA 94120-7988 (415) 557-5597 Steve.Kim@sfgov.org

X. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current

organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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 the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	В	С	D	E	F				
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2										
3	HUMAN SERVICES A		F SUMMARY							
4		BY PROGRAM								
5	Name		Term							
6	Asian Pacific Islander Legal Outreac	h	1/1/21-6/30/24							
7	(Check One) New⊠ Renewal	Modification								
8	If modification, Effective Date of Mod.	No. of Mod.								
9	Program: Naturalization									
10	Budget Reference Page No.(s)					Total				
	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24				
12	Expenditures									
13	Salaries & Benefits	\$26,561	\$55,247	\$56,351	\$57,479	\$195,638				
14	Operating Expenses	\$16,201	\$29,190	\$28,085	\$26,958	\$100,434				
15	Subtotal	\$42,762	\$84,437	\$84,436	\$84,437	\$296,072				
16	Indirect Percentage (%)	14%	15%	15%	15%					
17	Indirect Cost (Line 16 X Line 15)	\$5,789	\$12,666	\$12,665	\$12,666	\$43,785				
18	Subcontractor/Capital Expenditures	\$27,500	\$55,000	\$55,000	\$55,000	\$192,500				
19	Total Expenditures	\$76,051	\$152,102	\$152,102	\$152,102	\$532,357				
20	HSA Revenues									
21	General Fund	\$76,051	\$152,102	\$152,102	\$152,102	\$532,357				
22										
23 24										
24										
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28										
29	TOTAL HSA REVENUES	\$76,051	\$152,102	\$152,102	\$152,102	\$532,357				
30	Other Revenues									
31										
32 33										
34										
35										
36	Total Revenues	\$76,051	\$152,102	\$152,102	\$152,102	\$532,357				
37	Full Time Equivalent (FTE)									
39	Prepared by: Dean Ito Taylor / Thac	Telephone No.: 415-	567-6255							
40	HSA-CO Review Signature:									
41	HSA #1					10/20/2020				

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4	Program: Naturalization									
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9 10 11						1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
11		Agency -	Totals	HSA Pr	ogram	DAS	DAS	DAS	DAS	TOTAL
				% FTE						
		Annual Full TimeSalary		funded by HSA	Adjusted					
12	POSITION TITLE	for FTE	Total FTF	(Max 100%)	FTE	Budgeted Salary				
	Staff Attorney(s)	\$60,000		31%	0.31	\$9,000	\$18,720	\$19,094	\$19,476	\$66,290
14	Paralegal/Legal Assistant	\$46,000	1.00	25%	0.25	\$5,520	\$11,482	\$11,711	\$11,946	\$40,659
15	Translator/Admin Support	\$50,000	1.00	10%	0.10	\$2,500	\$5,200	\$5,304	\$5,410	\$18,414
16	Managing Attorney	\$88,000	1.00	10%	0.10	\$4,400	\$9,152	\$9,335	\$9,522	\$32,409
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30 31	TOTALS	\$244,000	4.00	77%	0.77	\$21,420	\$44,554	\$45,444	\$46,354	\$157,772
32	FRINGE BENEFIT RATE	24%	<u> </u>				Γ	F	r	
33	EMPLOYEE FRINGE BENEFITS	\$58,560				\$5,141	\$10,693	\$10,907	\$11,125	\$37,866
33 34 35										
	TOTAL SALARIES & BENEFITS	\$302,560				\$26,561	\$55,247	\$56,351	\$57,479	\$195,638
37	HSA #2									10/20/2020

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7				Оре	rating Expen	se Det	ail					
8 9												
9 10												
11												TOTAL
12	Expenditure C	ategory		TERM	1/1/21-6/30/21	7/1	/21-6/30/22	2	7/1/22-6/30/23	7/1/23-6/30/24		1/1/21-6/30/24
13	Rental of Prop	erty				_		_				
14	Utilities(Elec, \	Water, Gas, P	hone, Garbage)		\$2,569		\$5,138	<u> </u>	\$5,138	\$5,138		\$17,983
15	Office Supplies	s, Postage			\$5,879		\$8,368	_	\$7,253	\$6,121		\$27,621
16	Building Mainte	enance Suppli	es and Repair					_				
17	Printing and R	eproduction						_				
18	Insurance				\$964		\$1,928	_	\$1,928	\$1,928		\$6,748
19	Staff Training				\$0		\$108	5	\$108	\$108		\$324
20	Staff Travel-(L	ocal & Out of	Town)		\$0		\$70)	\$80	\$85		\$235
21	Rental of Equi	pment						_				
22												
23	CONSULTAN	тѕ										
	Audit			_	\$ 1,400	\$	2,800)	\$ 2,800	\$ 2,800		\$14,000
25				-								
26 27	OTHER											
	Building Cost -	Mortgage			\$5,389		\$10,778		\$10,778	\$10,778		\$37,723
29				-	\		<i>,</i>			<i>\\\\\\\\\\\\\</i>		<i>\\</i> \\\\\\\\\\\\\
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32				_							-	
	HSA #3											10/20/2020

1 Appendix B, Pag 4 Program: Naturalization 5 6 7 8 9 Subcontractor/Capital Expenditures 10 SUBCONTRACTORS 1/1/21-6/30/21 7/1/21-6/30/22 7/1/22-6/30/23 7/1/23-6/30/24 1/1/21-6/3 11 Pilipino Senior Resource Center \$15,000 \$30,000 \$30,000 \$30,000 \$30 12 Southeast Asian Development Center \$12,500 \$25,000 \$25,000 \$25 13 1 1 1 1 1 1 14 1 1 1 1 1 1 15 1 1 1 1 1 1 1 16 TOTAL SUBCONTRACTOR COST \$27,500 \$55,000 \$55,000 \$192 17 1 <th></th> <th>А</th> <th>В</th> <th>С</th> <th>D</th> <th>E</th> <th>F</th> <th>G</th>		А	В	С	D	E	F	G		
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12 Southeast Asian Development Center \$12,500 \$25,000 \$25,000 \$25,000 \$26,000 \$27,000 13	10	SUBCO	NTRACTORS	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24		
$\begin{array}{cccccccccccccccccccccccccccccccccccc$	11	Pilipino	Senior Resource Center	\$15,000	\$30,000	\$30,000	\$30,000	\$30,000		
14 Image: style sty	12	Southea	ast Asian Development Center	\$12,500	\$25,000	\$25,000	\$25,000	\$25,000		
15 Image: style sty	13									
16 TOTAL SUBCONTRACTOR COST \$27,500 \$55,000 \$55,000 \$192 17 17 \$27,500 \$55,000 \$55,000 \$192 18 \$27,500 \$55,000 \$55,000 \$192 19 E Q U I P M E N T 1/1/21-6/30/21 7/1/21-6/30/22 7/1/22-6/30/23 7/1/23-6/30/24 1/1/21-6/30 20 Units ITEM/DESCRIPTION Image: Contract of the second s	14									
17 17 17 17 18 11 <	15									
18 19 E Q U I P M E N T 1/1/21-6/30/21 7/1/21-6/30/22 7/1/22-6/30/23 7/1/23-6/30/24 1/1/21-6/30/24 20 Units ITEM/DESCRIPTION Image: Constraint of the constr	16	TOTAL	SUBCONTRACTOR COST	\$27,500	\$55,000	\$55,000	\$55,000	\$192,500		
19 E Q U I P M E N T 1/1/21-6/30/21 7/1/21-6/30/22 7/1/22-6/30/23 7/1/23-6/30/24 1/1/21-6/3 20 Units ITEM/DESCRIPTION Image: Constraint of the constraint	17									
20 Units ITEM/DESCRIPTION Image: mark transform of the stress of	18									
21 Equipment A Image: A for the second	19	EQUI	PMENT	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24		
22	20	Units	ITEM/DESCRIPTION							
23	21		Equipment A							
24	22									
25 TOTAL EQUIPMENT COST \$0 <td< td=""><td>23</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	23									
26 27 R E M O D E L I N G 1/1/21-6/30/21 7/1/21-6/30/22 7/1/22-6/30/23 7/1/23-6/30/24 1/1/21-6/30/24 28 Description: 1	24									
27 R E M O D E L I N G 1/1/21-6/30/21 7/1/21-6/30/22 7/1/22-6/30/23 7/1/23-6/30/24 1/1/21-6/3 28 Description: Image: Constraint of the state of t	25	TOTAL	EQUIPMENT COST	\$0	\$0	\$0	\$0	\$0		
28Description:Image: Constraint of the second	26									
29 Remodel A Image: Constraint of the second s	27	REM	ODELING	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24		
29 Remodel A Image: Constraint of the second s	28									
30 30 <td< td=""><td>29</td><td colspan="7"></td></td<>	29									
31 Image: Constant line										
32 TOTAL REMODELING COST \$0 \$0 \$0 \$0										
		TOTAL	REMODELING COST	\$0	\$0	\$0	\$0	\$0		
		1				<i></i>		+ -		
		TOTAL	SUBCONTRACTOR/CAPITAL	\$27,500	\$55,000	\$55,000	\$55,000	\$192,500		
35	35									
36 HSA #4 10/20	36	HSA #4						10/20/2020		

