



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**MEMORANDUM**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** JUNE 5, 2024

DS  
EB

**SUBJECT:** NEW GRANTS: **MULTIPLE GRANTEES (NON-PROFIT)** FOR THE PROVISION OF NATURALIZATION SERVICES FOR SENIORS AND ADULTS WITH DISABILITIES (see table on page 2)

**GRANT TERM:** 7/1/2024-6/30/2028

<b>GRANT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$3,767,107	\$376,711	\$4,143,818

<b>ANNUAL AMOUNT</b>	<u>FY 24/25</u>	<u>FY 25/26</u>	<u>FY 26/27</u>	<u>FY 27/28</u>
	\$907,253	\$934,470	\$953,159	\$972,225

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$3,767,107			\$376,711	\$4,143,818
<b>PERCENTAGE:</b>	100%			59	100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into grants with multiple providers for the period of July 1, 2024 to June 30, 2028, in an amount of \$3,767,107, plus a 10% contingency for a total amount not to exceed \$4,143,818. The purpose of these grants is to provide services for lawful permanent residents (LPRs) to complete the naturalization process to become U.S. citizens. The funding amounts are detailed in the table below.

<b>Grantee</b>	<b>FY24/25</b>	<b>FY25/26</b>	<b>FY26/27</b>	<b>FY27/28</b>	<b>Total</b>	<b>10% Contingency</b>	<b>Not to exceed</b>
Asian Pacific Islander Legal Outreach	\$179,336	\$184,716	\$188,411	\$192,179	\$744,642	\$74,464	\$819,106
Centro Latino de San Francisco	\$140,270	\$144,478	\$147,367	\$150,315	\$582,430	\$58,243	\$640,673
Immigration Institute of the Bay Area	\$224,909	\$231,656	\$236,289	\$241,015	\$933,869	\$93,387	\$1,027,256
Jewish Family and Children's Services	\$98,642	\$101,601	\$103,633	\$105,706	\$409,582	\$40,958	\$450,540
La Raza Centro Legal	\$52,851	\$54,437	55,526	\$56,637	\$219,451	\$21,945	\$241,396
Self-Help for the Elderly	\$211,245	\$217,582	\$221,933	\$226,373	\$877,133	\$87,713	\$964,846
<b>Total</b>	<b>\$907,253</b>	<b>\$934,470</b>	<b>\$953,159</b>	<b>\$972,225</b>	<b>\$3,767,107</b>	<b>\$376,711</b>	<b>\$4,143,818</b>

### **Background**

Naturalization plays a crucial role in the integration of immigrants into the social, economic, and political fabric of the U.S. However, the naturalization process can be challenging for seniors and adults with disabilities due to various factors, such as complex application process, financial burdens, language barriers, and inability to attend the interview due to disabilities.

The naturalization services funded by this grant are to assist seniors and adults with disabilities in navigating the complex naturalization process. It's important to help these vulnerable folks obtain U.S. citizenship for many reasons, including full legal rights and protections, more economic opportunities, civic engagement, access to benefits, and a sense of belonging.

### **Services to Be Provided**

Grantees will provide one or more of the following services to assist program consumers in their naturalization process.

1. **Citizenship/English as a Second Language (ESL) Classes**  
The naturalization test and interview require a good command of English. This includes reading, writing, and speaking, which can be challenging for non-native speakers. Applicants also must pass a civics test covering U.S. history and government. The consumers of this program will receive instruction on civics and support to improve English proficiency in order to pass the tests.
2. **One-to-One Assistance**  
This includes individual counseling, assistance with filing the application form, explaining or clarifying the process, checking on the status of a pending application, etc. Assistance is also provided in applying for application fee waiver, language waiver, and/or disability exception to the English and civics testing requirements if a consumer is eligible.
3. **Legal Services**

Legal services include legal information, advice, counseling, administrative representation, and judicial representation for consumers. The services must be provided by a California licensed attorney or by a non-attorney under the supervision of a California licensed attorney. Legal services are important in the naturalization process by ensuring the accuracy of paperwork, offering guidance on legal issues, and assisting with appeals or providing legal remedies if an application is denied.

**Selection**

Grantees were selected through Request for Proposals 1107, which was competitively bid in March, 2024.

**Funding**

Funding for these grants is provided by County General Funds.

**ATTACHMENTS**

Asian Pacific Islander Legal Outreach

- Appendix A: Services to Be Provided
- Appendix B: Program Budget
- Appendix F: Site Chart

Centro Latino de San Francisco

- Appendix A: Services to Be Provided
- Appendix B: Program Budget
- Appendix F: Site Chart

Immigration Institute of the Bay Area

- Appendix A: Services to Be Provided
- Appendix B: Program Budget
- Appendix F: Site Chart

Jewish Family and Children’s Services

- Appendix A: Services to Be Provided
- Appendix B: Program Budget
- Appendix F: Site Chart

La Raza Centro Lagal

- Appendix A: Services to Be Provided
- Appendix B: Program Budget
- Appendix F: Site Chart

Self-Help for the Elderly

- Appendix A: Services to Be Provided
- Appendix B: Program Budget
- Appendix F: Site Chart

**APPENDIX A – SERVICES TO BE PROVIDED**

**ASIAN PACIFIC ISLANDER LEGAL OUTREACH**

**NATURALIZATION SERVICES**

**Effective July 1, 2024 to June 30, 2028**

**I. Purpose**

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

**II. Definitions**

Adult with a Disability	A person 18-59 years of age living with a disability
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	Contracts Administration, Reporting, and Billing Online System
CDA	California Department of Aging; a State of California agency which administers programs that serve older adults and adults with disabilities
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, and who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
Controller	Controller of the City and County of San Francisco or designated agent
DAS	Department of Disability and Aging Services

Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services funded through this RFP
Grantee	Asian Pacific Islander Legal Outreach
HSA	Human Services Agency of the City and County of San Francisco
Lawful Permanent Resident (LPR)	A non-citizen who has been lawfully authorized to live permanently within the United States; also known as a “green card” holder
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adults with disabilities with economic or social needs, including: (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 permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person’s primary language.
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.
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
OCP	Office of Community Partnerships (formerly known as Office on the Aging /OOA)
Older Adult	A person who is 60 years or older, used interchangeably with senior
Senior	A person who is 60 years or older, used interchangeably with older adult
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly
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 consumers they serve (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program
USCIS	United States Citizenship and Immigration Services

### III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

### IV. Consumer Eligibility

To be eligible for services, consumers must be:

- An older adult aged 60 years or older or
- An adult with a disability, aged 18-59 and
- A resident of San Francisco and
- A lawful permanent resident (LPRs)

## **V. Location and Time of Services**

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

## **VI. Description of Services**

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

### 1. Citizenship/English as a Second Language (ESL) Classes

Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.

### 2. One-to-One Assistance

Grantee will provide one-to-one assistance and guidance to support consumers with potential or pending applications throughout the naturalization process. This includes individual counseling, assistance with filing N-400, explaining or clarifying the process, checking on the status of pending applications as well as assistance to apply for language and/or disability waivers (N-648) so that older adults and 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. Legal Services

Grantee with a California licensed attorney on staff may deliver legal services. It may include providing an LPR with legal information, advice, counseling, administrative representation, and judicial representation to an LPR. These legal services shall be provided by a member of the California State Bar or by a non-attorney under the supervision of a member of the California State Bar.

Grantee shall be experienced and knowledgeable about the Naturalization process. Grantee is required to keep up with the changes in legislation and policies affecting immigration issues and should be as culturally and linguistically appropriate as possible to serve the diverse San Francisco communities.

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

## VII. Service Objectives

On an annual basis:

- Grantee will serve 60 unduplicated consumers (UDC). The UDC counts include the total number of individuals participating in any of the services provided with this grant.
- Grantee will serve 20 unduplicated students who will attend citizenship/ESL classes.
- Grantee will provide 200 units of service of citizenship/ESL class hours. One unit is one group class hour.
- Grantee will provide 100 units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide 500 units of service of legal services hours. One unit is one hour of legal services provided.

The following measurements will help track program performance and impact and may be used to develop benchmarks in future years. They shall be collected by grantee and reported in SF DAS GetCare.

