# City and County of San Francisco

London Breed, Mayor

**Human Services Agency** 

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

Trent Rhorer, Executive Director

# MEMORANDUM

| TO:                                     | AGING & A                            | DULT SERVIC                               | CES COMMISS                          | SION   |  |
|---|--------------------------------------|---|--------------------------------------|--|--|
| THROUGH:                                | SHIREEN M                            | ICSPADDEN, I                              | EXECUTIVE I                          | DIRECTOR                                       |  |
| FROM:                                   |                                      | JFFMAN, DEP<br>'AKAWA, DIR                |                                      | OR<br>DNTRACTS                                 | <u>()</u>  |
| DATE:                                   | JUNE 5, 201                          | 9   |                                      |  |  |
| SUBJECT:                                | <b>PROFIT)</b> F<br>SERVICES         | OR THE PROV                               | ISION OF NA<br>ADULTS AND            | E GRANTEES<br>TURALIZATIO<br>ADULTS WITH<br>e) | N  |
| GRANT TERM:                             | <u>Current</u><br>7/1/18-<br>6/30/19 | <u>Modification</u><br>7/1/19-<br>6/30/20 | <u>Revised</u><br>7/1/18-<br>6/30/20 | Contingency                                    | <u>Total</u><br><u>7/1/18-</u><br><u>6/30/20</u> |
| GRANT AMOUNT:                           | \$748,134                            | \$743,134                                 | \$1,491,268                          | \$149,126                                      | \$1,640,394                                      |
| ANNUAL AMOUNT:                          | <u>FY 19/20</u><br>\$743,134         |   |                                      |  |  |
| FUNDING SOURCE                          | County                               | State                                     | Federal                              | Contingency                                    | Total  |
| MODIFICATION                            | \$743,134                            |   |                                      | \$74,313                                       | \$817,447  |
| FUNDING:<br>PERCENTAGE:                 | 100%                                 |   |                                      |  | 100%   |
| 5 C C C C C C C C C C C C C C C C C C C |                                      |   |                                      |  |  |

The Department of Aging & Adult Services (DAAS) requests authorization to modify the current grant agreements with multiple non-profit agencies as listed below for the period of July 1, 2019 to June 30, 2020, in an amount of \$743,134 plus a 10% contingency for a total amount not to exceed \$1,640,394. The purpose of these grants is to provide services for lawful permanent residents (LPRs) to complete the naturalization process to become U.S. citizens.

| <u>GRANTEE</u>  | <u>FY 18/19</u>         | <u>FY 19/20</u>         | Total           | Contingency | <u>Total Grant</u>        |
|---|-------------------------|-------------------------|-----------------|-------------|---------------------------|
|   | <u>Annual</u><br>Amount | <u>Annual</u><br>Amount | <u>FY 18-20</u> | · ·         | <u>Amount</u><br>FY 18-20 |
| Asian Pacific Islander<br>Legal Outreach dba of<br>Nihonmachi Legal<br>Outreach | \$152,672               | \$147,672               | \$300,344       | \$30,034    | \$330,378                 |
| Centro Latino De San<br>Francisco, Inc.   | \$115,503               | \$115,503               | \$231,006       | \$23,100    | \$254,106                 |
| International Institute<br>of the Bay Area                                      | \$185,198               | \$185,198               | \$370,396       | \$37,040    | \$407,436                 |
| Jewish Family and<br>Children's Services  | \$81,225                | \$81,225                | \$162,450       | \$16,245    | \$178,695                 |
| La Raza Centro Legal,<br>Inc.   | \$43,519                | \$43,519                | \$87,038        | \$8,704     | \$95,742                  |
| Self Help for The<br>Elderly  | \$170,017               | \$170,017               | \$340,034       | \$34,003    | \$374,037                 |
| -   | \$748,134               | \$743,134               | \$1,491,268     | \$149,126   | \$1,640,394               |

#### Background

The primary goal of naturalization services is to help lawful permanent residents (LPRs) to 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:

- Financial Security
- Freedom of Travel
- Ability to vote
- Access to certain government/federal benefits

#### Services to be Provided

These grant modifications will help aid older adults and adults with disabilities in obtaining citizenship. Grantee may offer one or more of the following services as described:

- 1. <u>Citizenship/English as a Second Language (ESL) Classes</u> students attending classes will concurrently work on their English proficiency and study basic United States history, government, and civics for the purpose of successfully passing the Citizenship test administered by USCIS.
- 2. <u>One-to-One Assistance</u> individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Actual assistance includes preparing the N-400, explaining or clarifying the process, and checking on the status of pending applications. It also includes assisting with applying for language and/or disability waiver (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> – services 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) 635, which was competitively bid in February 2015.

### Performance

- Asian Pacific Islander Legal Outreach dba of Nihonmachi Legal Outreach
  - Program Monitoring: April 2019 Agency is compliant with no findings.
  - Fiscal Monitoring: January 2019 Findings to be resolved in June 2019. Currently in Technical Assistance, through the controller's office. Findings to be resolved by June 2019 includes item from Fiscal Policies and Procedures section and Board Oversight section.
- Centro Latino de San Francisco, Inc.
  - Program Monitoring: March 2019 Agency is compliant with no findings.
  - Fiscal Monitoring: May 2019- Agency is compliant with findings resolved.
- International Institute of the Bay Area
  - Program Monitoring: March 2019 Agency is compliant with no findings.
  - Fiscal Monitoring: Agency received a waiver for FY 18-19 because they are fully compliant.
- Jewish Family and Children's Services
  - Program Monitoring: March 2019 Agency is compliant with findings resolved.
  - Fiscal Monitoring: April 2018 Agency is compliant with no findings for FY 17-18. Fiscal Monitoring for FY 18-19 is pending.
- La Raza Centro Legal, Inc.
  - Program Monitoring: May 2019 Agency is compliant with findings resolved.
  - Fiscal Monitoring: March 2019 Findings to be resolved in June 2019. Findings include item from Audited Financial Statements, Financial Reports, and Board Oversight section.
- Self Help for the Elderly
  - Program Monitoring: March 2019 Agency is compliant with no findings.
  - Fiscal Monitoring: March 2019- Agency is compliant with no findings.

#### Funding

The funding is 100% County General Fund.

#### Attachments

Asian Pacific Islander Legal Outreach dba of Nihonmachi Legal Outreach Appendix A1-Services to be Provided Appendix B1- Program Budget **Centro Latino De San Francisco, Inc.** Appendix A1-Services to be Provided Appendix B1- Program Budget Appendix F- Site Chart

# International Institute of the Bay Area

Appendix A1-Services to be Provided Appendix B1- Program Budget Appendix F- Site Chart

Jewish Family and Children's Services Appendix A1-Services to be Provided Appendix B1- Program Budget Appendix F- Site Chart

#### La Raza Centro Legal Inc.

Appendix A1-Services to be Provided Appendix B1- Program Budget

Self Help for the Elderly

Appendix A1-Services to be Provided Appendix B1- Program Budget Appendix F- Site Chart

### **APPENDIX A1 – SERVICES TO BE PROVIDED**

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

# NATURALIZATION SERVICES July 1, 2018 to June 30, 2020

# I. Purpose

The purpose of this grant is to provide services for Lawful Permanent Residents (LPRs) regarding naturalization, public benefits, immigration law, and bilingual education with an emphasis on aiding their path to citizenship.

### 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.  |
| DAAS         | Department of Aging and Adult Services   |
| Disability   | A condition or combination of conditions that is attributable to a mental,<br>cognitive or physical impairment, including hearing and visual impairments,<br>that results in substantial functional limitations in one (1) or more of the<br>following areas of major life activity: a) Self-care: activities of daily living<br>(ADL), and instrumental activities of daily living (IADL); b) Capacity for<br>independent living and self-direction; c) Cognitive functioning, and emotional<br>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<br>following areas: (a) unable to perform two or more activities of daily living<br>(such as bathing, toileting, dressing, eating, and transferring) without substantial<br>human assistance, including verbal reminding, physical cueing or supervision;<br>(b) due to a cognitive or other mental impairment, requires substantial<br>supervision because the individual behaves in a manner that poses a serious<br>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<br>adult with disabilities with economic or social needs; and includes – (i) to the<br>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-heterosexua   |
| LUDIQ          | 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.  |
| OCM            | Office of Contract Management, Human Services Agency  |
| Older Adult    | Person who is 60 years or older, used interchangeably with senior.  |
| 00A            | Office on the Aging   |
| 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    | A unique consumer receiving services in the Grantee's Naturalization program. |
| Consumer        |   |
| (UDC)           |   |

### III. Client Eligibility / Target Population

To be eligible for Naturalization Services, individuals must be a resident of San Francisco *and* either 1) 60 years of age or older *or* 2) between 18 and 59 years of age and living with a disability.

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Member of LGBTQ+ Community

## IV. Location and Time of Services

Naturalization Legal Services are provided at Grantee's main office located at 1121 Mission Street in San Francisco. Services are provided Monday through Friday during regular business hours. Subcontracted services will take place off-site, within San Francisco, at a place and times to be determined.

### V. 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> students attending classes will concurrently work on their English proficiency and study basic United States history, government, and civics for the purpose of successfully passing the Citizenship test administered by USCIS.
- One-to-One Assistance individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Actual assistance includes preparing the N-400, explaining or clarifying the process, and checking on the status of pending applications. It also includes assisting with applying for language and/or disability waiver (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> – services 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.

Clients can expect that Grantee is experienced and knowledgeable about the Naturalization process; Grantee 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.

Grantee agrees to meet on a quarterly basis or as needed with other naturalization service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to naturalization service issues.

### VI. Service Objectives

On an annual basis:

- Grantee will serve <u>45</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 provide <u>305</u> units of service of Legal Services hours.

Via a subcontract with (subcontractor pending), Grantee will provide the following Service Objectives, on an annual basis, in addition to the ones listed above:

- Grantee will serve <u>15</u> unduplicated consumers who will attend Citizenship/English as a Second Language (ESL) Classes.
- Grantee will provide <u>127</u> units of service of Citizenship/ESL class hours.
- Grantee will provide <u>80</u> units of service of One-to-One Assistance hours.

Additionally:

• At least <u>75%</u> of unduplicated consumers enrolled during the contract year will file an N-400 or have an N-400 pending. *This may include clients whose Citizenship/ESL classes started in a previous year.* 

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 Grantee and provided during the annual program monitoring process:

- 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.

#### VII. Outcome Objectives

The following Outcome Objectives will be used to measure the amount, range, and impact of services provided. They shall be collected by Grantee and provided during the annual program monitoring process:

• Quantity of clients completing the naturalization process (becoming Citizens) during the contract year.

#### VIII. 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 DAAS/OOA 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 an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- G. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Michael Zaugg Director, Office on the Aging Michael.Zaugg@sfgov.org

# Steve Kim Contract Manager Steve.Kim@sfgov.org

### IX. 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 OOA 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<br>Annandiu D1 Dago 1               |
|-----------------|---|----------------------|----------------|---------------------------------------|
| 1               |   |                      |                | Appendix B1, Page 1                   |
| 2               |   |                      |                |                                       |
| 3               | HUMAN SERVICES AGE                          |                      | ARY            |                                       |
| 4               |   |                      |                | · · · · · · · · · · · · · · · · · · · |
| 5               | Name  |                      |                |                                       |
| _               | Asian Pacific Islander Legal Outreach       |                      |                |                                       |
|                 | (DBA of Nihonmachi Legal Outreach)          | · · ·                | ·              |                                       |
|                 | (Check One) New 🗌 Renewal                   |                      |                |                                       |
| 8               | If modification, Effective Date of Mod. 07/ | 1/2019 No. of Mod. 1 |                |                                       |
| a               | Program: Naturalization                     |                      |                |                                       |
|                 |   |                      | NEW            | TOTAL                                 |
|                 | Budget Reference Page No.(s)                | 7/1/18-6/30/19       | 7/1/19-6/30/20 | 7/1/18-6/30/20                        |
| $\frac{11}{12}$ | Program Term<br>Expenditures                | 11110-0130/19        | 11113-0/50/20  | 11110-0100120                         |
|                 | Salaries & Benefits                         | \$85,654             | \$77,872       | \$163,526                             |
|                 | Operating Expenses                          | \$18,225             | \$24,452       | \$42,677                              |
|                 | Subtotal                                    | \$103,879            | \$102,324      | \$206,203                             |
|                 | Indirect Percentage (%)                     | 13%                  | 15%            | 149                                   |
|                 | Indirect Cost (Line 16 X Line 15)           | \$13,793             | \$15,348       | \$29,141                              |
|                 | Capital/Subcontractor Expenditures          | \$35,000             | \$30,000       | \$65,000                              |
|                 | Total Expenditures                          | \$152,672            | \$147,672      | \$300,344                             |
| 20              | HSA Revenues                                |                      |                |                                       |
| 21              |   | A150.070             | ¢4.47.070      | \$200.244                             |
| 22<br>23        | General Fund                                | \$152,672            | \$147,672      | \$300,344                             |
| 24              | · · · · · · · · · · · · · · · · · · ·       |                      |                |                                       |
| 25              |   |                      |                |                                       |
| 26              |   |                      |                |                                       |
| 27<br>28        |   |                      |                |                                       |
| 29              | TOTAL HSA REVENUES                          | \$152,672            | \$147,672      | \$300,344                             |
| 30              | Other Revenues                              | <i>\\</i>            |                |                                       |
| 31              |   |                      |                |                                       |
| 32              |   |                      |                |                                       |
| 33              |   |                      |                |                                       |
| 34<br>35        |   |                      |                |                                       |
|                 | Total Revenues                              | \$152,672            | \$147,672      | \$300,344                             |
|                 |   |                      |                |                                       |
|                 | Full Time Equivalent (FTE)                  | 1.21                 | 1.25           |                                       |
| 39              | Prepared by: Dean Ito Taylor                |                      |                | 5/20/201                              |
| 40              | HSA-CO Review Signature:                    |                      |                |                                       |
|                 | HSA #1                                      |                      |                | 6/5/201                               |

.

