



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: ANNA PINEDA, DEPUTY DIRECTOR ECONOMIC SUPPORT
AND SELF SUFFICIENCY
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: MAY 20, 2022

SUBJECT: GRANT MODIFICATION: **MULTIPLE PROVIDERS** (see table below) FOR PROVISION OF HOMELESS EMPLOYMENT SERVICES

DS
EL

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	7/1/2021- 6/30/2022	7/1/2022- 6/30/2023	7/1/2021- 6/30/2023		
GRANT AMOUNTS	\$1,093,678	\$1,093,678	\$2,187,356	\$218,735	\$2,406,091
<u>Funding Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING:	\$1,618,643		\$568,713	\$218,735	\$2,406,091
PERCENTAGE:	74%		26%		100%



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Benefits and Family Support requests authorization to modify the existing grants with the agencies below for the period of July 1, 2022 to June 30, 2023 in the additional amount of \$1,093,678 plus a 10% contingency for a revised total amount not to exceed \$2,406,091. The purpose of the modifications is to extend the grant term for one additional year.

<u>GRANTEE</u>	<u>Current 7/1/21- 6/30/22</u>	<u>Modification 7/1/22- 6/30/23</u>	<u>Revised 7/1/21- 6/30/23</u>	<u>Contingency</u>	<u>Total Not To Exceed</u>
Arriba Juntos	\$292,284	\$292,284	\$584,568	\$58,457	\$643,025
Episcopal Community Services	\$271,895	\$271,895	\$543,790	\$54,379	\$598,169
Goodwill Industries	\$157,972	\$157,972	\$315,944	\$31,594	\$347,538
HomeRise	\$371,527	\$371,527	\$743,054	\$74,305	\$817,359
Total	\$1,093,678	\$1,093,678	\$2,187,356	\$218,735	\$2,406,091

Background

For over 10 years, the Department administered several employment and training programs for homeless individuals that were funded by the U.S. Dept. of Housing and Urban Development (HUD). When HUD funding was discontinued in 2016, the Department received an allocation of County General funds from the Board of Supervisors to maintain the provision of homeless employment services. Following the elimination of HUD funding restrictions in 2016, HSA expanded the target population served by the existing contractors, which was then limited to individuals meeting the HUD definition of homelessness, to include formerly homeless clients residing in City-funded permanent supportive housing.

These grants reflect an effort to strategically target available funding to those homeless clients best positioned to benefit from services, to coordinate and align with other services funded through the City's broader workforce system, and to encourage best practices identified in research literature. Grantees all provide direct training and job placement services, and all take a sector-based approach to placing individuals in employment. Programs are designed to engage participants in activities for at least 80 hours per month and move them to employment within six to eight months.

Services to be Provided

Grantees will provide recruitment, assessment and benefits linkage, eligibility certification, job readiness preparation, vocational training, and job placement and retention to currently at-risk and formerly homeless individuals who reside in San Francisco. Seven sector-based training programs will be offered to eligible participants. Arriba Juntos will offer vocational training in automated office skills, nursing assistant, and homecare; Episcopal Community Services in culinary arts and social services; Goodwill in customer service; and HomeRise in property management. 270 participants will be assisted through these programs annually.

Selection

Grantees were selected through Request for Proposals #770, which was competitively bid in October 2017.

Funding

Funding for this grant is provided by a combination of Federal and Local funds.

ATTACHMENTS

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

Arriba Juntos - Appendix B-1 – Budget

Episcopal Community Services of SF, Inc - Appendix A-1 – Services to be Provided

Episcopal Community Services of SF, Inc -Appendix B-1 – Budget

Goodwill Industries of San Francisco, San Mateo and Marin- Appendix A-1 – Services to be Provided

Goodwill Industries of San Francisco, San Mateo and Marin-Appendix B-1 – Budget

HomeRise- Appendix A-1 – Services to be Provided

HomeRise- Appendix B-1 – Budget

Appendix A-1
Scope of Services to be Provided
Arriba Juntos
Employment Services for Currently At-Risk and Formerly Homeless Individuals
July 1, 2021 through June 30, 2023
Amended July 2022

Changes in bold and italics.

I. Purpose of Grant

The purpose of this grant is to increase the employability of formerly homeless and currently at-risk individuals who are best positioned to move to employment within a 6-8-month period, and place them in jobs so that they may avoid homelessness and maintain housing.

II. Definitions

CAAP	County Adult Assistance Program
CalFresh	The California version of the Federal Supplemental Nutrition Assistance Program, formerly known as Food Stamps
CBO	Community Based Organization
Currently at-risk	Individuals who are currently housed but at-risk of homelessness, as evidenced by having one or more of the following risk factors: history of homelessness within the past 5 years, history of eviction within the past 5 years, currently in possession of an eviction notice, currently in arrears on rent payments, and/or housing costs in excess of 70% of income
Formerly homeless	Individuals who have past experience of homelessness but are now off the street and living in City-funded permanent supportive housing, transitional housing, long-term shelter, public housing or other City-subsidized housing
Grantee	Arriba Juntos
HSA	San Francisco Human Services Agency
HSB	Department of Homelessness and Supportive Housing
Job placement	Participant placement in permanent unsubsidized employment for a minimum of 12 hours of employment in a 40-hour pay period

JobsNOW	Human Services Agency's Subsidized Employment Program
Launchpad	A client tracking system used by HSA
OEWD	Office of Economic and Workforce Development

III. Target Population

The target population is currently at-risk and formerly homeless San Franciscans (as defined in Section II. Definitions) whose income is within 300% of the Federal Poverty Level.

IV. Description of Services

Grantee shall provide job readiness services and vocational training to currently at-risk and formerly homeless individuals. Services include:

A. Participant Recruitment, Assessment and Benefits Linkage:

1. Accept referrals of eligible participants (as defined in Section III. Target Population) from HSA, HSH, City-funded shelters, transitional housing, rapid rehousing and permanent supportive housing providers, as well as CBO partners. Grantee may also directly recruit eligible participants from within their existing client base.
2. Grantee will assist individuals in applying for CalFresh. HSA can provide training on how to assist individuals to apply online using My Benefits CalWIN or GetCalfresh.org.
3. Conduct an objective assessment of each participant to determine the employment-related capabilities, needs, interests, and potential of certified applicants. The individual assessment will be located in each participant's file.
4. Develop an individual service plan based on a thorough assessment which includes a vocational goal and the incremental steps towards achieving it, including linkage to separately funded public benefits, barrier remediation and support services as necessary. Note: CAAP and CalFresh linkages in particular can help participants access other employment services and sources of income to support them while in training and job search.

B. Enrollment:

1. Engage participants in program activities for 20 or more hours per week, or at least 80 hours per month.
2. Grantee will be given credit for an enrollment once appropriate documentation has been placed in each participant's file and complete information for the enrollee has been submitted to HSA.
 - a. Currently at-risk or formerly homeless documentation: All participants must be currently at-risk or formerly homeless as defined in Section II. For formerly homeless, documentation will be (i) the personal statement of previous homelessness and (ii) a copy of a letter or contract from the Supportive Housing residence, shelter, transitional housing program or rental subsidy or other housing provider. For currently at-risk, documentation will be a

personal statement of former homelessness, eviction history/threat or excessive housing cost burden.