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

## VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data. At least 35% of UDC will complete the survey annually.

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

## IX. Reporting and Other Requirements

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

- A. Grantee shall enter all the units of services into SF DAS GetCare by the 5th working day of the month for the preceding month.
- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Office 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 collect consumers' SOGI data. Aggregate SOGI data must be entered into SF DAS GetCare monthly.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee shall submit response rates and aggregated data from the annual consumer satisfaction survey to OCP staff by March 15th of each grant year.
- H. Grantee program staff shall complete the California Department of Aging (CDA) Security Awareness training and SF DAS Elder Abuse Prevention and Mandated Reporter Training on an annual basis. Grantee shall maintain the evidence of staff completion of the trainings.
- I. For assistance with reporting requirements or submission of reports, please contact:

Emmy Miller  
Contract Manager  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[emmy.miller@sfgov.org](mailto:emmy.miller@sfgov.org)

Zhiqing Li  
Program Analyst  
DAS, Office of Community Partnerships  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[zhiqing.li@sfgov.org](mailto:zhiqing.li@sfgov.org)

## **X. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance with specific program standards or requirements, documentation of consumer eligibility and targeted mandates, records of the units of services and all reports, progress of service and outcome objectives, participant records' collection and maintenance, reporting performance including monthly service unit reports on SF DAS Getcare, current organizational chart, evidence of program staff's training on Elder Abuse Reporting and California Department of Aging (CDA) Security Awareness Training, written policies and procedures manuals of all DAS/OCP funded programs, written project income policies if applicable, grievance procedure posted onsite and provided for the homebound consumers, site chart with updated hours of operation, a list of board of directors with age and ethnicity information, and outcomes of service provision according to Sections VI, VII, and VIII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster, and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

<b>Grantee/Contractor: Asian Pacific Islander Legal Outreach</b>				Full Term:	7/1/24 - 6/30/28
<b>Program: Naturalization FY 24-28</b>				Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> (Check One)				Modification #	
	<b>FY 24/25</b>	<b>FY 25/26</b>	<b>FY 26/27</b>	<b>FY 27/28</b>	<b>7/1/24 - 6/30/28</b>
<b>Expenses</b>	<b>original</b>	<b>original</b>	<b>original</b>	<b>original</b>	<b>Total</b>
Salaries & Benefits	\$ 94,953	\$ 97,801	\$ 99,759	\$ 101,753	\$ 394,267
Operating-Direct	\$ 9,760	\$ 10,053	\$ 10,254	\$ 10,459	\$ 40,527
<b>Subtotal</b>	\$ 104,714	\$ 107,855	\$ 110,013	\$ 112,213	\$ 434,794
Indirect Percentage (%)	15%	15%	15%	15%	
Indirect Costs (Line 12 X Line 13)	\$ 15,706	\$ 16,178	\$ 16,501	\$ 16,831	\$ 65,216
Consultant/Subcontractor (\$25,000+)	\$ 58,916	\$ 60,683	\$ 61,897	\$ 63,135	\$ 244,631
CODB Eligible Expenses					\$ -
Direct Client Pass-Through					\$ -
Capital Expenses					\$ -
<b>Total Expenses</b>	\$ 179,336	\$ 184,716	\$ 188,411	\$ 192,179	\$ 744,642
<b>HSA / DAS Revenues</b>					
<b>Total HSA / DAS Revenues</b>	\$ 179,336	\$ 184,716	\$ 188,411	\$ 192,179	\$ 744,642
<b>Grantee/Contractor Revenues</b>					
<b>Total Grantee/Contractor Revenues</b>	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Revenues</b>	\$ 179,336	\$ 184,716	\$ 188,411	\$ 192,179	\$ 744,642
<b>Prepared by:</b>					
<i>Telephone No. &amp; Email:</i>				<i>HSA Budget Form (3/24)</i>	

**Grantee/Contractor: Asian Pacific Islander Legal Outreach** **Appendix B, Page 2**  
**Program: Naturalization FY 24-2**

**Salaries & Benefits Detail**

	Agency Totals	FY 24/25	FY 25/26	FY 26/27	FY 27/28	7/1/24 - 6/30/28
POSITION TITLE	Annual Full Time Salary for FTE	original	original	original	original	Total
Staff Attorney (s)	\$72,400	\$37,286	\$38,404	\$39,173	\$39,956	\$154,820
Post Bar / Legal Assistant	\$65,000	\$10,043	\$10,344	\$10,551	\$10,762	\$41,699
Paralegal	\$65,000	\$6,695	\$6,896	\$7,034	\$7,174	\$27,799
Managing Attorney	\$110,000	\$5,665	\$5,835	\$5,952	\$6,071	\$23,522
Supervising Attorney	\$92,000	\$9,476	\$9,760	\$9,956	\$10,155	\$39,346
Grants Management	\$75,275	\$3,877	\$3,993	\$4,073	\$4,155	\$16,098
						\$0
						\$0
<b>TOTALS</b>	<b>\$479,675</b>	<b>\$73,041</b>	<b>\$75,232</b>	<b>\$76,738</b>	<b>\$78,272</b>	<b>\$303,284</b>
<b>FRINGE BENEFIT RATE</b>	<b>30%</b>					
<b>EMPLOYEE FRINGE BENEFITS</b>		\$21,912	\$22,569	\$23,021	\$23,481	\$90,983
<b>TOTAL SALARIES &amp; BENEFITS</b>		\$94,953	\$97,801	\$99,759	\$101,753	\$394,267

*HSA Budget Form (3/24)*

**Program: Naturalization FY 24-2**

**Operating Expenses Detail**

	FY 24/25 original	FY 25/26 original	FY 26/27 original	FY 27/28 original	7/1/24 - 6/30/28 Total
<b><u>Expenditure Category</u></b>					
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)	\$1,729	\$1,781	\$1,817	\$1,853	\$7,181
Office Supplies, Postage	\$921	\$948	\$967	\$987	\$3,823
Building Maintenance Supplies and Repair	\$657	\$677	\$690	\$704	\$2,729
Printing and Reproduction					
Insurance	\$548	\$564	\$576	\$587	\$2,275
Licenses and Fees	\$581	\$598	\$610	\$623	\$2,412
Staff Training	\$657	\$677	\$690	\$704	\$2,729
Rental of Equipment	\$1,205	\$1,241	\$1,266	\$1,291	\$5,004
<b><u>Consultant/Subcontractor (\$25,000 &amp; Under)</u></b>					
Audit	\$504	\$519	\$529	\$540	\$2,091
<b><u>Other</u></b>					
Mortgage interest	\$2,958	\$3,047	\$3,108	\$3,170	\$12,283
<b><u>Total Operating Expense</u></b>	<b>\$9,760</b>	<b>\$10,053</b>	<b>\$10,254</b>	<b>\$10,459</b>	<b>\$40,527</b>

*HSA Budget Form (3/24)*

Grantee/Contractor: Asian Pacific Islander Legal Outreach					Appendix B, Page 4
Program: Naturalization FY 24-2					
<b>Subcontractors-Pass Thru</b>					
	FY 24/25 original	FY 25/26 original	FY 26/27 original	FY 27/28 original	7/1/24 - 6/30/28 Total
<b>Consultant/Subcontractor (Over \$25,000)</b>					
Pilipino Senior Resource Center	\$32,136	\$33,100	\$33,762	\$34,437	\$133,435
Southeast Asian Development Center	\$26,780	\$27,583	\$28,135	\$28,698	\$111,196
<b>Total Consultant/Subcontractor (Over \$25,000)</b>	<b>\$58,916</b>	<b>\$60,683</b>	<b>\$61,897</b>	<b>\$63,135</b>	<b>\$244,631</b>
<b>Direct Client Pass-Through</b>					
<b>Total Direct Client Pass-Through</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

*HSA Budget Form (3/24)*

**Appendix F - SITE CHART**

HSA / DAS

AGENCY: Asian Pacific Islander Legal Outreach

FISCAL YEAR: 07/01/2024 – 06/30/2028

CONTRACT: Naturalization Services

DIRECTOR: Dean Ito Taylor

PHONE NO.: (415) 567-6255

<u>SITES:</u> Name of Site	API Legal Outreach	Pilipino Senior Resource Center	Southeast Asian Development Center		
Address and Zip	1121 Mission Street San Francisco, CA 94103	953 Mission Street, Suite 111 San Francisco, CA 94103	166 Eddy St San Francisco, CA 94102		
Phone Number	(415) 567-6255	(415) 278-0484	(415) 771-2600		
Neighborhood	South of Market	South of Market	Tenderloin		
BART / Muni Lines	Red, Green, Blue, Yellow BART Lines, MUNI J, KT, L, M, N, 5, 19, 21, 47, 49,	F, 6, 7X, 9, 21, 31	F, 6, 7X, 9, 21, 31		
Person in Charge	Dean Ito Taylor	Gabby Moraleda	Judy Young		
Site Manager	Kenny Song	Gabby Moraleda	Judy Young		
Programs Offered at Site	Legal Services, case management, benefits advocacy, mediation	ESLClasses, social services, support to individuals with breast cancer	ESL Classes, Youth leadership development/after school programming, employment assistance		
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun
Hours Open	9:00am - 5:00pm	9:00am - 4:00pm	10:00am - 6:00pm		
Days closed	63	63	11		
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

## APPENDIX A – SERVICES TO BE PROVIDED

### CENTRO LATINO DE SAN FRANCISCO

#### NATURALIZATION SERVICES

**Effective July 1, 2024 to June 30, 2028**

#### **I. Purpose**

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

#### **II. Definitions**

Adult with a Disability	A person 18-59 years of age living with a disability
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	Contracts Administration, Reporting, and Billing Online System
CDA	California Department of Aging; a State of California agency which administers programs that serve older adults and adults with disabilities
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, and who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
Controller	Controller of the City and County of San Francisco or designated agent
DAS	Department of Disability and Aging Services

Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services funded through this RFP
Grantee	Centro Latino de San Francisco
HSA	Human Services Agency of the City and County of San Francisco
Lawful Permanent Resident (LPR)	A non-citizen who has been lawfully authorized to live permanently within the United States; also known as a “green card” holder
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adults with disabilities with economic or social needs, including: (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 permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person’s primary language.
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.
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
OCP	Office of Community Partnerships (formerly known as Office on the Aging /OOA)
Older Adult	A person who is 60 years or older, used interchangeably with senior
Senior	A person who is 60 years or older, used interchangeably with older adult
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly
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 consumers they serve (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program
USCIS	United States Citizenship and Immigration Services

### III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

### IV. Consumer Eligibility

To be eligible for services, consumers must be:

- An older adult aged 60 years or older or
- An adult with a disability, aged 18-59 and
- A resident of San Francisco and
- A lawful permanent resident (LPRs)

## **V. Location and Time of Services**

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

## **VI. Description of Services**

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

### **1. Citizenship/English as a Second Language (ESL) Classes**

Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.