APPENDIX F - SITE CHART HSA / DAS / OFFICE OF COMMUNITY PARTNERSHIPS Page <u>1</u> of <u>1</u>

AGENCY: Asian Pacific Islander Legal Outreach

FISCAL YEAR: 2021-2024

CONTRACT MAILING ADDRESS: 1121 Mission St. San Francisco, CA 94103

DIRECTOR: Dean Ito Taylor		•		PHONE NO.: 415-567-6255	
<u>SITES</u> : (Naturalization) Name of Site	Main office of Asian Pacific Islander Legal Outreach	Pilipino Senior Resource Center	Southeast Asian Development Center		
Address and Zip Phone Number	1121 Mission St. San Francisco, CA 94103 415-567-6255	953 Mission St., Suite 111 San Francisco, CA 94103 415-278-0484	166 Eddy St. San Francisco, CA 94102 415-771-2600		
Fax Number	415-567-6248	N/A	N/A		
Neighborhood	SOMA	SOMA	Tenderloin		
Muni Line #s	J, KT, L, M, N, 5, 19, 21,	F, 6, 7X, 9, 21, 31	F, 6, 7X, 9, 21, 31		
Person in Charge	47, 49 Victoria Hartanto	Gabby Moraleda	Judy Young		
Site Manager	Akiko Takeshita	Gabby Moraleda	Judy Young		
Programs Offered at Site	Immigration Legal Services	Citizenship Classes	Citizenship Class		
Days Open	<u>X</u> Mon <u>X</u> Tues XWed <u>X</u> Thurs XFri <u></u> Sat Sun	<u>X</u> Mon <u>X</u> Tues <u>X</u> Wed <u>X</u> Thur Fri <u>S</u> at Sun	<u>X</u> Mon <u>X</u> Tues <u>X</u> Wed <u>X</u> Thur <u>X</u> Fri <u>S</u> at Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun
Hours Open	9:00am to 5:30pm	9:30 am to 4:00 pm	10:00 am to 6:00 pm		
Hours of <u>scheduled</u> programming	No scheduled programs, clients by appointment only	Citizenship/ESL classes and one-on-one assistance on Monday through Thursday from9:30 to 4:00pm	Citizenship/ESL classes and one-on-one assistance on Monday through Friday from 10:00am to 6:00pm		
Hours of meal service	N/A	N/A	N/A		
Annual number of meals at site	N/A	N/A	N/A		
Average number of meals per day	N/A	N/A	N/A		
Days closed	Major U.S. holidays	Major U.S. holidays	Major U.S. holidays		
ADA Accessible	<u>X</u> Yes No	<u>X</u> Yes No	<u>X</u> Yes No	Yes No	YesNo

APPENDIX A – SERVICES TO BE PROVIDED

Centro Latino de San Francisco

NATURALIZATION SERVICES

Effective January 1, 2021 to June 30, 2024

I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, immigration law, public benefits and bilingual education for citizenship, with the primary goal of helping them become naturalized citizens of the United States.

II. Definitions

Adult with a	Person 18-59 years of age living with a disability.
Disability	
CA GetCare	A web-based application that provides specific functionalities for
	contracted agencies to use to perform consumer
	intake/assessment/enrollment, record service units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAS	Department of Disability and Aging Services
Disability	A condition or combination of conditions that is attributable to a mental,
	cognitive or physical impairment, including hearing and visual
	impairments, that results in substantial functional limitations in one (1) or
	more of the following areas of major life activity: a) Self-care: activities of
	daily living (ADL), and instrumental activities of daily living (IADL); b)
	Capacity for independent living and self-direction; c) Cognitive
	functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services
	funded through this RFP.

Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Centro Latino de San Francisco
HSA	Human Services Agency of the City and County of San Francisco
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adult with disabilities with economic or social needs; and includes– (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
LPR	Lawful Permanent Resident
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.

N-400	Application for Naturalization. This is the form used to apply for U.S. citizenship. A fee is required for processing.
N-648	Medical Certification and Naturalization Guidance Form an LPR can file to request an exception to the English and civics testing requirements for naturalization because of physical or developmental disability or mental impairment.
Naturalization	Process by which a lawful permanent (U.S.) resident applies for citizenship and completes the required process to become a U.S. citizen.
ОСМ	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
ОСР	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Senior	Person who is 60 years or older, used interchangeably with older adult.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
USCIS	United States Citizenship and Immigration Services
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Client Eligibility

To be eligible for naturalization services, individuals must be (1) a lawful permanent resident (LPRs), (2) a resident of San Francisco and (3) a person who is an older adult and/or adult living with a disability.

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Description of Services

Grantee will provide services that will aid older adults and adults with disabilities in obtaining citizenship. Grantee will offer one or more of the following services:

- 1. <u>Citizenship/English as a Second Language (ESL) Classes</u> Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.
- 2. <u>One-to-One Assistance</u> Grantee will provide one-to-one assistance to support consumers throughout the naturalization process. This includes individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Assistance in preparing the N-400, explaining or clarifying the process, checking on the status of pending applications and with applying for language and/or disability waivers (N-648) so older adults or adults with disabilities can be accommodated. One-to-one assistance is distinguished from legal services as they are not provided by or under the supervision of a California licensed attorney.
- 3. <u>Legal Services</u> Grantees with a California licensed attorney on staff may deliver legal services which may include providing legal information, advice, counseling, administrative representation, and judicial representation to an LPR by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar as it relates to citizenship/naturalization issues.

Grantee must be experienced and knowledgeable about the naturalization process and is expected to keep up with changes in legislation and policies affecting immigration issues. Grantee should be as culturally and linguistically competent as possible to serve the diverse San Francisco community.

The grantee will meet on a quarterly basis, or as needed, with other naturalization service providers and DAS/OCP to help develop and maintain a comprehensive citywide approach to naturalization service issues.

VII. Service Objectives

On an annual basis:

- Grantee will serve <u>750</u> unduplicated consumers, older adults and adults with disabilities. This count will include consumers/students attending the citizenship/ESL classes and/or receiving one-to-one assistance or legal services.
- Grantee will serve <u>145</u> unduplicated consumers who will attend citizenship/ESL classes.
- Grantee will provide <u>557</u> units of service of citizenship/ESL class hours. One unit is one class hour.
- Grantee will provide <u>722</u> units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide <u>n/a</u> units of service of legal services hours. One unit is one hour of legal services provided

The following measurements will help track program performance and impact, and may be used to develop benchmarks in future years. They shall be collected by the grantee and submitted through a link provided by DAS/OCP in the 4th quarter of the fiscal year.

- Number of N-400s submitted in the contract year on behalf of clients.
- Number of N-648s filed in the contract year on behalf of clients.
- Quantity of language waivers filed in the contract year on behalf of clients.
- Quantity of clients completing the naturalization process (becoming citizens) during the contract year.

VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data.

- Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes. Target: 75%
- Consumers feel more knowledgeable about the naturalization process due to program participation. Target: 75%
- Consumers received the help they needed navigating the naturalization process. Target: 75%

IX. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement.

A. The grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Department staff.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- E. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Paulo Salta Program Analyst DAS, Office of Community Partnerships P.O. Box 7988 San Francisco, CA 94120-7988 (415) 355-3551 Paulo.Salta@sfgov.org

David Kashani Contract Manager Human Services Agency PO Box 7988 San Francisco, CA 94120-7988 (415) 355-3607 David.Kashani@sfgov.org

X. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current

organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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 the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	А	В	С	D	E	F				
1	A	D	U	U		endix B, Page 1				
2						onan: 2, 1 ago 1				
3	HUMAN SERVICES		GET SUMMA	RY						
4	BY PROGRAM									
5			Term							
6	Agency Name: Centro Latino de Sa	an Francisco	1/1/21-6/30/24							
7	(Check One) New⊡ Renewa	I Modificat	tion							
8	If modification, Effective Date of Mod	. No. of Mo	d.							
9	Program: Naturalization									
10	Budget Reference Page No.(s)					Total				
	Program Term	1/1/21-06/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24				
12	Expenditures									
13	Salaries & Benefits	\$36,730	\$73,460	\$73,460	\$73,460	\$257,110				
14	Operating Expenses	\$5,965	\$16,952	\$16,952	\$16,952	\$56,821				
	Subtotal	\$42,695	\$90,412	\$90,412	\$90,412	\$313,931				
16	Indirect Percentage (%)									
	Indirect Cost (Line 16 X Line 15)									
18	Subcontractor/Capital Expenditures	\$16,789	\$28,556	\$28,556	\$28,556	\$102,457				
19	Total Expenditures	\$59,484	\$118,968	\$118,968	\$118,968	\$416,388				
20	HSA Revenues									
	General Fund	\$59,484	\$118,968	\$118,968	\$118,968	\$416,388				
22										
23 24										
25										
26										
27										
28										
29	TOTAL HSA REVENUES	\$59,484	\$118,968	\$118,968	\$118,968	\$416,388				
30 31	Other Revenues									
32										
33										
34										
35										
36	Total Revenues	\$59,484	\$118,968	\$118,968	\$118,968	\$416,388				
37	Full Time Equivalent (FTE)									
39	Prepared by:	Telephone No.:	(415) 286-0883							
40	HSA-CO Review Signature:									
41	HSA #1					10/12/2020				