C. Job Readiness Preparation:

Provide job readiness preparation to include work/education history, resume, master application, on-line job search, and interviewing skills.

D. Vocational Training:

1. Provide vocational training that helps participants obtain in-demand job skills that are marketable to employers from local/regional industries in need of workers:
 - a. Automated Office Skills Training – 400 hours over 10 weeks
 - b. Nursing Assistant Training – 178 hours over 8 weeks
 - c. Homecare Training – 138 hours over 4 weeks
2. Participants will be considered to have successfully completed the training program when they have completed the training program as listed herein with a satisfactory evaluation, obtained a certificate of completion and this information has been reported to HSA.

E. Job Placement and Job Retention:

1. Develop relationships with employers to identify job placement opportunities in high-demand sectors.
2. Develop in-house knowledge of the range of barrier remediation, job readiness, and supportive services already available to program participants in the City of San Francisco, including CAAP, JobsNOW, OEWD-funded services, and services attached to permanent supportive housing. HSA can help to facilitate information sharing between City-funded service providers and Grantee.
3. Develop marketing, outreach, and recruitment materials targeting potential participating employers.
4. Develop a variety of employment opportunities to accommodate participants' skills, interests, and abilities.
5. Match participants with employment opportunities and coach them through the job search process.
6. Refer participants to JobsNOW as appropriate. Grantee must ensure that the participant has work documentation and an updated resume before a referral is made.
7. Provide training and support to employers and participants to ensure job retention after placement.
8. Mediate any disputes between employers and participants, assisting the participant to find another job if resolution cannot be reached.
9. Grantee will be given credit for placement when a participant has entered into permanent unsubsidized employment as defined in Section II. Grantee will have 90 days after the completion date to place participants.

Grantee may request an extension from HSA for placing participants. Extension request must be done at the end of the initial 90-day period for each individual for whom extension is requested with justification as to why employment is likely. The request must clearly state the end date for the extension for each person.

For Grantee to receive placement credit, participants must be placed in a suitable permanent job, and Grantee will provide HSA with complete

employment information, including employer name, job title, job start date, hourly wage, hours per week, and employment benefit information within 30 days of employment start date. Job placements must be documented either through a copy of the participant's paystub or letter from employer indicating start date, job position title, hourly wage, and number of hours per week or month of work.

10. For each participant placed in employment, Grantee will document job retention status at 90 days post-placement.

F. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential CalWORKs clients to HSA to be screened for CalWORKs eligibility.

V. **Location and Time of Services**

Services will be provided at 1850 Mission Street, San Francisco, CA from Monday – Friday 8:30 am to 5:00 pm.

VI. **Grantee Responsibilities**

- A. Document the program eligibility of each participant enrolled in services.
- B. Maintain accurate and timely tracking systems with the ability to perform routine and ad hoc reporting on enrollment, progress, and outcomes.
- C. Document participant attendance through timesheets, which are signed by the participant and the instructor. The instructor will contact the case manager when the participant is late or absent.

VII. **Service Objectives**

On an annual basis, Grantee will meet the following Service Objectives:

- A. ***For FY21/22, Grantee will enroll at least 42 unduplicated participants in job readiness and/or job training services. For FY22/23, Grantee will enroll at least 65 unduplicated participants in job readiness and/or job training services.***
- B. Ensure that at least 75% of program participants complete an annual Satisfaction Survey.

VIII. **Outcome Objectives**

On an annual basis, Grantee will meet the following Outcome Objectives:

- A. At least 70% of those enrolled in services will complete vocational training.
- B. At least 75% of those who complete vocational training will be placed in unsubsidized employment of 20 or more hours per week.
- C. At least 60% of those placed in employment will retain the job a minimum of 90 days.
- D. At least 80% of program participants completing a Satisfaction Survey will report that the program helped remove specified barriers to their employment prospects.
- E. At least 80% of program participants completing a Satisfaction Survey will report that the program helped them acquire specified skills, knowledge, and/or certifications that are useful towards finding a job.

IX. Reporting Requirements

- A. Submit daily attendance in Launchpad. All attendance records must be entered no later than the 3rd of the month following the calendar month report period. Additional attendance reports may be required by HSA.
- B. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and timely for all program components. Reports will be generated directly from Launchpad by the 10th of the following month.
 - 1. Reports shall contain the following data.
 - a. number of enrollments
 - b. number of those who complete vocational training
 - c. number of those who are placed in employment
 - d. number of those who retained job for 90 days
 - 2. Supporting documentation for the numbers presented in the reports must be maintained by Grantee and must be available for auditing by HSA.
- C. Provide an annual participant satisfaction survey report to HSA by March 15 each grant year.
- D. Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by Grantee.***
- E. Collect SOGI data and enter data results twice per year in CARBON.
- F. Develop and deliver ad hoc reports as requested by HSA.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau, Senior Contracts Manager, GB11
Office of Contract Management
Leslie.Lau1@sfgov.org

Or

Christina Chen, Community Services Program Monitor, E307
Welfare-to-Work Services Division
Christina.X.Chen@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of participant eligibility and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of 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 and match documentation. 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	D	E	F
1	Appendix B-1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4				
5	Name	Term		
6	Arriba Juntos	July 1, 2021 - June 30, 2023		
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>			
8	If modification, Effective Date of Mod. 7/1/22		No. of Mod. 1	
9	Program: Employment Services for Currently At-Risk & Formerly Homeless Individuals - HES			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/21-6/30/22	7/1/22-6/30/23	Total
12	Expenditures			
13	Salaries & Benefits	\$198,905	\$198,905	\$397,811
14	Operating Expense	\$53,325	\$53,325	\$106,650
15	Subtotal	\$252,230	\$252,230	\$504,461
16	Indirect Percentage (%)	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$40,054	\$40,054	\$80,108
18	Capital Expenditure			
19				
20	Total Expenditures	\$292,284	\$292,284	\$584,568
21	HSA Revenues			
22	General Fund	\$216,291	\$216,291	\$432,581
23	Federal	\$75,994	\$75,994	\$151,988
24				
25				
26				
27				
28				
29				
30	TOTAL HSA REVENUES	\$292,284	\$292,284	\$584,568
31	Other Revenues			
32				
33				
34				
35				
36				
37	Total Revenues	\$292,284	\$292,284	\$584,569
38	Full Time Equivalent (FTE)			
40	Prepared by:			Date
41	HSA-CO Review Signature:			
42	HSA #1			10/25/2016