### **2. One-to-One Assistance**

Grantee will provide one-to-one assistance and guidance to support consumers with potential or pending applications throughout the naturalization process. This includes individual counseling, assistance with filing N-400, explaining or clarifying the process, checking on the status of pending applications as well as assistance to apply for language and/or disability waivers (N-648) so that older adults and 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. Legal Services**

Grantee with a California licensed attorney on staff may deliver legal services. It may include providing an LPR with legal information, advice, counseling, administrative representation, and judicial representation to an LPR. These legal services shall be provided by a member of the California State Bar or by a non-attorney under the supervision of a member of the California State Bar.

Grantee shall be experienced and knowledgeable about the Naturalization process. Grantee is required to keep up with the changes in legislation and policies affecting immigration issues and should be as culturally and linguistically appropriate as possible to serve the diverse San Francisco communities.

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

## VII. Service Objectives

On an annual basis:

- Grantee will serve 550 unduplicated consumers (UDC). The UDC counts include the total number of individuals participating in any of the services provided with this grant.
- Grantee will serve 180 unduplicated students who will attend citizenship/ESL classes.
- Grantee will provide 595 units of service of citizenship/ESL class hours. One unit is one group class hour.
- Grantee will provide 780 units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide N/A units of service of legal services hours. One unit is one hour of legal services provided.

The following measurements will help track program performance and impact and may be used to develop benchmarks in future years. They shall be collected by grantee and reported in SF DAS GetCare.

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

## VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data. At least 35% of UDC will complete the survey annually.

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

## IX. Reporting and Other Requirements

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

- A. Grantee shall enter all the units of services into SF DAS GetCare by the 5th working day of the month for the preceding month.
- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Office 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 collect consumers' SOGI data. Aggregate SOGI data must be entered into SF DAS GetCare monthly.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee shall submit response rates and aggregated data from the annual consumer satisfaction survey to OCP staff by March 15th of each grant year.
- H. Grantee program staff shall complete the California Department of Aging (CDA) Security Awareness training and SF DAS Elder Abuse Prevention and Mandated Reporter Training on an annual basis. Grantee shall maintain the evidence of staff completion of the trainings.
- I. For assistance with reporting requirements or submission of reports, please contact:  
Tahir Shaikh  
Senior Contract Manager  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[tahir.shaikh@sfgov.org](mailto:tahir.shaikh@sfgov.org)  
  
Zhiqing Li  
Program Analyst  
DAS, Office of Community Partnerships  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[zhiqing.li@sfgov.org](mailto:zhiqing.li@sfgov.org)

**X. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance with specific program standards or requirements, documentation of consumer eligibility and targeted mandates, records of the units of services and all reports, progress of service and outcome objectives, participant records' collection and maintenance, reporting performance including monthly service unit reports on SF DAS Getcare, current organizational chart, evidence of program staff's training on Elder Abuse Reporting and California Department of Aging (CDA) Security Awareness Training, written policies and procedures manuals of all DAS/OCP funded programs, written project income policies if applicable, grievance procedure posted onsite and provided for the homebound consumers, site chart with updated hours of operation, a list of board of directors with age and ethnicity information, and outcomes of service provision according to Sections VI, VII, and VIII.
  
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster, and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

<b>Grantee: Centro Latino de San Francisco</b>				Full Term:	7/1/24 - 6/30/28
<b>Program: Naturalization</b>				Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> Check One)				Modification #	
	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
<b>Expenses</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Total</b>
Salaries & Benefits	\$84,136	\$86,603	\$88,040	\$89,523	\$348,302
Operating-Direct	\$23,578	\$24,394	\$25,210	\$26,026	\$99,208
<b>Subtotal</b>	<b>\$107,714</b>	<b>\$110,997</b>	<b>\$113,250</b>	<b>\$115,549</b>	<b>\$447,510</b>
Indirect Percentage (%)					
Indirect Costs (Line 16 X Line 15)					
CODB Eligible Expenses	\$107,714	\$110,997	\$113,250	\$115,549	\$447,510
Consultant/Subcontractor (\$25,000+)	\$32,556	\$33,481	\$34,117	\$34,766	\$134,920
Direct Client Pass-Through					
Capital Expenses					
<b>Total Expenses</b>	<b>\$140,270</b>	<b>\$144,478</b>	<b>\$147,367</b>	<b>\$150,315</b>	<b>\$582,430</b>
<b>HSA / DAS Revenues</b>					
<b>Total HSA / DAS Revenues</b>	<b>\$140,270</b>	<b>\$144,478</b>	<b>\$147,367</b>	<b>\$150,315</b>	<b>\$582,430</b>
<b>Grantee/Contractor Revenues</b>					
<b>Total Grantee/Contractor Revenues</b>					
<b>Total Revenues</b>	<b>\$140,270</b>	<b>\$144,478</b>	<b>\$147,367</b>	<b>\$150,315</b>	<b>\$582,430</b>
<b>Prepared by:</b>					
Telephone No. & Email: 415-677-7682				HSA Budget Form (3/24)	

Grantee: Centro Latino de San Francisco																						Appendix B, Page 2				
Program: Naturalization																										
Salaries & Benefits Detail																										
POSITION TITLE	Agency Totals		HSA Program		7/1/24 - 6/30/25		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		7/1/24 - 6/30/28	
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total
Executive Director	\$87,360	1.00	4%	0.04	\$3,120	\$89,981	1.00	3%	0.03	\$3,120	\$91,780	1.00	3%	0.03	\$3,120	\$93,616	1.00	3%	0.03	\$3,120	\$93,616	1.00	3%	0.03	\$3,120	\$12,480
Accountant/HR	\$79,040	0.50	12%	0.06	\$4,680	\$81,411	0.50	12%	0.06	\$4,900	\$83,039	0.50	12%	0.06	\$5,120	\$84,700	0.50	13%	0.06	\$5,340	\$84,700	0.50	13%	0.06	\$5,340	\$20,040
Associate Director/Naturalization	\$79,040	1.00	38%	0.38	\$28,860	\$81,411	1.00	37%	0.37	\$29,810	\$83,039	1.00	37%	0.37	\$30,410	\$84,700	1.00	37%	0.37	\$31,010	\$84,700	1.00	37%	0.37	\$31,010	\$120,090
Educator Resource Specialist	\$52,000	0.85	39%	0.33	\$16,900	\$53,560	0.85	38%	0.32	\$17,150	\$54,631	0.85	37%	0.31	\$17,150	\$55,724	0.85	36%	0.31	\$17,150	\$55,724	0.85	36%	0.31	\$17,150	\$88,350
Social Worker/Instructor	\$49,920	1.00	21%	0.21	\$10,003	\$51,418	1.00	20%		\$10,453	\$52,448	1.00	21%	0.21	\$10,753	\$53,495	1.00	21%	0.21	\$11,053	\$53,495	1.00	21%	0.21	\$11,053	\$42,262
Consumer Intake & Registration	\$41,600	0.50	10%	0.05	\$1,976	\$42,848	0.50	9%		\$1,976	\$43,705	0.50	9%	0.05	\$1,976	\$44,579	0.50	9%	0.04	\$1,976	\$44,579	0.50	9%	0.04	\$1,976	\$7,904
Janitor	\$41,600	0.50	24%	0.12	\$4,940	\$42,848	0.50	23%		\$4,940	\$43,705	0.50	23%	0.11	\$4,940	\$44,579	0.50	22%	0.11	\$4,940	\$44,579	0.50	22%	0.11	\$4,940	\$19,760
TOTALS	\$430,560	5.35	147%	1.18	\$70,479	\$443,477	5.35	142%	0.78	\$72,349	\$452,345	5.35	141%	1.14	\$73,469	\$461,393	5.35	140%	1.13	\$74,589	\$461,393	5.35	140%	1.13	\$74,589	\$290,886
FRINGE BENEFIT RATE	20%				20%				20%				20%				20%				20%					
EMPLOYEE FRINGE BENEFITS					\$13,657					\$14,254					\$14,571					\$14,934					\$14,934	\$57,416
TOTAL SALARIES & BENEFITS					\$84,136					\$86,603					\$88,040					\$89,523					\$89,523	\$348,302

HSA Budget Form (3/24)

**Grantee: Centro Latino de San Francisco**  
**Program: Naturalization**

**Appendix B, Page 3**

**Operating Expenses Detail**

	7/1/24 - 6/30/25 Original	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/24 - 6/30/28 Total
<b>Expenditure Category</b>					
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)	\$16,184	\$17,000	\$17,816	\$18,632	\$69,632
Office Supplies, Postage	\$2,544	\$2,544	\$2,544	\$2,544	\$10,176
Building Maintenance Supplies and Repair	\$1,214	\$1,214	\$1,214	\$1,214	\$4,856
Printing and Reproduction	\$1,346	\$1,346	\$1,346	\$1,346	\$5,384
Insurance	\$860	\$860	\$860	\$860	\$3,440
Licenses/Fee	\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
Staff Training	\$430	\$430	\$430	\$430	\$1,720
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
<b>Consultant/Subcontractor (\$25,000 &amp; Under)</b>					
Activity Contractors					
<b>Other</b>					
Software					
Program Supplies					
Senior Outing					
Transportation Services					
Supplies					
<b>Total Operating Expense</b>	\$23,578	\$24,394	\$25,210	\$26,026	\$99,208

*HSA Budget Form (3/24)*

**Grantee: Centro Latino de San Francisco**  
**Program: Naturalization**

**Appendix B, Page 4**

**Subcontractors-Pass Thru**

7/1/24 - 6/30/25 Original	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/24 - 6/30/28 Total
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**Consultant/Subcontractor (Over \$25,000)**

