CDSS
WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov

EDMUND G. BROWN JR.
GOVERNOR

October 21, 2016

Mr. Trent Rhorer, Executive Director
San Francisco City and County Department of Human Services
P.O. Box 7988
San Francisco, CA 94120

Dear Mr. Rhorer:

This letter is to inform you that the San Francisco County Refugee Services Plan covering the period of October 1, 2015 through September 30, 2016, has been reviewed and certified by the California Department of Social Services, Refugee Programs Bureau. A copy of the plan is enclosed for your reference.

We value your commitment in assisting refugees to become self-sufficient and thank you for your continued support. Any questions regarding this matter may be directed to Mr. Brian Tam, Section Chief, at (916) 653-1172 or Brian.Tam@dss.ca.gov.

Sincerely,

SYSVANH KABKEO, Chief
Refugee Programs Branch

Enclosure

c: Eva Iraheta, County Refugee Coordinator

City and County of San Francisco

COUNTY REFUGEE SERVICES ANNUAL PLAN

Federal Fiscal Year 2015 – 2018

October 15, 2015

REFUGEE COUNTY SERVICES PLAN
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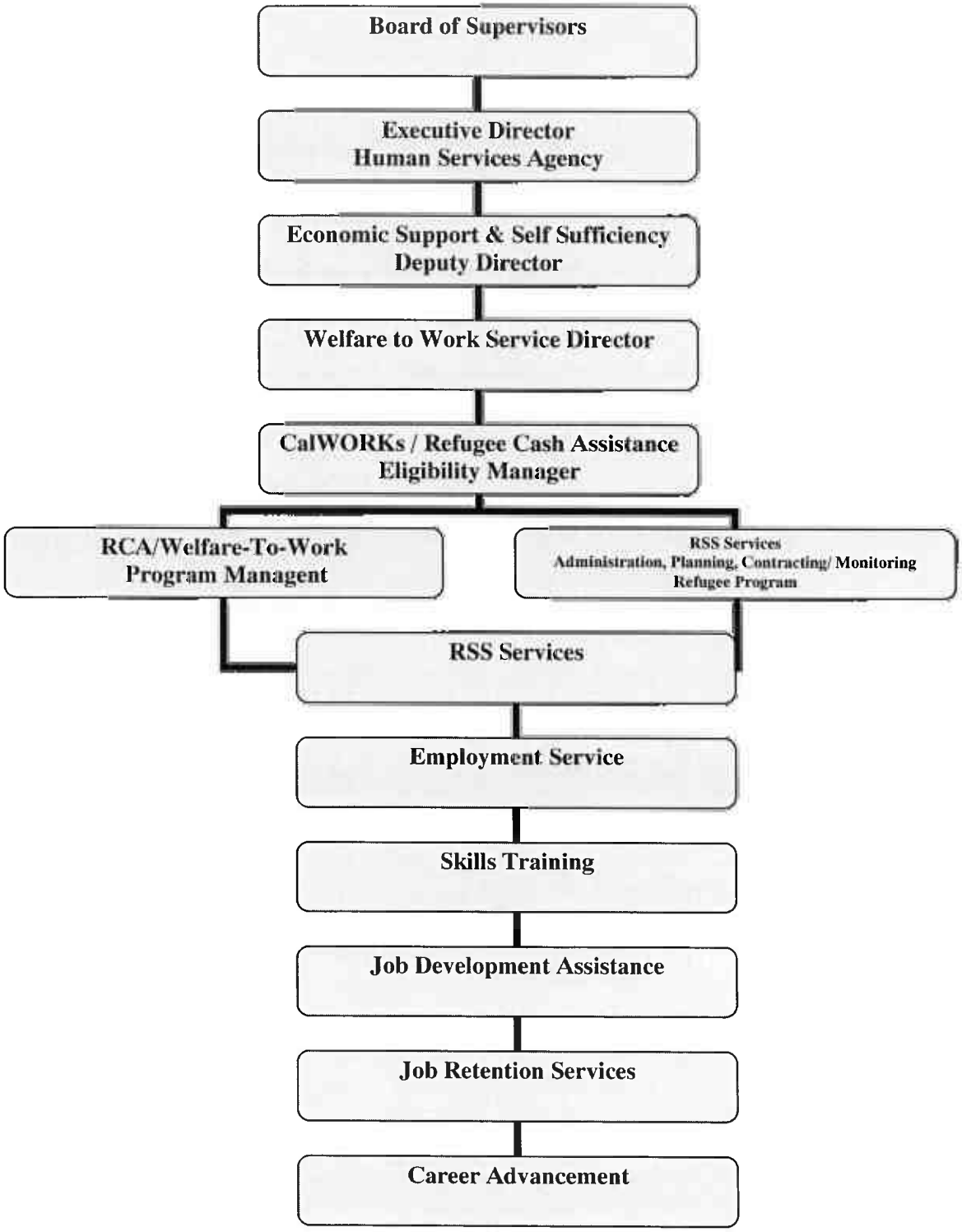
I. COUNTY REFUGEE PROGRAM ADMINISTRATION