A	В	С	D	E	F	G	Н	I	J
1								Apper	ndix B, Page 2
2 3 Agency Name: Centro Latino de	San Francisco								
4 Program: Naturalization	Gan Trancisco								
5									
6									
7		Salarie	es & Bene	fits Detail					
8									
9									
10		otolo			1/1/21-06/30/21 DAS	7/1/21-6/30/22 DAS	7/1/22-6/30/23 DAS	7/1/23-6/30/24 DAS	1/1/21-6/30/24 TOTAL
	Agency To	Juais	HSA Pr % FTE	ogram	DAS	DAS	DAS	DAS	TOTAL
	Annual Full		funded by						
12 POSITION TITLE	TimeSalary for FTE	Total FTE	HSA (Max	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Executive Director					\$2,191	\$4,382	\$4,382	\$4,382	
13	\$79,040								\$15,337
14 ESL Citizenship Intructior	\$72,800	75.00%	40%	0.30	\$10,874	\$21,748	\$21,748	\$21,748	\$76,118
15 Administrator/Intructior	\$49,920	50.00%	79%	0.39	\$9,833	\$19,666	\$19,666	\$19,666	\$68,831
16 Accountant/HR	\$72,800	35.50%	17%	0.06	\$2,229	\$4,458	\$4,458	\$4,458	\$15,603
17 Janitor	\$35,360	50.00%	30%	0.15	\$2,613	\$5,226	\$5,226	\$5,226	\$18,291
18 Social Worker	\$45,760	92.50%	5%	0.05	\$1,069	\$2,138	\$2,138	\$2,138	\$7,483
19 ESL Consumer Service Assist.	\$35,360	37.50%	41%	0.15	\$2,687	\$5,374	\$5,374	\$5,374	\$18,809
20 Controller	\$93,600	12.50%	16%	0.02	\$908	\$1,816	\$1,816	\$1,816	\$6,356
21									
22									
23									
24									
25									
26									
27									
28									
29									
30 TOTALS	\$484,640	4.53	232%	1.18	\$32,404	\$64,808	\$64,808	\$64,808	\$226,828
31 32 FRINGE BENEFIT RATE	13%								
33 EMPLOYEE FRINGE BENEFITS	\$64,699				\$4,326	\$8,652	\$8,652	\$8,652	\$30,282
34 35					. ,	,	,	/	, -
36 TOTAL SALARIES & BENEFITS	\$549,339				\$36,730	\$73,460	\$73,460	\$73,460	\$257,110
37 HSA #2					· · · · ·			· · · · · ·	10/12/2020

	A	В	С	D	E	F	G	H I	J	KL	М
1		-	-	-	•					Appendix I	
2	Agency Name: Centro Latino de San Francisco										
4	Program: Naturalization										
5 6											
7	Operating Expense Detail										
8				-							
9 10											
11											TOTAL
12	Expenditure C	ategory		TERM	1/1/21-06/30	0/21	7/1/21-6/30/22	7/1/122-6/30/23	3 7/1/23-6/30/24	1/1/	/21-6/30/24
13	Rental of Prop	erty				\$0	\$0	\$0	\$0	\$	-
14	Utilities(Elec, \	Water, Gas, P	hone, Garbage))	\$2,6	620	\$8,462	\$8,462	\$8,462	\$	28,006
15	Office Supplie	s, Postage			\$1,2	272	\$2,544	\$2,544	\$2,544	\$	8,904
16	Building Maint	enance Suppli	ies and Repair			\$0	\$2,484	\$2,484	\$2,484	\$	7,452
17	Printing and R	eproduction			\$4	159	\$918	\$918	\$918	\$	3,213
18	Insurance				\$4	130	\$860	\$860	\$860	\$	3,010
19	Staff Training				\$6	684	\$684	\$684	\$684	\$	2,736
20	Audit Fees				\$5	500	\$1,000	\$1,000	\$1,000	\$	3,500
21	Rental of Equi	pment				\$0	\$0	\$0	\$0	\$	-
22											
23	CONSULTAN	тѕ									
24				_							
25				_							
26											
27 28	OTHER										
29				-		·					
30				-							
31	TOTAL OPER	ATING EXPE	NSE	_	\$ <u>5,9</u>	965	\$ <u>16,952</u>	\$ <u>16,952</u>	\$ <u>16,952</u>		\$56,821
32											
33	HSA #3										10/12/2020

	Α	В	С	D	E	F	G				
1							ndix B, Page 4				
2		Nama: Cantra Latina da San Francisco									
		Name: Centro Latino de San Francisco n: Naturalization									
5	- J										
6 7											
8		Subcontractor/Ca	apital Expend	itures							
9	Subcontractor/Capital Expenditures										
10 S I	SUBCONTRACTORS 1/1/21-06/30/21 7/1/21-6/30/22 7/1/22-6/30/23 7/1/23-6/30/24 1/1/21-6/30/24										
11 M	lission	Neighbordhood Center Inc	\$14,273	\$28,556	\$28,556	\$28,556	\$99,941				
12											
13											
14											
15											
16 T	OTALS	SUBCONTRACTOR COST	\$14,273	\$28,556	\$28,556	\$28,556	\$99,941				
17											
18											
19 E	QUII	PMENT TERM	1/1/21-06/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24				
20 l	Units	ITEM/DESCRIPTION									
21	3	Office Equipment (laptops) To perform virtual acctivities	\$2,516				\$2,516				
22											
23											
24											
25 T		EQUIPMENT COST	\$2,516	\$0	\$0	\$0	\$2,516				
26											
	ΕM	ODELING	1/1/21-06/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24				
28 D	escript	on:									
	emode										
30											
31											
	OTAL I	REMODELING COST	\$0	\$0	\$0	\$0	\$0				
33											
34 T	OTAL	SUBCONTRACTOR/CAPITAL EXPENDITURE	\$16,789	\$28,556	\$28,556	\$28,556	\$102,457				
35											
36 H	SA #4						10/12/2020				

APPENDIX F - SITE CHART HSA / DAS / OFFICE OF COMMUNITY PARTNERSHIPS

AGENCY: Centro Latino de San Francisco, Inc

CONTRACT MAILING ADDRESS: 1656 15TH Street San Francisco, Ca 04103

DIRECTOR: Gloria Bonilla

PHONE NO.: 415-286-0883

	Centro Latino de San		
SITES: (Naturalization)	Francisco		
Name of Site			
Name of Site	Los Mayores		
Address and Zip	1656 15 th Street SF 94103		
Phone Number	415-286-0883		
Fax Number	415-861-8782		
Neighborhood	Mission District		
Muni Line #s	14L, 22, 33, 47, 49 and 71		
Person in Charge	Gloria Bonilla		
Site Manager	Maria Eugenia Sarti/ Page Schaefer		
	Schaelei		
Programs Offered at Site	Congregate,Home		
	Delivered Meals.		
	Community Services and		
	Naturalization		
Days Open	X Mon X Tues		
	X Wed X Thurs		
	<u> X </u> Fri <u>X </u> Sat		
	Sun	-	
Hours Open	9;00a.m-4;00p.M-Sat.		
	3,00a.m-4,00p.m-0at.		
Hours of <u>scheduled</u> programming	9;30a.m-4;00P.M-Sat.		
Hours of meal service	12 noon-1:00p.m.		
Tious of mean service	12 1001-1.00p.m.		
Annual number of meals at site	30,096 Los Mayores Site		
	Only		
Average number of meals per day	99		
Total number of service days in FY	304		
Days closed	NewYear, President's Day,		
Days blobba	Cesar Chavez, Memorial,		
	Independence, Labor,		
	Veteran's, Day After		
	Thanksgiving and		
	Christmas		
ADA Accessible	<u>X</u> Yes <u>No</u>		

FISCAL YEAR: 2021-2024

APPENDIX A – SERVICES TO BE PROVIDED

Immigration Institute of the Bay Area

NATURALIZATION SERVICES

Effective January 1, 2021 to June 30, 2024

I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, immigration law, public benefits and bilingual education for citizenship, with the primary goal of helping them become naturalized citizens of the United States.

II. Definitions

Adult with a	Person 18-59 years of age living with a disability.
Disability	
CA GetCare	A web-based application that provides specific functionalities for
	contracted agencies to use to perform consumer
	intake/assessment/enrollment, record service units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAS	Department of Disability and Aging Services
Disability	A condition or combination of conditions that is attributable to a mental,
	cognitive or physical impairment, including hearing and visual
	impairments, that results in substantial functional limitations in one (1) or
	more of the following areas of major life activity: a) Self-care: activities of
	daily living (ADL), and instrumental activities of daily living (IADL); b)
	Capacity for independent living and self-direction; c) Cognitive
	functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services
	funded through this RFP.

Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Immigration Institute of the Bay Area
HSA	Human Services Agency of the City and County of San Francisco
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adult with disabilities with economic or social needs; and includes– (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
LPR	Lawful Permanent Resident
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.

N-400	Application for Naturalization. This is the form used to apply for U.S. citizenship. A fee is required for processing.
N-648	Medical Certification and Naturalization Guidance Form an LPR can file to request an exception to the English and civics testing requirements for naturalization because of physical or developmental disability or mental impairment.
Naturalization	Process by which a lawful permanent (U.S.) resident applies for citizenship and completes the required process to become a U.S. citizen.
ОСМ	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
ОСР	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Senior	Person who is 60 years or older, used interchangeably with older adult.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
USCIS	United States Citizenship and Immigration Services
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

3

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Client Eligibility

To be eligible for naturalization services, individuals must be (1) a lawful permanent resident (LPRs), (2) a resident of San Francisco and (3) a person who is an older adult and/or adult living with a disability.

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Description of Services

Grantee will provide services that will aid older adults and adults with disabilities in obtaining citizenship. Grantee will offer one or more of the following services:

- 1. <u>Citizenship/English as a Second Language (ESL) Classes</u> Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.
- 2. <u>One-to-One Assistance</u> Grantee will provide one-to-one assistance to support consumers throughout the naturalization process. This includes individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Assistance in preparing the N-400, explaining or clarifying the process, checking on the status of pending applications and with applying for language and/or disability waivers (N-648) so older adults or adults with disabilities can be accommodated. One-to-one assistance is distinguished from legal services as they are not provided by or under the supervision of a California licensed attorney.
- 3. <u>Legal Services</u> Grantees with a California licensed attorney on staff may deliver legal services which may include providing legal information, advice, counseling, administrative representation, and judicial representation to an LPR by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar as it relates to citizenship/naturalization issues.