Mission Neighborhood Center Inc	\$32,556	\$33,481	\$34,117	\$34,766	\$134,920
<b>Total Consultant/Subcontractor (Over \$25,000)</b>	\$32,556	\$33,481	\$34,117	\$34,766	\$134,920

**Direct Client Pass-Through**

<b>Total Direct Client Pass-Through</b>					

*HSA Budget Form (3/24)*

**Appendix F - SITE CHART**

HSA / DAS

AGENCY: Centro Latino de San Francisco

FISCAL YEAR: 07/01/2024 – 06/30/2028

CONTRACT: Naturalization Services

DIRECTOR: Gloria Bonilla

PHONE NO.: (415) 286-0883

<b>SITES:</b>	Centro Latino de San Francisco	Mission Neighborhood Center			
<b>Name of Site</b>					
Address and Zip	1650 15 <sup>th</sup> St. San Francisco, CA 94103	362 Capp St. San Francisco, CA 94110			
Phone Number	(415) 861-8761	(415) 653-5750			
Neighborhood	Mission	Mission			
BART / Muni Lines					
Person in Charge	Gloria Bonilla	Aurora Alvarado			
Site Manager	Jake Simons	Joana Mattero			
Programs Offered at Site	ESL/Citizenship Classes, One-to-One Assistance	N-400, N-648, Language Waiver, Fee Waiver			
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun
Hours Open	9:00 am - 5:00 pm	8:00 am – 4:30 pm			
Days closed	Sunday, Independence Day, Labor Day, Thanksgiving, Christmas Day, New Year, President's Day, Cesar Chavez Day, Memorial Day	Sunday, Independence Day, Labor Day, Thanksgiving, Christmas Day, New Year, president's Day, Cesar Chavez Day, Memorial Day			
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**APPENDIX A – SERVICES TO BE PROVIDED**  
**IMMIGRATION INSTITUTE OF THE BAY AREA**  
**NATURALIZATION SERVICES**  
**Effective July 1, 2024 to June 30, 2028**

**I. Purpose**

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

**II. Definitions**

Adult with a Disability	A person 18-59 years of age living with a disability
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	Contracts Administration, Reporting, and Billing Online System
CDA	California Department of Aging; a State of California agency which administers programs that serve older adults and adults with disabilities
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, and who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
Controller	Controller of the City and County of San Francisco or designated agent
DAS	Department of Disability and Aging Services

Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services funded through this RFP
Grantee	Immigration Institute of the Bay Area
HSA	Human Services Agency of the City and County of San Francisco
Lawful Permanent Resident (LPR)	A non-citizen who has been lawfully authorized to live permanently within the United States; also known as a “green card” holder
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adults with disabilities with economic or social needs, including: (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 permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person’s primary language.
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.
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
OCP	Office of Community Partnerships (formerly known as Office on the Aging /OOA)
Older Adult	A person who is 60 years or older, used interchangeably with senior
Senior	A person who is 60 years or older, used interchangeably with older adult
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly
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 consumers they serve (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program
USCIS	United States Citizenship and Immigration Services

### III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

### IV. Consumer Eligibility

To be eligible for services, consumers must be:

- An older adult aged 60 years or older or
- An adult with a disability, aged 18-59 and
- A resident of San Francisco and
- A lawful permanent resident (LPRs)

**V. Location and Time of Services**

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

**VI. Description of Services**

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

1. Citizenship/English as a Second Language (ESL) Classes

Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.

2. One-to-One Assistance

Grantee will provide one-to-one assistance and guidance to support consumers with potential or pending applications throughout the naturalization process. This includes individual counseling, assistance with filing N-400, explaining or clarifying the process, checking on the status of pending applications as well as assistance to apply for language and/or disability waivers (N-648) so that older adults and 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. Legal Services

Grantee with a California licensed attorney on staff may deliver legal services. It may include providing an LPR with legal information, advice, counseling, administrative representation, and judicial representation to an LPR. These legal services shall be provided by a member of the California State Bar or by a non-attorney under the supervision of a member of the California State Bar.

Grantee shall be experienced and knowledgeable about the Naturalization process. Grantee is required to keep up with the changes in legislation and policies affecting immigration issues and should be as culturally and linguistically appropriate as possible to serve the diverse San Francisco communities.

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

## VII. Service Objectives

On an annual basis:

- Grantee will serve **280** unduplicated consumers (UDC). The UDC counts include the total number of individuals participating in any of the services provided with this grant.
- Grantee will serve **80** unduplicated students who will attend citizenship/ESL classes.
- Grantee will provide **200** units of service of citizenship/ESL class hours. One unit is one group class hour.
- Grantee will provide **N/A** units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide **700** units of service of legal services hours. One unit is one hour of legal services provided.

The following measurements will help track program performance and impact and may be used to develop benchmarks in future years. They shall be collected by grantee and reported in SF DAS GetCare.

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

## VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data. At least 35% of UDC will complete the survey annually.

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

## IX. Reporting and Other Requirements

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

- A. Grantee shall enter all the units of services into SF DAS GetCare by the 5th working day of the month for the preceding month.
- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Office 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 collect consumers' SOGI data. Aggregate SOGI data must be entered into SF DAS GetCare monthly.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee shall submit response rates and aggregated data from the annual consumer satisfaction survey to OCP staff by March 15th of each grant year.
- H. Grantee program staff shall complete the California Department of Aging (CDA) Security Awareness training and SF DAS Elder Abuse Prevention and Mandated Reporter Training on an annual basis. Grantee shall maintain the evidence of staff completion of the trainings.
- I. For assistance with reporting requirements or submission of reports, please contact:

Zhiqing Li  
Program Analyst  
DAS, Office of Community Partnerships  
Zhiqing.Li@SFgov.org

Patrick Garcia  
Senior Contract Manager  
Human Services Agency  
Patrick.Garcia@SFgov.org

**X. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance with specific program standards or requirements, documentation of consumer eligibility and targeted mandates, records of the units of services and all reports, progress of service and outcome objectives, participant records' collection and maintenance, reporting performance including monthly service unit reports on SF DAS Getcare, current organizational chart, evidence of program staff's training on Elder Abuse Reporting and California Department of Aging (CDA) Security Awareness Training, written policies and procedures manuals of all DAS/OCP funded programs, written project income policies if applicable, grievance procedure posted onsite and provided for the homebound consumers, site chart with updated hours of operation, a list of board of directors with age and ethnicity information, and outcomes of service provision according to Sections VI, VII, and VIII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster, and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

<b>Grantee: Immigration Institute of the Bay Area</b>				Full Term:	7/1/24 - 6/30/28
<b>Program: Naturalization</b>				Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> (check One)				Modification #	
	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
<b>Expenses</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Total</b>
Salaries & Benefits	\$114,439	\$114,439	\$114,439	\$114,439	\$457,756
Operating-Direct	\$81,134	\$87,001	\$91,030	\$95,139	\$354,304
<b>Subtotal</b>	<b>\$195,573</b>	<b>\$201,440</b>	<b>\$205,469</b>	<b>\$209,578</b>	<b>\$812,060</b>
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$29,336	\$30,216	\$30,820	\$31,437	\$121,809
CODB Eligible Expenses	\$224,909	\$231,656	\$236,289	\$241,015	\$933,869
Consultant/Subcontractor (\$25,000+)					
Direct Client Pass-Through					
Capital Expenses					
<b>Total Expenses</b>	<b>\$224,909</b>	<b>\$231,656</b>	<b>\$236,289</b>	<b>\$241,015</b>	<b>\$933,869</b>
<b>HSA / DAS Revenues</b>					
<b>Total HSA / DAS Revenues</b>	<b>\$224,909</b>	<b>\$231,656</b>	<b>\$236,289</b>	<b>\$241,015</b>	<b>\$933,869</b>
<b>Grantee Revenues</b>					
<b>Total Grantee Revenues</b>					
<b>Total Revenues</b>	<b>\$224,909</b>	<b>\$231,656</b>	<b>\$236,289</b>	<b>\$241,015</b>	<b>\$933,869</b>
<b>Prepared by:</b>					
<i>Telephone No. &amp; Email:</i>				<i>HSA Budget Form (3/24)</i>	

Grantee: Immigration Institute of the Bay Area Program: Naturalization																				Appendix B, Page 2						
Salaries & Benefits Detail																										
POSITION TITLE	Agency Totals		HSA Program		7/1/24 - 6/30/25		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		7/1/24 - 6/30/28	
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total					
Immigration Director	\$95,000	0.33	100%	0.33	\$31,350	\$95,000	0.33	100%	0.33	\$31,350	\$95,000	0.33	100%	0.33	\$31,350	\$95,000	0.33	100%	0.33	\$31,350	\$125,400					
Immigration Attorney	\$83,000	0.25	100%	0.25	\$20,750	\$83,000	0.25	100%	0.25	\$20,750	\$83,000	0.25	100%	0.25	\$20,750	\$83,000	0.25	100%	0.25	\$20,750	\$83,000					
Immigration Assistant	\$52,000	0.20	100%	0.20	\$10,400	\$52,000	0.20	100%	0.20	\$10,400	\$52,000	0.20	100%	0.20	\$10,400	\$52,000	0.20	100%	0.20	\$10,400	\$41,600					
Immigration ESL Teacher	\$69,000	0.37	100%	0.37	\$25,530	\$69,000	0.37	100%	0.37	\$25,530	\$69,000	0.37	100%	0.37	\$25,530	\$69,000	0.37	100%	0.37	\$25,530	\$102,120					
				-					-					-					-							
				-					-					-					-							
				-					-					-					-							
				-					-					-					-							
TOTALS	\$299,000	1.15	4.00	1.15	\$88,030	\$299,000	1.15	400%	1.15	\$88,030	\$299,000	1.15	400%	1.15	\$88,030	\$299,000	1.15	400%	1.15	\$88,030	\$352,120					
FRINGE BENEFIT RATE	30%								30%										30%							
EMPLOYEE FRINGE BENEFITS					\$26,409				\$26,409					\$26,409					\$26,409		\$26,409	\$105,636				
TOTAL SALARIES & BENEFITS					\$114,439				\$114,439					\$114,439					\$114,439		\$114,439	\$457,756				