City and County of San Francisco



II. DESCRIPTION OF THE COUNTY'S REFUGEE PROGRAMS

A. Funding Sources

The federal fiscal year (FFY 2015-16) formula Refugee Social Services (RSS) allocation funds for the City and County of San Francisco is $101,710

Refugee Social Services FUNDING SUMMARY	RSS	Percent
Employment Services Language Assistance Services Work-Related Acculturation Job Readiness Job Development Assistance Job Retention Career Advancement	$56,958	56%
Skills Training Internship/work experience Language Assistance Services Work-Related Acculturation Job Readiness Job Development Assistance Job Retention Career Advancement	$29,496	29%
Subtotal	$86,454	85%
County Administration	$ 15,256	15%
TOTAL FFY 2015-16 RSS ALLOCATION	$101,710	100%

The federal fiscal year (FFY 2015-16) formula Targeted Assistance (TA) allocation funds for the City and County of San Francisco is $106,429.

Targeted Assistance FUNDING SUMMARY	TA	Percent
Employment Services Language Assistance Services Work-Related Acculturation Job Readiness Job Development Assistance Job Retention Career Advancement	$59,600	56%
Skills Training Internship/work experience Language Assistance Services Work-Related Acculturation Job Readiness Job Development Assistance Job Retention Career Advancement	$30,865	29%
Subtotal	$90,464	85%
County Administration	$15,964	15%
TOTAL FFY 2015-16 TA ALLOCATION	$106,429	100%

Note: Due to potential budget shortfalls at the federal level, allocation amounts represent 58% of the total award. The remaining 42% of funding will be received later in the FFY (subject to availability of federal funds).

The FFY 2015-16 Elderly Services Set-Aside Funding for the City and County of San Francisco is $1,716

Elderly Services Set-Aside FUNDING SUMMARY		Percent
Case Management/Linking/ Referrals	$1,126	65.6%
Citizenship Assistance Services	$590	34.4%
Total	$1,716	100%

The FFY 2015-16 Targeted Assistance Discretionary Grant (TAD) allocation for the City and County of San Francisco is $4,965.

TA Discretionary Grant FUNDING SUMMARY	TAD	Percent
Intensive Acculturation Services	$4,965	100%
Total	$4,965	100%

Note: Due to potential budget shortfalls at the federal level, allocation amounts represent 58% of the total award. The remaining 42% of funding will be received later in the FFY.

B. General Program Description

The Refugee Social Services (RSS) funds will be used to assist 32 refugees and asylees receiving Refugee Cash Assistance (RCA) to achieve economic self- sufficiency. Services using RSS funds are offered to RCA clients for 60 months maximum. The funds will support services that will aid refugees in obtaining and maintaining employment, developing work related skills and earning a wage with benefits where possible. Refugee women will have equal opportunity to participate in all employment services.

The employment services funds will be used to provide Skills Training and English Language Training (ELT) to enable refugees to obtain jobs and attain economic self-sufficiency as soon as possible. A concurrent job readiness / job search activity is embedded in the ELT program as part of the programs work-first model.

Any funds that may be unspent from previous years, as well as any new receipt of refugee funds for the period covered by the County Plan, will be used to increase employment services of the various program components of the County Plan.

After 8 – 12 months, eligible refugees are currently sent to the county Adult Assistance Programs (CAAP), which is funded through the general fund and consists of four independent programs:

1. Personal Assisted Employment Services (PAES)
2. Cash Assistance Linked to Medi-Cal
3. Supplemental Security Income Pending
4. General Assistance

CAAP applicants who are determined eligible to benefits have the option of selecting the PAES Program.