| A  | В              | С       | D                  | E          | F               | G               | H                |
|--|----------------|---------|--------------------|------------|-----------------|-----------------|------------------|
| 1  |                |         |                    |            |                 | App             | endix B1, Page 2 |
| 2<br>3 Asian Pacific Islander Legal Outrea | ch (DBA of Nik | onmachi | Legal Outread      | :h)        |                 |                 |                  |
| 4 Program: Naturalization                  |                |         | Logai Valioau      | ,          |                 |                 |                  |
| 5 (Same as Line 9 on HSA #1)               |                |         |                    |            |                 |                 |                  |
| 6  |                |         |                    |            |                 |                 |                  |
| 7  |                | Salari  | es & Benef         | its Detail |                 |                 |                  |
| 8  |                |         |                    |            |                 |                 |                  |
| 9 10                                       |                |         |                    |            | 7/1/18-6/30/19  | 7/1/19-6/30/20  | 7/1/18-6/30/20   |
| 11   | Agency T       | otals   | HSA Pr             | ogram      | DAAS            | DAAS            |                  |
|  | Annual Full    |         | % FTE<br>funded by |            |                 |                 |                  |
|  | TimeSalary     | Total   | HSA                | Adjusted   |                 | NEW             |                  |
| 12 POSITION TITLE                          | for FTE        | FTE     | (Max 100%)         | FTE        | Budgeted Salary | Budgeted Salary | TOTAL            |
| 13 Staff Attorney(s)                       | \$54,000       | 1.00    | 50%                | 0.50       | \$31,676        | \$30,000        | \$61,676         |
| 14 Paralegal/Legal Assistant               | \$46,000       | 1.00    | 50%                | 0.50       | \$23,000        | \$18,400        | \$41,400         |
| 15 Translator/Admin Support                | \$50,000       | 1.00    | 20%                | 0.20       | \$10,000        | \$10,000        | \$20,000         |
| 16 Managing Attorney                       | \$88,000       | 1.00    | 5%                 | 0.05       | \$4,400         | \$4,400         | \$8,800          |
| 17   |                |         |                    |            |                 |                 |                  |
|  |                |         |                    |            |                 |                 |                  |
| 18   |                |         |                    |            |                 |                 |                  |
| 19   |                |         | 1                  |            |                 |                 |                  |
| 20   |                |         |                    |            |                 |                 |                  |
| 21   |                |         |                    |            |                 |                 |                  |
| 22   |                |         |                    |            |                 |                 |                  |
| 23   |                |         | <u> </u>           |            |                 |                 |                  |
| 24   |                |         |                    |            |                 |                 |                  |
| 25   |                |         |                    |            |                 |                 |                  |
| 26   |                |         |                    |            |                 |                 |                  |
| 27   |                |         |                    |            |                 |                 |                  |
| 28   |                |         |                    |            |                 |                 |                  |
| 29   |                |         |                    |            |                 |                 |                  |
| 30 TOTALS                                  | 238,000        | 4.00    | 125%               | 1.25       | \$69,076        | \$62,800        | \$131,876        |
| 31<br>32 FRINGE BENEFIT RATE               | 24%            |         |                    |            |                 |                 |                  |
|  |                |         |                    |            | \$16,578        | \$15,072        | \$31,650         |
| 33 EMPLOYEE FRINGE BENEFITS                | \$57,120       |         |                    |            | <u> </u>        | 1 4.51515       |                  |
| 35   |                |         |                    |            |                 |                 |                  |
| 36 TOTAL SALARIES & BENEFITS               | \$295,120      |         | 000022             |            | \$85,654        | \$77,872        | h-1              |
| 37 HSA #2                                  |                |         |                    |            |                 |                 | 6/5/2019         |

| í        | A                            | В                                      | С              | D         | E        | F           | G      | Н   | I                     | . J          |         |
|----------|------------------------------|--|----------------|-----------|----------|-------------|--------|---|-----------------------|--------------|---------|
| 1        |                              |  | <u> </u>       | L         |          |             |        | <u>مېرىيى مەرەپىيە بەرەپىيە بەرە</u> | Appe                  | ndix B1, Pag | e 3     |
| 2        | Asian Desifia                | Islander Legal                         | Outroach (DB   | A of Nibo | nmachi I | onal Outres | ach)   | 、<br>、  |                       |              |         |
|          | Asian Pacific<br>Program: Na |  |                |           |          | egarourea   | 2011   |   |                       |              |         |
| 5        |                              | ie 9 on HSA #1)                        | •              |           |          |             |        |   |                       |              |         |
| 6        |                              |  |                | Oper      | ating F  | xpense C    | )etail |   |                       |              |         |
| 8        |                              |  |                | Oper      | anng E   | Apenee E    | o tan  |   |                       |              |         |
| 9        |                              |  |                |           |          |             |        |   |                       |              |         |
| 10       |                              |  |                |           |          |             |        | NEW   | -                     | TOTAL        |         |
| 11<br>12 | Expenditure (                | Category                               |                | TERM      | 7/1/     | 8-6/30/19   | _      | 7/1/19-6/30/20  |                       | 7/1/18-6/30  |         |
|          | Rental of Pro                |  |                |           |          | \$1,759     |        | \$1,759   |                       | \$           | 3,518   |
|          |                              | Water, Gas, Pl                         | none, Garbag   | e)        |          | \$3,184     |        | \$3,835   |                       | \$           | 7,019   |
| 15       | Office Suppli                | es, Postage                            |                |           |          | \$4,124     | -      | \$9,500   |                       | \$1          | 3,624   |
| 16       | Building Mair                | ntenance -Janito                       | orial&Supplies | 5         |          |             |        |   | _                     |              |         |
| 17       | Printing and                 | Reproduction                           |                |           |          |             | _      |   |                       |              |         |
| 18       | Insurance                    |  |                |           |          | \$1,439     | )      | \$1,439   |                       | \$           | 2,878   |
| 19       | Staff Training               | 9                                      |                |           |          |             | _      |   | - 1910                |              |         |
| 20       | Staff Travel-(               | Local & Out of                         | Town)          |           |          |             | _      |   |                       |              |         |
| 21       | Rental of Equ                | uipment                                |                |           |          |             | _      |   | -<br>                 |              |         |
| 22       |                              |  |                |           |          |             |        |   |                       |              |         |
| 23       | CONSULTA                     | NTS                                    |                |           |          |             |        |   |                       |              |         |
|          | Audit                        | ······································ |                |           |          | \$1,200     | )      | \$1,400   | 2<br>2<br>2<br>2<br>2 | \$           | 2,600   |
| 25       | OTUED                        |  |                |           |          |             |        |   |                       |              |         |
|          | OTHER<br>Building Cos        | t - Mortgage                           |                |           |          | \$6,519     | )      | \$6,519   |                       | \$1          | 3,038   |
| 28       | Durining 000                 | <u>i mongago</u>                       |                |           |          | ,           |        |   |                       |              |         |
| 29       |                              |  |                |           |          |             | -      |   |                       |              |         |
| 30       | TOTAL OPE                    | RATING EXPE                            | NSE            |           |          | \$18,225    | 5      | \$24,452  |                       | \$4          | 2,677   |
| 31       |                              |  |                |           |          |             |        |   |                       |              |         |
| 32       | HSA #3                       |  |                |           |          |             |        | •   |                       | 6/           | /5/2019 |

î

| DTAL EQUIPMENT COST  |            | A       | В  | С              | D  | E                |
|--|------------|---------|--|----------------|--|------------------|
| Ogram: Naturalization<br>ame as Line 9 on HSA #1)         Program Expenditure Detail           JBCONTRACTORS         7/1/18-6/30/20         TOTAL           JBCONTRACTORS         7/1/18-6/30/20         7/1/18-6/30/20         7/1/18-6/30/20           Pilipino Senior Resource Center         \$20,000         \$30,000         \$50,000           DTAL SUBCONTRACTOR COST         \$20,000         \$30,000         \$50,000           Q U I P M E N T         TERM  | -          |         | · .  |                | Appendi  | x B1, Page 4     |
| Ogram: Naturalization<br>ame as Line 9 on HSA #1)         Program Expenditure Detail           JBCONTRACTORS         7/1/18-6/30/20         TOTAL           JBCONTRACTORS         7/1/18-6/30/20         7/1/18-6/30/20         7/1/18-6/30/20           Pilipino Senior Resource Center         \$20,000         \$30,000         \$50,000           DTAL SUBCONTRACTOR COST         \$20,000         \$30,000         \$50,000           Q U I P M E N T         TERM  | ١.         |         | nifia lalandar I agal Autracah (DDA at Nikanmashi I a  | and Outroach   |  |                  |
| ame as Line 9 on HSA #1)         Program Expenditure Detail           JBCONTRACTORS         7/1/18-6/30/19         7/1/19-6/30/20         7/1/18-6/30/20           JBCONTRACTORS         7/1/18-6/30/19         7/1/19-6/30/20         7/1/18-6/30/20           Pilipino Senior Resource Center         \$20,000         \$30,000         \$50,000           DTAL SUBCONTRACTOR COST         \$20,000         \$30,000         \$50,000           Q U I P M E N T         TERM         Q         Q           No.         ITEM/DESCRIPTION         Q         Q         Q         ITEM/DESCRIPTION         Q   |            |         |  | igai Oulleach) |  |                  |
| Program Expenditure Detail           NEW         TOTAL           JBCONTRACTORS         7/1/18-6/30/19         7/1/19-6/30/20         7/1/18-6/30/20           Pilipino Senior Resource Center         \$20,000         \$30,000         \$50,000           DTAL SUBCONTRACTOR COST         \$20,000         \$30,000         \$50,000           Q U I P M E N T         TERM   |            |         |  |                |  |                  |
| JBCONTRACTORS         NEW         TOTAL           Pilipino Senior Resource Center         \$20,000         \$30,000         \$50,000           OTAL SUBCONTRACTOR COST         \$20,000         \$30,000         \$50,000           Q U I P M E N T         TERM   | ľ          |         |  | iture Detail   |  | · · · ·          |
| JBCONTRACTORS         7/1/18-6/30/19         7/1/18-6/30/20         7/1/18-6/30/20           Pilipino Senior Resource Center         \$20,000         \$30,000         \$50,000           DTAL SUBCONTRACTOR COST         \$20,000         \$30,000         \$50,000           Q U I P M E N T         TERM  |            |         | - ·  | •              |  |                  |
| Pilipino Senior Resource Center       \$20,000       \$30,000       \$50,000         DTAL SUBCONTRACTOR COST       \$20,000       \$30,000       \$50,000         Q U I P M E N T       TERM   |            |         |  |                | NEW  | TOTAL            |
| Pilipino Senior Resource Center       \$20,000       \$30,000       \$50,000         DTAL SUBCONTRACTOR COST       \$20,000       \$30,000       \$50,000         Q U I P M E N T       TERM   | ~          |         |  |                |  |                  |
| DTAL SUBCONTRACTOR COST       \$20,000       \$30,000       \$50,000         Q U I P M E N T       TERM  |            | SUBCO   | NTRACTORS  | 7/1/18-6/30/19 | 7/1/19-6/30/20   | 7/1/18-6/30/20   |
| Q U I P M E N T       TERM         No.       ITEM/DESCRIPTION         ITEM/DESCRIPTION       ITEM/DESCRIPTION         ITEM/DELING COST       \$15,000         ITEM/DELING COST       \$15,000  | 2          |         | Pilipino Senior Resource Center  | \$20,000       | \$30,000   | \$50,000         |
| Q U I P M E N T       TERM         No.       ITEM/DESCRIPTION         ITEM/DESCRIPTION       ITEM/DESCRIPTION         ITEM/DELING COST       \$15,000         ITEM/DELING COST       \$15,000  | 1          |         | · · · · · · · · · · · · · · · · · · ·  |                |  |                  |
| Q U I P M E N T       TERM         No.       ITEM/DESCRIPTION         ITEM/DESCRIPTION       ITEM/DESCRIPTION         ITEM/DELING COST       \$15,000         ITEM/DELING COST       \$15,000  |            | TOTAL   |  | \$20.000       | \$30,000   | \$50,000         |
| No.     ITEM/DESCRIPTION       Image: Second State Sta |            | UTAL    |  | \$20,000       | 1 <b>400,000</b>   | <b></b>          |
| No.     ITEM/DESCRIPTION       Image: Second State Sta | 3          |         |  |                | <ul> <li>March 2010 Contract Contract of the second se</li></ul> |                  |
| DTAL EQUIPMENT COST   THER   escription:   mergency Preparedness   \$15,000   \$15,000   \$15,000   \$15,000   | 4 <b>E</b> | EQUI    | PMENT TERM   |                |  |                  |
| THER         escription:         mergency Preparedness         \$15,000         \$15,000         OTAL REMODELING COST  |            | No.     | ITEM/DESCRIPTION   |                |  |                  |
| THER         escription:         mergency Preparedness         \$15,000         \$15,000         OTAL REMODELING COST  |            |         |  |                |  |                  |
| THER         escription:         mergency Preparedness         \$15,000         \$15,000         OTAL REMODELING COST  | ,          |         |  |                |  |                  |
| THER         escription:         mergency Preparedness         \$15,000         \$15,000         OTAL REMODELING COST  | 8          |         | energy served and a summarized of the server |                |  |                  |
| THER         escription:         mergency Preparedness         \$15,000         \$15,000         OTAL REMODELING COST  |            | ·       |  |                |  |                  |
| escription:  | 41         | TOTAL   | EQUIPMENT COST   | L              |  |                  |
| escription:  |            |         |  |                |  |                  |
| escription:  | 1          | OTHER   |  |                |  |                  |
| mergency Preparedness         \$15,000         \$15,000           OTAL REMODELING COST         \$15,000         \$15,000   |            |         |  |                |  |                  |
| OTAL REMODELING COST \$15,000 \$15,000   |            | Descrip |  |                |  |                  |
| OTAL REMODELING COST \$15,000 \$15,000   |            |         | · · ·  |                |  |                  |
|  | E          | Emerge  | ncy Preparedness   | \$15,000       |  | \$15,000         |
|  | 5          |         |  |                |  |                  |
|  | -          |         |  |                |  |                  |
|  | )<br>7  -  | TOT * 1 | DEMODELING COST  | ¢15 000        |  | \$15 000         |
| OTAL CAPITAL/SUBCONTRACTOR EXPENDITURE \$35,000 \$30,000 \$65,000  |            | IUTAL   |  | <u>φ10,000</u> |  | μ <u>φτ0,000</u> |
| OTAL CAPITAL/SUBCONTRACTOR EXPENDITURE \$35,000 \$30,000 \$65,000  |            |         |  |                |  |                  |
|  |            | TOTAL   | CAPITAL/SUBCONTRACTOR EXPENDITURE  | \$35,000       | \$30,000   | \$65,000         |
|  |            |         |  |                |  |                  |
| SA #4 6/5/2019   | 1          | HSA #4  |  |                |  | 6/5/2019         |
| SA #4 6/5/20   |            |         |  | \$35,000       | \$30,000   | •                |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  | . *              |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  |                  |
|  |            |         |  |                |  | :                |

# **APPENDIX A1 – SERVICES TO BE PROVIDED**

## CENTRO LATINO DE SAN FRANCISCO

# NATURALIZATION SERVICES

### Effective July 1, 2019 to June 30, 2020

### Purpose

I.

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, public benefits, immigration law, and bilingual education with an emphasis on aiding their path to citizenship.

## II. Definitions

| Adult with a Disability | Person 18-59 years of age living with a disability.  |
|-------------------------|--|
| CA GetCare              | A web-based application that provides specific functionalities for<br>contracted agencies to use to perform consumer<br>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.  |
| DAAS                    | Department of Aging and Adult Services   |
| Disability              | A condition or combination of conditions that is attributable to a mental,<br>cognitive or physical impairment, including hearing and visual<br>impairments, that results in substantial functional limitations in one (1) or<br>more of the following areas of major life activity: a) Self-care: activities of<br>daily living (ADL), and instrumental activities of daily living (IADL); b)<br>Capacity for independent living and self-direction; c) Cognitive<br>functioning, and emotional adjustment. |
| ESL                     | English-as-a-Second Language; applicable to the naturalization services funded through this RFP.   |

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

**HSA** 

Frail

Centro Latino de 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.

An acronym/term used to refer to persons who self-identify as nonheterosexual 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.

Human Services Agency of the City and County of San Francisco

LGBTQ+

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.

Lawful Permanent Resident

Minority

LPR

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<br>to request an exception to the English and civics testing requirements for<br>naturalization because of physical or developmental disability or mental<br>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.   |
| OCM                               | Office of Contract Management, Human Services Agency   |
| Older Adult                       | Person who is 60 years or older, used interchangeably with senior.   |
| OOA                               | Office on the Aging  |
| Senior                            | Person who is 60 years or older, used interchangeably with older adult.  |
| SOGI                              | Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended<br>the San Francisco Administrative Code to require City departments and<br>contractors that provide health care and social services to seek to collect<br>and analyze data concerning the sexual orientation and gender identity of<br>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<br>Consumer<br>(UDC) | A unique consumer receiving services in the Grantee's Naturalization program.  |

# III. Client Eligibility / Target Population

To be eligible for Naturalization Services, individuals must be a resident of San Francisco *and* either 1) 60 years of age or older *or* 2) between 18 and 59 years of age and living with a disability.

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail

• Member of LGBTQ+ Community

#### IV. Location and Time of Services

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

#### V. 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> students attending classes will concurrently work on their English proficiency and study basic United States history, government, and civics for the purpose of successfully passing the Citizenship test administered by USCIS.
- One-to-One Assistance individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Actual assistance includes preparing the N-400, explaining or clarifying the process, and checking on the status of pending applications. It also includes assisting with applying for language and/or disability waiver (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> services 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.

Clients can expect that Grantee is experienced and knowledgeable about the Naturalization process; Grantee 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.

Grantee agrees to meet on a quarterly basis or as needed with other naturalization service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to naturalization service issues.

#### VI. 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.

Naturalization

- Grantee will serve <u>145</u> unduplicated consumers who will attend Citizenship/English as a Second Language (ESL) Classes.
- Grantee will provide <u>557</u> units of service of Citizenship/ESL class hours.
- Grantee will provide <u>722</u> units of service of One-to-One Assistance hours.
- Grantee will provide <u>N/A</u> units of service of Legal Services hours. (*Agency primarily provides one-to-one assistance for this program*)
- At least <u>75%</u> of unduplicated consumers enrolled during the contract year will file an N-400 or have an N-400 pending. *This may include clients whose Citizenship/ESL classes started in a previous year.*

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 Grantee and provided during the annual program monitoring process:

- 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.