HSA Budget Form (3/24)

**Grantee: Immigration Institute of the Bay Area**  
**Program: Naturalization**

**Appendix B, Page 3**

**Operating Expenses Detail**

<b>Expenditure Category</b>	<b>7/1/24 - 6/30/25</b>	<b>7/1/25 - 6/30/26</b>	<b>7/1/26 - 6/30/27</b>	<b>7/1/27 - 6/30/28</b>	<b>7/1/24 - 6/30/28</b>
	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Total</b>
Rental of Property	\$64,009	\$69,877	\$73,906	\$78,015	\$285,807
Utilities(Elec, Water, Gas, Phone, Garbage)	\$1,200	\$1,200	\$1,200	\$1,200	\$4,800
Office Supplies, Postage	\$2,905	\$2,904	\$2,904	\$2,904	\$11,617
Building Maintenance Supplies and Repair	\$3,000	\$3,000	\$3,000	\$3,000	\$12,000
Printing and Reproduction	\$1,020	\$1,020	\$1,020	\$1,020	\$4,080
Insurance	\$3,000	\$3,000	\$3,000	\$3,000	\$12,000
Staff Training	\$4,800	\$4,800	\$4,800	\$4,800	\$19,200
Staff Travel-Local & Out of Town)					
Rental of Equipment	\$1,200	\$1,200	\$1,200	\$1,200	\$4,800
<b>Consultant/Subcontractor (\$25,000 &amp; Under)</b>					
<b>Other</b>					
<b>Total Operating Expense</b>	<b>\$81,134</b>	<b>\$87,001</b>	<b>\$91,030</b>	<b>\$95,139</b>	<b>\$354,304</b>

*HSA Budget Form (3/24)*

**Appendix F - SITE CHART**

Human Services Agency, Department of Disability and Aging Services, Office of Community Partnerships

**PROGRAM: Naturalization**

FISCAL YEAR: 07/01/2024 - 06/30/2028

**AGENCY: Immigration Institute of the Bay Area (IIBA)**

**DIRECTOR: Ellen Dumesnil**

PHONE No: **(415) 538-8110**

<b>SITES:</b>					
<b>Name of Site</b>	<b>Main office of IIBA</b>	<b>201 Turk St Apartments</b>	<b>Centro Latino de San Francisco</b>		
<b>Address and Zip</b>	<b>58 2nd Street, 3rd Floor, San Francisco, CA 94105</b>	<b>201 Turk Street, Ground Floor, San Francisco, CA 94102</b>	<b>1656 15th Street, San Francisco, CA 94103</b>		
<b>Phone Number</b>	<b>415-538-8100 ext. 206</b>	<b>N/A</b>	<b>N/A</b>		
<b>Neighborhood</b>	<b>Downtown</b>	<b>Tenderloin</b>	<b>Mission</b>		
<b>Person in Charge</b>	<b>Ellen Dumesnil</b>	<b>Ellen Dumesnil</b>	<b>Ellen Dumesnil</b>		
<b>Site Manger</b>	<b>Ellen Dumesnil</b>	<b>Ellen Dumesnil</b>	<b>Ellen Dumesnil</b>		
<b>Programs Offered at Site</b>	<b>Immigration Legal Services</b>	<b>Citizenship Classes</b>	<b>Citizenship Classes</b>		
<b>Days Open</b>	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun		
<b>Hours Open</b>	<b>9:00 am - 5:00 pm</b>	<b>12:00 pm to 1:30 pm</b>	<b>10:00 am to 11:30 am</b>		
<b>Days closed</b>	<b>Major U.S. holidays</b>	<b>Major U.S. holidays</b>	<b>Major U.S. holidays</b>		
<b>ADA Accessible</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

**APPENDIX A – SERVICES TO BE PROVIDED**  
**JEWISH FAMILY AND CHILDREN’S SERVICES**  
**NATURALIZATION SERVICES**

**Effective July 1, 2024 to June 30, 2028**

**I. Purpose**

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

**II. Definitions**

Adult with a Disability	A person 18-59 years of age living with a disability
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	Contracts Administration, Reporting, and Billing Online System
CDA	California Department of Aging; a State of California agency which administers programs that serve older adults and adults with disabilities
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, and who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
Controller	Controller of the City and County of San Francisco or designated agent
DAS	Department of Disability and Aging Services

Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services funded through this RFP
Grantee	Jewish Family and Children's Services
HSA	Human Services Agency of the City and County of San Francisco
Lawful Permanent Resident (LPR)	A non-citizen who has been lawfully authorized to live permanently within the United States; also known as a "green card" holder
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adults with disabilities with economic or social needs, including: (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 permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
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.
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
OCP	Office of Community Partnerships
Older Adult	A person who is 60 years or older, used interchangeably with senior
Senior	A person who is 60 years or older, used interchangeably with older adult
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly
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 consumers they serve (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program
USCIS	United States Citizenship and Immigration Services

### III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

### IV. Consumer Eligibility

To be eligible for services, consumers must be:

- An older adult aged 60 years or older or
- An adult with a disability, aged 18-59 and
- A resident of San Francisco and
- A lawful permanent resident (LPRs)

## V. Location and Time of Services

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

## VI. Description of Services

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

### 1. Citizenship/English as a Second Language (ESL) Classes

Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.

### 2. One-to-One Assistance

Grantee will provide one-to-one assistance and guidance to support consumers with potential or pending applications throughout the naturalization process. This includes individual counseling, assistance with filing N-400, explaining or clarifying the process, checking on the status of pending applications as well as assistance to apply for language and/or disability waivers (N-648) so that older adults and 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. Legal Services

Grantee with a California licensed attorney on staff may deliver legal services. It may include providing an LPR with legal information, advice, counseling, administrative representation, and judicial representation to an LPR. These legal services shall be provided by a member of the California State Bar or by a non-attorney under the supervision of a member of the California State Bar.

Grantee shall be experienced and knowledgeable about the Naturalization process. Grantee is required to keep up with the changes in legislation and policies affecting immigration issues and should be as culturally and linguistically appropriate as possible to serve the diverse San Francisco communities.

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

## VII. Service Objectives

On an annual basis:

- Grantee will serve **54** unduplicated consumers (UDC). The UDC counts include the total number of individuals participating in any of the services provided with this grant.
- Grantee will serve **8** unduplicated students who will attend citizenship/ESL classes.
- Grantee will provide **48** units of service of citizenship/ESL class hours. One unit is one group class hour.
- Grantee will provide **N/A** units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide **960** units of service of legal services hours. One unit is one hour of legal services provided.

The following measurements will help track program performance and impact and may be used to develop benchmarks in future years. They shall be collected by grantee and reported in SF DAS GetCare.

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

## VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data. At least 35% of UDC will complete the survey annually.

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

## IX. Reporting and Other Requirements

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

- A. Grantee shall enter all the units of services into SF DAS GetCare by the 5th working day of the month for the preceding month.
- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Office 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 collect consumers' SOGI data. Aggregate SOGI data must be entered into SF DAS GetCare monthly.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee shall submit response rates and aggregated data from the annual consumer satisfaction survey to OCP staff by March 15th of each grant year.
- H. Grantee program staff shall complete the California Department of Aging (CDA) Security Awareness training and SF DAS Elder Abuse Prevention and Mandated Reporter Training on an annual basis. Grantee shall maintain the evidence of staff completion of the trainings.
- I. For assistance with reporting requirements or submission of reports, please contact:
  - Patrick Garcia  
Senior Contract Manager  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[patrick.garcia@sfgov.org](mailto:patrick.garcia@sfgov.org)
  - Zhiqing Li  
Program Analyst  
DAS, Office of Community Partnerships  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[zhiqing.li@sfgov.org](mailto:zhiqing.li@sfgov.org)

## **X. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance with specific program standards or requirements, documentation of consumer eligibility and targeted mandates, records of the units of services and all reports, progress of service and outcome objectives, participant records' collection and maintenance, reporting performance including monthly service unit reports on SF DAS Getcare, current organizational chart, evidence of program staff's training on Elder Abuse Reporting and California Department of Aging (CDA) Security Awareness Training, written policies and procedures manuals of all DAS/OCP funded programs, written project income policies if applicable, grievance procedure posted onsite and provided for the homebound consumers, site chart with updated hours of operation, a list of board of directors with age and ethnicity information, and outcomes of service provision according to Sections VI, VII, and VIII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster, and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