Services to PAES participants:

1. Provide behavioral health assessment, brief counseling and referrals to community resources, and linkages to PAES Counseling Services.
2. Facilitate and build peer support to work with clients to strengthen existing coping skills, build and maintain morale, support positive decision-making, reinforce self-esteem and maintain client engagement.
3. Facilitate soft skills and psycho-educational groups to support movement towards self-sufficiency and stability addressing real life situations. Examples of topics include workplace competency, communication skills, problem-solving, values clarification, self-esteem and motivation, frustration tolerance, responsibility and anger management.
4. Provide pre-vocational On-the-Job Assessment to determine whether a client is ready to comply with and benefit from vocational training and/or employment support. Basic workplace skills such as punctuality, following directions, work with others, and task completion would be evaluated.
5. Assist clients to participate in employment services to the full extent of their abilities to enable the participant to obtain unsubsidized employment and move towards self-sufficiency

In order to capture data on refugees who may have obtained employment after receiving employment services funded with refugee funding. San Francisco County will provide case management to refugees who are sent to CAAP for up to 60 months total.

Trafficking & Crime Victim Assistance Program (TCVAP)

Non-citizens found eligible under the provisions of SB 1569 will receive state funded benefits and services equivalent to RCA. The time limit is eight months.

If a recipient of state TCVAP becomes federally eligible, eight month eligibility will start, but will be federally funded.

Until specific aid codes are available, staff will need to flag these cases so they can be identified later when claiming instructions are issued. To flag these cases, a Special Indicator must be put on the case in CalWIN. Indicators are found in the Collect Case Special Indicator screen selecting either T Visa or U Visa from the drop-down menu. This will enable IT to generate a list of these cases.

The Targeted Assistance (TA) funds will be used to assist 34 refugees and asylees to achieve economic self-sufficiency. The funds will support services that will aid refugees and asylees in obtaining and maintaining employment, developing work related skills and earning a wage with benefits where possible. Refugee women will have equal opportunity to participate in all employment services.

San Francisco County will serve two groups of refugees and asylees. One will be mandatory Refugee Cash Assistance (RCA) recipients. The second will be non-aided refugees who primarily have been in the United States for 60 months or less.

The employment services funds will be used to provide Skills Training and English Language Training (ELT) to enable refugees to obtain jobs and attain economic self-sufficiency as soon

as possible. A concurrent job readiness / job search activity is embedded in the ELT program as part of the programs work-first model.

Any funds that may be unspent from previous years, as well as any new receipt of refugee funds for the period covered by the County Plan, will be used to increase employment services of the various program components of the County Plan.

In order to capture data on refugees who may have obtained employment after receiving employment services funded with refugee funding. San Francisco County will provide case management to refugees who are sent to CAAP or are non-aided. The case management funds will be used to conduct outreach, intake, eligibility determination, and develop family self-sufficiency plans which include assessment of employment and training, supportive service, and acculturation/social services adjustment that the refugee/asylee may need until the attainment of economic independence.

Elderly Services Set-Aside funds will provide supportive and social services for up to 14 disadvantaged refugees seniors aged 60 and above with the goal of helping older refugees access existing mainstream resources and / or obtain citizenship assistance services to increase their level of self-sufficiency and independence and integration into the community. Service providers will provide linguistically and culturally-accessible services to San Francisco's refugee population. To meet target objectives, the San Francisco Workforce Development Division is collaborating with the San Francisco's Department on Aging and using the funds to augment an existing contract serving older refugees. The augmentation will expand services to procure additional citizenship and naturalization services for older refugees.

The program goals will also be achieved by augmenting existing contracts with community-based organization partners to increase capacity with existing services and by further developing working relationships with the State Agency on Aging, San Francisco Commission on Aging, and county health and social service providers. The department has established linkages with the Department of Public Health, the Department of Aging, Immigrant Rights Commission and San Francisco City College to strengthen coordination in service delivery. By way of example, the Department of Public Health (DPH) works with a coalition of refugee and asylee service providers including the International Rescue Committee.

The Targeted Assistance Discretionary Grant (TAD) funds will provide Intensive Acculturation Services for twenty (12) refugees. TAD Funding will be used to supplement employment activities for refugees already underway, continuing activities funded through Refugee Social Services (RSS) funds. Refugee participants will learn basic job skills include punctuality, attendance, following instructions, speaking in English to convey information effectively, critical thinking, adaptability, judgment and decision making, time management, and customer service. Intensive Acculturation Services will be performed at Arriba Juntos, a nonprofit agency that provides clients with basic job skills that can lead to employment. Arriba Juntos will use funds for outreach materials focused on the San Francisco Unified School District, San Francisco County, and surrounding counties serving the target population.