### VII. Outcome Objectives

The following Outcome Objectives will be used to measure the amount, range, and impact of services provided. They shall be collected by Grantee and provided during the annual program monitoring process:

• Quantity of clients completing the naturalization process (becoming Citizens) during the contract year.

### VIII. 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 DAAS/OOA 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 an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- G. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Paulo Salta Program Analyst DAAS, Office on the Aging 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

### IX. 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 OOA 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

Naturalization

Appendix A1 FY 19-20

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.

Appendix A1 FY 19-20

| A   | В                                     | С                                      | D              | Ε.     |
|---|---------------------------------------|--|----------------|--------|
| 1   |                                       | Appendix B1, Page                      | 1              |        |
| 2   |                                       |  |                |        |
| 3 HUMAN SERVICES AGE                      | ENCY BUDGET SUMMAR                    | <b>રΥ</b>                              |                |        |
| 4   |                                       |  |                |        |
| 5 Name                                    | Term                                  | -                                      |                |        |
| 6 Centro Latino de San Francisco          | 7/1/18-6/30/20                        |  |                |        |
| 7 (Check One) New 🗍 Renewal               | _ Modificationx                       |  |                |        |
| 8 If modification, Effective Date of Mod. | No. of Mod.                           |  |                |        |
|   |                                       |  |                |        |
| 9 Program: Naturalization                 |                                       |  |                |        |
| 0 Budget Reference Page No.(s)            | -                                     |  |                |        |
| 1 Program Term                            | 7/1/18-6/30/19                        | 7/1/19-6/30/20                         | Total          |        |
| 2 Expenditures                            |                                       |  |                |        |
| 3 Salaries & Benefits                     | \$79,285                              | \$76,785                               | \$156,070      |        |
| 4 Operating Expenses                      | \$8,495                               | \$10,995                               | \$19,490       |        |
| 5 Subtotal                                | \$87,780                              | \$87,780                               | \$175,560      |        |
| 6 Indirect Percentage (%)                 | 0%                                    | 0%                                     | 0%             |        |
| 7 Indirect Cost (Line 16 X Line 15)       | \$0                                   | \$0                                    | <b>\$0</b>     |        |
| 8 Capital/Subcontractor Expenditures      | \$27,723                              | \$27,723                               | \$55,446       |        |
| 9 Total Expenditures                      | \$115,503                             | \$115,503                              | \$231,006      |        |
| 120 HSA Revenues                          |                                       |  |                |        |
| 21  |                                       |  |                |        |
| 22 General Fund                           | \$115,503                             | \$115,503                              | \$231,006      |        |
| 23  |                                       |  |                |        |
| 25  |                                       | · · ·                                  |                |        |
| 26  | · ·                                   |  |                |        |
| 27  |                                       |  |                |        |
| 28  |                                       |  |                | · ·    |
| 29 TOTAL HSA REVENUES                     | \$115,503                             | \$115,503                              | \$231,006      |        |
| 30 Other Revenues                         | · · · · · · · · · · · · · · · · · · · |  |                |        |
| 31  | ·                                     |  |                |        |
| 32  |                                       |  |                | -      |
| 34  |                                       |  |                |        |
| 35  |                                       |  |                |        |
| 36 Total Revenues                         | \$115,503                             | \$115,503                              | \$115,503      | ] .    |
| 37 Full Time Equivalent (FTE)             |                                       | ······································ |                |        |
|   |                                       |  |                |        |
| 39 Prepared by: G.Bonilla                 | Telephone No.:                        |  | Date: 05/15/19 |        |
| 40 HSA-CO Review Signature:               |                                       | •                                      | · ·            | 1<br>1 |
| 41 HSA #1                                 |                                       |  | 05/15.2019     |        |

|                 |                                       |                              |                  |  |                 |                   | :               | · · ·           |
|-----------------|---------------------------------------|------------------------------|------------------|--|-----------------|-------------------|-----------------|-----------------|
|                 |                                       |                              | 4<br>4           |  |                 | :                 |                 |                 |
|                 | Α                                     | B                            | С                | D  | E               | F                 | G               | H               |
| 1               |                                       |                              |                  |  |                 | Appendix B1, Page | 2               |                 |
| 2               |                                       |                              |                  |  |                 |                   |                 |                 |
|                 | Program: Naturalization               |                              |                  | · · · · ·  |                 |                   |                 |                 |
| 5<br>6          | (Same as Line 9 on HSA #1)            |                              |                  |  |                 |                   |                 |                 |
| 7               |                                       |                              | Sələri           | es & Benefi  | its Detail      |                   |                 |                 |
| 8               |                                       |                              | Quian            |  | ito botati      |                   |                 |                 |
| 9               |                                       | 1                            | ÷ 1              |  |                 |                   |                 |                 |
| 10              |                                       | and the second second second | n .<br>Segundari | the state of the s |                 | 7/1/18-6/30/19    | 7/1/19-6/30/20  | Total           |
| · 11            |                                       | Agency T                     | otals            | HSA Pr<br>% FTE  | ogram           | DAAS              | DAAS            | TOTAL           |
|                 |                                       | Annual Full                  |                  | funded by  | -               |                   |                 |                 |
| 40              | POSITION TITLE                        | TimeSalary<br>for FTE        | Total<br>FTE     | HSA<br>(Max 100%)  | Adjusted<br>FTE | Budgeted Salary   | Budgeted Salary | Budgeted Salary |
| 12              | ESL Citizenship Instructor            | \$46,800                     | 0.88             | (Max 10078)<br>52%   | 0.45            | \$38,768          | \$21,216        | \$59,984        |
|                 | Executive Director                    | \$74,298                     | 0,95             | 6%   | 0.06            | \$8,292           | \$4,382         | \$12,674        |
|                 | Administrator/Instructor              | \$41,600                     | 1.00             | 49%  | 0.49            | \$6,570           | \$20,280        | \$26,850        |
| 16              |                                       | \$62,400                     | 0.38             | 19%  | 0.07            | \$4,349           | \$4,349         | \$8,698         |
| .17             |                                       | \$31,200                     | 0.64             | 26%  | 0.17            | \$3,780           | \$5,226         | \$9,006         |
|                 | Social Worker                         | \$45,760                     | 0.88             | 5%   | 0.05            | \$2,137           | \$2,137         | \$4,274         |
| 19              | ESL Consumer Serv. Assist             | \$33,280                     | 0.25             | 100%   | 0.25            | \$4,160           | \$8,320         | \$12,480        |
| 20              |                                       |                              |                  |  |                 |                   |                 |                 |
| 21              |                                       | -                            |                  |  |                 |                   |                 |                 |
| 22              |                                       |                              |                  | -  |                 |                   |                 |                 |
| 23              |                                       |                              |                  |  |                 | 1                 |                 |                 |
| 24              | · · · · · · · · · · · · · · · · · · · |                              |                  |  |                 |                   |                 |                 |
| 25              |                                       |                              |                  |  |                 |                   |                 |                 |
| 26              |                                       |                              |                  | 1  |                 | · · ·             |                 |                 |
| 27              |                                       |                              |                  |  |                 |                   |                 |                 |
| 28              |                                       |                              |                  |  | L               |                   |                 |                 |
| 29              |                                       |                              |                  |  |                 |                   |                 |                 |
| <u>30</u><br>31 | TOTALS                                | \$335,338                    | 4.96             | 257%   | 1.53            | \$68,056          | \$65,910        | \$133,966       |
| 32              | FRINGE BENEFIT RATE                   | 17%                          |                  |  | 1               |                   | 1               | r               |
| 33              |                                       | \$55,331                     |                  |  | 1               | \$11,229          | \$10,875        | \$22,104        |
| 34<br>35        | · ·                                   | :<br>                        | . •              |  |                 |                   |                 | •               |
|                 | TOTAL SALARIES & BENEFITS             | \$390,668                    |                  |  |                 | \$79,285          | \$76,785        | \$156,070       |
|                 | HSA #2                                |                              |                  |  |                 |                   |                 | 05/15.2019      |

|            |                                  | میں<br>در ۲۰۰۹ میں                     |               | •        | · · · ·   |                       | · .              | . :      |           |                    |
|------------|----------------------------------|--|---------------|----------|-----------|-----------------------|------------------|----------|-----------|--------------------|
|            |                                  | ÷                                      |               |          |           | -                     | <br>             |          | :         |                    |
| <u> </u>   | A                                | В                                      | С             | D        | E         | F                     | G                | H        |           |                    |
| 1          |                                  |  |               |          |           | . <i>1</i>            | Appendix B1, Pag | ge 3     |           |                    |
| 3          | ogram: Natur                     | alization                              | ·             |          |           |                       |                  |          |           |                    |
| 5 (S       | ame as Line                      | 9 on HSA #1)                           |               |          | t .       | •                     |                  | a. a.    |           | -                  |
| 6<br>7     |                                  | :                                      |               | Oper     | ating Exp | ense Deta             | ii               |          |           |                    |
| 8          |                                  |  |               |          |           |                       |                  |          |           |                    |
| 9<br>10    |                                  |  |               | •        |           |                       |                  |          | · · ·     |                    |
| 11         |                                  |  |               |          |           |                       |                  |          | TOT       |                    |
|            | penditure Ca                     |  |               | TERM_    | 7/1/18-6/ | 30/19                 | 7/1/19-6/30/2    | .0       | 7/1/18-6/ | 30/20              |
|            | ental of Prope                   |  |               | , -      |           |                       |                  |          | •         |                    |
|            |                                  |  | hone, Garbag  | e)       | -         | \$3,890               |                  | ,690     |           | \$9,580<br>\$5,086 |
|            | ffice Supplies                   |  |               | <b>.</b> | -         | \$2,543               | \$2              | ,543     |           | \$5,086            |
|            | -                                |  | ies and Repai | r _      |           | -<br>-                |                  | <br>902  |           | \$1,464            |
|            | rinting and Re                   | production                             |               | -        |           | <u>\$562</u><br>\$500 |                  | 6860     |           | \$1,404            |
|            | surance                          |  |               | -        |           | \$300                 | ¥                |          |           | ψ1,300             |
|            | taff Training<br>taff Travel-(Lo | ool 9 Out of                           | Town          | -        |           |                       |                  |          |           |                    |
|            | ental of Equip                   | +                                      | 10WH)         | -        |           |                       |                  |          |           |                    |
| 22         | entar or Equip                   | Allen                                  |               | -        |           |                       |                  |          |           |                    |
|            | ONSULTANT                        | 's                                     |               |          |           |                       |                  |          |           | ,                  |
|            | udit Fees                        |  |               |          |           | \$1,000               | \$1              | ,000     |           | \$2,000            |
| 25         |                                  | ······································ |               |          |           |                       |                  |          |           |                    |
| 26         | THED                             |  |               |          |           |                       | ъ.               |          |           |                    |
| 27 0<br>28 | THER                             |  |               | · .      |           |                       |                  | <u> </u> |           |                    |
| 29         |                                  |  |               |          |           |                       |                  |          |           |                    |
| 30         |                                  |  |               |          |           | ¢0.405                | ¢40              | -        |           | \$19,490           |
|            | OTAL OPER                        | ATING EXPE                             | NSE           |          |           | \$8,495               | \$10             | ,995     |           | <b>\$19,490</b>    |
| 32         | C & #2                           |  |               |          |           |                       |                  | n        | 5/15.2019 |                    |
| 33 IN      | SA #3                            |  |               |          |           | ····                  |                  |          |           |                    |
|            |                                  | ·                                      |               |          |           |                       |                  |          | -<br>-    |                    |
|            |                                  |  |               | :        |           |                       |                  |          |           |                    |
|            |                                  |  |               |          |           |                       |                  |          |           |                    |
|            |                                  | :                                      |               |          |           |                       |                  |          |           |                    |
|            |                                  |  |               |          |           |                       |                  |          |           |                    |
|            |                                  |  |               |          |           |                       |                  |          |           |                    |
|            |                                  |  |               |          |           |                       |                  |          |           |                    |
|            |                                  |  |               | •        |           |                       |                  |          |           |                    |
|            |                                  |  |               |          |           |                       |                  |          |           |                    |
|            |                                  | :                                      |               |          |           |                       |                  |          |           |                    |
|            |                                  |  |               |          |           |                       |                  |          |           |                    |
|            |                                  |  |               |          |           |                       |                  |          |           |                    |
|            |                                  |  |               |          |           |                       |                  |          |           |                    |

|  | A                         | В  | С                  | D                                     | E  |
|--|---------------------------|--|--------------------|---------------------------------------|--|
| 1  | <u>^</u>                  | Appendix B1, Pag   |                    |                                       | <u> </u>   |
| 2<br>3<br>4<br>5<br>6  | Progran<br>(Same a        | n: Naturalization<br>as Line 9 on HSA #1)<br><b>Program Expendi</b>  | iture Detail       |                                       |  |
| 7  | SUBCC                     | NTRACTORS  | 7/1/18-6/30/19     | 7/1/19-6/30/20                        | Total  |
| 8  |                           | Mission Neighborhood Center  | \$27,723           | \$27,723                              | \$55,446   |
| 9  |                           | · · · · · · · · · · · · · · · · · · ·  |                    |                                       | \$0  |
| 10   |                           |  |                    |                                       | \$0  |
| 11   | TOTAL                     | SUBCONTRACTOR COST   | \$27,723           | \$27,723                              | \$55,446   |
| 12   |                           | $\mathcal{T}_{i} = \{ i \in \mathcal{T}_{i} : i \in \mathcal{T}_{i} : i \in \mathcal{T}_{i} : i \in \mathcal{T}_{i} \} $ |                    |                                       |  |
| 13   | EQUI                      | PMENT TERM   | 7/1/18-6/30/19     | 7/1/19-6/30/20                        | 7/1/18-6/30/20   |
| 14   | No.                       | ITEM/DESCRIPTION   |                    |                                       |  |
| 15   |                           |  |                    |                                       | \$0  |
|  |                           |  |                    |                                       | \$0  |
| 16   |                           |  |                    | 1                                     |  |
|  |                           |  |                    |                                       | \$0  |
| 17<br>18<br>19   |                           | EQUIPMENT COST   | \$0                | \$0                                   |  |
| 17<br>18<br>19<br>20<br>21   |                           | ODELING  | \$0                | \$0                                   | \$0<br>7/1/18-6/30/20<br>\$0   |
| 17<br>18<br>19<br>20<br>21<br>22                                     | REM                       | ODELING  |                    | · · · · · · · · · · · · · · · · · · · | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0                                    |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24                         | R E M<br>Descrip          | ODELING<br>tion:   | 7/1/18-6/30/19     | 7/1/19-6/30/20                        | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0                             |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24                         | R E M<br>Descrip          | ODELING  |                    | 7/1/19-6/30/20                        | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0                             |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25                   | R E M<br>Descrip          | ODELING<br>tion:   | 7/1/18-6/30/19     | 7/1/19-6/30/20                        | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0                      |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27       | R E M<br>Descrip<br>TOTAL | ODELING<br>tion:   | 7/1/18-6/30/19     | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0                      |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28 | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0 |
| 19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28             | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0                      |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28 | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0 |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28 | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0 |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28 | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0 |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28 | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0 |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28 | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0 |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28 | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0 |
| 17<br>18<br>19<br>20<br>21<br>22<br>23<br>24<br>25<br>26<br>27<br>28 | R E M<br>Descrip<br>TOTAL | O D E L I N G<br>tion:<br>REMODELING COST<br>CAPITAL/SUBCONTRACTOR EXPENDITURE   | 7/1/18-6/30/19<br> | 7/1/19-6/30/20<br>\$0                 | \$0<br>7/1/18-6/30/20<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0<br>\$0 |