	A	C	D	E	F	I	J	K
1	Appendix B-1							
2								
3								
4	Program: Employment Services for Currently At-Risk & Formerly Homeless Individuals - HES							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11		Agency Totals		HSA Program				TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	7/1/21-6/30/22	7/1/22-6/30/23	7/1/21-6/30/23
13	<i>Director of Programs</i>	\$54,080	100%	10%	10%	\$5,528	\$5,528	\$11,056
14	<i>Program Coordinator</i>	\$49,920	100%	75%	75%	\$46,040	\$46,040	\$92,080
15	<i>Case Manager/Employment Sp1</i>	\$40,560	100%	100%	100%	\$41,160	\$41,160	\$82,320
16	<i>Work Readiness/CM</i>	\$40,560	100%	70%	70%	\$19,392	\$19,392	\$38,784
17	<i>Health Career Instructor</i>	\$58,920	100%	30%	30%	\$17,676	\$17,676	\$35,352
18	<i>Computer Instructor</i>	\$47,840	100%	25%	25%	\$12,280	\$12,280	\$24,560
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29	TOTALS		6.00	3.10	3.10	\$142,076	\$142,076	\$284,152
30								
31	FRINGE BENEFIT RATE	40%						
32	EMPLOYEE FRINGE BENEFITS					\$56,829	\$56,829	\$113,659
33								
34								
35	TOTAL SALARIES & BENEFITS	\$0				\$198,905	\$198,905	\$397,811
36	HSA #2	10/25/2016						

	A	B	C	D	G	H	I	M	N
1	Appendix B-1								
2									
3									
4	Program: Employment Services for Currently At-Risk & Formerly Homeless Individuals - HES								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11	TOTAL								
12	<u>Expenditure Category</u>			TERM	<u>7/1/21-6/30/22</u>	<u>7/1/22-6/30/23</u>			
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$15,300	\$15,300			\$30,600
15	Office Supplies, Postage				\$2,800	\$2,800			\$5,600
16	Building Maintenance Supplies and Repair				\$7,100	\$7,100			\$14,200
17	Printing and Reproduction				\$500	\$500			\$1,000
18	Insurance				\$3,900	\$3,900			\$7,800
19	Staff Training								
20	Staff Travel-(Local & Out of Town)				\$750	\$750			\$1,500
21	Rental of Equipment				\$5,700	\$5,700			\$11,400
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25									
26									
27									
28	OTHER								
29	Client Ancillary Expense (books/uniform/exams)				\$13,100	\$13,100			\$26,200
30	Food CFET Ineligible				\$4,175	\$4,175			\$8,350
31									
32									
33									
34									
35	TOTAL OPERATING EXPENSE				\$53,325	\$53,325			\$106,650
36									
37	HSA #3								10/25/2016

Appendix A-1
Scope of Services to be Provided
Episcopal Community Services of San Francisco
Employment Services for Currently At-Risk and Formerly Homeless Individuals
July 1, 2021 through June 30, 2023
Amended July 2022

Changes in bold and italics.

I. Purpose of Grant

The purpose of this grant is to increase the employability of formerly homeless and currently at-risk individuals who are best positioned to move to employment within a 6-8-month period, and place them in jobs so that they may avoid homelessness and maintain housing.

II. Definitions

CAAP	County Adult Assistance Program
CalFresh	The California version of the Federal Supplemental Nutrition Assistance Program, formerly known as Food Stamps
CBO	Community Based Organization
CHEFS	Conquering Homelessness through Employment in Food Services, a vocational training program offered by Grantee
Currently at-risk	Individuals who are currently housed but at-risk of homelessness, as evidenced by having one or more of the following risk factors: history of homelessness within the past 5 years, history of eviction within the past 5 years, currently in possession of an eviction notice, currently in arrears on rent payments, and/or housing costs in excess of 70% of income
Formerly homeless	Individuals who have past experience of homelessness but are now off the street and living in City-funded permanent supportive housing, transitional housing, long-term shelter, public housing or other City-subsidized housing
Grantee	Episcopal Community Services of San Francisco
HSA	San Francisco Human Services Agency
HSH	Department of Homelessness and Supportive Housing

Job placement	Participant placement in permanent unsubsidized employment for a minimum of 12 hours of employment in a 40-hour pay period
JobsNOW	Human Services Agency's Subsidized Employment Program
Launchpad	A client tracking system used by HSA
OEWD	Office of Economic and Workforce Development
SSSET	Social Services Sector Employment Training, a vocational training program offered by Grantee

III. Target Population

The target population is currently at-risk and formerly homeless San Franciscans (as defined in Section II. Definitions) whose income is within 300% of the Federal Poverty Level.

IV. Description of Services

Grantee shall provide job readiness services and vocational training to currently at-risk and formerly homeless individuals. Services include:

A. Participant Recruitment, Assessment and Benefits Linkage:

1. Accept referrals of eligible participants (as defined in Section III. Target Population) from HSA, HSH, City-funded shelters, transitional housing, rapid rehousing and permanent supportive housing providers, as well as CBO partners. Grantee may also directly recruit eligible participants from within their existing client base.
2. Grantee will assist individuals in applying for CalFresh. HSA can provide training on how to assist individuals to apply online using My Benefits CalWIN or GetCalfresh.org.
3. Conduct an objective assessment of each participant to determine the employment-related capabilities, needs, interests, and potential of certified applicants. The individual assessment will be located in each participant's file.
4. Develop an individual service plan based on a thorough assessment which includes a vocational goal and the incremental steps towards achieving it, including linkage to separately funded public benefits, barrier remediation and support services as necessary. Note: CAAP and CalFresh linkages in particular can help participants access other employment services and sources of income to support them while in training and job search.

B. Enrollment:

1. Engage participants in program activities for 20 or more hours per week, or at least 80 hours per month.
2. Grantee will be given credit for an enrollment once appropriate documentation has been placed in each participant's file and complete information for the enrollee has been submitted to HSA.

3. Currently at-risk or formerly homeless documentation: All participants must be currently at-risk or formerly homeless as defined in Section II. For formerly homeless, documentation will be (i) the personal statement of previous homelessness and (ii) a copy of a letter or contract from the Supportive Housing residence, shelter, transitional housing program or rental subsidy or other housing provider. For currently at-risk, documentation will be a personal statement of former homelessness, eviction history/threat or excessive housing cost burden.

C. Job Readiness Preparation:

Provide job readiness preparation to include work/education history, resume, master application, on-line job search, and interviewing skills.

D. Vocational Training:

1. Provide vocational training that helps participants obtain in-demand job skills that are marketable to employers from local/regional industries in need of workers:
 - a. CHEFS is a 10-week culinary training program that offers classroom instruction, experiential learning, and on-the-job training. Participants will earn their ServSafe® CA Food Handler Card, which is required for all California food service employees.
 - b. SSSET is a 9-week training program targeted to employment in entry-level social services jobs. Participants will engage in a hybrid of in-person and online courses on essential career skills, industry-recognized certificates, social service sector specific skills, and job shadowing.
2. Participants will be considered to have successfully completed the training program when they have completed the training program as listed herein with a satisfactory evaluation, obtained a certificate of completion and this information has been reported to HSA.