C. RCA Compliance

San Francisco County assures that the provision of activities and services to mandatory and voluntary RCA recipients, funded by the ORR monies and allocated by CDSS, will be in accordance with RCA (including those regarding program participation flow, good cause

determination, sanctioning, and supportive services) specified in the Manual of Policy and Procedure Chapter 42-700 and 69-200, respectively, and other applicable RCA policy guidance issued by CDSS, which specify the following activities:

1. Verification/documentation of refugee/asylee status;
2. Determination of eligibility for refugee-funded services;
3. Assessment of the refugee's employment, training, English language and supportive services needs;
4. Development of a refugee Family Self-Sufficiency/employability Plan (FSSP) that meets the requirements of Title 45 CFR Part 400.79 of the Refugee Resettlement Program, which stipulate that the plan must:

    a. Be developed for anyone who receives employment-related services.
    b. Address the family's needs from time of arrival until attainment of economic independence.
    c. Address a family's needs for both employment-related services and other needed social services.

    The FSSP must include:

    a. A determination of the income level a family would have to earn to exceed its cash grant and move into self- support without suffering a monetary penalty;
    b. A strategy and timetable for obtaining that level of family income through the placement in employment of sufficient numbers of employable family members at sufficient wage levels;
    c. Employability plans for every employable member of the family; and
    d. A plan to address the family's social services needs that may be barriers to self-sufficiency.
5. Referral of all non-exempt RCA applicants and recipients for participation in available/appropriate employment and training programs; and
6. Tracking/ reporting client progress (including non-participation/cooperation) to the Human Services Agency Eligibility Worker.

Referral and Participation

Human Service Agency Intake Eligibility Workers will identify refugee families who apply and are found eligible for RCA and refer them to the CalWORKs Unit for mandatory employment services. Single refugee adults or families without children who are not eligible for other welfare assistance are eligible to receive RCA for their first eight months in the United States (U.S.). Both the Human Services Agency Eligibility Worker and CalWORKs Employment Specialist will inform participants of their rights and responsibilities regarding participation requirements and consequences of any failure to participate.

D. County Planning Process

San Francisco Human Services Agency (HSA) is responsible for the management and administration of the RSS funds for the county including responsibility for all central intake functions, the development of the county plan and liaison with the state Refugee Programs Bureau and the Federal Office of Refugee Resettlement (ORR). The HSA attends public meeting with key stakeholders and is an active member of the San Francisco Coalition for

Asylees, Immigrants and Refugees Services (SF-CAIR) to solicit input on refugee needs and service strategies with representatives from community- based organizations serving refugees.

The Refugee Services Planning Session was held on Tuesday, September 29, 2015, at the San Francisco Human Services Agency at 3120 Mission Street, SF, CA, at 1:30 pm. It is widely recognized that employment services, language assistance services, mental health services, outreach to the LGBT community are keys to self-sufficiency for the refugee population. Community partners that attended the meeting: Mr. Nosseinian (Refugee), Mr Muyunga-Mukasa (Refugee), Newcomers Health Program, Community Health Equity & Promotion branch, Population Health Division- San Francisco Department of Public Health, Arriba Juntos, LEN Institute, Landerholm Immigration APC, International Rescue Committee, Bay Area Healthy Living Support and Communication Platform-BayHeal, Anti Stigma Committee, Jewish Vocational Services, Workforce Development Division, Human Services Agency.

The Employment Development Department (EDD), Labor Market Information Division (LMID) reported that San Francisco County registered 3.6% unemployment rate (3.6 percent) as of August 2015. The unemployment rate in San Francisco-San Mateo-Redwood City Metropolitan Division (MD) was 3.5 percent in July 2014[1].

All clients participating in refugee employment services are eligible for a wide array of wrap around employment and training services provided by internal agency staff or contracted community based agencies. These services include English language training, skill / career assessment and counseling services, job training and job placement and job retention services. Refugee clients also have access to wrap-around case management services offered by the Department of Human Services by one of our contracted community based training service providers. Refugee clients also have access to the City's workforce development system including its workforce centers located throughout the city and can receive services on a referral on drop-in basis.