Grantee must be experienced and knowledgeable about the naturalization process and is expected to keep up with changes in legislation and policies affecting immigration issues. Grantee should be as culturally and linguistically competent as possible to serve the diverse San Francisco community.

The grantee will meet on a quarterly basis, or as needed, with other naturalization service providers and DAS/OCP to help develop and maintain a comprehensive citywide approach to naturalization service issues.

VII. Service Objectives

On an annual basis:

- Grantee will serve <u>280</u> unduplicated consumers, older adults and adults with disabilities. This count will include consumers/students attending the citizenship/ESL classes and/or receiving one-to-one assistance or legal services.
- Grantee will serve **<u>80</u>** unduplicated consumers who will attend citizenship/ESL classes.
- Grantee will provide <u>140</u> units of service of citizenship/ESL class hours. One unit is one class hour.
- Grantee will provide <u>450</u> units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide <u>480</u> units of service of legal services hours. One unit is one hour of legal services provided

The following measurements will help track program performance and impact, and may be used to develop benchmarks in future years. They shall be collected by the grantee and submitted through a link provided by DAS/OCP in the 4th quarter of the fiscal year.

- Number of N-400s submitted in the contract year on behalf of clients.
- Number of N-648s filed in the contract year on behalf of clients.
- Quantity of language waivers filed in the contract year on behalf of clients.
- Quantity of clients completing the naturalization process (becoming citizens) during the contract year.

VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data.

- Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes. Target: 75%
- Consumers feel more knowledgeable about the naturalization process due to program participation. Target: 75%
- Consumers received the help they needed navigating the naturalization process. Target: 75%

IX. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement.

A. The grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Department staff.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- E. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Paulo Salta Program Analyst DAS, Office of Community Partnerships P.O. Box 7988 San Francisco, CA 94120-7988 (415) 355-3551 Paulo.Salta@sfgov.org

Tahir Shaikh Contract Manager Human Services Agency PO Box 7988 San Francisco, CA 94120-7988 (415) 557-6085 Tahir.Shaikh@sfgov.org

X. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current

organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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 the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	В	С	D	E	F						
1		Б	0	D		endix B, Page 1						
2												
3	HUMAN SERVICES A	HUMAN SERVICES AGENCY BUDGET SUMMARY										
4	BY PROGRAM											
5	Name Term											
6	Agency Name: Immigration Institute	of the Bay Area	1/1/21-6/30/24									
7	(Check One) New⊠ Renewal	Modificatio	on									
8	If modification, Effective Date of Mod.	No. of Mod										
9	Program: Naturalization											
10	Budget Reference Page No.(s)					Total						
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24						
12	Expenditures											
13	Salaries & Benefits	\$53,270	\$106,539	\$106,539	\$106,539	\$372,887						
14	Operating Expenses	\$29,666	\$59,334	\$59,334	\$59,334	\$207,668						
	Subtotal	\$82,936	\$165,873	\$165,873	\$165,873	\$580,555						
16	Indirect Percentage (%)	15%	15%	15%	15%	. ,						
-	Indirect Cost (Line 16 X Line 15)	\$12,441	\$24,881	\$24,881	\$24,881	\$87,084						
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0	\$0						
19	Total Expenditures	\$95,377	\$190,754	\$190,754	\$190,754	\$667,639						
20	HSA Revenues											
21	General Fund	\$95,377	\$190,754	\$190,754	\$190,754	\$667,639						
22												
23 24												
24												
26												
27												
28												
29	TOTAL HSA REVENUES	\$95,377	\$190,754	\$190,754	\$190,754	\$667,639						
30	Other Revenues											
31												
32 33												
33												
35												
36	Total Revenues	\$95,377	\$190,754	\$190,754	\$190,754	\$667,639						
37	Full Time Equivalent (FTE)											
39	Prepared by:	Telephone No.:										
40	HSA-CO Review Signature:											
41	HSA #1					10/19/2020						

	A	В	С	D	E	F	G	Н	I	J			
1	Appendix B, Page 2												
2													
4													
5	1												
6													
7	Salaries & Benefits Detail												
8													
9 10						1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24			
11		Agency To	tals	HSA Pro	ogram	DAS	DAS	DAS	DAS	TOTAL			
				% FTE		_	-	-	_	-			
		Annual Full TimeSalary for	Total	funded by HSA	Adjusted	Budgeted	Budgeted	Budgeted	Budgeted	Budgeted			
12	POSITION TITLE	FTE	FTE	(Max 100%)		Salary	Salary	Salary	Salary	Salary			
13	Immigration Director	\$75,000	1.00	30%	0.30	\$11,250	\$22,500	\$22,500	\$22,500	\$78,750			
14	Immigration Attorney	\$62,850	1.00	18%	0.18	\$5,657	\$11,313	\$11,313	\$11,313	\$39,596			
15	Immigration Assistant	\$47,000	1.00	18%	0.18	\$4,230	\$8,460	\$8,460	\$8,460	\$29,610			
16	ESL/Ctizenship Traing	\$62,000	1.00	64%	0.64	\$19,840	\$39,680	\$39,680	\$39,680	\$138,880			
17													
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29													
30 31	TOTALS	\$246,850	4.00	130%	1.30	\$40,977	\$81,953	\$81,953	\$81,953	\$286,836			
	FRINGE BENEFIT RATE	30%											
33	EMPLOYEE FRINGE BEN	\$74,055				\$12,293	\$24,586	\$24,586	\$24,586	\$86,051			
34 35													
	TOTAL SALARIES & BENI	\$320,905				\$53,270	\$106,539	\$106,539	\$106,539	\$372,887			
37	HSA #2									10/19/2020			
	A	В	С	D	E	F	G		J	4 м			
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1							•		Арре	endix B, Page 3			
2	Agency Name: Immigration Institute of the Bay Area												
4	Program: Naturalization												
5	-												
6	Operating Expense Detail												
7 8				Ope	rating Expen	se	Detall						
9													
10													
11			-				7/4/04 0/00/00	74/00 0/00/00	7/4/00 0/00/04	TOTAL			
	Expenditure C			IERM	1/1/21-6/30/21			7/1/22-6/30/23		1/1/21-6/30/24			
13	Rental of Prop	erty			\$20,940		\$41,880	\$41,880	\$41,880	\$146,580			
14	Utilities(Elec, \	Nater, Gas	, Garbage)		\$1,200		\$2,400	\$2,400	\$2,400	\$8,400			
15	Office Supplie	s, Postage			\$1,956		\$3,912	\$3,912	\$3,912	\$13,692			
16	Building Maint	enance Su	pplies and Rep	bair	\$1,200		\$2,400	\$2,400	\$2,400	\$8,400			
17	Printing and R	eproduction	n							\$0			
18	Insurance				\$1,020		\$2,040	\$2,040	\$2,040	\$7,140			
19	Staff Training									\$0			
20	Telephone				\$2,750		\$5,500	\$5,500	\$5,500	\$19,250			
21	Rental of Equi	pment			\$600		\$1,202	\$1,202	\$1,202	\$4,206			
22													
23	CONSULTAN	тѕ											
24													
25													
26													
27	OTHER												
28													
29													
30 31	TOTAL OPER	ATING EX	PENSE		29,666		59,334	59,334	59,334	207,668			
32										40/40/0000			
პპ	HSA #3									10/19/2020			

APPENDIX F - SITE CHART

HSA / DAS / OFFICE OF COMMUNITY PARTNERSHIPS

Page <u>1</u> of <u>1</u>

AGENCY:

Immigration Institute of the Bay Area (IIBA)

FISCAL YEAR: 2020-2024

CONTRACT MAILING ADDRESS: 1111 Market Street, 4th Floor, San Francisco, CA 94103

DIRECTOR: Ellen Dumesnil	1			PHONE NO.: 415-538-8110	
<u>SITES</u> : (Naturalization) Name of Site	Main office of the International Institute of the Bay Area (IIBA)	201 Turk St Apartments			
Address and Zip Phone Number Fax Number	1111 Market Street, 4 th Floor, San Francisco, CA 94103 415-538-8100 415-538-8111	201 Turk St. Ground Floor, San Francisco, CA 94102			
Neighborhood	Tenderloin	Tenderloin			
Muni Line #s Person in Charge	Next to Civic Center BART and Muni station Ellen Dumesnil	Next to Civic Center BART and Muni station (Contact IIBA)			
Site Manager	"""				
Programs Offered at Site	Immigration Legal Services & Citizenship Classes	Citizenship Classes			
Days Open	<u>X</u> Mon <u>X</u> Tues <u>X</u> Wed <u>X</u> Thurs <u>X</u> Fri <u></u> Sat Sun	MonTues X_WedThur FriSat Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun
Hours Open	9:00am to 5:00pm	12:30 pm to 2:00 pm			
Hours of <u>scheduled</u> programming	Citizenship classes on Tuesdays from 4:00 to 5:30pm	12:30 pm to 2:00 pm			
Hours of meal service	N/A	N/A			
Annual number of meals at site	N/A	N/A			
Average number of meals per day	N/A	N/A			
Days closed	Major U.S. holidays	Major U.S. holidays			
ADA Accessible	<u>X</u> Yes <u>No</u>	<u>X</u> Yes <u>No</u>	Yes No	Yes No	Yes No

APPENDIX A – SERVICES TO BE PROVIDED

Jewish Family and Children's Services

NATURALIZATION SERVICES

Effective January 1, 2021 to June 30, 2024

I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, immigration law, public benefits and bilingual education for citizenship, with the primary goal of helping them become naturalized citizens of the United States.