E. Job Placement and Job Retention:

1. Develop relationships with employers to identify job placement opportunities in high-demand sectors.
2. Develop in-house knowledge of the range of barrier remediation, job readiness, and supportive services already available to program participants in the City of San Francisco, including CAAP, JobsNOW, OEWD-funded services, and services attached to permanent supportive housing. HSA can help to facilitate information sharing between City-funded service providers and Grantee.
3. Develop marketing, outreach, and recruitment materials targeting potential participating employers.
4. Develop a variety of employment opportunities to accommodate participants' skills, interests, and abilities.
5. Match participants with employment opportunities and coach them through the job search process.
6. Refer participants to JobsNOW as appropriate. Grantee must ensure that the participant has work documentation and an updated resume before a referral is made.
7. Provide training and support to employers and participants to ensure job retention after placement.
8. Mediate any disputes between employers and participants, assisting the participant to find another job if resolution cannot be reached.

9. Grantee will be given credit for placement when a participant has entered into permanent unsubsidized employment as defined in Section II. Grantee will have 90 days after the completion date to place participants.

Grantee may request an extension from HSA for placing participants. Extension request must be done at the end of the initial 90-day period for each individual for whom extension is requested with justification as to why employment is likely. The request must clearly state the end date for the extension for each person.

For Grantee to receive placement credit, participants must be placed in a suitable permanent job, and Grantee will provide HSA with complete employment information, including employer name, job title, job start date, hourly wage, hours per week, and employment benefit information within 30 days of employment start date. Job placements must be documented either through a copy of the participant's paystub or letter from employer indicating start date, job position title, hourly wage, and number of hours per week or month of work.

10. For each participant placed in employment, Grantee will document job retention status at 90 days post-placement. For Grantee to receive job retention credit for participants placed in on-call positions with Grantee, Grantee will provide HSA with verification that the participant worked for a minimum of 12 hours per week in average.

F. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential CalWORKs clients to HSA to be screened for CalWORKs eligibility.

V. Location and Time of Services

Services will be primarily provided at the Next Steps Center, 165 8th Street, San Francisco, CA, and virtually, with other sites as identified that host internships. The program will operate between the hours of 8 am and 4 pm on Monday through Thursday.

VI. Grantee Responsibilities

- A. Document the program eligibility of each participant enrolled in services.
- B. Maintain accurate and timely tracking systems with the ability to perform routine and ad hoc reporting on enrollment, progress, and outcomes.
- C. Document participant attendance through timesheets, which are signed by the participant and the instructor.

VII. Service Objectives

On an annual basis, Grantee will meet the following Service Objectives:

- A. ***For FY21/22, Grantee will enroll at least 39 unduplicated participants in job readiness and/or job training services. For FY22/23, Grantee will enroll at least 60 unduplicated participants in job readiness and/or job training services.***
- B. Ensure that at least 75% of program participants complete an annual Satisfaction Survey.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following Outcome Objectives:

- A. At least 70% of those enrolled in services will complete vocational training.
- B. At least 75% of those who complete vocational training will be placed in unsubsidized employment of 20 or more hours per week.
- C. At least 60% of those placed in employment will retain the job a minimum of 90 days.
- D. At least 80% of program participants completing a Satisfaction Survey will report that the program helped remove specified barriers to their employment prospects.
- E. At least 80% of program participants completing a Satisfaction Survey will report that the program helped them acquire specified skills, knowledge, and/or certifications that are useful towards finding a job.

IX. Reporting Requirements

- A. Submit daily attendance in Launchpad. All attendance records must be entered no later than the 3rd of the month following the calendar month report period. Additional attendance reports may be required by HSA.
- B. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and timely for all program components. Reports will be generated directly from Launchpad by the 10th of the following month.
 - 1. Reports shall contain the following data.
 - a. number of enrollments
 - b. number of those who complete vocational training
 - c. number of those who are placed in employment
 - d. number of those who retained job for 90 days
 - 2. Supporting documentation for the numbers presented in the reports must be maintained by Grantee and must be available for auditing by HSA.
- C. Provide an annual participant satisfaction survey report to HSA by March 15 each grant year.
- D. Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by Grantee.***
- E. Collect SOGI data and enter data results twice per year in CARBON.
- F. Develop and deliver ad hoc reports as requested by HSA.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau, Senior Contracts Manager, GB11
Office of Contract Management
Leslie.Lau1@sfgov.org

Or

Christina Chen, Community Services Program Monitor, E307
Welfare-to-Work Services Division
Christina.X.Chen@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of participant eligibility and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of 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 and match documentation. 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	B	C	F
1				1
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4				
5	Name		Appendix B-1	
6	EPISCOPAL COMMUNITY SERVICES OF SF		Term	
7	(Check One) New <input type="checkbox"/>	Renewal <input type="checkbox"/>	Modification X <input checked="" type="checkbox"/>	7/1/21-6/30/23
8	If modification, Effective Date of Mod. 7/1/22		No. of Mod. 1	
9	Program: EMPLOYMENT SERVICES		TOTAL	
10	Budget Reference Page No.(s)			
11	Program Term	7/1/21-6/30/22	7/1/22-6/30/23	7/1/21-6/30/23
12	Expenditures			
13	Salaries & Benefits	\$215,070	\$215,070	\$430,141
14	Operating Expense	\$21,360	\$21,360	\$42,720
15	Subtotal	\$236,430	\$236,430	\$472,861
16	Indirect Percentage (%)	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$35,465	\$35,465	\$70,930
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$271,895	\$271,895	\$543,790
20	HSA Revenues			
21				
22	General Fund	\$201,203	\$201,203	\$402,405
23	CFET Funds	\$70,693	\$70,693	\$141,386
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$271,895	\$271,895	\$543,790
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$271,895	\$271,895	\$543,790
37	Full Time Equivalent (FTE)			
39	Prepared by: Tiffany Luong			
40	HSA-CO Review Signature: _____			
41	HSA #1			11/15/2007

	A	B	C	D	E	I	K	L	
1	Program: EMPLOYMENT SERVICES							Appendix B-1	
2									
3									
4									
5									
6									
7	Salaries & Benefits Detail								
8									
9						TOTAL	Total	Total	
10						7/1/21-6/30/22	7/1/22-6/30/23	7/1/21-6/30/23	
11	Agency Totals		For HSA Program		HSA Program	HSA Program	HSA Program		
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE				
13	CHEFS Assistant Mgr/BREW	78,256	100%	20%	20%	\$18,806	\$18,806	\$37,612	
14	CHEFS Bilingual Employment Spec /LAINEZ	49,444	100%	80%	80%	\$17,177	\$17,177	\$34,354	
15	Database Compliance Specialist/SUTTIE	64,018	100%	75%	75%	\$50,410	\$50,410	\$100,821	
16	Workforce Development Manager/SCALES	84,769	100%	55%	55%	\$8,477	\$8,477	\$16,954	
17	Director of Impact and Analytics/HERSHER	129,352	100%	2.17%	2.17%	\$4,980	\$4,980	\$9,960	
18	Associate Director - Workforce Development/HO	118,432	100%	34%	34%	\$39,675	\$39,675	\$79,350	
19	Assoc Mgr - Ecs Job Center/LORENTZEN	81,207	100%	7%	7%	\$8,121	\$8,121	\$16,242	
20	Frontline Essentials Instructor/POWELL	85,274	100%	9%	9%	\$8,074	\$8,074	\$16,148	
21	Employment Specialist / LEE	56,849	100%	10%	10%	\$4,282	\$4,282	\$8,564	
22	Employment Specialist / OPEN	58,591	100%	10%	10%	\$2,930	\$2,930	\$5,860	
23									
24	TOTALS			3.02	3.02	\$162,932	\$162,932	\$325,865	
25									
26	FRINGE BENEFIT RATE	32%							
27	EMPLOYEE FRINGE BENEFITS					\$52,138	\$52,138	\$104,276	
28									
29									
30	TOTAL SALARIES & BENEFITS					\$215,070	\$215,070	\$430,141	
31	HSA #2					5/14/2022			