To help our refugee clients with their job search activities we have changed and added new operational procedures at our workforce centers and are putting more focus on the individual job seeker rather than employers. All of our community based refugee services providers are required to assist clients register for employment services at our workforce centers so that they can take advantage of the vast array of targeted employment services offered there such as employer recruitments, job / hiring fairs; seminars and workshops.

The proposed skills trainings are:

- Certified Nurse Assistant,
- Home Health Aid,
- Nursing Aides
- Orderlies
- Personal and Home Care Aides
- General Office Clerk, Front Desk Clerk
- Bookkeepers
- Accountants
- Secretaries
- Customer Service Representatives

[1] http://www.calmis.ca.gov/file/lfmonth/sanf$pds.pdf

These skills relate to the San Francisco labor market based on the EDD 2010 – 2020 Occupations with the Most Job Openings report: Personal Care Aides rank 4th, Customer Service Representative rank #12, General Office Clerk is #13, Executive Secretaries and Administrative Assistant #24, Bookkeeping, Accounting #28, Reception and information Clerks #33 and Home Health Aides #34. The number one occupation with the most openings is Waiters and Waitresses, #2 Cashiers, #3 Retail Salesperson[2].

The Employment Service component, which includes ELT and Job Search, places participants in occupations as Retail Salespersons, waiters/waitresses, cashiers, counter attendants, customer service representative, receptionist and information clerks which rank within the first 13 occupations on the report. Per LMID, close to twice as many openings will arise from replacements (retirements and permanent occupational changes) as from growth. The Home Health Aides rank #8 on the 2010-2020 LMID report for the Fastest Growing Occupations.

The City and County of San Francisco Department of Human Services plays a key role in developing and managing employment, training and workforce development services for San Francisco residents. The Department contracts with many community organizations so that employment services are accessible and fulfill specific local employment needs. By partnering with local and national agencies, educational institutions and corporations, the Department's employment programs create greater economic opportunities for San Franciscans.

III. DESCRIPTION OF SERVICE COMPONENTS

A. BRIEF DESCRIPTION OF RSS AND TA COMPONENT

Employment Services (ES)/English Language Training (ELT)
Employment services activities are directed towards job placement. ELT will run concurrently with Employment Services. Refugees with low English language proficiency are referred to service provider for language assessment. The component will include the employment activities listed below, if needed, and if sufficient funds are available:

- Education in English proficiency for refugees who are not sufficiently competent to understand, speak, read, or write English language to allow employment commensurate with the employment goals.
- Job readiness activities designed to ensure that the refugee is familiar with general workplace behavior/attitudes necessary to compete successfully in the labor market;
- Group/individual job search, including counseling, information on worker rights, work-related acculturation, and job seeking skills training;
- Job development/placement.

Skills Training (ST)/ English Language Training (ELT)
The program covers general job skills and career guidance to ensure success in achieving short-term employment and self-sufficiency. ELT will run concurrently with Skills Training. Skills Training referral is based on a refugee's vocational goal, employment, and educational history. Refugees are referred to service provider for testing and appraisal. Supportive services and case management are provided to help address barriers to employment. The

[2] http://www.labormarketinfo.edd.ca.gov/county/sanfran.html#OCCDATA

component will include the employment activities listed below, if needed and if sufficient funds are available:

- Education in English proficiency for refugees who are not sufficiently competent to understand, speak, read, or write English language to allow employment commensurate with the employment goals.
- Job readiness activities designed to ensure that the refugee is familiar with general workplace behavior/attitudes necessary to compete successfully in the labor market;
- Group/individual job search, including counseling, information on worker rights, work-related acculturation, and job seeking skills training;
- Unpaid internship/work experience and
- Job development/placement.

During the skills training program, an unpaid off site internship is offered when acceptable skills are demonstrated. The participant will have the opportunity to work part-time at a San Francisco business: Episcopal Community Services, Mercy Housing, Centerplate, Mission Education Center, Housing Rights Committee, Mission Resource Center, Mission Neighborhood Health Center, Goodwill Industries, Oakland Youth Chorus, UCSF, and Veterans Administration.

B. BRIEF DESCRIPTION OF ELDERLY SERVICES COMPONENT

Case Management/ Linking / Referrals

Provide culturally appropriate case management services and direct assistance for seniors experiencing adjustment problems or problems functioning in the community. Services include needs assessment, care planning, referrals to other community resources, and follow up.