<b>Grantee: Jewish Family &amp; Children Services</b>				Full Term:	7/1/24 - 6/30/28
<b>Program: Naturalization</b>				Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> (check One)				Modification #	
	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
<b>Expenses</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Total</b>
Salaries & Benefits	\$80,492	\$83,258	\$85,049	\$86,877	\$335,676
Operating-Direct	\$6,296	\$6,296	\$6,296	\$6,296	\$25,184
<b>Subtotal</b>	<b>\$86,788</b>	<b>\$89,554</b>	<b>\$91,345</b>	<b>\$93,173</b>	<b>\$360,860</b>
Indirect Percentage (%)	14%	13%	13%	13%	14%
Indirect Costs (Line 16 X Line 15)	\$11,854	\$12,047	\$12,288	\$12,533	\$48,722
CODB Eligible Expenses	\$98,642	\$101,601	\$103,633	\$105,706	\$409,582
Consultant/Subcontractor (\$25,000+)					
Direct Client Pass-Through					
Capital Expenses					
<b>Total Expenses</b>	<b>\$98,642</b>	<b>\$101,601</b>	<b>\$103,633</b>	<b>\$105,706</b>	<b>\$409,582</b>
<b>HSA / DAS Revenues</b>					
<b>Total HSA / DAS Revenues</b>	<b>\$98,642</b>	<b>\$101,601</b>	<b>\$103,633</b>	<b>\$105,706</b>	<b>\$409,582</b>
<b>Grantee Revenues</b>					
<b>Total Grantee Revenues</b>					
<b>Total Revenues</b>	<b>\$98,642</b>	<b>\$101,601</b>	<b>\$103,633</b>	<b>\$105,706</b>	<b>\$409,582</b>
<b>Prepared by:</b>					
<i>Telephone No. &amp; Email:</i>				<i>HSA Budget Form (3/24)</i>	

Grantee: Jewish Family & Children Services																					Appendix B, Page 2					
Program: Naturalization																										
Salaries & Benefits Detail																										
POSITION TITLE	Agency Totals		HSA Program		7/1/24 - 6/30/25		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		7/1/24 - 6/30/28	
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total
Director of Legal Services	\$111,287	0.35	100%	0.35	\$39,430	\$113,513	0.36	100%	0.36	\$41,146	\$115,783	0.36	100%	0.36	\$42,069	\$118,099	0.36	100%	0.36	\$43,012	\$165,657					
Associate Immigration Attorney	\$85,000	0.15	100%	0.15	\$12,750	\$86,700	0.15	100%	0.15	\$13,004	\$88,434	0.15	100%	0.15	\$13,265	\$90,203	0.15	100%	0.15	\$13,531	\$52,550					
Legal Assistant #1	\$49,725	0.15	100%	0.15	\$7,459	\$50,720	0.15	100%	0.15	\$7,608	\$51,734	0.15	100%	0.15	\$7,760	\$52,769	0.15	100%	0.15	\$7,915	\$30,742					
Legal Assistant #2	\$48,750	0.10	100%	0.10	\$4,875	\$49,725	0.10	100%	0.10	\$4,973	\$50,720	0.10	100%	0.10	\$5,072	\$51,734	0.10	100%	0.10	\$5,173	\$20,093					
				-					-					-					-							
				-					-					-					-							
				-					-					-					-							
				-					-					-					-							
				-					-					-					-							
TOTALS	\$294,762	0.75	4.00	0.75	\$64,514	\$300,658	0.76	400%	0.76	\$66,731	\$306,671	0.76	400%	0.76	\$68,166	\$312,805	0.76	400%	0.76	\$69,631	\$269,042					
FRINGE BENEFIT RATE	25%									25%																
EMPLOYEE FRINGE BENEFITS					\$15,978					\$16,527					\$16,883					\$17,246	\$66,634					
TOTAL SALARIES & BENEFITS					\$80,492					\$83,258					\$85,049					\$86,877	\$335,676					

HSA Budget Form (3/24)

**Grantee: Jewish Family & Children Services  
Program: Naturalization**

**Appendix B, Page 3**

**Operating Expenses Detail**

	7/1/24 - 6/30/25 Original	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/24 - 6/30/28 Total
<b><u>Expenditure Category</u></b>					
Rental of Property	\$839	\$839	\$839	\$839	\$3,356
Utilities(Elec, Water, Gas, Phone, Garbage)	\$1,148	\$1,148	\$1,148	\$1,148	\$4,592
Office Supplies, Postage	\$322	\$322	\$322	\$322	\$1,288
Building Maintenance Supplies and Repair	\$1,284	\$1,284	\$1,284	\$1,284	\$5,136
Printing and Reproduction					
Insurance	\$709	\$709	\$709	\$709	\$2,836
Staff Training					
Staff Travel-(Local & Out of Town)	\$1,063	\$1,063	\$1,063	\$1,063	\$4,252
Rental of Equipment					
<b><u>Consultant/Subcontractor (\$25,000 &amp; Under)</u></b>					
<b><u>Other</u></b>					
Licenses and Fees	\$931	\$931	\$931	\$931	\$3,724
<b><u>Total Operating Expense</u></b>	<b>\$6,296</b>	<b>\$6,296</b>	<b>\$6,296</b>	<b>\$6,296</b>	<b>\$25,184</b>

**HSA Budget Form (3/24)**

**Appendix F - SITE CHART**

Human Services Agency, Department of Disability and Aging Services, Office of Community Partnerships

**PROGRAM: Naturalization**

FISCAL YEAR: 07/01/2024 - 06/30/2028

**AGENCY: Jewish Family and Children's Services**

**DIRECTOR: Anita Friedman**

PHONE No: **415-449-2917**

<b>SITES:</b>					
<b>Name of Site</b>	<b>Main office</b>				
<b>Address and Zip</b>	<b>2150 Post Street San Francisco, CA 94115</b>				
<b>Phone Number</b>	<b>415-449-2917</b>				
<b>Neighborhood</b>	<b>Japantown</b>				
<b>Person in Charge</b>	<b>Brett Snider</b>				
<b>Site Manger</b>	<b>Brett Snider</b>				
<b>Programs Offered at Site</b>	<b>Naturalization, Case Management, Citizenship classes, ESL language groups, Food Bank delivery, Seniors at Home</b>				
<b>Days Open</b>	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun				
<b>Hours Open</b>	<b>9:00 am - 5:00 pm</b>				
<b>Days closed</b>	<b>Major U.S. holidays</b>				
<b>ADA Accessible</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				

## APPENDIX A – SERVICES TO BE PROVIDED

### LA RAZA CENTRO LEGAL

#### NATURALIZATION SERVICES

**Effective July 1, 2024 to June 30, 2028**

#### I. Purpose

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

#### II. Definitions

Adult with a Disability	A person 18-59 years of age living with a disability
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	Contracts Administration, Reporting, and Billing Online System
CDA	California Department of Aging; a State of California agency which administers programs that serve older adults and adults with disabilities
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, and who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
Controller	Controller of the City and County of San Francisco or designated agent
DAS	Department of Disability and Aging Services

Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services funded through this RFP
Grantee	La Raza Centro Legal
HSA	Human Services Agency of the City and County of San Francisco
Lawful Permanent Resident (LPR)	A non-citizen who has been lawfully authorized to live permanently within the United States; also known as a “green card” holder
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adults with disabilities with economic or social needs, including: (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 permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person’s primary language.
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.
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
OCP	Office of Community Partnerships (formerly known as Office on the Aging /OOA)
Older Adult	A person who is 60 years or older, used interchangeably with senior
Senior	A person who is 60 years or older, used interchangeably with older adult
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly
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 consumers they serve (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program
USCIS	United States Citizenship and Immigration Services

### III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

### IV. Consumer Eligibility

To be eligible for services, consumers must be:

- An older adult aged 60 years or older or
- An adult with a disability, aged 18-59 and
- A resident of San Francisco and
- A lawful permanent resident (LPRs)

## V. Location and Time of Services

Grantee provides the services at 474 Valencia St. Suite 295, San Francisco. Service hours are Monday through Friday, 9:00 AM to 12:00 PM, and 1:00 PM to 5:00 PM. Please see the attached Site Chart (Appendix F) for more details.

## VI. Description of Services

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

### 1. Citizenship/English as a Second Language (ESL) Classes

Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.

### 2. One-to-One Assistance

Grantee will provide one-to-one assistance and guidance to support consumers with potential or pending applications throughout the naturalization process. This includes individual counseling, assistance with filing N-400, explaining or clarifying the process, checking on the status of pending applications as well as assistance to apply for language and/or disability waivers (N-648) so that older adults and 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. Legal Services

Grantee with a California licensed attorney on staff may deliver legal services. It may include providing an LPR with legal information, advice, counseling, administrative representation, and judicial representation to an LPR. These legal services shall be provided by a member of the California State Bar or by a non-attorney under the supervision of a member of the California State Bar.

Grantee shall be experienced and knowledgeable about the Naturalization process. Grantee is required to keep up with the changes in legislation and policies affecting immigration issues and should be as culturally and linguistically appropriate as possible to serve the diverse San Francisco communities.

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

## VII. Service Objectives

On an annual basis:

- Grantee will serve **19** unduplicated consumers (UDC). The UDC counts include the total number of individuals participating in any of the services provided with this grant.
- Grantee will serve **N/A** unduplicated students who will attend citizenship/ESL classes.
- Grantee will provide **N/A** units of service of citizenship/ESL class hours. One unit is one group class hour.
- Grantee will provide **N/A** units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide **480** units of service of legal services hours. One unit is one hour of legal services provided.

The following measurements will help track program performance and impact and may be used to develop benchmarks in future years. They shall be collected by grantee and reported in SF DAS GetCare.