II. Definitions

Person 18-59 years of age living with a disability.
A web-based application that provides specific functionalities for
contracted agencies to use to perform consumer
intake/assessment/enrollment, record service units, run reports, etc.
Contracts Administration, Reporting, and Billing On Line System.
City and County of San Francisco, a municipal corporation.
Controller of the City and County of San Francisco or designated agent.
Department of Disability and Aging Services
A condition or combination of conditions that is attributable to a mental,
cognitive or physical impairment, including hearing and visual
impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive
functioning, and emotional adjustment
English-as-a-Second Language; applicable to the naturalization services funded through this RFP.

Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Jewish Family and Children's Services
HSA	Human Services Agency of the City and County of San Francisco
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adult with disabilities with economic or social needs; and includes– (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
LPR	Lawful Permanent Resident
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.

N-400	Application for Naturalization. This is the form used to apply for U.S. citizenship. A fee is required for processing.
N-648	Medical Certification and Naturalization Guidance Form an LPR can file to request an exception to the English and civics testing requirements for naturalization because of physical or developmental disability or mental impairment.
Naturalization	Process by which a lawful permanent (U.S.) resident applies for citizenship and completes the required process to become a U.S. citizen.
ОСМ	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
ОСР	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Senior	Person who is 60 years or older, used interchangeably with older adult.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
USCIS	United States Citizenship and Immigration Services
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

3

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Client Eligibility

To be eligible for naturalization services, individuals must be (1) a lawful permanent resident (LPRs), (2) a resident of San Francisco and (3) a person who is an older adult and/or adult living with a disability.

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Description of Services

Grantee will provide services that will aid older adults and adults with disabilities in obtaining citizenship. Grantee will offer one or more of the following services:

- 1. <u>Citizenship/English as a Second Language (ESL) Classes</u> Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.
- 2. <u>One-to-One Assistance</u> Grantee will provide one-to-one assistance to support consumers throughout the naturalization process. This includes individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Assistance in preparing the N-400, explaining or clarifying the process, checking on the status of pending applications and with applying for language and/or disability waivers (N-648) so older adults or adults with disabilities can be accommodated. One-to-one assistance is distinguished from legal services as they are not provided by or under the supervision of a California licensed attorney.
- 3. <u>Legal Services</u> Grantees with a California licensed attorney on staff may deliver legal services which may include providing legal information, advice, counseling, administrative representation, and judicial representation to an LPR by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar as it relates to citizenship/naturalization issues.

Grantee must be experienced and knowledgeable about the naturalization process and is expected to keep up with changes in legislation and policies affecting immigration issues. Grantee should be as culturally and linguistically competent as possible to serve the diverse San Francisco community.

The grantee will meet on a quarterly basis, or as needed, with other naturalization service providers and DAS/OCP to help develop and maintain a comprehensive citywide approach to naturalization service issues.

VII. Service Objectives

On an annual basis:

- Grantee will serve <u>54</u> unduplicated consumers, older adults and adults with disabilities. This count will include consumers/students attending the citizenship/ESL classes and/or receiving one-to-one assistance or legal services.
- Grantee will serve <u>8</u> unduplicated consumers who will attend citizenship/ESL classes.
- Grantee will provide <u>48</u> units of service of citizenship/ESL class hours. One unit is one class hour.
- Grantee will provide <u>n/a</u> units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide <u>960</u> units of service of legal services hours. One unit is one hour of legal services provided

The following measurements will help track program performance and impact, and may be used to develop benchmarks in future years. They shall be collected by the grantee and submitted through a link provided by DAS/OCP in the 4th quarter of the fiscal year.

- Number of N-400s submitted in the contract year on behalf of clients.
- Number of N-648s filed in the contract year on behalf of clients.
- Quantity of language waivers filed in the contract year on behalf of clients.
- Quantity of clients completing the naturalization process (becoming citizens) during the contract year.

VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data.

- Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes. Target: 75%
- Consumers feel more knowledgeable about the naturalization process due to program participation. Target: 75%
- Consumers received the help they needed navigating the naturalization process. Target: 75%

IX. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement.

A. The grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Department staff.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- E. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Paulo Salta Program Analyst DAS, Office of Community Partnerships P.O. Box 7988 San Francisco, CA 94120-7988 (415) 355-3551 Paulo.Salta@sfgov.org

Patrick Garcia Contract Manager Human Services Agency PO Box 7988 San Francisco, CA 94120-7988 (415) 557-5597 Patrick.Garcia@sfgov.org

X. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current

organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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 the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

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3	HUMAN SERVICES AG		SUMMARY								
4	1	BY PROGRAM									
5	Term										
6	Agency Name: Jewish Family & Children's Services 1/1/21-6/30/24										
7	(Check One) New⊠ Renewal _	÷									
8	If modification, Effective Date of Mod.	No. of Mod.									
	Program: Naturalization										
						T ()					
	Budget Reference Page No.(s)	1/1/21-6/30/21	7/1/21-6/30/22	7/4/00 0/00/00	7/1/23-6/30/24						
12	Program Term Expenditures	1/1/21-0/30/21	7/1/21-0/30/22	7/1/22-6/30/23	7/1/23-0/30/24	1/1/21-6/30/24					
	Salaries & Benefits	\$34,256	\$70,008	\$70,008	\$70,008	\$244,280					
	Operating Expenses	\$3,392	\$5,288	\$5,288	\$5,288	\$19,256					
	Subtotal	\$37,648	\$75,296	\$75,296	\$75,296	\$263,536					
16	Indirect Percentage (%)	11%	11%	11%	11%	11%					
17	Indirect Cost (Line 16 X Line 15)	\$4,183	\$8,366	\$8,366	\$8,366	\$29,281					
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0	\$0					
19	Total Expenditures	\$41,831	\$83,662	\$83,662	\$83,662	\$292,817					
20	HSA Revenues										
21	General Fund	\$41,831	\$83,662	\$83,662	\$83,662	\$292,817					
22 23											
23 24											
25											
26											
27											
28											
29	TOTAL HSA REVENUES	\$41,831	\$83,662	\$83,662	\$83,662	\$292,817					
30 31	Other Revenues										
32											
33											
34											
35											
36	Total Revenues	\$41,831	\$83,662	\$83,662	\$83,662	\$292,817					
37	Full Time Equivalent (FTE)	0.67	0.67	0.67	0.67						
39	Prepared by: Jean Ijichi	Telephone No.:	415.449.1274								
40	HSA-CO Review Signature:										
	HSA #1					10/19/202					
-71						10/19/202					

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	Program: Naturalization									
5										
6										
7			Salari	es & Benef	its Detail					
8										
9 10										
10						1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
11		Agency 7	Fotals	HSA Pr % FTE	ogram	DAS	DAS	DAS	DAS	TOTAL
		Annual Full		funded by						
		TimeSalary		HSA	Adjusted					
12	POSITION TITLE	for FTE	Total FTE	(Max 100%)	FTE	Budgeted Salary				
13	Director of Legal Services	\$89,154	1.00	50%	0.50	\$21,998	\$44,577	\$44,577	\$44,577	\$155,729
14	Accredited Representative	\$49,725	1.00	15%	0.15	\$3,675	\$7,650	\$7,650	\$7,650	\$26,625
15	SAH Director	\$118,482	1.00	1%	0.01	\$911	\$1,623	\$1,623	\$1,623	\$5,780
16										
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30 31	TOTALS	\$257,361	3.00	66%	0.66	\$26,584	\$53,850	\$53,850	\$53,850	\$188,134
	FRINGE BENEFIT RATE	30%								
33	EMPLOYEE FRINGE BENEF	\$76,806				\$7,672	\$16,158	\$16,158	\$16,158	\$56,146
34 35										
	TOTAL SALARIES & BENEF	\$334,167				\$34,256	\$70,008	\$70,008	\$70,008	\$244,280
37	HSA #2									10/19/2020

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1						-			-		Арр	endix B, Page 3
2	Agency Name: Jewish Family & Children's Services											
	Program: Naturalization											
5 6												
6 7				Ope	rating Exp	oense	Detail					
8				-	5 1							
9												
10 11												TOTAL
	Expenditure C	ategory		TERM	1/1/21-6/30)/21	7/1/21-6/30	/22	7/1/22-6/30/23	7/1/2	3-6/30/24	1/1/21-6/30/24
13	Rental of Prop	erty			\$	198	\$3	846	\$346		\$346	\$1,236
14	Utilities(Elec, V	Water, Gas, Pł	none, Garbage))	\$	477	\$8	55	\$855	. <u> </u>	\$855	\$3,042
15	Office Supplies	s, Postage			\$	135	\$2	271	\$271	. <u> </u>	\$271	\$948
16	Building Mainte	enance Suppli	es and Repair		\$	243	\$4	36	\$436		\$436	\$1,551
17	Printing and R	eproduction				\$84	\$1	42	\$142		\$142	\$510
18	Insurance				\$	655	\$1,2	200	\$1,200		\$1,200	\$4,255
19	Staff Training											\$0
20	Staff Travel-(L	ocal & Out of	Town)		\$	120	\$2	240	\$240		\$240	\$840
21	Rental of Equi	pment				\$77	\$1	30	\$130		\$130	\$467
22												
23	CONSULTAN	TS										
24												
25				_						. <u> </u>		
26 27	OTHER											
	Legal Software	e Licensina Fe	es		.\$	903	ŝ	03	\$903		\$903	\$3,612
	AILA, CA Bar					500		65	\$765	. <u> </u>	\$765	\$2,795
30				_								
31	TOTAL OPER	ATING EXPE	NSE	_	<u>\$</u> 3,	<u>392</u>	<u>\$5,2</u>	288	<u>\$ </u>	<u>\$</u>	5,288	\$19,256
32												
33	HSA #3											10/19/2020