| )),                                   |  |                                     |                                     |                              |                                 |
|---------------------------------------|--|-------------------------------------|-------------------------------------|------------------------------|---------------------------------|
| CUNTRACT MAILING AUDRESS: 1656        | 1656 15 <sup>TH</sup> Street San Francisco, Ca 04103   | a 04103                             |                                     |                              |                                 |
| DIRECTOR: Gloria Bonilla              |  |                                     |                                     | PHONE NO.: 415-286-0883      |                                 |
| SITES: (Naturalization)               | Centro Latino de San<br>Francisco  |                                     |                                     |                              |                                 |
| Name of Site                          |  |                                     |                                     |                              |                                 |
|                                       | Los Mayores  |                                     |                                     |                              |                                 |
| Address and Zip<br>Phone Number       | 1656 15 <sup>th</sup> Street SF 94103<br>415-286-0883  |                                     |                                     |                              |                                 |
| Fax Number                            | 415-861-8782   |                                     |                                     |                              |                                 |
| Neighborhood                          | Mission District   |                                     |                                     |                              |                                 |
| Muni Line #s<br>Person in Charne      | 14L, 22, 33, 47, 49 and 71<br>Gloria Bonilla   |                                     |                                     |                              |                                 |
| Site Manager                          | María Eugenia Sarti/ Page  | :                                   |                                     |                              |                                 |
|                                       | OVIRGIE  |                                     |                                     |                              |                                 |
| Programs Offered at Site              | Congregate, Home<br>Delivered Meals,<br>Community Services and<br>Naturalization   |                                     |                                     |                              |                                 |
| Days Open                             | X Mon X Tues<br>X Wed X Thurs<br>Sun Sat   | MonTues<br>WedThur<br>FriSat<br>Sun | MonTues<br>WedThur<br>FriSat<br>Sun | WonTues<br>WedThur<br>FriSat | Mon Tues<br>Wed Thur<br>Fri Sat |
| Hours Open                            | 9;00a.m-4;00p.M-Sat.<br>5;30p.m-7:00p.m<br>Mon.&Wed.   |                                     |                                     |                              |                                 |
| Hours of <u>scheduled</u> programming | 9;30a.m.11:00a.m.m. M-S<br>Mon. and Wed. 5:30p.m-<br>7;00p.m.  |                                     |                                     |                              |                                 |
| Hours of meal service                 | 11:30a.m-1:00p.m.  |                                     |                                     |                              |                                 |
| Annual number of meals at site        | 33,560 Los Mayores Site<br>Only  |                                     |                                     |                              |                                 |
| Average number of meals per day       | 66   |                                     |                                     |                              |                                 |
| Total number of service days in FY    | 304  |                                     |                                     |                              |                                 |
| Days closed                           | NewYear, President's Day,<br>Cesar Chavez, Memorial,<br>Independence, Labor,<br>Veteran's, Day After<br>Thanksgiving and |                                     |                                     |                              |                                 |
| ADA Accessible                        | <u>X_</u> YesNo  | X Yes No                            | Yes No                              | Yes No                       | Yes No                          |

APPENDIX F - SITE CHART HSA / DAAS / OFFICE ON THE AGING

AGENCY: Centro Latino de San Francisco, Inc

Page 1 of 1

FISCAL YEAR:2019-2020

# **APPENDIX A1 – SERVICES TO BE PROVIDED**

# INTERNATIONAL INSTITUTE OF THE BAY AREA

# NATURALIZATION SERVICES

# Effective July 1, 2019 to June 30, 2020

# I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, public benefits, immigration law, and bilingual education with an emphasis on aiding their path to citizenship.

#### II. Definitions

| Adult with a<br>Disability | Person 18-59 years of age living with a disability.  |
|----------------------------|--|
| CA GetCare                 | A web-based application that provides specific functionalities for<br>contracted agencies to use to perform consumer<br>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.  |
| DAAS                       | Department of Aging and Adult Services   |
| Disability                 | A condition or combination of conditions that is attributable to a mental,<br>cognitive or physical impairment, including hearing and visual<br>impairments, that results in substantial functional limitations in one (1) or<br>more of the following areas of major life activity: a) Self-care: activities of<br>daily living (ADL), and instrumental activities of daily living (IADL); b)<br>Capacity for independent living and self-direction; c) Cognitive<br>functioning, and emotional adjustment. |
| ESL                        | English-as-a-Second Language; applicable to the naturalization services funded through this RFP.   |

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

HSA

Frail

Legal Services

Human Services Agency of the City and County of San Francisco

International Institute of the Bay Area

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 nonheterosexual 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.

Lawful Permanent Resident

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.

LPR

Minority

Naturalization

| 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<br>to request an exception to the English and civics testing requirements for<br>naturalization because of physical or developmental disability or mental<br>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.   |
| OCM                               | Office of Contract Management, Human Services Agency   |
| Older Adult                       | Person who is 60 years or older, used interchangeably with senior.   |
| OOA                               | Office on the Aging  |
| Senior                            | Person who is 60 years or older, used interchangeably with older adult.  |
| SOGI                              | Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended<br>the San Francisco Administrative Code to require City departments and<br>contractors that provide health care and social services to seek to collect<br>and analyze data concerning the sexual orientation and gender identity of<br>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<br>Consumer<br>(UDC) | A unique consumer receiving services in the Grantee's Naturalization program.  |

# **III.** Client Eligibility / Target Population

To be eligible for Naturalization Services, individuals must be a resident of San Francisco *and* either 1) 60 years of age or older *or* 2) between 18 and 59 years of age and living with a disability.

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited –English speaking
- Minority
- Frail

Naturalization

• Member of LGBTQ+ Community

#### IV. Location and Time of Services

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

#### V. 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> students attending classes will concurrently work on their English proficiency and study basic United States history, government, and civics for the purpose of successfully passing the Citizenship test administered by USCIS.
- One-to-One Assistance individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Actual assistance includes preparing the N-400, explaining or clarifying the process, and checking on the status of pending applications. It also includes assisting with applying for language and/or disability waiver (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> services 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.

Clients can expect that Grantee is experienced and knowledgeable about the Naturalization process; Grantee 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.

Grantee agrees to meet on a quarterly basis or as needed with other naturalization service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to naturalization service issues.

### VI. Service Objectives

On an annual basis:

• Grantee will serve **280** 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.

Naturalization

Appendix A1 FY 19-20

- Grantee will serve <u>80</u> unduplicated consumers who will attend Citizenship/English as a Second Language (ESL) Classes.
- Grantee will provide <u>140</u> units of service of Citizenship/ESL class hours.
- Grantee will provide <u>450</u> units of service of One-to-One Assistance hours.
- Grantee will provide <u>480</u> units of service of Legal Services hours.
- At least <u>75%</u> of unduplicated consumers enrolled during the contract year will file an N-400 or have an N-400 pending. *This may include clients whose Citizenship/ESL classes started in a previous year.*

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 Grantee and provided during the annual program monitoring process:

- 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.

### VII. Outcome Objectives

The following Outcome Objectives will be used to measure the amount, range, and impact of services provided. They shall be collected by Grantee and provided during the annual program monitoring process:

• Quantity of clients completing the naturalization process (becoming Citizens) during the contract year.

#### VIII. 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 DAAS/OOA 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 an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th.

F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.

- G. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Paulo Salta Program Analyst DAAS, Office on the Aging 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

#### IX. 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 OOA 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.

Appendix A1 FY 19-20

|              | A   | В               | С                                      | D                                      | E |
|--------------|---|-----------------|--|--|---|
| 1            |   |                 | Appendix B1, Page                      | 1                                      |   |
| 2            |   |                 |  |  |   |
| 3            | HUMAN SERVICES AGE                            | NCY BUDGET SUMM | ARY                                    |  |   |
| 4            |   |                 |  |  |   |
| 5 Na         |   | Term            |  |  |   |
| <u>6 In</u>  | ternational Institute of the Bay Area         | 7/1/18-6/30/20  |  |  |   |
| 7_(CI        | heck One) New 🗌 Renewal                       | Modificationx   |  |  |   |
| 8 lfr        | modification, Effective Date of Mod.          | No. of Mod.     |  |  |   |
| 9 Pro        | ogram: Naturalization                         |                 |  |  |   |
| 0 Bu         | dget Reference Page No.(s)                    |                 |  |  |   |
|              | ogram Term                                    | 7/1/18-6/30/19  | 7/1/19-6/30/20                         | Total                                  |   |
| 2            | Expenditures                                  | ¢140.004        | \$110,034                              | \$220,068                              |   |
|              | Ilaries & Benefits                            | \$110,034       | \$110,034                              | \$220,088                              |   |
|              | perating Expenses                             | \$52,157        | \$52,157<br>\$162,191                  | \$104,314                              |   |
|              | ibtotal<br>direct Percentage (%)              | \$162,191       | \$162,191                              |  |   |
|              | direct Cost (Line 16 X Line 15)               | 14%<br>\$23,007 | \$23,007                               | \$46,014                               |   |
|              | apital/Subcontractor Expenditures             | \$0             | \$0                                    | \$0                                    |   |
|              | tal Expenditures                              | \$185,198       | \$185,198                              | \$370,396                              |   |
| 20           | HSA Revenues                                  |                 |  | •                                      |   |
| 21           |   | A 4 9 5 4 9 5   | \$405.400                              | \$070.000                              |   |
| 22 Ge<br>23  | eneral Fund                                   | \$185,198       | \$185,198                              | \$370,396                              |   |
| 24           | ******  |                 |  |  |   |
| 25           |   |                 |  |  |   |
| 26           | uuusharaanaanaanaanaanaanaanaanaanaanaanaanaa |                 |  |  |   |
| 28           |   |                 |  |  |   |
|              | DTAL HSA REVENUES                             | \$185,198       | \$185,198                              | \$370,396                              |   |
| 30           | Other Revenues                                | ÷               | ······································ |  |   |
| 31           |   |                 |  |  |   |
| 32           |   |                 |  | ······································ |   |
| 33<br>34     |   |                 |  |  |   |
| 35           |   |                 | · · · · · · · · · · · · · · · · · · ·  |  |   |
| 36 To        | tal Revenues                                  | \$185,198       | \$185,198                              | \$185,198                              |   |
| 37 Fu        | III Time Equivalent (FTE)                     |                 |  |  |   |
| 39 Pr        | epared by:                                    | Telephone No.:  |  | Date: 05/06/19                         |   |
| <u>40</u> HS | SA-CO Review Signature:                       |                 |  |  |   |
| 11 HS        | SA #1   |                 |  | 10/25/2016                             |   |

|               |                             |                       |        |                  |            | · .                                   | · .             |                 |
|---------------|-----------------------------|-----------------------|--------|------------------|------------|---------------------------------------|-----------------|-----------------|
|               |                             |                       |        |                  |            |                                       |                 |                 |
|               | A                           | В                     | С      | D                | E          | F<br>Appondix P1 Page                 | G               | н               |
| $\frac{1}{2}$ |                             |                       |        | ÷ *              |            | Appendix B1, Page                     | 2               |                 |
| 3<br>4        |                             |                       |        |                  |            |                                       |                 |                 |
| 5             |                             |                       |        |                  |            | · · ·                                 | · · ·           |                 |
| 6             |                             | · :                   |        |                  |            |                                       |                 |                 |
|               |                             |                       | Salari | es & Benef       | its Detail |                                       |                 |                 |
| 8             |                             | 1                     |        |                  |            |                                       |                 |                 |
| 10            |                             |                       |        |                  |            | 7/1/18-6/30/19                        | 7/1/19-6/30/20  | Total           |
| 11            |                             | Agency T              | otals  | HSA Pr<br>% FTE  | ogram      | DAAS                                  | DAAS            | TOTAL           |
|               |                             | Annual Full           | Total  | funded by<br>HSA | Adjusted   |                                       |                 |                 |
| 12            | 2 POSITION TITLE            | TimeSalary<br>for FTE | FTE    | (Max 100%)       | FTE        | Budgeted Salary                       | Budgeted Salary | Budgeted Salary |
| 13            | 3 Immigration Director      | \$70,934              | 1.00   | 48%              | 0.48       | \$34,310                              | \$34,310        | \$68,620        |
| 14            | 4 Immigration Attorney      | \$61,019              | 1.00   | 22%              | 0.22       | \$13,311                              | \$13,311        | \$26,622        |
| 1             | 5 Immigration Assistant     | \$43,260              | 1,00   | 18%              | 0,18       | \$7,668                               | \$7,668         | \$15,336        |
| 10            | 6 Immigration ESL Teacher   | \$58,000              | 1.00   | 56%              | 0,56       | \$32,738                              | \$32,738        | \$65,476        |
| 17            | 7                           |                       |        |                  |            |                                       |                 |                 |
| 11            | 8                           |                       |        |                  |            |                                       |                 |                 |
| 19            | 9                           |                       |        |                  |            |                                       |                 |                 |
| 2(            | 0                           |                       |        |                  |            |                                       |                 |                 |
| 2             | 1                           |                       |        |                  |            | · · · · · · · · · · · · · · · · · · · |                 |                 |
| 2             | 2                           | :                     |        |                  |            |                                       |                 |                 |
| 2:            | 3                           |                       |        |                  |            |                                       |                 |                 |
| 24            | 4                           | -                     |        |                  |            |                                       |                 |                 |
| 2             |                             |                       |        |                  |            |                                       |                 |                 |
| 2             | 1                           |                       |        | <u> </u>         |            |                                       |                 |                 |
| 2             |                             |                       |        |                  |            |                                       |                 |                 |
| 2             |                             |                       |        |                  |            |                                       |                 |                 |
| 2             |                             |                       | 4.00   | 144%             | 1.44       | \$88,027                              | \$88,027        | \$176,054       |
| 3             | 1                           | \$233,213             |        | 1 144%           | 1.44       | \$00,027                              | L               | \$170,034       |
| 3             | 2 FRINGE BENEFIT RATE       | 25%                   |        |                  | •          |                                       |                 |                 |
| 3             | 3 EMPLOYEE FRINGE BENEFITS  | \$58,303              |        |                  |            | \$22,007                              | \$22,007        | \$44,014        |
| 3             | 5                           |                       |        |                  |            | ŕ                                     | 1               | · ·             |
| 3             | 6 TOTAL SALARIES & BENEFITS | \$291,517             |        |                  |            | \$110,034                             | \$110,034       | \$220,068       |
| 3             | 7  HSA #2                   |                       | -      |                  |            | ·                                     |                 | 10/25/2016      |
|               |                             |                       |        |                  |            |                                       |                 |                 |
|               |                             |                       |        |                  |            |                                       |                 |                 |
|               |                             |                       |        |                  |            |                                       |                 |                 |
|               |                             |                       |        |                  |            |                                       |                 |                 |
|               |                             |                       |        |                  |            |                                       |                 |                 |
|               |                             |                       |        |                  |            |                                       |                 |                 |
|               |                             |                       |        |                  |            |                                       |                 |                 |