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

## VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data. At least 35% of UDC will complete the survey annually.

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

## IX. Reporting and Other Requirements

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

- A. Grantee shall enter all the units of services into SF DAS GetCare by the 5th working day of the month for the preceding month.
- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Office 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 collect consumers' SOGI data. Aggregate SOGI data must be entered into SF DAS GetCare monthly.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee shall submit response rates and aggregated data from the annual consumer satisfaction survey to OCP staff by March 15th of each grant year.
- H. Grantee program staff shall complete the California Department of Aging (CDA) Security Awareness training and SF DAS Elder Abuse Prevention and Mandated Reporter Training on an annual basis. Grantee shall maintain the evidence of staff completion of the trainings.
- I. For assistance with reporting requirements or submission of reports, please contact:  
Patrick Garcia  
Senior Contract Manager  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[patrick.garcia@sfgov.org](mailto:patrick.garcia@sfgov.org)  
  
Zhiqing Li  
Program Analyst  
DAS, Office of Community Partnerships  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[zhiqing.li@sfgov.org](mailto:zhiqing.li@sfgov.org)

## **X. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance with specific program standards or requirements, documentation of consumer eligibility and targeted mandates, records of the units of services and all reports, progress of service and outcome objectives, participant records' collection and maintenance, reporting performance including monthly service unit reports on SF DAS Getcare, current organizational chart, evidence of program staff's training on Elder Abuse Reporting and California Department of Aging (CDA) Security Awareness Training, written policies and procedures manuals of all DAS/OCP funded programs, written project income policies if applicable, grievance procedure posted onsite and provided for the homebound consumers, site chart with updated hours of operation, a list of board of directors with age and ethnicity information, and outcomes of service provision according to Sections VI, VII, and VIII.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster, and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

<b>Grantee: La Raza Centro Legal</b>				Full Term:	7/1/24 - 6/30/28
<b>Program: Naturalization</b>				Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> (check One)				Modification #	
	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
<b>Expenses</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Total</b>
Salaries & Benefits	\$45,428	\$46,791	\$47,726	\$48,681	\$188,626
Operating-Direct	\$529	\$546	\$558	\$569	\$2,202
<b>Subtotal</b>	<b>\$45,957</b>	<b>\$47,337</b>	<b>\$48,284</b>	<b>\$49,250</b>	<b>\$190,828</b>
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$6,894	\$7,100	\$7,242	\$7,387	\$28,623
CODB Eligible Expenses	\$52,851	\$54,437	\$55,526	\$56,637	\$219,451
Consultant/Subcontractor (\$25,000+)					
Direct Client Pass-Through					
Capital Expenses					
<b>Total Expenses</b>	<b>\$52,851</b>	<b>\$54,437</b>	<b>\$55,526</b>	<b>\$56,637</b>	<b>\$219,451</b>
<b>HSA / DAS Revenues</b>					
<b>Total HSA / DAS Revenues</b>	<b>\$52,851</b>	<b>\$54,437</b>	<b>\$55,526</b>	<b>\$56,637</b>	<b>\$219,451</b>
<b>Grantee/Contractor Revenues</b>					
<b>Total Grantee/Contractor Revenues</b>					
<b>Total Revenues</b>	<b>\$52,851</b>	<b>\$54,437</b>	<b>\$55,526</b>	<b>\$56,637</b>	<b>\$219,451</b>
<b>Prepared by:</b>					
<i>Telephone No. &amp; Email:</i>				<i>HSA Budget Form (3/24)</i>	

Salaries & Benefits Detail																										
POSITION TITLE	Agency Totals		HSA Program		7/1/24 - 6/30/25		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		7/1/24 - 6/30/28	
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total
Legal Dept Director	\$111,000	0.20	100%	0.20	\$22,200	\$114,330	0.20	100%	0.20	\$22,866	\$116,617	0.20	100%	0.20	\$23,323	\$118,949	0.20	100%	0.20	\$23,790	\$92,179					
Legal Assistant	\$63,852	0.20	100%	0.20	\$12,770	\$65,768	0.20	100%	0.20	\$13,154	\$67,083	0.20	100%	0.20	\$13,417	\$68,425	0.20	100%	0.20	\$13,685	\$53,026					
Admin Assistant	\$68,600	0.02	100%	0.02	\$1,372	\$70,658	0.02	100%	0.02	\$1,413	\$72,071	0.02	100%	0.02	\$1,441	\$73,512	0.02	100%	0.02	\$1,470	\$5,696					
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				-																						
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				-																						
				-																						
				-																						
				-																						
TOTALS	\$243,452	0.42	3.00	0.42	\$36,342	\$250,756	0.42	300%	0.42	\$37,433	\$255,771	0.42	300%	0.42	\$38,181	\$260,886	0.42	300%	0.42	\$38,945	\$150,901					
FRINGE BENEFIT RATE	25%						25%					25%					25%									
EMPLOYEE FRINGE BENEFITS					\$9,086				\$9,358					\$9,545						\$9,736	\$37,725					
TOTAL SALARIES & BENEFITS					\$45,428				\$46,791					\$47,726						\$48,681	\$188,626					

HSA Budget Form (3/24)

Grantee: La Raza Centro Legal  
 Program: Naturalization

Appendix B, Page 3

**Operating Expenses Detail**

**Expenditure Category**

	7/1/24 - 6/30/25 Original	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/24 - 6/30/28 Total
Rental of Property	\$529	\$546	\$558	\$569	\$2,202
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage					
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					

**Consultant/Subcontractor (\$25,000 & Under)**


**Other**


**Total Operating Expense**

	\$529	\$546	\$558	\$569	\$2,202
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HSA Budget Form (3/24)

**Appendix F - SITE CHART**

Human Services Agency, Department of Disability and Aging Services, Office of Community Partnerships

**PROGRAM:** Naturalization

FISCAL YEAR: 07/01/2024 - 06/30/2028

**AGENCY:** La Raza Centro Legal

**DIRECTOR:** Alejandra Cuestas-Jaimes

PHONE No: **(415) 553-3413**

<b>SITES:</b>					
<b>Name of Site</b>	<b>Main office</b>				
<b>Address and Zip</b>	<b>474 Valencia St., Ste 295, San Francisco, CA 94103</b>				
<b>Phone Number</b>	<b>(415) 553-3413</b>				
<b>Neighborhood</b>	<b>Mission</b>				
<b>Person in Charge</b>	<b>Cecilia A. Rodriguez</b>				
<b>Site Manger</b>	<b>Alejandra Cuestas-Jaimes</b>				
<b>Programs Offered at Site</b>	<b>Elder &amp; Disability Law; Affirmative Immigration Law; Removal Defense Law; Worker's Rights Law</b>				
<b>Days Open</b>	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thurs <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun				
<b>Hours Open</b>	<b>9:00 am -12:00 pm 1:00 pm - 5:00 pm</b>				
<b>Days closed</b>	<b>Major U.S. holidays</b>				
<b>ADA Accessible</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				

## APPENDIX A – SERVICES TO BE PROVIDED

### SELF-HELP FOR THE ELDERLY

### NATURALIZATION SERVICES

**Effective July 1, 2024 to June 30, 2028**

#### I. Purpose

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

#### II. Definitions

Adult with a Disability	A person 18-59 years of age living with a disability
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	Contracts Administration, Reporting, and Billing Online System
CDA	California Department of Aging; a State of California agency which administers programs that serve older adults and adults with disabilities
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, and who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
Controller	Controller of the City and County of San Francisco or designated agent
DAS	Department of Disability and Aging Services

Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment
ESL	English-as-a-Second Language; applicable to the naturalization services funded through this RFP
Grantee	Self-Help for the Elderly
HSA	Human Services Agency of the City and County of San Francisco
Lawful Permanent Resident (LPR)	A non-citizen who has been lawfully authorized to live permanently within the United States; also known as a “green card” holder
Legal Services	Legal advice and representation provided by an attorney to older adults and/or adults with disabilities with economic or social needs, including: (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 permitted by law. Direct legal assistance may be provided face-to-face, by telephone, or by electronic communication and includes, but is not limited to advice and consultation, litigation, administrative representation, brief services, preparing legal documents and pro per assistance.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person’s primary language.
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.
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
OCP	Office of Community Partnerships
Older Adult	A person who is 60 years or older, used interchangeably with senior
Senior	A person who is 60 years or older, used interchangeably with older adult
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly
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 consumers they serve (Chapter 104, Sections 104.1 through 104.9).
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's Naturalization program
USCIS	United States Citizenship and Immigration Services

### III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

### IV. Consumer Eligibility

To be eligible for services, consumers must be:

- An older adult aged 60 years or older or
- An adult with a disability, aged 18-59 and
- A resident of San Francisco and
- A lawful permanent resident (LPRs)

## V. Location and Time of Services

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

## VI. Description of Services

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

### 1. Citizenship/English as a Second Language (ESL) Classes

Consumers will receive civics (U.S. history & government) and ESL instruction for the purpose of successfully passing the citizenship test and interview administered by USCIS.

### 2. One-to-One Assistance

Grantee will provide one-to-one assistance and guidance to support consumers with potential or pending applications throughout the naturalization process. This includes individual counseling, assistance with filing N-400, explaining or clarifying the process, checking on the status of pending applications as well as assistance to apply for language and/or disability waivers (N-648) so that older adults and 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. Legal Services

Grantee with a California licensed attorney on staff may deliver legal services. It may include providing an LPR with legal information, advice, counseling, administrative representation, and judicial representation to an LPR. These legal services shall be provided by a member of the California State Bar or by a non-attorney under the supervision of a member of the California State Bar.