Citizenship Assistance & Naturalization Services

Provide education and preparation services to older refugees and asylees with citizenship classes, where they learn basics of the United States history and government structure. They are introduced to 100 questions for the naturalization test. In addition, participants are provided with one-on-one assistance, which includes information and discussion of such topics as naturalization, eligibility, mock interviews, medical waivers for naturalization, interviews, and eligibility for Social Security Income. Providers will assist older refugees to expedite the naturalization process and also direct then to alternate benefits they can rely on until they become naturalized.

C. BRIEF DESCRIPTION OF TAD COMPONENT

Social Adjustment Services for Refugees

Provide supplement employment activities for refugees already underway, funded through Refugee Social Services (RSS) funds. The TAD funding will be used to pay for Intensive Acculturation Services for refugees to seek and maintain employment and to reduce welfare dependency, Refugee will learn soft skills, such as punctuality, attendance, following instructions, speaking in English to convey information effectively, critical thinking, adaptability, judgment and decision making, time management, and customer service. Arriba Juntos will use funds for outreach materials focused on the San Francisco Unified School District, San Francisco county, and surrounding counties serving the target population.

III. BUDGETS

A. REFUGEE SOCIAL SERVICES

FFY 2015-16 RSS BUDGET

FFY 2014-15 RSS FORMULA AUGMENTATION

ITEM	AMOUNT
Employment Services	$6,687
TOTAL	$6,687

FFY 2015-16 RSS FORMULA ALLOCATION

ITEM	AMOUNT
Employment Services	$56,958
Skill Training	$29,496
County Administration	$15,256
TOTAL	$101,710

B. TARGETED ASSISTANCE

FFY 2015-16 TA BUDGET

FFY 2015-16 TA FORMULA ALLOCATION

ITEM	58%	42%	AMOUNT 100%
Employment Services	$34,568	$25,032	$59,600
Skill Training	$17,902	$12,963	$30,865
County Administration	$ 9,259	$ 6,705	$15,964
TOTAL	$61,729	$44,700	$106,429

*Note: Due to potential budget shortfalls at the federal level, allocation amounts represent 58% of the total awards. The remaining 42% of funding will be received later in the FFY

C. ELDERLY SERVICES SET-ASIDE

FFY 2014-15 ELDERLY SERVICES

FFY 2014-15 ELDERLY SERVICES SET-ASIDE

ITEM	AMOUNT 100%
Case Management / Linking / Referrals	$1,126
Citizenship Assistance Services	$ 590
TOTAL	$1,716

D. TARGETED ASSISTANCE DISCRETIONARY GRANT

FFY 2014-15 TAD BUDGET

FFY 2014-15 TAD FORMULA ALLOCATION

ITEM	58%	42%	AMOUNT 100%
Subsidized Transitional Employment	$2,879	$2,086	$4,965
TOTAL	$2,879	$2,086	$4,965

*Note: Due to potential budget shortfalls at the federal level, allocation amounts represent 58% of the total awards. The remaining 42% of funding will be received later in the FFY.

IV. ANNUAL SERVICES PLAN

Annual Service Plan (DRAFT 100%)

Original (X) Revision ( )

Date: October 15, 2015

Time Period Covered by Plan:

County: San Francisco

From: 10/01/15 **To:** 09/30/16

Description of Contracted or State-Provided Services		Contracted Amount by Funding Source	Total Number	0-12 Months	13-60 Months	Type of Agency* and Percent of Funds							
						A	B	C	D	E	F	G	Total (Should equal 100)
EXAMPLE	SS	$100,000.00	100	50	50								
	TAP		0										
	TAD		0			20%		20%		20%		40%	100%
Employment	SS	$56,958.00	22	20	2								
	TAP	$59,600.00	24	10	14								
	TAD	$4,965.00	12	8	4	0%	0%	0%	0%	0%	100%	0%	100%
ELT	SS	$0.00	0	0	0								
	TAP	$0.00	0	0	0								
	TAD	$0.00	0	0	0	0%	0%	0%	0%	0%	0%	0%	0%
OJT	SS	$0.00	0	0	0								
	TAP	$0.00	0	0	0								
	TAD	$0.00	0	0	0	0%	0%	0%	0%	0%	0%	0%	0%
Skills Training	SS	$29,496.00	10	7	3								
	TAP	$30,865.00	10	5	5								
	TAD	$0.00	0	0	0	0%	0%	0%	0%	0%	87%	13%	100%
Case Management	SS	$0.00	0	0	0								
	TAP	$0.00	0	0	0								
	TAD	$0.00	0	0	0	0%	0%	0%	0%	0%	0%	0%	0%
Other (Employment)	SS	$0.00	0	0	0								
	TAP	$0.00	0	0	0								
	TAD	$0.00	0	0	0	0%	0%	0%	0%	0%	0%	0%	0%
SUBTOTAL		$181,884.00	78	50	28								
Non-Employment	SS	$0.00	0	0	0								
	TAP	$0.00	0	0	0								
	TAD	$0.00	0	0	0								
	ORDG	$1,716.00	14	0	14								
County Admin (15% admin max)	SS	$15,256.00											
	TAP	$15,964.00											
	TAD	$0.00											
	ORDG	$0.00											
Grand Total	SS	$101,710.00											
	TAP	$106,429.00											
	TAD	$4,965.00											
	ORDG	$1,716.00											