|         | A B                                  | C D                                   | E F              |                     | l              |
|---------|--------------------------------------|---------------------------------------|------------------|---------------------|----------------|
| 1       |                                      |                                       |                  | Appendix B1, Page 3 |                |
| 2       |                                      |                                       |                  |                     |                |
| 4       | Program: Naturalization              | ÷                                     |                  |                     |                |
| 5       | (Same as Line 9 on HSA #1)           |                                       |                  |                     |                |
| 7       |                                      | Opera                                 | ting Expense Det | ail                 | •              |
| 8       |                                      |                                       |                  |                     |                |
| 9<br>10 | 4 .                                  |                                       |                  |                     |                |
| 11      |                                      |                                       |                  | 7440 0100100        | TOTAL          |
|         | Expenditure Category                 | TERM_                                 | 7/1/18-6/30/19   | 7/1/19-6/30/20      | 7/1/18-6/30/20 |
|         | Rental of Property                   |                                       | \$39,628         | \$39,628            | \$79,256       |
| 14      | Utilities (Elec., Water, Gas, Phone, | Scavenger)                            | \$2,702          | \$302               | \$3,005        |
| 15      | Office Supplies, Postage             | _                                     | \$3,054          | \$3,054             | \$6,108        |
| 16      | Building Maintenance, Janitor, Sup   | plies and Repair                      |                  | \$2,400             | \$2,400        |
| 17      | Equipment Lease & Maintenance        |                                       | \$900            | \$900               | \$1,800        |
| 18      | Insurance                            | ·                                     | \$1,400          | \$1,400             | \$2,800        |
| 19      | Communication                        | ·                                     | \$2,800          | \$2,800             | \$5,600        |
| 20      | Staff Training                       |                                       | \$60             | \$60                | \$120          |
| 21      | Staff Travel                         |                                       | \$263            | \$263               | \$525          |
| 22      |                                      |                                       |                  |                     |                |
|         | CONSULTANTS                          |                                       |                  |                     |                |
| 24      |                                      | · · · · · · · · · · · · · · · · · · · |                  |                     |                |
| 25      |                                      |                                       |                  |                     |                |
|         | OTHER<br>Abacus Fees                 |                                       | \$1,350          | \$1,350             | \$2,700        |
| 28      |                                      | <u></u>                               | <b>V11000</b>    |                     |                |
| 29      |                                      |                                       |                  |                     |                |
| 30      | TOTAL OPERATING EXPENSE              |                                       | \$52,157         | \$52,157            | \$104,314      |
| 31      |                                      |                                       |                  |                     |                |
| 32      | HSA #3                               | -                                     |                  |                     | 10/25/2016     |
|         |                                      |                                       |                  |                     |                |
|         |                                      |                                       | -                |                     |                |
|         |                                      |                                       | · .              |                     |                |
|         |                                      |                                       |                  |                     |                |
|         |                                      |                                       |                  |                     |                |
|         |                                      |                                       |                  |                     |                |
|         |                                      |                                       |                  |                     |                |
|         |                                      |                                       |                  |                     |                |
| AGENCY: International Institute       | International Institute of the Bay Area (IIBA)                  |   | •.                                     | FISCAL YEAR: 2018-19                   |                                 |
|---------------------------------------|---|---|--|--|---------------------------------|
| CT MAI                                | 1 Market Street, 4th Floor, San                                 | Francisco, CA 94103                                   |  |  |                                 |
| DIRECTOR: Ellen Dumesnil              |   |   |  | PHONE NO .: 415-538-8110               |                                 |
| SITES: (Naturalization)               | Main office of the<br>International Institute of                | 201 Turk St Apartments                                |  |  |                                 |
| Name of Site                          | the Bay Area (IIBA)   | •<br>•<br>•<br>•                                      |  |  |                                 |
| Address and Zip                       | 1111 Market Street, 4 <sup>th</sup><br>Floor, San Francisco, CA | 201 Turk St. Ground Floor,<br>San Francisco, CA 94102 |  |  |                                 |
| Phone Number                          | 94103<br>415-538-8100   |   |  |  |                                 |
| Fax Number                            | 415-538-8111  |   |  |  |                                 |
| Neighborhood                          | Tenderloin  | Tenderloin  |  |  |                                 |
| Muni Line #s                          | Next to Civic Center BART                                       | Next to Civic Center BART<br>and Muni station         |  |  |                                 |
| Person in Charge                      | Ellen Dumesnil  | (Contact IIBA)  |  |  |                                 |
| Site Manager                          | R   |   |  |  |                                 |
| Programs Offered at Site              | Immigration Legal<br>Services & Citizenship<br>Classes          | Citizenship Classes                                   |  |  |                                 |
| Days Open                             | X Mon X Tues<br>X Wed X Thurs<br>Fri Sat                        | MonTues<br>WedThur<br>FriSat<br>Sun                   | Mon Tues<br>Wed Thur<br>Fri Sat<br>Sun | Mon Tues<br>Wed Thur<br>Fri Sat<br>Sun | Mon Tues<br>Wed Thur<br>Fri Sat |
| Hours Open                            | 9:00am to 5:00pm  | 12:30 pm to 2:00 pm                                   |  |  |                                 |
| Hours of <u>scheduled</u> programming | Citizenship classes on<br>Tuesdays from 4:00 to<br>5:30pm       | 12:30 pm to 2:00 pm                                   |  |  |                                 |
| Hours of meal service                 | NA  | 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                        | X Yes No  | X Yes No  | Yes No                                 | Yes No                                 | Yes No                          |
|                                       |   |   |  |  |                                 |

APPENDIX F - SITE CHART HSA / DAAS / OFFICE ON THE AGING

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

# **APPENDIX A1 – SERVICES TO BE PROVIDED**

## JEWISH FAMILY AND CHILDREN'S SERVICES

# NATURALIZATION SERVICES

# Effective July 1, 2019 to June 30, 2020

# I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, public benefits, immigration law, and bilingual education with an emphasis on aiding their path to citizenship.

#### II. Definitions

| Adult with a<br>Disability | Person 18-59 years of age living with a disability.  |
|----------------------------|--|
| CA GetCare                 | A web-based application that provides specific functionalities for<br>contracted agencies to use to perform consumer<br>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.  |
| DAAS                       | Department of Aging and Adult 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. |
| ESI                        | English-as-a-Second Language: applicable to the naturalization services  |

ESL

English-as-a-Second Language; applicable to the naturalization services funded through this RFP.

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

Frail

HSA

Human Services Agency of the City and County of San Francisco

Jewish Family and Children's Services

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 nonheterosexual 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<br>to request an exception to the English and civics testing requirements for<br>naturalization because of physical or developmental disability or mental<br>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.   |
| OCM                               | Office of Contract Management, Human Services Agency   |
| Older Adult                       | Person who is 60 years or older, used interchangeably with senior.   |
| OOA                               | Office on the Aging  |
| Senior                            | Person who is 60 years or older, used interchangeably with older adult.  |
| SOGI                              | Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended<br>the San Francisco Administrative Code to require City departments and<br>contractors that provide health care and social services to seek to collect<br>and analyze data concerning the sexual orientation and gender identity of<br>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<br>Consumer<br>(UDC) | A unique consumer receiving services in the Grantee's Naturalization program.  |

# III. Client Eligibility / Target Population

To be eligible for Naturalization Services, individuals must be a resident of San Francisco *and* either 1) 60 years of age or older *or* 2) between 18 and 59 years of age and living with a disability.

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail

• Member of LGBTQ+ Community

#### IV. Location and Time of Services

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

#### V. 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> students attending classes will concurrently work on their English proficiency and study basic United States history, government, and civics for the purpose of successfully passing the Citizenship test administered by USCIS.
- One-to-One Assistance individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Actual assistance includes preparing the N-400, explaining or clarifying the process, and checking on the status of pending applications. It also includes assisting with applying for language and/or disability waiver (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> services 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.

Clients can expect that Grantee is experienced and knowledgeable about the Naturalization process; Grantee 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.

Grantee agrees to meet on a quarterly basis or as needed with other naturalization service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to naturalization service issues.

## VI. 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.

Appendix A1 FY 19-20

- Grantee will serve <u>52</u> unduplicated consumers who will attend Citizenship/English as a Second Language (ESL) Classes.
- Grantee will provide <u>118</u> units of service of Citizenship/ESL class hours.
- Grantee will provide <u>N/A</u> units of service of One-to-One Assistance hours.
- Grantee will provide <u>960</u> units of service of Legal Services hours.
- At least <u>75%</u> of unduplicated consumers enrolled during the contract year will file an N-400 or have an N-400 pending. *This may include clients whose Citizenship/ESL classes started in a previous year.*

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 Grantee and provided during the annual program monitoring process:

- 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.

# VII. Outcome Objectives

The following Outcome Objectives will be used to measure the amount, range, and impact of services provided. They shall be collected by Grantee and provided during the annual program monitoring process:

• Quantity of clients completing the naturalization process (becoming Citizens) during the contract year.

### VIII. 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 DAAS/OOA 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 an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- G. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Paulo Salta Director, Office on the Aging DAAS P.O. Box 7988 San Francisco, CA 94120-7988 Paulo.Salta@sfgov.org

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

#### IX. Monitoring Activities

A. Program Monitoring: 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 OOA 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.

Naturalization

Appendix A1 FY 19-20

|                 | . *                                   |                       | A CONTRACTOR OF A  |                        |   |
|-----------------|---------------------------------------|-----------------------|--|------------------------|---|
|                 |                                       |                       |  |                        | 2 |
|                 |                                       |                       |  |                        |   |
| I               |                                       |                       | C  | D                      | E |
|                 | Α                                     | В                     | Appendix B1, Page  |                        | C |
| 2               |                                       |                       | t oppondix o t t ugo   | •                      |   |
| 3               | HUMAN SERVICES AGI                    | ENCY BUDGET SUMMA     | RY   |                        |   |
| 4               | HomAn OLIVIOLO AO                     | LITOT DODOLT COMMIN   |  |                        |   |
| 5 Name          |                                       | Term                  | · ·  |                        |   |
|                 | 1                                     |                       |  |                        |   |
|                 | h Family and Children's Services      | 7/1/18-6/30/20        | · · · · · · · · · · · · · · · · · · ·  |                        |   |
| 7 (Che          | ck One) New 🛄 Renewal 🔤               | Modificationx         |  |                        |   |
| 8 lf mo         | dification, Effective Date of Mod.    | No. of Mod.           |  |                        |   |
| 0 0.000         | am Naturalization                     |                       | ${\cal C}_{\rm eff} = {\cal C}_{\rm eff$ |                        |   |
|                 | am: Naturalization                    |                       |  |                        |   |
|                 | et Reference Page No.(s)              |                       |  |                        |   |
|                 | am Term<br>Expenditures               | 7/1/18-6/30/19        | 7/1/19-6/30/20   | Total                  |   |
| 12 Salar        | ies & Benefits                        | \$65,301              | \$65,301   | \$130,602              | - |
|                 | ating Expenses                        | \$7,684               | \$7,684  | \$15,368               |   |
| 15 Subt         |                                       |                       |  |                        |   |
|                 | ct Percentage (%)                     | \$72,985              | \$72,985   | \$145,970              |   |
|                 | ct Cost (Line 16 X Line 15)           | <u>11%</u><br>\$8,240 | <u>11%</u><br>\$8,240  | <u>11%</u><br>\$16,480 |   |
|                 | al/Subcontractor Expenditures         | \$0                   | \$0  | \$0                    |   |
|                 | Expenditures                          | \$81,225              | \$81,225   | \$162,450              |   |
| 20              | HSA Revenues                          | · ·                   |  |                        |   |
| 21              |                                       |                       |  |                        |   |
|                 | ral Fund                              | \$81,225              | \$81,225   | \$162,450              |   |
| 23<br>24        | :<br>                                 |                       |  |                        |   |
| 25              |                                       |                       | · · · · · · · · · · · · · · · · · · ·  |                        |   |
| 26              |                                       |                       |  |                        |   |
| 27              |                                       |                       |  |                        |   |
| 28              |                                       |                       | <b>*-</b> • <i>z</i>   |                        |   |
|                 | AL HSA REVENUES                       | \$81,225              | \$81,225   | \$162,450              |   |
| <u>30</u><br>31 | Other Revenues                        |                       |  |                        |   |
| 32              | · · · · · · · · · · · · · · · · · · · |                       |  |                        |   |
| 33              |                                       | · · · · · ·           |  |                        |   |
| 34              | ·                                     |                       |  |                        |   |
| 35              |                                       |                       |  |                        |   |
| 36 Total        | Revenues                              | \$81,225              | \$81, <u>2</u> 25  | \$81,225               |   |
| 37 Full 1       | ime Equivalent (FTE)                  |                       |  |                        |   |
| 39 Prep         | ared by:                              | Telephone No.:        | •  | Date: 05/06/19         |   |
| 40 HSA          | CO Review Signature:                  | :                     |  |                        |   |

|                 | ·   |                                      |              | D                              | E               | F                      | G                      | н               |
|-----------------|---|--------------------------------------|--------------|--------------------------------|-----------------|------------------------|------------------------|-----------------|
| 1               | Α   | В                                    | С            | D                              |                 | F<br>Appendix B1, Page |                        | 47L ·           |
| 23              |   |                                      |              |                                |                 |                        |                        |                 |
| 4<br>5          | Program: Naturalization<br>(Same as Line 9 on HSA #1) |                                      |              |                                |                 |                        |                        |                 |
| <u>6</u><br>7   |   |                                      | Salari       | es & Benef                     | ite Detail      |                        |                        |                 |
| 8               |   |                                      | Galaria      |                                | ita Dotan       |                        |                        |                 |
| 9               |   | <u>.</u>                             | · ·          |                                |                 |                        | · .                    |                 |
| 10              |   | Agency T                             |              | HSA Pr                         | ogram           | 7/1/18-6/30/19<br>DAAS | 7/1/19-6/30/20<br>DAAS | Total<br>TOTAL  |
| 11              |   |                                      | Olais        | % FTE                          | ogramses        | 0000                   | DAAO                   | 1017.2          |
| 12              | POSITION TITLE  | Annual Full<br>TimeSalary<br>for FTE | Total<br>FTE | funded by<br>HSA<br>(Max 100%) | Adjusted<br>FTE | Budgeted Salary        | Budgeted Salary        | Budgeted Salary |
|                 | Immigration Attorney                                  | \$84,006                             |              | 50%                            |                 | \$42,000               | \$42,000               | \$84,000        |
|                 | Legal Assistant                                       | \$42,900                             |              | 12%                            |                 | \$5,280                | \$5,280                | \$10,560.       |
|                 | SAH Director  | \$118,482                            | 1.00         | 3%                             |                 | \$3,163                | \$3,163                | \$6,326         |
| 16              | · · · · · · · · · · · · · · · · · · ·                 |                                      |              |                                |                 |                        |                        |                 |
| 17              |   |                                      |              |                                |                 |                        |                        |                 |
| 18              | ······································                |                                      |              |                                |                 |                        |                        |                 |
| 19              |   |                                      |              |                                |                 |                        |                        |                 |
| 20              |   |                                      |              |                                |                 |                        |                        | -               |
| 21              |   |                                      |              |                                |                 |                        |                        |                 |
| 22              |   |                                      |              |                                |                 |                        |                        |                 |
| 23              |   |                                      |              |                                |                 |                        |                        |                 |
| 24              | · · · · · · · · · · · · · · · · · · ·                 |                                      |              |                                |                 |                        |                        |                 |
| 25              |   |                                      |              |                                |                 |                        |                        |                 |
| 26              |   |                                      | ļ            |                                |                 |                        |                        | i               |
| 27              |   |                                      | ļ            |                                |                 |                        | · · · ·                |                 |
| 28              |   |                                      | · · ·        |                                | •               |                        |                        |                 |
| 29              |   |                                      |              |                                |                 |                        |                        |                 |
| <u>30</u><br>31 | TOTALS  | \$245,388                            | 3.00         | 65%                            | 0,65            | \$50,443               | \$50,443               | \$100,886       |
| 32              | FRINGE BENEFIT RATE                                   | 29%                                  |              |                                |                 |                        | <b>,</b>               |                 |
| 33              | EMPLOYEE FRINGE BENEFITS                              | \$72,279                             |              |                                |                 | \$14,858               | \$14,858               | \$29,716        |
| 34<br>35        |   |                                      |              |                                |                 |                        |                        |                 |
|                 | TOTAL SALARIES & BENEFITS                             | \$317,667                            |              |                                |                 | \$65,301               | \$65,301               | \$130,602       |
|                 | HSA #2  |                                      |              |                                |                 |                        |                        | 10/25/2016      |