	A	B	C	D	E	I	J	K		
1	Program: EMPLOYMENT SERVICES							3		
2								Appendix B-1		
3										
4										
5										
6										
7	Operating Expense Detail									
8										
9										
10								TOTAL		
11								7/1/21-6/30/22	7/1/22-6/30/23	7/1/21-6/30/23
12	<u>Expenditure Category</u>									
13	Rental of Property									
14	Facilities/Utilities(Elec,Water,Gas,Scavenger)							\$4,460	\$4,460	\$8,920
15	Office Supplies, Postage							\$500	\$500	\$1,000
16	Building Maintenance Supplies and Repair									
17	Printing and Reproduction							\$800	\$800	\$1,600
18	Insurance							\$3,000	\$3,000	\$6,000
19	IT Equipment/Internet Access							\$2,000	\$2,000	\$4,000
20	Staff Travel-(Local & Out of Town)									
21	Rental of Equipment									
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE									
23										
24										
25										
26										
27										
28	OTHER									
29	Staff Training/Recruitment & Local Travel							\$1,200	\$1,200	\$2,400
30	Food and Food Service Supplies							\$1,600	\$1,600	\$3,200
31	Program Supplies/Laundry & Uniforms							\$3,200	\$3,200	\$6,400
32	Telecommunications							\$1,600	\$1,600	\$3,200
33	Plato Software Annual Subscription									
34	Ancillary Support Services							\$3,000	\$3,000	\$6,000
35										
36	TOTAL OPERATING EXPENSE							\$21,360	\$21,360	\$42,720
37										
38	HSA #3									11/15/2007

Appendix A-1
Scope of Services to be Provided
Goodwill of San Francisco, San Mateo and Marin Counties
Employment Services for Currently At-Risk and Formerly Homeless Individuals
July 1, 2021 through June 30, 2023
Amended July 2022

Changes in bold and italics.

I. Purpose of Grant

The purpose of this grant is to increase the employability of formerly homeless and currently at-risk individuals who are best positioned to move to employment within a 6-8-month period, and place them in jobs so that they may avoid homelessness and maintain housing.

II. Definitions

CAAP	County Adult Assistance Program
CalFresh	The California version of the Federal Supplemental Nutrition Assistance Program, formerly known as Food Stamps
CBO	Community Based Organization
Currently at-risk	Individuals who are currently housed but at-risk of homelessness, as evidenced by having one or more of the following risk factors: history of homelessness within the past 5 years, history of eviction within the past 5 years, currently in possession of an eviction notice, currently in arrears on rent payments, and/or housing costs in excess of 70% of income
Formerly homeless	Individuals who have past experience of homelessness but are now off the street and living in City-funded permanent supportive housing, transitional housing, long-term shelter, public housing or other City-subsidized housing
Grantee	Goodwill of San Francisco, San Mateo and Marin
HSA	San Francisco Human Services Agency
HSH	Department of Homelessness and Supportive Housing
Job placement	Participant placement in permanent unsubsidized employment for a minimum of 12 hours of employment in a 40-hour pay period.

JobsNOW	Human Services Agency's Subsidized Employment Program
Launchpad	A client tracking system used by HSA
OEWD	Office of Economic and Workforce Development

III. Target Population

The target population is currently at-risk and formerly homeless San Franciscans (as defined in Section II. Definitions) whose income is within 300% of the Federal Poverty Level.

IV. Description of Services

Grantee shall provide job readiness services and vocational training to currently at-risk and formerly homeless individuals. Services include:

A. Participant Recruitment, Assessment and Benefits Linkage:

1. Accept referrals of eligible participants (as defined in Section III. Target Population) from HSA, HSH, City-funded shelters, transitional housing, rapid rehousing and permanent supportive housing providers, as well as CBO partners. Grantee may also directly recruit eligible participants from within their existing client base.
2. Grantee will assist individuals in applying for CalFresh. HSA can provide training on how to assist individuals to apply online using My Benefits CalWIN or GetCalfresh.org.
3. Conduct an objective assessment of each participant to determine the employment-related capabilities, needs, interests, and potential of certified applicants. The individual assessment will be located in each participant's file.
4. Develop an individual service plan based on a thorough assessment which includes a vocational goal and the incremental steps towards achieving it, including linkage to separately funded public benefits, barrier remediation and support services as necessary. Note: CAAP and CalFresh linkages in particular can help participants access other employment services and sources of income to support them while in training and job search.

B. Enrollment:

1. Engage participants in program activities for 20 or more hours per week, or at least 80 hours per month.
2. Grantee will be given credit for an enrollment once appropriate documentation has been placed in each participant's file, and complete information for the enrollee has been submitted to HSA.
 - a. Currently at-risk or formerly homeless documentation: All participants must be currently at-risk or formerly homeless as defined in Section II. For formerly homeless, documentation will be (i) the personal statement of previous homelessness and (ii) a copy of a letter or contract from the Supportive Housing residence, shelter, transitional housing program or rental subsidy or other housing provider. For

currently at-risk, documentation will be a personal statement of former homelessness, eviction history/threat or excessive housing cost burden.

C. Job Readiness Preparation:

1. Provide 20-hour job readiness training to include work/education history, resume, master application, on-line job search, and interviewing skills.

D. Vocational Training:

1. Provide vocational training in customer service jobs that develops core competencies and digital skills expected in the sector. The program will operate over a one-week period for 20 hours per week. The topics covered will include retail technology, register procedures, stock control, pricing, sales, cross-selling, visual merchandising, and creating an excellent customer experience.
2. Participants will be considered to have successfully completed the training program when they have completed the training program as listed herein with a satisfactory evaluation, obtained a certificate of completion and this information has been reported to HSA.