*Type of Agency

A. State/County
B. Ethnic Community-Based Organization
C. Resettlement Agency
D. Community College
E. Adult Basic Education
F. Other Non-Profit Organization
G. County Service Provider

(The total percentage for each individual service (i.e., Employment, ELT, etc.) under Type of Agency and Percent of Funds must equal 100% - see example.)

VI. ANNUAL GOAL PLAN

ANNUAL OUTCOME GOAL PLAN
FY 2016
PERFORMANCE GOALS AND ACTUALS

State or County: San Francisco

	FY 2015 GOAL		FY 2015 ACTUAL		FY 2016 GOAL	
1. Caseload						
TANF Recipients	0		0		0	
RCA Recipients	50		37		50	
No Federal Cash Assistance	36		3		36	
Total	86		40		86	
2. Entered Employment						
Full Time	18	30%	23	72%	19	27%
Part Time	42	70%	9	28%	52	73%
Total	60	70%	32	80%	71	83%
2a. TANF Recipients Entered Employment						
Full Time	0		0		0	
Part Time	0		0		0	
Total	0	%	0	%	0	%
2b. RCA Recipients Entered Employment						
Full Time	11	31%	21	70%	12	29%
Part Time	24	69%	9	30%	30	71%
Total	35	58%	30	94%	42	59%
2c. No Federal Cash Assistance Entered Employment						
Full Time	7	28%	2	100%	7	24%
Part Time	18	72%	0	0%	22	76%
Total	25	42%	2	6%	29	41%
Cash Assistance Recipients Placed In Employment	35		30		42	
3. Federal Cash Assistance Terminations						
TANF Recipients	0	0%	0	0%	0	0%
RCA Recipients	9	100%	10	100%	11	100%
Total	9	26%	10	33%	11	26%
4. Federal Cash Assistance Reductions						
TANF Recipients	0	0%	0		0	0%
RCA Recipients	3	100%	0		3	100%
Total	3	9%	0	0%	3	7%
5. Entered Full Time Employment Offering Health Benefits						
TANF Recipients	0	0%	0	0%	0	0%
RCA Recipients	4	100%	6	100%	7	100%
No Federal Cash Assistance	0	0%	0	0%	0	0%
Total	4	22%	6	26%	7	37%

ANNUAL OUTCOME GOAL PLAN
FY 2016
PERFORMANCE GOALS AND ACTUALS

State or County: San Francisco

	FY 2015 GOAL	FY 2015 ACTUAL	FY 2016 GOAL
6. Average Hourly Wage of Refugees Entering Full Time Employment	$ 12.66	$ 12.27	$ 12.30
7. 90-Day Retention Rate			
Percentage	64%	90%	64%

7a. 90-Day Retention Rate Calculator

	Unduplicated # of Retentions	Unduplicated # of Entered Employments
Total	18	20

The previous actual Retention Rate is calculated by dividing the total unduplicated number of retentions by the total unduplicated number of entered employments from July of the previous CY through June of the current CY.

8. Office of Refugee Resettlement Funding

	FY 2015 Actual	FY 2016 Proposed
Social Services Formula Funding	$ 88,809	$ 56,958
Targeted Assistance Formula Funding	$ 71,560	$ 59,600
Discretionary Grant Funding	$ 8,452	$ 4,965
Total Liquidated Funding	$ 168,821	$ 121,523
Cost per Entered Employment	$ 5,275.66	$ 1,711.59

Agency Point of Contact

☐ Initial ☐ Revision ☐ Approved ☐ In process - clarification

Please provide the name, title and contact information for the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.