APPENDIX F - SITE CHART HSA / DAS / OFFICE OF COMMUNITY PARTNERSHIPS

Page <u>1</u> of <u>1</u>

AGENCY: Jewish Family and Children's Services (JFCS)

FISCAL YEAR: 2021-2024

CONTRACT MAILING ADDRESS: P.O. Box 159004 San Francisco, CA 94115 (Physical address: 2150 Post St. San Francisco, CA 94115)

DIRECTOR: Anita Friedman	1			PHONE NO.: 415-449-1200	
<u>SITES</u> : (Naturalization) Name of Site	Main office of Jewish Family and Children's Services (JFCS)				
Address and Zip Phone Number	2150 Post St. San Francisco, CA 94115 415-449-1200 (main line) 415-449-2917 (Legal Services)				
Fax Number	844-589-6699 (fax for Legal Services)				
Neighborhood	Lower Pacific Heights				
Muni Line #s	MUNI lines: 38, 24				
Person in Charge	Traci Dobronravova (supervisor), Brett Snider (service provider)				
Site Manager	Traci Dobronravova				
Programs Offered at Site	Immigration Legal Services				
Days Open	<u>X</u> Mon <u>X</u> Tues <u>X</u> Wed <u>X</u> Thurs <u>X</u> Fri <u>S</u> at Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun
Hours Open	6:30 pm to 8:00 pm				
Hours of <u>scheduled</u> programming	Citizenship classes on Mondays from 6:30 to 8:00pm, clients by appointment only				
Hours of meal service	N/A				
Annual number of meals at site	N/A				
Average number of meals per day	N/A				
Days closed	Major U.S. holidays				
ADA Accessible	<u>X</u> Yes <u>No</u>	YesNo	YesNo	YesNo	YesNo

APPENDIX A – SERVICES TO BE PROVIDED

La Raza Centro Legal, Inc.

NATURALIZATION SERVICES

Effective January 1, 2021 to June 30, 2024

I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, immigration law, public benefits and bilingual education for citizenship, with the primary goal of helping them become naturalized citizens of the United States.

II. Definitions

Adult with a	Person 18-59 years of age living with a disability.
Disability	
CA GetCare	A web-based application that provides specific functionalities for
	contracted agencies to use to perform consumer
	intake/assessment/enrollment, record service units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAS	Department of Disability and Aging Services
Disability	A condition or combination of conditions that is attributable to a mental,
	cognitive or physical impairment, including hearing and visual
	impairments, that results in substantial functional limitations in one (1) or
	more of the following areas of major life activity: a) Self-care: activities of
	daily living (ADL), and instrumental activities of daily living (IADL); b)
	Capacity for independent living and self-direction; c) Cognitive
	functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services
	funded through this RFP.

Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	La Raza Centro Legal, Inc.
HSA	Human Services Agency of the City and County of San Francisco
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adult with disabilities with economic or social needs; and includes– (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
LPR	Lawful Permanent Resident
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.

N-400	Application for Naturalization. This is the form used to apply for U.S. citizenship. A fee is required for processing.
N-648	Medical Certification and Naturalization Guidance Form an LPR can file to request an exception to the English and civics testing requirements for naturalization because of physical or developmental disability or mental impairment.
Naturalization	Process by which a lawful permanent (U.S.) resident applies for citizenship and completes the required process to become a U.S. citizen.
ОСМ	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
ОСР	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Senior	Person who is 60 years or older, used interchangeably with older adult.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
USCIS	United States Citizenship and Immigration Services
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

3

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Client Eligibility

To be eligible for naturalization services, individuals must be (1) a lawful permanent resident (LPRs), (2) a resident of San Francisco and (3) a person who is an older adult and/or adult living with a disability.

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Description of Services

Grantee will provide services that will aid older adults and adults with disabilities in obtaining citizenship. Grantee will offer one or more of the following services:

- 1. <u>Citizenship/English as a Second Language (ESL) Classes</u> Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.
- 2. <u>One-to-One Assistance</u> Grantee will provide one-to-one assistance to support consumers throughout the naturalization process. This includes individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Assistance in preparing the N-400, explaining or clarifying the process, checking on the status of pending applications and with applying for language and/or disability waivers (N-648) so older adults or adults with disabilities can be accommodated. One-to-one assistance is distinguished from legal services as they are not provided by or under the supervision of a California licensed attorney.
- 3. <u>Legal Services</u> Grantees with a California licensed attorney on staff may deliver legal services which may include providing legal information, advice, counseling, administrative representation, and judicial representation to an LPR by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar as it relates to citizenship/naturalization issues.

Grantee must be experienced and knowledgeable about the naturalization process and is expected to keep up with changes in legislation and policies affecting immigration issues. Grantee should be as culturally and linguistically competent as possible to serve the diverse San Francisco community.

The grantee will meet on a quarterly basis, or as needed, with other naturalization service providers and DAS/OCP to help develop and maintain a comprehensive citywide approach to naturalization service issues.

VII. Service Objectives

On an annual basis:

- Grantee will serve <u>19</u> unduplicated consumers, older adults and adults with disabilities. This count will include consumers/students attending the citizenship/ESL classes and/or receiving one-to-one assistance or legal services.
- Grantee will serve <u>N/A</u> unduplicated consumers who will attend citizenship/ESL classes.
- Grantee will provide $\underline{N/A}$ units of service of citizenship/ESL class hours. One unit is one class hour.
- Grantee will provide <u>N/A</u> units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide <u>480</u> units of service of legal services hours. One unit is one hour of legal services provided

The following measurements will help track program performance and impact, and may be used to develop benchmarks in future years. They shall be collected by the grantee and submitted through a link provided by DAS/OCP in the 4th quarter of the fiscal year.

- Number of N-400s submitted in the contract year on behalf of clients.
- Number of N-648s filed in the contract year on behalf of clients.
- Quantity of language waivers filed in the contract year on behalf of clients.
- Quantity of clients completing the naturalization process (becoming citizens) during the contract year.

VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data.

- Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes. Target: 75%
- Consumers feel more knowledgeable about the naturalization process due to program participation. Target: 75%
- Consumers received the help they needed navigating the naturalization process. Target: 75%

IX. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement.

A. The grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Department staff.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- E. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Ofelia Trevino Administrative Analyst DAS, Office of Community Partnerships P.O. Box 7988 San Francisco, CA 94120-7988 (415) 355-3571 Ofelia.Trevino@sfgov.org

Tahir Shaikh Contract Manager Human Services Agency PO Box 7988 San Francisco, CA 94120-7988 (415) 557-6085 Tahir.Shaikh@sfgov.org

X. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current

organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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 the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

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5	Name		Term			
6	Agency Name: La Raza Centro Leg	gal	1/1/21-6/30/24			
7	(Check One) New⊡ Renewa	I Modifica	tion			
8	If modification, Effective Date of Mod	l. No. of Mc	od.			
9	Program: Naturalization					
	Budget Reference Page No.(s)					Total
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
12	Expenditures					
13	Salaries & Benefits	\$16,697	\$33,394	\$33,394	\$33,394	\$116,87
14	Operating Expenses	\$3,137	\$6,275	\$6,275	\$6,275	\$21,96
	Subtotal	\$19,834	\$39,669	\$39,669	\$39,669	\$138,84
16	Indirect Percentage (%)	13%	13%	13%	13%	13
-	Indirect Cost (Line 16 X Line 15)	\$2,578	\$5,156	\$5,156	\$5,156	\$18,04
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0	\$
19	Total Expenditures	\$22,412	\$44,825	\$44,825	\$44,825	\$156,88
20	HSA Revenues					
21	General Fund	\$22,412	\$44,825	\$44,825	\$44,825	\$156,88
22						
23 24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$22,412	\$44,825	\$44,825	\$44,825	\$156,88
30	Other Revenues					
31 32						
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36	Total Revenues	\$22,412	\$44,825	\$44,825	\$44,825	\$156,88
37	Full Time Equivalent (FTE)					
39	Prepared by:	Telephone No.:				
40	HSA-CO Review Signature:					
41	HSA #1					6/20/20

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11		Agency To	Jais	HSA Pro % FTE	ogram	DAS	DAS	DAS	DAS	TOTAL
		Annual Full		funded by						
		TimeSalary	Total	HSA	Adjusted			Budgeted	Budgeted	
12	POSITION TITLE	for FTE	FTE	(Max 100%)	FTE	Budgeted Salary	Budgeted Salary	Salary	Salary	Budgeted Salary
13	Staff Attorney	\$65,000	1.00	21%	0.21	\$6,803	\$13,606	\$13,606	\$13,606	\$47,621
14	Legal Assistant	\$45,000	1.00	16%	0.16	\$3,557	\$7,114	\$7,114	\$7,114	\$24,899
15	Admin Assistant	\$52,500	1.00	6%	0.06	\$1,444	\$2,888	\$2,888	\$2,888	\$10,108
16	Executive Director	\$80,000	1.00	2%	0.02	\$750	\$1,500	\$1,500	\$1,500	\$5,250
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30	TOTALS	\$242,500	4.00	45%	0.45	\$12,554	\$25,108	\$25,108	\$25,108	\$87,878
31 32	FRINGE BENEFIT RATE	33%								
22	EMPLOYEE FRINGE	¢00.005				¢ 4 4 4 0	¢0,000	¢0,000	¢0.000	¢00.004
34	BENEFITS	\$80,025				\$4,143	\$8,286	\$8,286	\$8,286	\$29,001
35							1		ſ	
36	TOTAL SALARIES & BENEFITS	\$322,525				\$16,697	\$33,394	\$33,394	\$33,394	\$116,879
37	HSA #2									6/20/2018