Grantee shall be experienced and knowledgeable about the Naturalization process. Grantee is required to keep up with the changes in legislation and policies affecting immigration issues and should be as culturally and linguistically appropriate as possible to serve the diverse San Francisco communities.

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

## VII. Service Objectives

On an annual basis:

- Grantee will serve **750** unduplicated consumers (UDC). The UDC counts include the total number of individuals participating in any of the services provided with this grant.
- Grantee will serve **400** unduplicated students who will attend citizenship/ESL classes.
- Grantee will provide **2,000** units of service of citizenship/ESL class hours. One unit is one group class hour.
- Grantee will provide **1,800** units of service of one-to-one assistance hours. One unit is one hour of assistance provided.
- Grantee will provide **N/A** units of service of legal services hours. One unit is one hour of legal services provided.

The following measurements will help track program performance and impact and may be used to develop benchmarks in future years. They shall be collected by grantee and reported in SF DAS GetCare.

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

## VIII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee shall administer an annual consumer survey to collect the data. At least 35% of UDC will complete the survey annually.

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

## IX. Reporting and Other Requirements

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

- A. Grantee shall enter all the units of services into SF DAS GetCare by the 5th working day of the month for the preceding month.
- B. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS/OCP and Contracts Office 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 collect consumers' SOGI data. Aggregate SOGI data must be entered into SF DAS GetCare monthly.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
- G. Grantee shall submit response rates and aggregated data from the annual consumer satisfaction survey to OCP staff by March 15th of each grant year.
- H. Grantee program staff shall complete the California Department of Aging (CDA) Security Awareness training and SF DAS Elder Abuse Prevention and Mandated Reporter Training on an annual basis. Grantee shall maintain the evidence of staff completion of the trainings.
- I. For assistance with reporting requirements or submission of reports, please contact:  
Tahir Shaikh  
Senior Contract Manager  
Human Services Agency  
PO Box 7988  
San Francisco, CA 94120-7988  
[tahir.shaikh@sfgov.org](mailto:tahir.shaikh@sfgov.org)  
  
Zhiqing Li  
Program Analyst  
DAS, Office of Community Partnerships  
P.O. Box 7988  
San Francisco, CA 94120-7988  
[zhiqing.li@sfgov.org](mailto:zhiqing.li@sfgov.org)

**X. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of compliance with specific program standards or requirements, documentation of consumer eligibility and targeted mandates, records of the units of services and all reports, progress of service and outcome objectives, participant records' collection and maintenance, reporting performance including monthly service unit reports on SF DAS Getcare, current organizational chart, evidence of program staff's training on Elder Abuse Reporting and California Department of Aging (CDA) Security Awareness Training, written policies and procedures manuals of all DAS/OCP funded programs, written project income policies if applicable, grievance procedure posted onsite and provided for the homebound consumers, site chart with updated hours of operation, a list of board of directors with age and ethnicity information, and outcomes of service provision according to Sections VI, VII, and VIII.
  
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster, and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

<b>Grantee: Self-Help for the Elderly</b>				Full Term:	7/1/24 - 6/30/28
<b>Program: Naturalization</b>				Effective Date:	
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> Check One)				Modification #	
	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/24 - 6/30/28
<b>Expenses</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Original</b>	<b>Total</b>
Salaries & Benefits	\$137,815	\$141,948	\$146,082	\$150,218	\$576,063
Operating-Direct	\$45,876	\$47,254	\$46,904	\$46,627	\$186,661
<b>Subtotal</b>	<b>\$183,691</b>	<b>\$189,202</b>	<b>\$192,986</b>	<b>\$196,845</b>	<b>\$762,724</b>
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$27,554	\$28,380	\$28,947	\$29,528	\$114,409
COB Eligible Expenses	\$211,245	\$217,582	\$221,933	\$226,373	\$877,133
Consultant/Subcontractor (\$25,000+)					
Direct Client Pass-Through					
Capital Expenses					
<b>Total Expenses</b>	<b>\$211,245</b>	<b>\$217,582</b>	<b>\$221,933</b>	<b>\$226,373</b>	<b>\$877,133</b>
<b>HSA / DAS Revenues</b>					
<b>Total HSA / DAS Revenues</b>	<b>\$211,245</b>	<b>\$217,582</b>	<b>\$221,933</b>	<b>\$226,373</b>	<b>\$877,133</b>
<b>Grantee/Contractor Revenues</b>					
In-Kind Match	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000
<b>Total Grantee/Contractor Revenues</b>	<b>\$25,000</b>	<b>\$25,000</b>	<b>\$25,000</b>	<b>\$25,000</b>	<b>\$100,000</b>
<b>Total Revenues</b>	<b>\$236,245</b>	<b>\$242,582</b>	<b>\$246,933</b>	<b>\$251,373</b>	<b>\$977,133</b>
<b>Prepared by:</b>					
Telephone No. & Email: 415-677-7682				HSA Budget Form (3/24)	

Salaries & Benefits Detail																										
POSITION TITLE	Agency Totals		HSA Program		7/1/24 - 6/30/25		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		7/1/24 - 6/30/28	
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total					
Director of Social Services	\$105,000	1.00	10%	0.10	\$10,500	\$105,000	1.00	10%	0.10	\$10,815	\$105,000	1.00	11%	0.11	\$11,130	\$105,000	1.00	11%	0.11	\$11,445	\$43,890					
Naturalization Program Supervisor	\$77,250	1.00	45%	0.45	\$34,763	\$77,250	1.00	45%	0.45	\$35,805	\$77,250	0.50	95%	0.48	\$36,848	\$77,250	0.50	98%	0.49	\$37,891	\$145,307					
Citizenship Education Coordinator	\$75,843	1.00	30%	0.30	\$22,753	\$75,843	1.00	30%	0.30	\$23,435	\$75,843	1.00	32%	0.32	\$24,118	\$75,843	1.00	33%	0.33	\$24,801	\$95,107					
Naturalization Program Specialist	\$60,740	1.00	30%	0.30	\$18,222	\$60,740	1.00	30%	0.30	\$18,769	\$60,740	0.85	37%	0.32	\$19,315	\$60,740	0.85	38%	0.33	\$19,862	\$76,168					
Program Assistant	\$51,420	1.00	45%	0.45	\$23,139	\$51,420	1.00	45%	0.45	\$23,833	\$51,420	1.00	48%	0.48	\$24,527	\$51,420	1.00	49%	0.49	\$25,222	\$96,721					
TOTALS	\$370,253	5.00	160%	1.60	\$109,377	\$370,253	5.00	160%	1.60	\$112,657	\$370,253	4.35	223%	1.70	\$115,938	\$370,253	4.35	229%	1.74	\$119,221	\$457,193					
FRINGE BENEFIT RATE	20%					26%				26%					26%											
EMPLOYEE FRINGE BENEFITS					\$28,438					\$29,291					\$30,144					\$30,997	\$118,870					
TOTAL SALARIES & BENEFITS					\$137,815					\$141,948					\$146,082					\$150,218	\$576,063					

**Grantee: Self-Help for the Elderly**  
**Program: Naturalization**

**Appendix B, Page 3**

**Operating Expenses Detail**

	7/1/24 - 6/30/25 Original	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/24 - 6/30/28 Total
<b>Expenditure Category</b>					
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)	\$18,265	\$18,265	\$18,265	\$18,265	\$73,060
Office Supplies, Postage	\$9,000	\$10,378	\$10,028	\$9,751	\$39,157
Building Maintenance Supplies and Repair	\$3,261	\$3,261	\$3,261	\$3,261	\$13,044
Printing and Reproduction	\$10,000	\$10,000	\$10,000	\$10,000	\$40,000
Insurance					
Licenses/Fee	\$1,500	\$1,500	\$1,500	\$1,500	\$6,000
Staff Training	\$200	\$200	\$200	\$200	\$800
Staff Travel-(Local & Out of Town)	\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
Rental of Equipment	\$2,500	\$2,500	\$2,500	\$2,500	\$10,000
<b>Consultant/Subcontractor (\$25,000 &amp; Under)</b>					
Activity Contractors					
<b>Other</b>					
Software	\$150	\$150	\$150	\$150	\$600
Program Supplies					
Senior Outing					
Transportation Services					
Supplies					
<b>Total Operating Expense</b>	<b>\$45,876</b>	<b>\$47,254</b>	<b>\$46,904</b>	<b>\$46,627</b>	<b>\$186,661</b>

*HSA Budget Form (3/24)*

**Appendix F - SITE CHART**

HSA / DAS

AGENCY: Self-Help for the Elderly

FISCAL YEAR: 07/01/2024 – 06/30/2028

CONTRACT: Naturalization Services

DIRECTOR: Saoleng U

PHONE NO.: 415-677-7586

<b>SITES: Name of Site</b>	601 Jackson St	Portsmouth Square Clubhouse			
Address and Zip	601 Jackson St, Second Floor, San Francisco, CA 94133	745 Kearny St, San Francisco, CA 94108			
Phone Number	415-677-7585	415-677-7529			
Neighborhood	Chinatown	Chinatown			
BART / Muni Lines	8, 8AX, 8BX	8, 8AX, 8BX, 1			
Person in Charge	Saoleng U	SF Park and Rec			
Site Manager	Jin Tran	Jin Tran and Kifer Hu			
Programs Offered at Site	SF Connected, Intergenerational Program, Naturalization, HICAP	Sf Connected, Naturalization, and ETED			
Days Open	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun
Hours Open	9 AM – 5 PM	9 AM – 5 PM			
Days closed	Saturdays and Sundays	Saturdays and Sundays			
ADA Accessible	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No