E. Job Placement and Job Retention:

1. Develop relationships with employers to identify job placement opportunities in high-demand sectors.
2. Develop in-house knowledge of the range of barrier remediation, job readiness, and supportive services already available to program participants in the City of San Francisco, including CAAP, JobsNOW, OEWD-funded services, and services attached to permanent supportive housing. HSA can help to facilitate information sharing between City-funded service providers and Grantee.
3. Develop marketing, outreach, and recruitment materials targeting potential participating employers.
4. Develop a variety of employment opportunities to accommodate participants' skills, interests, and abilities.
5. Match participants with employment opportunities and coach them through the job search process.
6. Refer participants to JobsNOW as appropriate. Grantee must ensure that the participant has work documentation and an updated resume before a referral is made.
7. Provide training and support to employers and participants to ensure job retention after placement.
8. Mediate any disputes between employers and participants, assisting the participant to find another job if resolution cannot be reached.
9. Grantee will be given credit for placement when a participant has entered into permanent unsubsidized employment as defined in Section II. Grantee will have 90 days after the completion date to place participants.

Grantee may request an extension from HSA for placing participants. Extension request must be done at the end of the initial 90-day period for each individual for whom extension is requested with justification as to why employment is likely. The request must clearly state the end date for the extension for each person.

For Grantee to receive placement credit, participants must be placed in a suitable permanent job, and Grantee will provide HSA with complete

employment information, including employer name, job title, job start date, hourly wage, hours per week, and employment benefit information within 30 days of employment start date. Job placements must be documented either through a copy of the participant's paystub or letter from employer indicating start date, job position title, hourly wage, and number of hours per week or month of work.

10. For each participant placed in employment, Grantee will document job retention status at 90 days post-placement.

F. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential CalWORKs clients to HSA to be screened for CalWORKs eligibility.

V. Location and Time of Services

Services will take place in the CAP Career Center, 750 Post Street, San Francisco, CA. The CAP is open Monday through Thursday from 9 am to 5 pm and on Friday from 9 am to 1 pm. Once a month the Center remains open till 7 pm on Wednesdays to better meet the needs of the target population.

During the COVID-19 public health emergency, services will be provided remotely.

VI. Grantee Responsibilities

- A. Document the program eligibility of each participant enrolled in services.
- B. Maintain accurate and timely tracking systems with the ability to perform routine and ad hoc reporting on enrollment, progress, and outcomes.
- C. Document participant attendance through timesheets, which are signed by the participant and the instructor.

VII. Service Objectives

On an annual basis, Grantee will meet the following Service Objectives:

- A. Enroll at least 60 unduplicated participants in job readiness and/or job training services.
- B. Ensure that at least 75% of program participants complete an annual Satisfaction Survey.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following Outcome Objectives:

- A. At least 70% of those enrolled in services will complete vocational training.
- B. At least 75% of those who complete vocational training will be placed in unsubsidized employment of 12 or more hours per week.
- C. At least 60% of those placed in employment will retain the job a minimum of 90 days.
- D. At least 80% of program participants completing a Satisfaction Survey will report that the program helped remove specified barriers to their employment prospects.
- E. At least 80% of program participants completing a Satisfaction Survey will report that the program helped them acquire specified skills, knowledge, and/or certifications that are useful towards finding a job.

IX. Reporting Requirements

- A. Submit daily attendance in Launchpad. All attendance records must be entered no later than the 3rd of the month following the calendar month report period. Additional attendance reports may be required by HSA.
- B. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and timely for all program components. Reports will be generated directly from Launchpad by the 10th of the following month.
 - 1. Reports shall contain the following data:
 - a. number of enrollments
 - b. number of those who complete vocational training
 - c. number of those who are placed in employment
 - d. number of those who retained job for 90 days
 - 2. Supporting documentation for the numbers presented in the reports must be maintained by Grantee and must be available for auditing by HSA.
- C. Provide an annual participant satisfaction survey report to HSA by March 15 each grant year.
- D. ***Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by Grantee.***
- E. Collect SOGI data and enter data results twice per year in CARBON.
- F. Develop and deliver ad hoc reports as requested by HSA.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau, Senior Contracts Manager, GB11
Office of Contract Management
Leslie.Lau1@sfgov.org

Or

Christina Chen, Community Services Program Monitor, E307
Welfare-to-Work Services Division
Christina.X.Chen@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of participant eligibility and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of 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 and match documentation. 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	R	S	T
1	Appendix B-1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4				
5	Name			
6	Goodwill Industries of San Francisco, San Mateo, Marin Counties			
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>			
8	If modification, Effective Date of Mod. 7/1/22 No. of Mod. 1			
9	Program: Employment Services for Currently At Risk and Formerly Homeless Individuals			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/21-6/30/22	7/1/22-6/30/23	7/1/21-6/30/23
12	Expenditures			
13	Salaries & Benefits	\$130,688	\$130,688	\$261,375
14	Operating Expense	\$10,198	\$10,198	\$20,396
15	Subtotal	\$140,886	\$140,886	\$281,771
16	Indirect Percentage (%)	12.00%	12.00%	12.00%
17	Indirect Cost (Line 16 X Line 15)	\$17,086	\$17,086	\$34,173
18	Capital Expenditure			
19	Total Expenditures	\$157,972	\$157,972	\$315,944
20	HSA Revenues			
21	General Fund	\$116,899	\$116,899	\$233,798
22	CFET Funds	\$41,073	\$41,073	\$82,145
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$157,972	\$157,972	\$315,944
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$157,972	\$157,972	\$315,944
37	Full Time Equivalent (FTE)			
39	Prepared by: Megan Kenny		Date 5.18.2021	
40	HSA-CO Review Signature:			
41	HSA #1			10/25/2016

	A	B	C	D	E	V	W	X
1	Appendix B-1							
2								
3								
4	Program Name: Employment Services for Currently, At Risk and Formerly Homeless Individuals							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11								
		7/1/21-6/30/22			7/1/22-6/30/23			
		Agency Totals		HSA Program				TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE			7/1/21-6/30/23
13	Career Advisor	\$47,500	1.50	100%	1.50	\$60,500	\$60,500	\$121,000
14	Employer Engagement Specialist	\$47,500	1.00	50%	0.50			
15	Instructor	\$50,000	1.00	50%	0.50	\$30,250	\$30,250	\$60,500
16	QA Specialist	\$50,000	1.00	25%	0.25			
17	Manager	\$70,000	1.00	15%	0.15	\$13,800	\$13,800	\$27,600
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30	TOTALS	\$265,000	5.50		2.90	\$104,550	\$104,550	\$209,100
31								
32	FRINGE BENEFIT RATE	25.00%						
33	EMPLOYEE FRINGE BENEFITS	\$66,250				\$26,138	\$26,138	\$52,275
34								
35								
36	TOTAL SALARIES & BENEFITS	\$331,250				\$130,688	\$130,688	\$261,375
37	HSA #2							10/25/2016

	A	B	C	D	X	Y	Z	AA	
1								Appendix B-1	
2									
3									
4	Program Name: Employment Services for Current								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11								TOTAL	
12	<u>Expenditure Category</u>	TERM		<u>7/1/21-6/30/22</u>	<u>7/1/22-6/30/23</u>			<u>7/1/21-6/30/23</u>	
13	Rental of Property								
14	Utilities(Elec, Water, Gas, Phone, Scavenger)								
15	Office Supplies, Postage			\$498	\$498			\$996	
16	Building Maintenance Supplies and Repair								
17	Printing and Reproduction								
18	Insurance								
19	Staff Training								
20	Staff Travel-(Local & Out of Town)								
21	Rental of Equipment			\$2,000	\$2,000			\$4,000	
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23									
24									
25									
26									
27									
28	OTHER								
29	Ancillary-Supportive Services			\$6,700	\$6,700			\$13,400	
30	CFET-ineligible: Food and Beverage			\$1,000	\$1,000			\$2,000	
31	Program Expenses								
32									
33									
34									
35	TOTAL OPERATING EXPENSE			\$10,198	\$10,198			\$20,396	
36									
37	HSA #3								10/25/2016

Appendix A-1
Scope of Services to be Provided
HomeRise
Employment Services for Currently At-Risk and Formerly Homeless Individuals
July 1, 2022 through June 30, 2023
Amended July 2022

Changes in bold and italics.