First and Last Name	Title
Eva Iraheta	County Refugee Coordinator
Telephone Number	Email
415-557-5638	eva.iraheta@sfgov.org

Deadline for submission

The completed *FY 2016 Annual Outcome Goal Plan: Performance Goals and Actuals* and *Performance Narrative* should be submitted via email to rpbreports@dss.ca.gov by OCTOBER 23, 2015.

For Office of Refugee Resettlement use only: *Date submitted:* _____

Submission type: *Status:*

VII. APPENDICES

A. COUNTY PROCUREMENT PROCESS

The Agency will utilize its existing Individual Referral (IR) model to procure employment and training services from state and / or county approved vendors. The IR is a method for procuring and paying for employment and training services on a per person basis. The IR model promotes maximum customer choice by enabling customers to select training providers that are procured by HSA. San Francisco County offers a wide range of pre-employment services in-house for RCA eligible participants. These services are provided by the staff of the Department's Workforce Development Division (WDD) include but are not limited to: vocational assessment / career counseling, job readiness training, job development / placement, career advancement / retention services.

B. COUNTY MONITORING PROCESS

Monitoring Responsibility

The responsibility for the monitoring of programmatic function will reside with the Workforce Development Division (WDD), the employment services component of the San Francisco Human Services Agency. Agency staff will annually provide one comprehensive monitoring review for each program year of the refugee employment service providers; to include on-site visits and review of participant files and back-up documentation. The on site monitoring review will be completed no later than six months from the beginning of the program year. Providers are required to monitor participant progress and attendance and submit monthly reports to the WDD. The agency staff from the Department of Contracts will monitor fiscal compliance. Eligibility staff of the Human Services Agency will maintain eligibility documentation. A written review will be submitted to CDSS no later than 45 days from the completion date of the review.

Monitoring Frequency and Methodology

Monitoring of service providers' performance occurs each month with review and comparison of actual program accomplishments (as documented with verified enrollment, job entry, and follow-up reports which appear on monthly statistical reports). Formal annual on-site visit is done by WDD Refugee Coordinator responsible for refugee programs. In addition, informal contacts (telephone or in person) with service providers usually occur weekly or sometimes even daily. These contacts are designed to provide service providers with feedback on observed activities and to notify staff of any areas where deficiencies may exist.

VIII. RSS REQUIRED ASSURANCES

San Francisco County assures:

◊ "That the planning process was developed through a planning process that involves representatives the private sector employers, affected public agencies including the CWD, leaders of the refugee/entrant community-based organizations, voluntary resettlement agencies, refugees from the impacted communities and other public officials associated with social services and employment agencies that serve refugees."

◊ "That continuation of existing components will be in accordance with CDSS guidelines."

◊ "That the RSS administrative budgets are in accordance with 45CFR Part 95, Subpart E, the county Cost Allocation Plan."

◊ "That all requested salaries and fringe benefits for county administration and for services the county is proposing to deliver directly reflect the current county wage and benefit scales."

◊ "That the county will comply with all statistical/fiscal reporting requirements on a timely basis."

◊ "That RSS services will be provided in accordance with individual employability plans for each refugee and that such employability plans shall be, where applicable, part of a family self-sufficiency plan."

◊ "That refugee women will have the same opportunities as refugee men to participate in all refugee funded services, including job placement services."

◊ "That all services will be provided by qualified providers (public or private non-profit or for-profit agencies or individuals) in accordance with state and federal regulations, policies and guidelines."

◊ "That the county will establish client priorities for RSS funded services in accordance with 45 CFR 400.147."

◊ "That RSS funds will be used primarily for employability services which directly enhance refugee employment potential, have specific employment objectives, and are designed to enable refugees to obtain jobs with less than eight months participation in RSS funded services."

◊ "That RSS services will be limited to refuges who have been in the U.S. 8 months or less."

◊ "That the county will take into account the reception and placement services provided by resettlement agencies in order to assure the provision of seamless services that are not duplicated."

◊ "That to the maximum extent feasible RSS funded services must be provided in a manner that includes the use of bilingual/bicultural women on service agency staffs to ensure adequate service access by refugee women."

◊ "That to the maximum extent feasible RSS funded services must be provided in a manner that is culturally and linguistically compatible with a refugee's language and cultural background."

◊ "That nonexempt RCA clients will be required to participate in employment services within 30 days from receipt of aid."

XI. BOARD OF SUPERVISOR RESOLUTION

Board of Supervisor's approval of the County Plan will be sent when received.