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9										
10 11										TOTAL
	Expenditure (Category		TERM	1/1/21-6/30/21	7/1/21-6/30/22	2	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
13	Rental of Pro	perty			\$800	\$1,600		\$1,600	\$1,600	\$5,600
14	Telecommuni	cations			\$299	\$597	_	\$597	\$597	\$2,090
	Ottice Supplies,									
	Postage,									
15	Printing &				\$192	\$384		\$384	\$384	\$1,344
16	Building Main	tenance and R	epair		\$80	\$160	_	\$160	\$160	\$560
17	Insurance				\$356	\$713	_	\$713	\$713	\$2,495
18	Travel & Mea	ls			\$60	\$119	_	\$119	\$119	\$417
19	Furniture & E	quipment			\$133	\$267	_	\$267	\$267	\$934
20										
21	CONSULTAN	ITS								
22	Accounting				\$800	\$1,600	_	\$1,600	\$1,600	\$5,600
23	Janitorial				\$230	\$461	_	\$461	\$461	\$1,613
24	IT Consultant	S			\$67	\$134		\$134	\$134	\$469
25										
		rducro			\$C 4	¢400		¢400	¢100	¢440
27 28	Computer Ha	roware erships, & Subs	scriptions	<u> </u>	\$64 \$56	<u>\$128</u> \$112	_	<u>\$128</u> \$112	\$128 \$112	\$448 \$392
29					ΨΟΟ	ΨΠΖ	_	ψι ι Ζ	Ψ'''	ψυυΖ
	TOTAL OPE	RATING EXPE	NSE		3,137	<u>6,275</u>		<u>6,275</u>	6,275	\$21,962
31										
	HSA #3									6/20/2018
	_									

APPENDIX F - SITE CHART

HSA / DAS

AGENCY: La Raza Centro Legal FISCAL YEAR: 21-24

CONTRACT

DIRECTOR: Amanda Alvarado-Ford

CA PHONE NO.: 415-553-3410

<u>SITES</u> :					
Name of Site:	La Raza Centro Legal				
Address and Zip:	474 Valencia St. Ste. 295, San Francisco, CA				
Phone Number:	94103 415-553-3410				
Fax Number:	Mission District				
Neighborhood:	49,14, 22, T, K,				
Muni Line #s:	Amanda Alvarado Ford				
Person in Charge	Amanda Alvarado Ford				
Site Manager: Amanda Alvarado Ford					
Programs Offered at Site	Senior /Disability Law Program, Worker's Rights Program, Immigration Program.				
Days Open	<u>x</u> Mon <u>x</u> Tues <u>x</u> Wed <u>x</u> Thur <u>x</u> Fri <u>S</u> at Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun	MonTues WedThur FriSat Sun
Hours Open	7 hours a day (9AM-12 PM / 1 PM-5 PM)				
Hours of scheduled programming					
Hours of meal service	0				
Annual number of meals at site	0				
Average number of meals per day	0				
Total number of service days in FY	246				
Days closed	119				
ADA Accessible	<u>X</u> Yes <u>No</u>	<u>X</u> Yes <u>No</u>	YesNo	<u>X</u> Yes <u>No</u>	YesNo

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APPENDIX A – SERVICES TO BE PROVIDED

Self Help for the Elderly

NATURALIZATION SERVICES

Effective January 1, 2021 to June 30, 2024

I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, immigration law, public benefits and bilingual education for citizenship, with the primary goal of helping them become naturalized citizens of the United States.

II. Definitions

Adult with a	Person 18-59 years of age living with a disability.
Disability	
CA GetCare	A web-based application that provides specific functionalities for
	contracted agencies to use to perform consumer
	intake/assessment/enrollment, record service units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
Controller	Controller of the City and County of San Francisco or designated agent.
DAS	Department of Disability and Aging Services
Disability	A condition or combination of conditions that is attributable to a mental,
	cognitive or physical impairment, including hearing and visual
	impairments, that results in substantial functional limitations in one (1) or
	more of the following areas of major life activity: a) Self-care: activities of
	daily living (ADL), and instrumental activities of daily living (IADL); b)
	Capacity for independent living and self-direction; c) Cognitive
	functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services
	funded through this RFP.

Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee	Self Help for the Elderly
HSA	Human Services Agency of the City and County of San Francisco
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adult with disabilities with economic or social needs; and includes– (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to, advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
LPR	Lawful Permanent Resident
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.

N-400	Application for Naturalization. This is the form used to apply for U.S. citizenship. A fee is required for processing.
N-648	Medical Certification and Naturalization Guidance Form an LPR can file to request an exception to the English and civics testing requirements for naturalization because of physical or developmental disability or mental impairment.
Naturalization	Process by which a lawful permanent (U.S.) resident applies for citizenship and completes the required process to become a U.S. citizen.
ОСМ	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
ОСР	Office of Community Partnerships (formerly known as Office on the Aging / OOA).
Senior	Person who is 60 years or older, used interchangeably with older adult.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
USCIS	United States Citizenship and Immigration Services
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target groups that have been identified as demonstrating the greatest economic and social need. In particular:

3

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Client Eligibility

To be eligible for naturalization services, individuals must be (1) a lawful permanent resident (LPRs), (2) a resident of San Francisco and (3) a person who is an older adult and/or adult living with a disability.

V. Location and Time of Services

The details of the sites and operation hours are as attached in the Site Chart (Appendix F).

VI. Description of Services

Grantee will provide services that will aid older adults and adults with disabilities in obtaining citizenship. Grantee will offer one or more of the following services:

- 1. <u>Citizenship/English as a Second Language (ESL) Classes</u> Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.
- 2. <u>One-to-One Assistance</u> Grantee will provide one-to-one assistance to support consumers throughout the naturalization process. This includes individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Assistance in preparing the N-400, explaining or clarifying the process, checking on the status of pending applications and with applying for language and/or disability waivers (N-648) so older adults or adults with disabilities can be accommodated. One-to-one assistance is distinguished from legal services as they are not provided by or under the supervision of a California licensed attorney.
- 3. <u>Legal Services</u> Grantees with a California licensed attorney on staff may deliver legal services which may include providing legal information, advice, counseling, administrative representation, and judicial representation to an LPR by a member of the California State Bar or by a non-attorney under the supervision and control of a member of the California State Bar as it relates to citizenship/naturalization issues.

Grantee must be experienced and knowledgeable about the naturalization process and is expected to keep up with changes in legislation and policies affecting immigration issues. Grantee should be as culturally and linguistically competent as possible to serve the diverse San Francisco community.

The grantee will meet on a quarterly basis, or as needed, with other naturalization service providers and DAS/OCP to help develop and maintain a comprehensive citywide approach to naturalization service issues.

VII. Service Objectives

On an annual basis:

- Grantee will serve **800** unduplicated consumers, older adults and adults with disabilities. This count will include consumers/students attending the citizenship/ESL classes and/or receiving one-to-one assistance or legal services.
- Grantee will serve <u>580</u> unduplicated consumers who will attend citizenship/ESL classes.
- Grantee will provide <u>**2,000**</u> units of service of citizenship/ESL class hours. One unit is one class hour.
- Grantee will provide <u>**1,800**</u> units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide <u>n/a</u> units of service of legal services hours. One unit is one hour of legal services provided

The following measurements will help track program performance and impact, and may be used to develop benchmarks in future years. They shall be collected by the grantee and submitted through a link provided by DAS/OCP in the 4th quarter of the fiscal year.

- Number of N-400s submitted in the contract year on behalf of clients.
- Number of N-648s filed in the contract year on behalf of clients.
- Quantity of language waivers filed in the contract year on behalf of clients.
- Quantity of clients completing the naturalization process (becoming citizens) during the contract year.

VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data.

- Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes. Target: 75%
- Consumers feel more knowledgeable about the naturalization process due to program participation. Target: 75%
- Consumers received the help they needed navigating the naturalization process. Target: 75%

IX. Reporting and Other Requirements

Grantee will provide various reports during the term of the grant agreement.

A. The grantee will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Department staff.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- E. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee will develop and maintain with OCP's approval, an updated Site Chart (using OCP's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Paulo Salta Program Analyst DAS, Office of Community Partnerships P.O. Box 7988 San Francisco, CA 94120-7988 (415) 355-3551 Paulo.Salta@sfgov.org

Tahir Shaikh Contract Manager Human Services Agency PO Box 7988 San Francisco, CA 94120-7988 (415) 557-6085 Tahir.Shaikh@sfgov.org

X. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current

organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections VI and VII.