I. Purpose of Grant

The purpose of this grant is to increase the employability of formerly homeless and currently at-risk individuals who are best positioned to move to employment within a 6-8-month period, and place them in jobs so that they may avoid homelessness and maintain housing.

II. Definitions

CAAP	County Adult Assistance Program
CalFresh	The California version of the Federal Supplemental Nutrition Assistance Program, formerly known as Food Stamps
CBO	Community Based Organization
Currently at-risk	Individuals who are currently housed but at-risk of homelessness, as evidenced by having one or more of the following risk factors: history of homelessness within the past 5 years, history of eviction within the past 5 years, currently in possession of an eviction notice, currently in arrears on rent payments, and/or housing costs in excess of 70% of income
Formerly homeless	Individuals who have past experience of homelessness but are now off the street and living in City-funded permanent supportive housing, transitional housing, long-term shelter, public housing or other City-subsidized housing
Grantee	HomeRise, formerly known as Community Housing Partnership (CHP)
HSA	San Francisco Human Services Agency
HSH	Department of Homelessness and Supportive Housing
Job placement	Participant placement in permanent unsubsidized employment for a minimum of 12 hours of employment in a 40 hour pay period.

JobsNOW	Human Services Agency's Subsidized Employment Program
Launchpad	A client tracking system used by HSA
OEWD	Office of Economic and Workforce Development

III. Target Population

The target population is currently at-risk and formerly homeless San Franciscans (as defined in Section II. Definitions) whose income is within 300% of the Federal Poverty Level.

IV. Description of Services

Grantee shall provide job readiness services and vocational training to currently at-risk and formerly homeless individuals during a full year. Services include:

A. Participant Recruitment, Assessment and Benefits Linkage:

1. Accept referrals of eligible participants (as defined in Section III. Target Population) from HSA, HSH, City-funded shelters, transitional housing, rapid rehousing and permanent supportive housing providers, as well as CBO partners. Grantee may also directly recruit eligible participants from within their existing client base.
2. Grantee will assist individuals in applying for CalFresh. HSA can provide training on how to assist individuals to apply online using My Benefits CalWIN or GetCalfresh.org.
3. Conduct an objective assessment of each participant to determine the employment-related capabilities, needs, interests, and potential of certified applicants. The individual assessment will be located in each participant's file.
4. Develop an individual service plan based on a thorough assessment which includes a vocational goal and the incremental steps towards achieving it, including linkage to separately funded public benefits, barrier remediation and support services as necessary. Note: CAAP and CalFresh linkages in particular can help participants access other employment services and sources of income to support them while in training and job search.

B. Enrollment:

1. Engage participants in program activities for 20 or more hours per week, or at least 80 hours per month.
2. Grantee will be given credit for an enrollment once appropriate documentation has been placed in each participant's file and complete information for the enrollee has been submitted to HSA.
 - a. Currently at-risk or formerly homeless documentation: All participants must be currently at-risk or formerly homeless as defined in Section II. For formerly homeless, documentation will be (i) the personal statement of previous homelessness and (ii) a copy of a letter or contract from the Supportive Housing residence, shelter, transitional housing program or rental subsidy or other housing provider. For

currently at-risk, documentation will be a personal statement of former homelessness, eviction history/threat or excessive housing cost burden.

C. Job Readiness Preparation:

Provide job readiness preparation to include work/education history, resume, master application, on-line job search, and interviewing skills.

D. Vocational Training:

1. Provide vocational training on desk clerking through the Desk Ready program. Participants will receive two weeks of virtual training and in-person instruction in hard and soft skills and work-related problem-solving.
2. Participants will be considered to have successfully completed the training program when they have completed the training program as listed herein with a satisfactory evaluation, obtained a certificate of completion and this information has been reported to HSA.

E. Job Placement and Job Retention:

1. Develop relationships with employers to identify job placement opportunities in high-demand sectors.
2. Develop in-house knowledge of the range of barrier remediation, job readiness, and supportive services already available to program participants in the City of San Francisco, including CAAP, JobsNOW, OEWD-funded services, and services attached to permanent supportive housing. HSA can help to facilitate information sharing between City-funded service providers and Grantee.
3. Develop marketing, outreach, and recruitment materials targeting potential participating employers.
4. Develop a variety of employment opportunities to accommodate participants' skills, interests, and abilities.
5. Match participants with employment opportunities and coach them through the job search process.
6. Refer participants to JobsNOW as appropriate. Grantee must ensure that the participant has work documentation and an updated resume before a referral is made.
7. Provide training and support to employers and participants to ensure job retention after placement.
8. Mediate any disputes between employers and participants, assisting the participant to find another job if resolution cannot be reached.
9. Grantee will be given credit for placement when a participant has entered into permanent unsubsidized employment as defined in Section II. Grantee will have 90 days after the completion date to place participants.

Grantee may request an extension from HSA for placing participants. Extension request must be done at the end of the initial 90-day period for each individual for whom extension is requested with justification as to why employment is likely. The request must clearly state the end date for the extension for each person.

For Grantee to receive placement credit, participants must be placed in a suitable permanent job, and Grantee will provide HSA with complete employment information, including employer name, job title, job start date, hourly wage, hours per week, and employment benefit information within 30 days of employment start date. Job placements must be documented

either through a copy of the participant's paystub or letter from employer indicating start date, job position title, hourly wage, and number of hours per week or month of work.

10. For each participant placed in employment, Grantee will document job retention status at 90 days post-placement. For Grantee to receive job retention credit for participants placed with Solutions SF, Grantee will provide HSA with verification that the participant worked for a minimum of 12 hours per week in average.

F. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential CalWORKs clients to HSA to be screened for CalWORKs eligibility.

V. **Location and Time of Services**

The majority of program staff and services are based out of 374 5th Street. Office hours are from 9:00 am – 5:00 pm Monday through Friday.

VI. **Grantee Responsibilities**

- A. Document the program eligibility of each participant enrolled in services.
- B. Maintain accurate and timely tracking systems with the ability to perform routine and ad hoc reporting on enrollment, progress, and outcomes.
- C. Document participant attendance through timesheets, which are signed by the participant and the instructor or recorded in an attendance list for virtual classes.