| ŀ        | A                 | В              | С                        |            | E   | IFI G        | H                  | ·                                      | 1  |
|----------|-------------------|----------------|--------------------------|------------|---|--------------|--------------------|--|----|
| 1        | A                 |                |                          |            | L   | Appendix B1, |                    |  |    |
| -2       |                   |                | ,                        |            |   |              | • . ·              |  |    |
| 3        | Program: Natu     | uralization    |                          |            | · · · ·                                       |              |                    | •                                      |    |
| 5        | (Same as Line     |                | )                        |            |   |              |                    |  |    |
| 6<br>7   |                   |                | · ,                      | Oper       | ating Expense D                               | etail        |                    |  | ĺ  |
| 8        |                   |                |                          | ober       |   | otun         |                    |  |    |
| 9        |                   |                | · · ·                    |            |   |              |                    |  |    |
| 10<br>11 |                   |                | · .                      |            |   |              |                    | TOTAL                                  |    |
|          | Expenditure C     | ategory        |                          | TERM       | 7/1/18-6/30/19                                | 7/1/19-6/3   | 30/20              | 7/1/18-6/30/20                         |    |
| 13       | Rental of Prop    | perty          |                          | _          |   |              |                    |  |    |
| 14       | Utilities(Elec, V | Water, Gas, P  | hone, Garbage            | )          | \$1,053                                       |              | \$1,053            | \$2,106                                |    |
| 15       | Office Supplie    | s, Postage     |                          |            | \$458   |              | \$458              | \$916                                  |    |
|          | 1                 |                | ies and Repair           |            | \$1,587                                       |              | \$1,587            | \$3,174                                |    |
|          | Printing and R    |                |                          |            | <u>, , , , , , , , , , , , , , , , , , , </u> |              |                    |  |    |
|          | Insurance         | ·              |                          | -          | \$2,071                                       |              | \$2,071            | \$4,142                                |    |
|          | Staff Training    |                |                          | . –        |   |              |                    |  | 1  |
|          | Staff Travel-(L   |                | Town)                    |            | \$1,077                                       | <b></b>      | \$1,077            | \$2,154                                |    |
|          | Rental of Equi    |                |                          |            |   |              | <u></u>            |  | 1  |
| 22       |                   | priorit        |                          | . <u> </u> |   | -            |                    |  | 1. |
|          |                   |                |                          |            |   |              |                    |  |    |
| 23       | CONSULTAN         |                |                          | _ · _      |   | <u>.</u>     |                    | •••••••••••••••••••••••••••••••••••••• | 1  |
| 25       |                   | ·              |                          |            | ·····   |              |                    |  |    |
|          | OTHER             | <b>.</b>       | _                        |            | <b>.</b>                                      |              | <b>\$</b> \$\$\$\$ |  | -  |
| 27       | INS Zoom Sot      |                | ng Fee<br>nference, Dues |            | \$360<br>\$1,078                              |              | \$360<br>\$1,078   | \$720                                  | {  |
| 20       |                   | n LIUGHSE, UUI | nerence, Dues            | <u> </u>   | φ1,070  |              | ψ1,070             | φε,100                                 | 1  |
| 30       | TOTAL OPER        | RATING EXPE    | NSE                      |            | \$7,684                                       |              | \$7,684            | \$15,368                               | ]  |
| 31       |                   | :              |                          |            | · · · · · ·                                   |              |                    |  | 1  |
|          | HSA #3            |                |                          |            |   |              |                    | 10/25/2016                             | 1  |

| AGENCY: Jewish Family and Ch    | Jewish Family and Children's Services (JFCS)             |  |                                 | FISCAL YEAR: 2019-20                |   |
|---------------------------------|--|--|---------------------------------|-------------------------------------|---|
| OT MAI                          | 0 Post St. San Francisco, CA 9                           | 4115   |                                 |                                     |   |
| DIRECTOR: Anita Friedman        |  |  |                                 | PHONE NO .: 415-449-1200            |   |
| <u>SITES</u> : (Naturalization) | 2534 Judah Street Office                                 | Main office of Jewish<br>Family and Children's           |                                 |                                     |   |
| Name of Site                    | :  | Services (JFCS)  |                                 |                                     | -<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br> |
| Address and Zip                 | 2534 Judah Street, San<br>Francisco, CA 94122            | 2150 Post St. San<br>Francisco, CA 94115                 |                                 |                                     |   |
| Phone Number                    | 415-449-2917   | 415-449-1200   |                                 |                                     |   |
| Fax Number                      | 844-589-6699   | N/A  |                                 |                                     | •   |
| Neighborhood                    | Outer Sunset   | Lower Pacific Heights                                    |                                 |                                     |   |
| Muni Line #s                    | MUNI N-Judah   | MUNI lines: 38, 24                                       | -                               | -                                   |   |
| Person in Charge                | Brett Snider   | Tracì Dobronravova                                       |                                 |                                     |   |
| Site Manager                    | Brett Snider   | Traci Dobronravova                                       |                                 |                                     |   |
| Programs Offered at Site        | Immigration Legal<br>Services                            | Citizenship Classes                                      |                                 |                                     |   |
| Days Open                       | X Mon X Tues<br>X Wed X Thurs<br>Sun                     | X Mon Tues<br>Wed Thur<br>Fri Sat                        | Mon Tues<br>Wed Thur<br>Fri Sat | MonTues<br>WedThur<br>FriSat<br>Sun | Mon Tues<br>Wed Thur<br>Fri Sat   |
| Hours Open                      | 9:00am to 5:00pm   | 6:30 pm to 8:00 pm                                       |                                 |                                     |   |
| Hours of scheduled programming  | No scheduled programs,<br>clients by appointment<br>only | Citizenship classes on<br>Mondays from 6:30 to<br>8:00pm |                                 |                                     |   |
| 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                  | X Yes No   | X Yes No   | Yes No                          | Yes No                              | Yes No  |
|                                 |  |  |                                 | ~                                   | -   |

APPENDIX F - SITE CHART HSA / DAAS / OFFICE ON THE AGING

Page \_\_\_\_\_ of \_\_\_\_

# **APPENDIX A1 – SERVICES TO BE PROVIDED**

# La Raza Centro Legal

# NATURALIZATION SERVICES

# Effective July 1, 2019 to June 30, 2020

# Purpose

I.

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, public benefits, immigration law, and bilingual education with an emphasis on aiding their path to citizenship.

#### II. Definitions

| Adult with a Disability | Person 18-59 years of age living with a disability.  |
|-------------------------|--|
| CA GetCare              | A web-based application that provides specific functionalities for<br>contracted agencies to use to perform consumer<br>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.  |
| DAAS                    | Department of Aging and Adult Services   |
| Disability              | A condition or combination of conditions that is attributable to a mental,<br>cognitive or physical impairment, including hearing and visual<br>impairments, that results in substantial functional limitations in one (1) or<br>more of the following areas of major life activity: a) Self-care: activities of<br>daily living (ADL), and instrumental activities of daily living (IADL); b)<br>Capacity for independent living and self-direction; c) Cognitive<br>functioning, and emotional adjustment. |
| ESL                     | English-as-a-Second Language; applicable to the naturalization services funded through this RFP.   |

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.

La Raza Centro Legal

Grantee

Frail

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.

An acronym/term used to refer to persons who self-identify as nonheterosexual 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

LGBTQ+

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.

Lawful Permanent Resident

Minority

LPR

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.

LRCL – Naturalization Appendix A1 – FY19/20

| 2                                 |  |
|-----------------------------------|--|
| 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<br>to request an exception to the English and civics testing requirements for<br>naturalization because of physical or developmental disability or mental<br>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.   |
| OCM                               | Office of Contract Management, Human Services Agency   |
| Older Adult                       | Person who is 60 years or older, used interchangeably with senior.   |
| OOA                               | Office on the Aging  |
| Senior                            | Person who is 60 years or older, used interchangeably with older adult.  |
| SOGI                              | Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended<br>the San Francisco Administrative Code to require City departments and<br>contractors that provide health care and social services to seek to collect<br>and analyze data concerning the sexual orientation and gender identity of<br>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<br>Consumer<br>(UDC) | A unique consumer receiving services in the Grantee's Naturalization program.  |

# III. Client Eligibility / Target Population

To be eligible for Naturalization Services, individuals must be a resident of San Francisco *and* either 1) 60 years of age or older *or* 2) between 18 and 59 years of age and living with a disability.

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited –English speaking
- Minority
- Frail

LRCL – Naturalization Appendix A1 – FY19/20

• Member of LGBTQ+ Community

## IV. Location and Time of Services

Services are provided at La Raza Centro Legal offices, located at 474 Valencia St., Suite 295, San Francisco, CA 94103. The hours of operation Monday through Friday during regular business hours.

#### V. 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> students attending classes will concurrently work on their English proficiency and study basic United States history, government, and civics for the purpose of successfully passing the Citizenship test administered by USCIS.
- 2. <u>One-to-One Assistance</u> individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Actual assistance includes preparing the N-400, explaining or clarifying the process, and checking on the status of pending applications. It also includes assisting with applying for language and/or disability waiver (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> services 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.

Clients can expect that Grantee is experienced and knowledgeable about the Naturalization process; Grantee 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.

Grantee agrees to meet on a quarterly basis or as needed with other naturalization service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to naturalization service issues.

## VI. Service Objectives

On an annual basis:

- Grantee will serve <u>13</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 provide <u>260</u> units of service of Legal Services hours.
- At least <u>75%</u> of unduplicated consumers enrolled during the contract year will file an N-400 or have an N-400 pending. *This may include clients whose Citizenship/ESL classes started in a previous year.*

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 Grantee and provided during the annual program monitoring process:

- 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.

# VII. Outcome Objectives

The following Outcome Objectives will be used to measure the amount, range, and impact of services provided. They shall be collected by Grantee and provided during the annual program monitoring process:

• Quantity of clients completing the naturalization process (becoming Citizens) during the contract year.

## VIII. 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 DAAS/OOA 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 an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- G. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Michael Zaugg Director, Office on the Aging P.O. Box 7988 San Francisco, CA 94120-7988 Michael.Zaugg@sfgov.org

and

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

#### IX. 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 OOA 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.

| Α   | В                                      | C A                 | D                    | <u> </u> |
|---|--|---------------------|----------------------|----------|
| 1   | Appendix B1, Page 1                    |                     |                      |          |
|   |  |                     |                      |          |
| 3 HUMAN SERVICES A                                  | GENCY BUDGET SUMMARY                   |                     |                      |          |
| 5 Name  | Term                                   |                     |                      |          |
|   | 7/1/18-6/30/20                         |                     |                      |          |
| 6 La Raza Centro Legal<br>7 (Check One) New Renewal |  |                     |                      |          |
|   |  |                     |                      |          |
| 8 If modification, Effective Date of Mod.           | No. of Mod.                            |                     |                      | ·        |
| 9 Program: Naturalization                           |  |                     |                      |          |
| 10 Budget Reference Page No.(s)                     |  |                     |                      |          |
| 11 Program Term                                     | 7/1/18-6/30/19                         | 7/1/19-6/30/20      | Total                |          |
| 12 Expenditures                                     |  | ADD 474             | 664.000              |          |
| 13 Salaries & Benefits                              | \$31,159<br>\$7,290                    | \$33,171<br>\$7,339 | \$64,330<br>\$14,629 |          |
| 14 Operating Expenses<br>15 Subtotal                | \$7,290                                | \$40,510            | \$78,959             |          |
| 16 Indirect Percentage (%)                          | 13%                                    | 7.4%                | 10.23%               |          |
| 17 Indirect Cost (Line 16 X Line 15)                | \$5,070                                | \$3,009             | \$8,079              |          |
| 18 Capital/Subcontractor Expenditures               | \$0                                    | \$0                 | \$0                  |          |
| 19 Total Expenditures                               | \$43,519                               | \$43,519            | \$87,038             |          |
| 20 HSA Revenues                                     |  |                     |                      |          |
| 21<br>22 General Fund                               | \$43,519                               | \$43,519            | \$87,038             |          |
| 23  | ······································ |                     |                      |          |
| 24  |  |                     |                      |          |
| 26  |  |                     |                      |          |
| 27  |  |                     |                      |          |
|   | ÷442.540                               | \$43,519            | \$87,038             |          |
| 29 TOTAL HSA REVENUES<br>30 Other Revenues          | \$43,519                               | \$40,019<br>        |                      |          |
| 31  |  |                     |                      |          |
| 32  |  |                     |                      |          |
| 33  |  |                     |                      |          |
| 35  |  |                     |                      |          |
| 36 Total Revenues                                   | \$43,519                               | \$43,519            | \$87,038             |          |
| 37 Full Time Equivalent (FTE)                       |  |                     |                      |          |
| 39 Prepared by: Jessica Garcia                      | Telephone No.: 415-553-3407            | Da                  | te: 05/16/2018       |          |
| 40 HSA-CO Review Signature:                         |  |                     |                      |          |
| 41 HSA #1   |  |                     | 10/25/2016           |          |

|                 |  |                       |              |                   |                 |  |                                       | H               |
|-----------------|--|-----------------------|--------------|-------------------|-----------------|--|---------------------------------------|-----------------|
| 1               | A  | В                     | C            | D                 | E               | F<br>Appendix B1, Page                   | G                                     | <u>n</u>        |
| 2               |  |                       |              |                   |                 | .,                                       |                                       |                 |
| 3<br>4          | Program: Naturalization                              |                       |              |                   |                 |  |                                       |                 |
| 5               | (Same as Line 9 on HSA #1)                           |                       |              |                   |                 |  |                                       |                 |
| 6               | · · ·  |                       |              |                   |                 |  |                                       |                 |
| 78              |  |                       | Salari       | es & Benef        | its Detail      |  |                                       |                 |
| <u>0</u><br>9   | •<br>•   |                       |              |                   |                 | 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1 |                                       |                 |
| 10              |  | <u> </u>              |              |                   |                 | 7/1/18-6/30/19                           | 7/1/19-6/30/20                        | 7/1/18-6/30/20  |
| 11              |  | Agency T              | otals        | HSA Pr<br>% FTE   | ogram           | DAAS                                     |                                       | TOTAL           |
|                 |  | Annual Full           |              | funded by         | A .P            |  |                                       |                 |
| 12              | POSITION TITLE                                       | TimeSalary<br>for FTE | Total<br>FTE | HSA<br>(Max 100%) | Adjusted<br>FTE | Budgeted Salary                          | Budgeted Salary                       | Budgeted Salary |
|                 | Executive Director                                   | \$80,000              | 1.00         | 1%                | 0.01            |  | \$800                                 | \$800           |
| 14              | Immigration Law Coordinator                          | \$57,800              | 1.00         | 10%               | 0.10            | \$5,000                                  | \$5,491                               | \$10,491        |
| 15              | Immigration Attorney                                 | \$55,500              | 1.00         | 20%               | 0.20            | \$9,359                                  | \$10,725                              | \$20,084        |
| 16              | Immigration Paralegal                                | \$42,241              | 1.00         | 15%               | 0.15            | \$6,407                                  | \$6,129                               | \$12,536        |
|                 | Administrative Assistant II /<br>Immigration Support | \$49,000              | 1.00         | 6%                | 0.06            | \$2,839                                  | \$2,450                               | \$5,289         |
| 18              |  |                       |              |                   |                 |  |                                       |                 |
| 19              |  |                       |              | ···· ·            | _               |  |                                       |                 |
| 20              | ······································               |                       |              | · · · ·           |                 |  |                                       |                 |
| <u>20</u><br>21 |  |                       |              |                   |                 | · · ·                                    |                                       |                 |
| 21              |  |                       |              |                   | · · · ·         |  |                                       |                 |
|                 |  |                       |              | · ·               |                 |  | · · · · ·                             |                 |
| 23<br>24        |  |                       |              |                   |                 |  |                                       |                 |
| 24<br>25        | · · · · · · · · · · · · · · · · · · ·                |                       |              |                   |                 |  | · · · · · · · · · · · · · · · · · · · |                 |
|                 |  | <b></b>               |              |                   |                 |  |                                       |                 |
| 26              |  |                       |              | <u>.</u>          |                 |  |                                       |                 |
| 27              |  |                       |              |                   |                 |  |                                       |                 |
| 28              |  |                       |              |                   |                 |  |                                       |                 |
| 29              |  |                       |              |                   |                 |  | -                                     |                 |
| 30              |  | \$284,541             | 4.00         | 51%               | 0.51            | \$23,605                                 | \$25,595                              | \$49,200        |
| 31<br>32        |  |                       |              | J 5176            | 0.51            | \$23,000                                 | φ20,000                               | \$40,200        |
| 33              | FRINGE BENEFIT RATE                                  | 30.75%                |              |                   |                 | 1  | 1                                     |                 |
| 34<br>35        | EMPLOYEE FRINGE BENEFITS                             | \$87,496              |              |                   | <u> </u>        | \$7,554                                  | \$7,576                               | \$15,130        |
| 36              |  |                       |              |                   |                 |  | 1                                     |                 |
| 37              | TOTAL SALARIES & BENEFITS                            | \$372,037             |              |                   |                 | \$31,159                                 | \$33,171                              | \$64,330        |
|                 | HSA #2   |                       |              |                   |                 |  |                                       | 10/25/2016      |
|                 |  |                       |              |                   |                 |  |                                       |                 |
|                 |  |                       |              |                   |                 |  |                                       |                 |