B. <u>Fiscal Compliance and Contract Monitoring</u>: 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 the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	В	С	D	E	F
1						dix B, Page 1
2						10/1/2020
3	HUMAN SERVICES	AGENCY E	BUDGET SU	JMMARY		
4			OGRAM			
5	Name		Term			
6	SELF-HELP FOR THE ELDERLY		1/1/21-6/30/24	Ļ		
7	(Check One) New⊡ Renew	val Moo	lification	-		
8	If modification, Effective Date of Mo	d. No. o	f Mod.			-
9	Program: NATURALIZATION					
10	Budget Reference Page No.(s)					Total
	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
12	Expenditures					
13	Salaries & Benefits	\$67,064	\$134,123	\$134,123	\$134,123	\$469,433
14	Operating Expenses	\$10,327	\$20,658	\$20,658	\$20,658	\$72,301
	Subtotal	\$77,391	\$154,781	\$154,781	\$154,781	\$541,734
16	Indirect Percentage (%)	15%	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$11,608	\$23,217	\$23,217	\$23,217	\$81,259
18	Subcontractor/Capital Expenditures	\$0	\$0	\$0	\$0	\$0
19	Total Expenditures	\$88,999	\$177,998	\$177,998	\$177,998	\$622,993
20	HSA Revenues					
	General Fund	\$88,999	\$177,998	\$177,998	\$177,998	\$622,993
22						
23 24						
24 25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$88,999	\$177,998	\$177,998	\$177,998	\$622,993
30	Other Revenues					
31						
32						
33 34						
35						
36	Total Revenues	\$88,999	\$177,998	\$177,998	\$177,998	\$622,993
37	Full Time Equivalent (FTE)					
39	Prepared by: Leny Nair	Telephone No	415-677-7682	2		
40	HSA-CO Review Signature:					
41	HSA #1					2/25/2020
	•					

	А	В	С	D	E	F	G	Н	I	J
1									Арре	ndix B, Page 2
2										
4	SELF-HELP FOR THE Program: NATURALI									
5		ZATION								
6										
	1		Sala	ries & Ben	ofito Dot	ail				
7	-		Sala	nes & Den	ents Deta	an				
8	•									
9 10	-					1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
11	1	Agency T	otale	HSA Pro	aram	DAS	DAS	DAS	DAS	TOTAL
	- -	Agency I		% FTE	gram	DAG	DAG	DAG	DAG	TOTAL
		Annual Full		funded by						
		TimeSalary	Total	HSA	Adjusted	Budgeted	Budgeted	Budgeted	Budgeted	
12		for FTE	FTE	(Max 100%)	FTE	Salary	Salary	Salary	Salary	Budgeted Salary
10	Director of Social	\$90,060	1.00	150/	0.15	\$ 6,690	¢10.000	¢12.260	¢10.000	¢46.760
	Services Naturalization	\$89,069	1.00	15%	0.15	\$6,680	\$13,360	\$13,360	\$13,360	\$46,760
	Program Supervisor	\$67,246	1.00	50%	0.50	\$16,812	\$33,623	\$33,623	\$33,623	\$117,681
	Citizenship Education					<i> </i>	<i>+,</i>	<i>+,</i>	<i>+•••</i> , <i>•=•</i>	<i>,</i>
15	Coordinator	\$63,045	1.00	25%	0.25	\$7,881	\$15,761	\$15,761	\$15,761	\$55,164
	Naturalization									
16	Program Specialist Special Project	\$46,675	1.00	50%	0.50	\$11,669	\$23,338	\$23,338	\$23,338	\$81,683
17	Assistant	\$42,432	1.00	50%	0.50	\$10,608	\$21,216	\$21,216	\$21,216	\$74,256
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30	TOTALS	\$308,467	5.00	190%	1.90	\$53,650	\$107,298	\$107,298	\$107,298	\$375,544
31	FRINGE BENEFIT									
32	RATE	25%								
20	EMPLOYEE FRINGE	Ф77 447				¢40.444	¢00.005	¢00.005	¢00.005	¢02.000
33 34 35	BENEFITS	\$77,117				\$13,414	\$26,825	\$26,825	\$26,825	\$93,889
35]	·								
	TOTAL SALARIES &	***				*	A 1 A 1 A 1	A . A	* • • • • • • •	* • • • • • •
	BENEFITS	\$385,584				\$67,064	\$134,123	\$134,123	\$134,123	\$469,433
37	HSA #2									2/25/2020

	А	В	С	D	E	G	I	К	N
1								Арре	ndix B, Page 3
2	SELF-HEL	P FOR THE E	LDERLY						10/1/2020
4		NATURALIZA							
5 6									
6 7				Ope	rating Expens	se Detail			
8									
9									
10 11									TOTAL
	Expenditure	e Category		TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
13	Rental of P	roperty			\$4,675	\$9,350	\$9,350	\$9,350	\$32,725
14	Utilities(Ele	c, Water, Gas	, Phone, Garba	ge)	\$1,681	\$3,358	\$3,358	\$3,358	\$11,755
15	Office Supp	olies, Postage			\$296	\$600	\$600	\$600	\$2,096
16	Building Ma	aintenance Sup	pplies and Repa	air	\$2,750	\$5,500	\$5,500	\$5,500	\$19,250
17	Printing and	d Reproductior	n		\$0	\$0	\$0	\$0	\$0
18	Insurance				\$400	\$800	\$800	\$800	\$2,800
19	Staff Traini	ng			\$50	\$100	\$100	\$100	\$350
20	Staff Trave	I-(Local & Out	of Town)		\$400	\$800	\$800	\$800	\$2,800
21	Rental of E	quipment							
22									
23	CONSULT	ANTS							
24				_					
25				-					
26	OTUES								
	OTHER Recruitmer	x t			\$75	\$150	\$150	\$150	\$525
28 29	Recluitmer	11			\$15		φ1 <u></u> 00	0016	φυζο
30									
	TOTAL OP	PERATING EX	PENSE	_	\$ 10,327	\$ 20,658	<u>\$ 20,658</u>	\$ 20,658	\$72,301
32				-					
33	HSA #3								2/25/2020

APPENDIX F - SITE CHART

Naturalization Services

AGENCY: Self-Help for the Elderly

CONTRACT MAILING 731 Sansome Street, Suite 100 San Francisco, CA 94111

DIRECTOR: Emily Chum							
<u>SITES</u> : Name of Site (Naturalization)	601 Jackson Basement Office	Portsmouth Square	Jackie Chan Center	John King Center	Chinatown Health Center	Lutheran Church	Total ALL Sites
Address and Zip	601 Jackson Street, SF, 94133	733 Kearny, SF, 94108	5757 Geary Blvd. SF, 94121		1490 Mason Street, Rm 317, SF, CA 94133	2400 Noriega St, SF CA	
Phone Number	(415) 677-7585	(415) 677-7585	(415) 677-7571	(415) 239-9919	(415) 677-7585	(415) 661-1120	$ \rangle /$
Fax Number	(415)391-3760	(415)391-3760	No Fax	No Fax	No Fax	(415) 661-1820	$ \rangle /$
Neighborhood	Chinatown	Chinatown	Richmond	Visitacion Valley	Chinatown	Sunset	$ \rangle /$
Bus Line #	1, 8X, 30, 45	1, 8X, 30, 45	29, 31, 38, 38L	8X, 56	1, 10, 12	7, 7X, 29	
Person in Charge:	Emily Chum	Emily Chum	Alex Tan	Alex Tan	Lily Lee	Robert Leung	λ
Site Manager/Coordinator	Kenny Chu	Kenny Chu	Lance ma			Robert Leung	
Programs Offered at Site	Naturalization, Case Management, Emergency Short-Term Home Care for Seniors	Naturalization Classes	Naturalization Classes, Congregate Meals, Community/Social Service Nutrition Education Home Delivered Meals	Naturalization Classes, Congregate Meals Community/Social Service Nutrition Education Transportation		Naturalization Classes, HUG Preschool, HUG Afterschool Tutoring, English, Cantonese, and Mandarin Church Services	
Days Open	X Mon X Tues	X Mon X Tues	X Mon X Tues	X Mon X Tues	MonTues	X Mon X Tues	
	<u>X</u> Wed <u>X</u> Thurs <u>X</u> Fri <u>S</u> at	<u>X</u> Wed <u>X</u> Thurs <u>X</u> Fri <u>Sat</u> Sun	<u>X</u> Wed <u>X</u> Thurs <u>X</u> Fri <u>X</u> Sat Sun	<u>X</u> Wed <u>X</u> Thurs <u>X</u> Fri <u>Sat</u> Sun	Wed <u>X</u> Thurs FriSat Sun	<u>X</u> Wed <u>X</u> Thurs <u>X</u> Fri <u>X</u> Sat <u>X</u> Sun	
Hours Open	9:00 – 5:00pm	M – F 9:00 am – 11:00am	M – F 9:00 – 2:30pm Sat 9:00 – 2:00pm	M- F 9:00 am – 2:00pm		M-F 8:00am - 8:00pm Sat-Sun 8:00am - 12:00pm	
Hour of Naturalization Services or Classes	M - F 9:00 am - 5:00 pm	M – F 9:00 am – 11:00am	Mon and Weds 2:30 pm - 4:30 am	M, Tue, Fri 11:30 am - 3:00 pm	Tues and Thurs 1:30 pm - 3:30 pm	M-F 6:00 pm - 8:00 pm	
Days Closed (list holidays closed)	Independence Day Presidents' Day	Labor Day Memorial Day	Columbus Day Martin Luther King Day	Thanksgiving Day Veteran's Day	Christmas Day	New Year's Day	Chinese New Year's Day
ADA Accessible	<u>X</u> Yes <u>No</u>	<u>X</u> Yes No	X Yes No	<u>X</u> Yes <u>No</u>	<u>X</u> Yes No	<u>X</u> Yes <u>No</u>	

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