VII. **Service Objectives**

On an annual basis, Grantee will meet the following Service Objectives:

- A. *For FY21/22, Grantee will enroll at least 55 unduplicated participants in job readiness and/or job training services. For FY22/23, Grantee will enroll at least 85 unduplicated participants in job readiness and/or job training services.*
- B. Ensure that at least 75% of program participants complete an annual Satisfaction Survey.

VIII. **Outcome Objectives**

On an annual basis, Grantee will meet the following Outcome Objectives:

- A. At least 70% of those enrolled in services will complete vocational training.
- B. At least 75% of those who complete vocational training will be placed in unsubsidized employment of 12 or more hours per week.
- C. At least 60% of those placed in employment will retain the job for a minimum of 90 days.
- D. At least 80% of program participants completing a Satisfaction Survey will report that the program helped remove specified barriers to their employment prospects.
- E. At least 80% of program participants completing a Satisfaction Survey will report that the program helped them acquire specified skills, knowledge, and/or certifications that are useful towards finding a job.

IX. Reporting Requirements

- A. Submit daily attendance in Launchpad. All attendance records must be entered no later than the 3rd of the month following the calendar month report period. Additional attendance reports may be required by HSA.
- B. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and timely for all program components. Reports will be generated directly from Launchpad by the 10th of the following month.
 - 1. Reports shall contain the following data.
 - a. number of enrollments
 - b. number of those who complete vocational training
 - c. number of those who are placed in employment
 - d. number of those who retained job for 90 days
 - 2. Supporting documentation for the numbers presented in the reports must be maintained by Grantee and must be available for auditing by HSA.
- C. Provide an annual participant satisfaction survey report to HSA by March 15 each grant year.
- D. ***Annual Reports summarizing the contract activities will be submitted directly to Contracts Monitor by Grantee.***
- E. Collect SOGI data and enter data results twice per year in CARBON.
- F. Develop and deliver ad hoc reports as requested by HSA.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau, Senior Contracts Manager, GB11
Office of Contract Management
Leslie.Lau1@sfgov.org

Or

Christina Chen, Community Services Program Monitor, E307
Welfare-to-Work Services Division
Christina.X.Chen@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of participant eligibility and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of 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 and match documentation. 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	D	E	H
1	HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM			
2				
3				
4				
5	Name	Term:	7/1/2021 - 6/30/2023	
6	Homerise			
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>			
8	If modification, Effective Date of Mod. 7/1/22		No. of Mod. 1	
9	Program:			
10	Budget Reference Page No.(s)			Total
11	Program Term	7/1/2021 - 6/30/2022	7/1/22-6/30/23	7/1/21-6/30/23
12	Expenditures			
13	Salaries & Benefits	\$241,003	\$241,003	\$482,007
14	Operating Expense	\$63,519	\$63,519	\$127,037
15	Subtotal	\$304,522	\$304,522	\$609,044
16	Indirect Percentage (%)	15%	15%	\$0
17	Indirect Cost (Line 16 X Line 15)	\$67,005	\$67,005.29	\$134,011
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$371,527	\$371,527	\$743,054
20	HSA Revenues			
21	General Fund	\$208,055	\$208,055	\$416,110
22	CFET Funds	\$163,472	\$163,472	\$326,944
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$371,527	\$371,527	\$743,054
30	Other Revenues			
31				
32				
33				
34				
35				
36	Total Revenues	\$371,527	\$371,527	\$743,054
37	Full Time Equivalent (FTE)			
39	Prepared by: Jamie Schecter	Date 5/13/2021		
40	HSA-CO Review Signature: _____			
41	HSA #1	10/25/2016		

	A	B	C	D	E	H	I	L
1	Appendix B-1							
2								
3								
4	Program Name:							
5	(Same as Line 9 on HSA #1)							
6								
7	Salaries & Benefits Detail							
8								
9								
10								
11		Agency Totals		HSA Program				TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	7/1/2021 - 6/30/2022	7/1/2022-6/30/23	7/1/2021 - 6/30/2022
13	Director	\$120,000	1.00	5%	0.05	\$6,000	\$6,000	\$12,000
14	Manager	\$78,649	1.00	61%	0.61	\$45,000	\$45,000	\$90,000
15	Employment Training Coordinator 1	\$48,942	1.00	55%	0.55	\$13,000	\$13,000	\$26,000
16	Employment Training Coordinator 2	\$48,942	1.00	55%	0.55	\$26,918	\$26,918	\$53,836
17	Employment Training Coordinator 3	\$48,942	1.00	55%	0.55	\$26,918	\$26,918	\$53,836
18	Employment Training Coordinator 4	\$48,942	1.00	25%	0.25	\$2,000	\$2,000	\$4,000
19	Program Associate - Employment Opportu	\$58,240	1.00	50%	0.50	\$26,918	\$26,918	\$53,836
20	Employment Retention Specialist	\$41,766	1.00	70%	0.70	\$29,236	\$29,236	\$58,472
21	Program Associate - Learning and Evaluat	\$58,240	1.00	25%	0.25	\$14,560	\$14,560	\$29,120
22								
23								
24								
25								
26								
27								
28								
29								
30								
31	TOTALS		9.00	401%	4.01	\$190,550	\$190,550	\$381,101
32								
33	FRINGE BENEFIT RATE	23%						
34	EMPLOYEE FRINGE BENEFITS					\$50,453	\$50,453	\$100,906
35								
36								
37	TOTAL SALARIES & BENEFITS	\$0				\$241,003	\$241,003	\$482,007
38	HSA #2							10/25/2016

	A	B	C	D	G	H	I	M	N
1	Appendix B-1								
2									
3									
4	Program Name:								
5	(Same as Line 9 on HSA #1)								
6									
7	Operating Expense Detail								
8									
9									
10									
11	TOTAL								
12	<u>Expenditure Category</u>			TERM	<u>7/1/2021 - 6/30/2022</u>	<u>7/1/2022-6/30/23</u>			
13	Rental of Property				\$20,410	\$20,410			\$40,820
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$2,307	\$2,307			\$4,613
15	Office Supplies, Postage				\$4,070	\$4,070			\$8,140
16	Building Maintenance Supplies and Repair				\$2,000	\$2,000			\$4,000
17	Printing and Reproduction								
18	Insurance								
19	Staff Training				\$750	\$750			\$1,500
20	Staff Travel-(Local & Out of Town)								
21	Rental of Equipment				\$1,000	\$1,000			\$2,000
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE								
23	Paricipant internship - DeskReady Support				\$18,000	\$18,000			\$36,000
24									
25									
26									
27									
28	OTHER								
29	Ancillary-Supportive Services				\$11,050	\$11,050			\$22,100
30	Food (CFET-ineligible)								
31	Program Expenses				\$3,932	\$3,932			\$7,864
32	Staff Recruitment								
33	Payroll Expense & Audit								
34	IT & Small Equipment & Subscriptions								
35									
36					\$63,519	\$63,519			\$127,037
37									
38	HSA #3								