|   | :     |                    |                |                                       |     |
|---|-------|--------------------|----------------|---------------------------------------|-----|
| A B C   | D     | E F                | F G            | Н                                     |     |
| 1 2   | , A   | ppendix B1, Page 3 |                |                                       |     |
| 3   |       |                    |                |                                       |     |
| 4 Program: Naturalization<br>5 (Same as Line 9 on HSA #1)         |       |                    |                |                                       |     |
| 6   | Onor  | ating Expense Def  | fail           |                                       |     |
| 7 8   | Opera | ating Expense Del  | Lan            |                                       |     |
| 9<br>10   |       |                    |                |                                       |     |
| 11  |       |                    |                | TOTAL                                 |     |
| 12 Expenditure Category   | TERM_ | 7/1/18-6/30/19     | 7/1/19-6/30/20 | 7/1/18-6/30/20                        |     |
| 13 Rental of Property   | _     | \$2,277            | \$2,13         |                                       |     |
| 14 Utilities(Elec, Water, Gas, Phone, Garbage)                    | -     | \$120              | \$11           |                                       |     |
| 15 Office Supplies, Postage                                       | -     | \$224              | \$21           | 10 \$2:                               | 24  |
| 16 Building Maintenance Supplies and Repair                       |       | . 6440             | \$10           | )2 \$1                                | 10  |
| 17 Printing and Reproduction                                      |       | \$110              | \$1,27         |                                       |     |
| 18 Insurance<br>19 Staff Training                                 | -     | \$1,359<br>\$68    | \$1,27<br>\$6  |                                       | 58  |
| 20 Staff Travel-(Local & Out of Town)                             | _     | \$55               | \$£            |                                       | 55  |
| 21 Rental of Equipment  |       | \$1,265            | \$1,07         |                                       |     |
| 22 Netral of Equipment<br>22                                      |       |                    |                | · · · · · · · · · · · · · · · · · · · |     |
| 23 CONSULTANTS  |       |                    |                |                                       |     |
| 24 Finance Consultant   |       | \$438              | \$1,28         | 31 \$4                                | 38  |
| 25 Computer Consultant  |       | \$548              | \$10           | 02 \$5                                | 48  |
| 26   Janitorial Service     27   Auditor                          |       | \$197<br>\$502     | \$18           |                                       |     |
| 28  |       |                    |                |                                       |     |
| 29 OTHER  |       | ¢ng                |                | 20 . •                                | 98  |
| 30 Bar Dues<br>31 AILA (American Immigration Lawyers Association) |       | \$98<br>• \$29     | \$12<br>\$2    |                                       | 29  |
| 32  |       |                    |                |                                       |     |
| 33 TOTAL OPERATING EXPENSE  |       | \$7,290            | \$7,3          | 39 \$14,6                             | 29  |
| 34  |       |                    |                |                                       |     |
| 35 HSA #3   |       |                    |                | 10/25/2                               | 016 |
|   |       |                    |                |                                       |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                | · · ·                                 |     |
|   | ÷     |                    |                |                                       |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                | · ·                                   |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                |                                       |     |
|   |       |                    |                |                                       |     |

## **APPENDIX A1 – SERVICES TO BE PROVIDED**

## SELF-HELP FOR THE ELDERLY

## NATURALIZATION SERVICES

#### Effective July 1, 2019 to June 30, 2020

## I. Purpose

The purpose of this grant is to provide services for lawful permanent residents (LPRs) regarding naturalization, public benefits, immigration law, and bilingual education with an emphasis on aiding their path to citizenship.

#### II. Definitions

Adult with a<br/>DisabilityPerson 18-59 years of age living with a disability.CA GetCareA web-based application that provides specific functionalities for<br/>contracted agencies to use to perform consumer<br/>intake/assessment/enrollment, record service units, run reports, etc.CARBONContracts Administration, Reporting, and Billing On Line System.CityCity and County of San Francisco, a municipal corporation.

Controller Controller of the City and County of San Francisco or designated agent.

Department of Aging and Adult 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.

ESL

DAAS

Disability

English-as-a-Second Language; applicable to the naturalization services funded through this RFP.

Frail

Grantee

Legal Services

HSA

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.

Self-Help for the Elderly

Human Services Agency of the City and County of San Francisco

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 faceto-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.

An acronym/term used to refer to persons who self-identify as nonheterosexual 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.

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.

Lawful Permanent Resident

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.

LGBTQ+

Low Income

LPR

Minority

| 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<br>file to request an exception to the English and civics testing<br>requirements for naturalization because of physical or developmental<br>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.  |
| OCM                               | Office of Contract Management, Human Services Agency  |
| Older Adult                       | Person who is 60 years or older, used interchangeably with senior.  |
| OOA                               | Office on the Aging   |
| Senior                            | Person who is 60 years or older, used interchangeably with older adult.   |
| SOGI                              | Sexual Orientation and Gender Identity; Ordinance No. 159-16<br>amended the San Francisco Administrative Code to require City<br>departments and contractors that provide health care and social services<br>to seek to collect and analyze data concerning the sexual orientation<br>and gender identity of the clients they serve (Chapter 104, Sections<br>104.1 through 104.9). |
| USCIS                             | United States Citizenship and Immigration Services  |
| Unit of Service                   | Defined as one hour of service  |
| Unduplicated<br>Consumer<br>(UDC) | A unique consumer receiving services in the Grantee's Naturalization program.   |

# III. Client Eligibility / Target Population

To be eligible for Naturalization Services, individuals must be a resident of San Francisco *and* either 1) 60 years of age or older *or* 2) between 18 and 59 years of age and living with a disability.

Services must target clients who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited –English speaking

- Minority
- Frail
- Member of LGBTQ+ Community

## IV. Location and Time of Services

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

## V. 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> students attending classes will concurrently work on their English proficiency and study basic United States history, government, and civics for the purpose of successfully passing the Citizenship test administered by USCIS.
- One-to-One Assistance individual counseling, guidance and support provided to individuals about to apply for citizenship or who have an application pending. Actual assistance includes preparing the N-400, explaining or clarifying the process, and checking on the status of pending applications. It also includes assisting with applying for language and/or disability waiver (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> services 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.

Clients can expect that Grantee is experienced and knowledgeable about the Naturalization process; Grantee 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.

Grantee agrees to meet on a quarterly basis or as needed with other naturalization service providers and the Office on the Aging to help develop and maintain a comprehensive citywide approach to naturalization service issues.

### VI. Service Objectives

On an annual basis:

• Grantee will serve <u>560</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>560</u> unduplicated consumers who will attend Citizenship/English as a Second Language (ESL) Classes.
- Grantee will provide 2000 units of service of Citizenship/ESL class hours.
- Grantee will provide <u>1600</u> units of service of One-to-One Assistance hours.
- Grantee will provide <u>N/A</u> units of service of Legal Services hours. (Agency primarily provides one-to-one assistance for this program)
- At least <u>75%</u> of unduplicated consumers enrolled during the contract year will file an N-400 or have an N-400 pending. *This may include clients whose Citizenship/ESL classes started in a previous year.*

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 Grantee and provided during the annual program monitoring process:

- 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.

## VII. Outcome Objectives

The following Outcome Objectives will be used to measure the amount, range, and impact of services provided. They shall be collected by Grantee and provided during the annual program monitoring process:

• Quantity of clients completing the naturalization process (becoming Citizens) during the contract year.

#### VIII. 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 DAAS/OOA 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 an annual summary report of SOGI data collected in the year as requested by DAAS/HSA. The due date for submitting the annual summary report is July 10th.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAAS/OOA.
- G. Grantee will develop and maintain with OOA's approval, an updated Site Chart (using OOA's format) with details about the program.
- H. For assistance with reporting requirements or submission of reports, please contact:

Paulo Salta Program Analyst DAAS, Office on the Aging 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

#### IX. 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 OOA funded programs, written project

Appendix A1 FY 19-20

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.

Appendix A1 FY 19-20

| 1                 | Α                                       | B                 | C Appendix B1, Page 1 | D            | E           |
|-------------------|---|-------------------|-----------------------|--------------|-------------|
| 2                 | 4                                       |                   | Appendix D1, Fage 1   |              |             |
| 3                 |   | ENCY BUDGET SUMMA | να                    |              |             |
| $\frac{3}{4}$     | -                                       |                   | X1                    |              |             |
|                   | Name                                    | Term              |                       |              |             |
| <del>ر</del><br>6 | SELF-HELP FOR THE ELDERLY               | 7/1/18-6/30/20    |                       | 1            |             |
|                   | (Check One) New Renewal                 |                   |                       | <u> </u>     | 1           |
|                   |   |                   |                       |              | 1           |
|                   | If modification, Effective Date of Mod. | No. of Mod.       | · · · · ·             |              |             |
| <u>9</u> !        | Program: Naturalization                 |                   |                       |              | 1           |
|                   | Budget Reference Page No.(s)            |                   |                       |              | !           |
|                   | Program Term                            | 7/1/18-6/30/19    | 7/1/19-6/30/20        | Total        | ,           |
| 12                | -                                       |                   |                       | ÷=== 00.     | ,           |
|                   | Salaries & Benefits                     | \$128,847         | \$128,847             | \$257,694    |             |
|                   | Operating Expenses                      | \$21,411          | \$21,411              | \$42,822     | ,           |
| <u>15</u> /       | Subtotal                                | \$150,258         | \$150,258             | \$300,516    | ,           |
|                   | Indirect Percentage (%)                 | 13%               | 13%                   | 13%          | ,           |
|                   | Indirect Cost (Line 16 X Line 15)       | \$19,759          | \$19,759              | \$39,518     | ,           |
|                   | Capital/Subcontractor Expenditures      | \$0               | \$0                   | \$0          | ,           |
|                   | Total Expenditures                      | \$170,017         | \$170,017             | \$340,034    | ,           |
| 20<br>21          |   |                   |                       |              |             |
| 22                | General Fund                            | \$170,017         | \$170,017             | \$340,034    | ,           |
| 23                |   | ·                 |                       |              | ,           |
| 24                |   |                   |                       |              |             |
| 25<br>26          |   |                   |                       |              | ,           |
| 20                |   | ++                |                       |              | · · · · · · |
| 28                |   |                   |                       |              | ,           |
| 29                | TOTAL HSA REVENUES                      | \$170,017         | \$170,017             | \$340,034    | ,           |
| 30                | Other Revenues                          |                   |                       |              | ,           |
| 31                |   |                   |                       |              | ,           |
| 32                |   |                   |                       |              | ,           |
| 33<br>34          |   |                   |                       |              | ,           |
| 34<br>35          |   | +                 |                       | · · ·        | ,           |
|                   |   | ¢170.017          | \$470.047             |              |             |
|                   | Total Revenues                          | \$170,017         | \$170,017             | \$340,034    |             |
|                   | Full Time Equivalent (FTE)              |                   |                       |              |             |
| 391               | Prepared by:                            | Telephone No.:    | Date                  | te: 05/06/19 |             |
| 40                | HSA-CO Review Signature:                |                   |                       |              |             |
| -,                | HSA #1                                  |                   |                       | 10/25/2016   |             |

| Appendix B1, Page         Appendix B1, Page         Z           Program: Naturalization         Salaries & Benefits Detail         7/1/18-6/30/10         7/1/18-6/30/20         Total           Appendix B1         Salaries & Benefits Detail         7/1/18-6/30/10         7/1/18-6/30/20         Total           Appendix D1         Appendix D1         DAAS         DAAS         Total           Annual Fult         Total         HSA Program         DAAS         DAAS         Total           3         POSITION TITLE         For FTE         FTE         Maturalization Program Supervisor         \$75,000         1.00         20%         0.20         \$16,889         \$13,889         \$33,978           4         Naturalization Program Supervisor         \$75,000         1.00         20%         0.20         \$16,889         \$13,889         \$33,978           5         Citizensitip Education Coordinator         \$90,000         1.00         40%         0.48         \$24,102         \$48,204           6         Naturalization Program Specialist         \$52,000         1.00         40%         0.48         \$25,173         \$25,173         \$30,346           7         Special Project Assistant         \$53,560         0.37         \$19,925         \$19,925         \$39,8   | 1                                     |             | 0      |            | E 1                                    | F               | G              | ]                                     |
|---|---------------------------------------|-------------|--------|------------|--|-----------------|----------------|---------------------------------------|
| 2       Contraction (Same as Line 9 on HSA #1)         3       Salaries & Benefits Detail         4       Agescy/Totals       HSA Program         2       POSITION TITLE       Agescy/Totals       HSA Program         2       POSITION TITLE       Total       DAAS       TotAL         3       Director of Social Services       \$46,495       1.00       20%       0.20       \$16,898       \$16,898       \$33,978         4       Naturalization Program Supervisor       \$75,000       1.00       25%       0.25       \$19,097       \$19,097       \$38,174         5       Director of Social Services       \$52,000       1.00       25%       0.25       \$19,097       \$38,174         5       Director of Social Services       \$52,000       1.00       25%       0.25       \$19,097       \$38,174         5       Director of Social Services       \$52,000       1.00       40%       0.40       \$24,102       \$24,204         8       Naturalization Program Specialist       \$52,000       1.00       40%       0.40       \$24,102       \$38,9266         6       Intervisition Intervisition       \$30,960       0.37       \$19,925       \$19,925       \$39,850       \$39,850   | <u> </u>                              | <u> </u>    | С      | D          | E                                      | •               |                | <u> </u>                              |
| Program: Naturalization         Salaries & Benefits Detail           Scane         Salaries & Benefits Detail           Image: Solution Control         Agency Totals           Manual Full         Total           Minded by<br>Image: Solution Control         Solution Control           Solution Control         \$80,000           Image: Solution Control         \$80   | 2                                     | :           |        |            | · .                                    |                 |                |                                       |
| B         Salaries & Benefits Detail           7/1/18-6/30/19         7/1/19-6/30/20         Total           D         7/1/18-6/30/19         7/1/19-6/30/20         Total           Agency Totals         % FTE         DAAS         DAAS         TOTAL           2         POSITION TITLE         for FTE         FTE         Budgeted Salary         Salaris         Salar   |                                       |             |        |            |  |                 |                | · · · · ·                             |
| Salaries & Benefits Detail           7///18-6/30/19         7/1/19-6/30/20         Total           Agency Totals         HSA Program         DAAS         DAAS         TOTAL           2         POSITION TITLE         for FTE         Initial transmitter         DAAS         TOTAL           3         Director of Social Services         \$84,945         1.00         20%         0.20         \$16,969         \$16,669         \$33,976           4         Naturalization Program Supervisor         \$75,000         1.00         25%         0.25         \$19,087         \$19,087         \$338,174           5         Director of Social Services         \$84,945         1.00         20%         0.20         \$16,969         \$16,669         \$33,976           4         Naturalization Program Supervisor         \$75,000         1.00         25%         0.25         \$19,087         \$19,087         \$38,174           5         Director of Social Services         \$84,945         1.00         24%         0.48         \$22,173         \$50,360           6         Instructization Program Supervisor         \$53,560         0.37         \$19,925         \$39,850           6         Instructization Program Supervisor         \$53,560   | 5 (Same as Line 9 on HSA #1)          |             |        |            |  |                 |                |                                       |
| Agency Totals         HSA Program<br>funded by<br>funded by<br>funded by<br>fineSalary         DAAS         DAAS         DAAS         TotAL           2         POSITION TITLE         Total         % FTE<br>funded by<br>for FTE         DAAS         DAAS         Budgeted Salary   | <u>6</u>                              |             |        |            |  |                 |                |                                       |
| 1         7/1/18-6/30/19         7/1/18-6/30/19         7/1/18-6/30/20         Total           Agency Totals         MSA Program         DAAS         DAAS         TOTAL           Annual Full         % FTE         DAAS         DAAS         TOTAL           3         Director of Social Services         \$84,945         1.00         20%         0.20         \$16,969         \$16,969         \$33,978           4         Naturalization Program Supervisor         \$75,000         1.00         25%         0.25         \$19,087         \$388,174           5         Citizenship Education Coordinator         \$60,000         1.00         40%         0.40         \$24,102         \$24,102         \$48,204           6         Naturalization Program Specialist         \$552,000         1.00         40%         0.46         \$25,173         \$25,173         \$30,376           7         Special Project Assistant         \$53,560         0.83         56%         0.37         \$19,025         \$19,087           10         1         1         1         1         1         1         1         1         1           10         1         1         1         1         1         1         1         1  | 7                                     | ·           | Salari | es & Benef | its Detail                             |                 |                |                                       |
| D         Total         HSA Program         DAAS         Total           1         Agency Totals         % FTE         DAAS         TOTAL           2         POSITION TITLE         for FTE         funded by         Budgeted Salary         Budgeted Salary <t< td=""><td>9</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td></t<>  | 9                                     | 1           |        |            |  |                 |                |                                       |
| Annual Full<br>TomeSalary         Norded by<br>HSA<br>(Max100%)         Adjusted<br>FTE         Budgeted Salary         Budgeted Salary         Budgeted Salary         Budgeted Salary           2         POSITION TITLE         for FTE         Total full<br>for FTE         Total (Max100%)         FTE         Budgeted Salary         Budgeted Sa  | 10                                    |             | -      |            | -                                      |                 |                |                                       |
| Annual Full<br>TimeSalay         Forded by<br>TimeSalay         Annual Full<br>(Max 100%)         Forded by<br>FTE         Budgeted Salay         Budgeted Salay         Budgeted Salay           3         Director of Social Services         \$84,945         1.00         20%         0.20         \$16,999         \$16,999         \$33,978           4         Naturalization Program Supervisor         \$75,000         1.00         26%         0.20         \$19,097         \$30,077           5         Citizenship Education Coordinator         \$60,000         1.00         40%         0.40         \$24,102         \$24,102         \$48,204           7         Special Project Assistant         \$52,000         1.00         48%         0.48         \$25,173         \$25,0346           8         Naturalization Program Specialist         \$52,000         1.00         48%         0.48         \$25,173         \$32,503,466           9   | 11                                    | Agency T    | otals  |            | ogram                                  | DAAS            | DAAS           | TOTAL                                 |
| 2         POSITION TITLE         for FTE         FTE         Budgeted Salary         Budgeted Salary         Budgeted Salary           3         Director of Social Services         \$\$4,945         1.00         20%         0.20         \$16,989         \$16,989         \$33,976           4         Naturalization Program Supervisor         \$75,000         1.00         25%         0.25         \$18,087         \$19,087         \$38,174           5         Citizenship Education Coordinator         \$60,000         1.00         40%         0.40         \$24,102         \$24,102         \$48,204           6         Naturalization Program Specialist         \$52,000         1.00         46%         0.48         \$25,173         \$25,173         \$50,346           7         Special Project Assistant         \$53,560         0.63         56%         0.37         \$19,925         \$19,925         \$39,850           8   |                                       | Annual Full |        | funded by  |  |                 |                |                                       |
| 3       Director of Social Services       \$84,945       1.00       20%       0.20       \$16,969       \$16,969       \$33,976         4       Naturalization Program Supervisor       \$75,000       1.00       25%       0.25       \$19,087       \$19,087       \$38,174         5       Citizenship Education Coordinator       \$60,000       1.00       40%       0.40       \$24,102       \$24,102       \$48,204         6       Naturalization Program Specialist       \$55,000       1.00       46%       0.48       \$25,173       \$25,173       \$50,346         7       Special Project Assistant       \$53,560       0.63       59%       0.37       \$19,925       \$19,925       \$39,850         8   |                                       | TimeSalary  |        |            |  | Rudgeted Salani | Rudgated Salan | Budgeted Selear                       |
| 4       Naturalization Program Supervisor       \$75,000       1.00       25%       0.25       \$19,087       \$19,087       \$38,174         5       Citizenship Education Coordinator       \$60,000       1.00       40%       0.40       \$24,102       \$24,102       \$48,204         6       Naturalization Program Specialist       \$55,000       1.00       48%       0.48       \$25,173       \$25,173       \$50,346         7       Special Project Assistant       \$53,560       0.63       59%       0.37       \$18,925       \$19,925       \$39,850         8   |                                       |             |        |            |  | ·               |                |                                       |
| 5       Citizenship Education Coordinator       \$\$0,000       1.00       40%       0.40       \$\$24,102       \$\$48,204         6       Naturalization Program Specialist       \$\$52,000       1.00       48%       0.48       \$\$25,173       \$\$50,346         7       Special Project Assistant       \$\$53,560       0.63       59%       0.37       \$19,925       \$19,925       \$39,650         8  |                                       |             |        |            |  |                 | [              |                                       |
| 6       Naturalization Program Specialist       \$52,000       1.00       48%       0.48       \$25,173       \$25,173       \$60,346         7       Special Project Assistant       \$53,560       0.63       59%       0.37       \$19,925       \$19,925       \$39,850         8   |                                       |             | •      | 1          |  |                 |                |                                       |
| 7       Special Project Assistant       \$53,560       0.83       59%       0.37       \$19,925       \$19,925       \$39,850         8   | · · · · · · · · · · · · · · · · · · · |             | ****** |            |  |                 |                |                                       |
| 18  |                                       |             |        |            |  | •               |                |                                       |
| 9   |                                       | \$53,560    | 0.63   | 59%        | 0.37                                   | \$19,925        | \$19,925       | \$39,850                              |
| 10     1     1     1     1     1       11     1     1     1     1     1       12     1     1     1     1     1       13     1     1     1     1     1       14     1     1     1     1     1       15     1     1     1     1     1       16     1     1     1     1     1       17     1     1     1     1     1       18     1     1     1     1     1       19     1     1     1     1     1       10     1     1     1     1     1       12     FRINGE BENEFIT RATE     \$3325,505     4.63     193%     1.71     \$105,276     \$210,552       12     FRINGE BENEFIT RATE     22%     1     1     1     1       13     1     1     \$105,276     \$210,552     1     \$47,142       14     1     1     1     1     1     1       14     1     1     1     1     1     1       15     1     \$398,384     \$128,847     \$128,847     \$257,694   |                                       |             |        |            |  |                 |                |                                       |
| 11  |                                       |             |        |            |  |                 | -              |                                       |
| 12  |                                       |             |        |            |  |                 |                |                                       |
| 33  |                                       |             |        |            |  | ·               |                |                                       |
| 133       1   |                                       |             |        |            | •                                      |                 |                |                                       |
| 25  |                                       |             |        |            |  |                 |                | ·                                     |
| 26  |                                       |             |        |            |  |                 |                |                                       |
| 27  |                                       |             |        |            |  |                 |                |                                       |
| 28  |                                       |             |        | - · · ·    |  |                 |                |                                       |
| 29     Image: Constraint of the system of the |                                       |             |        |            |  |                 | <u></u>        | <u> </u>                              |
| 30       TOTALS       \$325,505       4.63       193%       1.71       \$105,276       \$210,552         31       FRINGE BENEFIT RATE       22%         33       EMPLOYEE FRINGE BENEFITS       \$72,879       \$23,571       \$23,571       \$47,142         36       TOTAL SALARIES & BENEFITS       \$398,384       \$128,847       \$128,847       \$257,694  |                                       |             |        | ·          |  |                 |                |                                       |
| 31       32       FRINGE BENEFIT RATE       22%         32       EMPLOYEE FRINGE BENEFITS       \$72,879       \$23,571       \$23,571       \$47,142         33       EMPLOYEE FRINGE BENEFITS       \$72,879       \$23,571       \$23,571       \$47,142         34       35       5       5       5       5       5         36       TOTAL SALARIES & BENEFITS       \$398,384       \$128,847       \$128,847       \$257,694  |                                       |             |        |            |  |                 |                | <b>1</b>                              |
| 33       EMPLOYEE FRINGE BENEFITS       \$72,879       \$23,571       \$23,571       \$47,142         34       55  | 30 TOTALS<br>31                       | \$325,505   | 4.63   | 193%       | 1.71                                   | \$105,276       | \$105,276      | \$210,552                             |
| 34<br>35<br>36 TOTAL SALARIES & BENEFITS \$398,384 \$128,847 \$128,847 \$257,694  | 32 FRINGE BENEFIT RATE                | 22%         |        |            |  |                 | T              | · · · · · · · · · · · · · · · · · · · |
| 35<br>36 TOTAL SALARIES & BENEFITS \$398,384 \$128,847 \$128,847 \$257,694  | 33 EMPLOYEE FRINGE BENEFITS<br>34     | \$72,879    |        |            |  | \$23,571        | \$23,571       | \$47,142                              |
|   | 35                                    | [           |        |            |  |                 | 1              |                                       |
| 17 HSA #2 10/25/2016  | 36 TOTAL SALARIES & BENEFITS          | \$398,384   |        |            |  | \$128,847       | \$128,847      |                                       |
|   | 37 HSA #2                             |             |        |            | ······································ |                 |                | 10/25/2016                            |

|          | · · ·          |           |          |               | •              |                |            |          |           |                |    |
|----------|----------------|-----------|----------|---------------|----------------|----------------|------------|----------|-----------|----------------|----|
|          | A              | B         |          | С             | D              |                | E          | F        | G ŀ       |                |    |
| 1 2      |                |           |          |               |                |                |            | Appendix | B1, Page  | 3              |    |
| 3        | Program: Nat   |           |          |               |                |                |            |          |           |                |    |
| 5<br>6   | (Same as Lin   | e 9 on H  | SA #1)   |               |                |                |            |          |           |                |    |
| 7        |                |           |          |               | Ope            | rating I       | Expense De | tail     |           |                |    |
| 8        | ]              |           |          |               |                |                |            |          |           | · .            |    |
| 9<br>10  | -              |           |          |               |                | بن<br>بر<br>بر | •          |          |           |                |    |
| 11       |                |           |          |               |                |                | · · ·      |          |           | TOTAL          |    |
|          | Expenditure (  |           |          |               | TERM           | 7/1/1          | 8-6/30/19  | 7/1/19   | 9-6/30/20 | 7/1/18-6/30/20 |    |
|          | Rental of Pro  |           |          | · · ·         | •              |                | \$8,907    |          | \$8,907   | \$17,814       |    |
|          | 1 .            |           |          | ione, Garbage | )              |                | \$2,310    |          | \$2,310   | \$4,620        |    |
|          | Office Supplie |           |          |               |                |                | \$1,721    |          | \$1,721   | \$3,442        |    |
| ·        | Building Main  |           |          | es and Repair |                |                | \$5,132    |          | \$5,132   | \$10,264       | -  |
|          | Printing and F | Reproduc  | tion     |               |                |                |            |          |           |                | -  |
|          | Insurance      |           |          |               |                |                | \$945      |          | \$945     | \$1,890        | -  |
|          | Staff Training |           |          |               |                |                | \$1,200    |          | \$1,200   | \$2,400        | -  |
| 20       | Staff Travel-( | Local & ( | Dut of 1 | Fown)         |                |                | \$800      |          | \$800     | \$1,600        | -  |
| 21       | Rental of Equ  | lipment   |          |               |                |                |            |          |           |                | -  |
| 22       | ·              |           |          |               |                |                |            |          |           |                |    |
|          | CONSULTAN      | NTS       |          |               | -              | -              |            |          |           |                | -  |
| 24<br>25 |                |           |          |               | -              |                |            |          |           |                |    |
|          | OTHER          |           |          |               |                |                |            |          |           |                | ]  |
| 27       | Software (Wi   | ndows 10  | )        |               | <del>-</del> . |                | \$396      |          | \$396     | \$792          |    |
| 28<br>29 |                |           |          |               | - :            |                |            |          |           |                | 1  |
|          | TOTAL OPE      | RATING    | EXPE     | NSE           |                |                | \$21,411   |          | \$21,411  | \$42,822       | 1  |
| 31       |                |           | h        |               |                |                |            |          |           |                | 1. |
|          | HSA #3         |           |          |               |                |                |            |          |           | 10/25/2016     |    |
| 02       |                |           |          | ,             |                |                |            |          |           |                | 1  |
|          |                |           |          |               |                |                |            |          |           |                |    |
|          |                |           |          |               | •              |                |            |          |           | ·              |    |
|          |                |           |          |               |                |                |            |          |           |                |    |

| CONTRACT MAILING   | 731 Sansome Street, Suite 100 San Francisco, CA 94111                                | 00 San Francisco, CA 9411  |   |  |  |   |                           |
|--|--|----------------------------|---|--|--|---|---------------------------|
| DIRECTOR: Emily Chum   |  |                            |   |  |  |   |                           |
| SITES: Name of Site<br>(Naturalization)                                | 601 Jackson Basement<br>Office   | Portsmouth Square          | Jackie Chan Center  | John King Center   | Chinatown Health<br>Center                                   | Lutheran Church   | Total ALL<br>Sites        |
| Address and Zip  | 601 Jackson Street, SF,<br>94133   | 733 Kearny, SF, 94108      | 5757 Geary Blvd. SF, 94121   500 Raymond Ave, SF,<br>94134  | 500 Raymond Ave, SF,<br>94134  | 1490 Mason Street, Rm2400 Noriega St, SF CA317, SF, CA 94133 | 2400 Noriega St, SF CA  |                           |
| Phone Number   | (415) 677-7585   | (415) 677-7585             | (415) 677-7571  | (415) 239-9919   | (415) 677-7696   | (415) 661-1120  |                           |
| Fax Number   | (415)391-3760  | (415)391-3760              |   | No Fax   |  | (415) 661-1820  |                           |
| Neighborhood   | Chinatown  | Chinatown                  | Richmond  | Visitacion Valley  | Chinatown  | Sunset  |                           |
| Bus Line #   | 1, 8X, 30, 45  | 1, 8X, 30, 45              | 29, 31, 38, 38L   | 8X, 56   | 1, 10, 12  | 7, 7X, 29   | <u> </u>                  |
| Person in Charge:  | Emily Chum   | Emily Chum                 | Alex Tan  | Alex Tan   | Emily Chum   | Robert Leung  | ~                         |
| Site Manager/Coordinator   | Erin Renshaw   | Erin Renshaw               | Lance ma  | Joyce Kwok   | Erin Renshaw   | Cindy Jeong   |                           |
| Programs Offered at Site   | Naturalization, Case<br>Management, Emergency<br>Short-Term Home Care for<br>Seniors | Naturalization Classes     | Naturalization Classes,<br>Congregate Meals,<br>Community/Social Service<br>Nutrition Education<br>Home Delivered Meals | Naturalization Classes,<br>Congregate Meals<br>Community/Social Service<br>Nutrition Education<br>Transportation | Naturalization Classes                                       | Naturalization Classes, HUG<br>Preschool, HUG Afterschool<br>Tutoring, English, Cantonese,<br>and Mandarin Church<br>Services |                           |
| Days Open  | X Mon X Tues   | X Mon X Tues               | X Mon X Tues  | X Mon X Tues   | MonTues  | X Mon X Tues  |                           |
| •<br>•   | X Wed X Thurs  | X Wed X Thurs              | WedX  |  | Wed X Thurs  | X Wed X Thurs   |                           |
|  | X Fri Sat  | X Fri X Sat                | X Fri X Sat   | X Fri Sat  | Fri Sat  | X Fri Sat   |                           |
|  | Sun  | Sun                        | Sun   | Sun  | Sun  | Sun   |                           |
| Hours Open   | 9:00 – 5:00pm  | M – F 9:00 am –<br>11:00am | M – F 9:00 – 2:30pm<br>Sat 9:00 – 2:00pm  | M- F 9:00 am – 2:00pm  | 1:30 - 3:30 pm   | M-F 8:00am - 8:00pm Sat-<br>Sun 8:00am - 12:00pm  |                           |
| Hour of Naturalization Services<br>or Classes                          | M - F 9:00 am - 5:00 pm  | M – F 9:00 am –<br>11:00am | M and W 2:30 pm - 4:30 am M, Tue, Fri 11:30 am -<br>3:00 pm   | M, Tue, Fri 11:30 am -<br>3:00 pm  | Thursdays 1:30 pm -<br>3:30 pm                               | M-F 6:00 pm - 8:00 pm   |                           |
| Days Closed (list holidays closed) Independence Day<br>Presidents' Day | Independence Day<br>Presidents' Day  | Labor Day<br>Memorial Day  | Columbus Day<br>Martin Luther King Day  | Thanksgiving Day<br>Veteran's Day  | Christmas Day  | New Year's Day  | Chinese New<br>Year's Day |
| ADA Accessible   | X Yes No   | X Yes No                   | X Yes No  | X Yes No   | X Yes No   | X Yes No  |                           |

# APPENDIX F - SITE CHART

Naturalization Services

AGENCY: Self-Help for the Elderly

FY 18-21