

SAN FRANCISCO HUMAN SERVICES COMMISSION
M I N U T E S
April 25, 2019 Regular Meeting

The regular monthly meeting of the Human Services Commission was held on Thursday, April 25, 2019 in the Ronald H. Born Auditorium at 170 Otis Street, San Francisco.

MEMBERS PRESENT SCOTT KAHN, President
 JAMES MCCRAY, JR., Vice President
 RITA SEMEL
 DARSHAN SINGH
 GEORGE YAMASAKI, JR.

OTHERS PRESENT Trent Rhorer, Executive Director, Human Services Agency
 Noelle Simmons, Deputy Director – Economic Support and Self-Sufficiency
 Elizabeth LaBarre, Executive Assistant to the Executive Director / Secretary – Human Services Commission
 Susie Smith, Deputy Director – Policy and Planning
 Dan Kaplan, Deputy Director – Finance and Administration
 Other department staff and interested citizens

ROLL CALL President Kahn called the meeting to order at 9:38 a.m., noting that, for the first time since last September, all five Commission members were present thanks to the attendance of newly appointed Commissioner Darshan Singh. Mr. Singh was enthusiastically welcomed, to which he reciprocated with thanks and gratitude.

AGENDA President Kahn noted a change in the order of agenda items. Due to the attendance of young children present specifically for the Employee of the Month presentation, the Executive Director Rhorer's report would commence after said presentation.

 On motion of Commissioner Semel, seconded and unanimously carried, the Commission adopted the agenda as posted with this one sequence change.

MINUTES On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission adopted the minutes of the March 28, 2019 Regular Meeting as circulated, amended as follows:
Item "Commissioner Reappointment" deleted in full. The Commission took action on an item for which it was not empowered.

EMPLOYEE OF THE MONTH President Kahn announced ALFIE IBARRA PENAFLO, Project Manager/Space Planner, Admin Operations Program, as the April 2019 Employee of the Month. The Commission recognized Alfie for her many achievements, including the renovation of this very auditorium. Ms. Penaflo was awarded an engraved desk clock, which she graciously accepted with thanks to all, with a special mention of appreciation to her colleagues within Facilities. Guests present in support of Alfie included her husband and twin toddlers.

EXECUTIVE DIRECTOR'S REPORT Executive Director Trent Rhorer furnished an update regarding state and local activities.

STATE UPDATES

Executive Director Rhorer started his report with a welcome to Commissioner Singh, adding that this newest member of the Commission is a veteran of city government, serving on various commissions for thirty-one years. Mr. Rhorer then began his report with state updates, the first of which was our efforts to assist with securing funding for child welfare by collaborating with various partners/organizations to support several bills. Many of the bills support Continuum of Care Reform (CCR) implementation activities such as Foster Parent Recruitment, Retention and Support and Resource Family Approval (RFA) to expedite the certification of our resource families. We are trying to secure new funding for a Family Urgent Response System (FURS), housed in Assembly Bill 1005, to allow county response teams to go out and secure existing foster care placements or to prevent the removal of children should a family be in crisis. We are seeking \$30M in ongoing general funds—\$15M in the first year. We are seeking additional funds for the Bringing Families Home (BFH) Program, a housing subsidy program for homeless parents who are engaged in the child welfare system and for whom the lack of housing can be a barrier to reunification. The program currently receives, statewide, only \$10M; we are trying to get it expanded to \$25M. We are also trying to get extensive funding for transition-aged foster youth and young adults up to age 21 participating in the Extended Foster Care (EFC) Program. We are asking for \$50M for housing needs: over \$30M for case workers and almost \$20M for housing navigators, other housing-related financial assistance and for foster homes transitioning to become host families. Lastly, we are asking for an additional \$22M statewide for training programs for social workers so that they can keep up with the ever-changing policies and procedures in child welfare, particularly because of CCR. These are all in the budget process now. The May Revise will be released by the Governor the second week of May. It then moves through the legislature in June.

LOCAL

Board of Supervisors (BOS) updates: First, the BOS introduced legislation to require the Department of Homelessness and Supportive Housing to open a Navigation Center within six months in each of two Supervisorial districts where no Navigation Center currently exists, and, ultimately, within the next year and a half, to have at least one Navigation Center in every district. Executive Director Rhorer wanted to highlight this legislation not because DHS has any responsibility for opening Navigation Centers, but instead [our] role is on the service delivery side (e.g., benefits enrollment), to ensure clients of the Centers have

Medi-Cal, CalFresh and income assistance should they be eligible, as well as advocacy services for Federal disability applications. The second item is a hearing during the second week in May that was brought to the Commission's attention last month. The hearing is broadly around the contract compliance process with the BOS and City departments; any contract over \$10M must be approved by the BOS. The review of this process came to light because of a contract between the Human Services Agency (HSA) and the Tenderloin Housing Clinic that was over \$10M and not properly approved by the BOS during the transition period to the newly formed Department of Homelessness and Supportive Housing (HSH). In response to this hearing, the Human Services Agency conducted an internal review of contracts over \$10M and found one other contract to be noncompliant with the approval process within the Department of Aging and Adult Services (DAAS) but it has since been brought to the Board and approved. We are now 100% compliant. This internal review was quite extensive and helped [HSA] make the many improvements to the contracts process and department to ensure all applicable contracts go through the correct channels. Executive Director Rhorer will present to the Board the updates to HSA's internal contract approval process next month. Mr. Rhorer has since met with Supervisor Peskin (the initiator of the hearing) several times, and the Supervisor is comfortable with the implemented changes. However, he would like [our] procedure changes to be presented to the rest of the Board and the public so that they can weigh in and be comfortable moving forward. This is also a chance to shine a light on the contract approval process, giving other departments the opportunity to adopt our process updates if they experience recurring compliance issues.

PROGRAMS

ESSS

The most significant update in Programs is the opening of eligibility to CalFresh for SSI recipients, which Executive Director Rhorer has reported on many times throughout the last few months. Currently, recipients of Federal SSI are not eligible to receive CalFresh; instead, they receive \$10/month. Last year, the legislature reversed this policy, which means that the 47,000 San Franciscans who receive SSI could be entitled to CalFresh benefits. As a department, we will be accepting applications starting May 1. The automation system begins May 13. Processing of applications begins June 1. This is a huge undertaking. Our current CalFresh caseload is almost 33,000 participants. With this rule change, our caseload could double, which is great for our clients and for the local economy. Part of the big lift is getting the word out to 47,000 individuals that they are eligible for a new benefit. Our communications team is working with community partners on outreach efforts, including pop-up, one-day enrollment sites throughout the city and two community forums. The first forum is a partnership with the Food Bank at the main public library on May 22 followed by another forum the following day at the Lighthouse for the Blind in partnership with DAAS. The idea is to get the word out *and* make it easy for qualified residents to receive benefits. Our CalFresh team will present at both of the Agency's upcoming commission meetings: DAAS & [here] DHS (for the May 23 meeting). We will be tracking this very closely. Last year, we got approved a budget supplemental for costs associated with this rule change so we were able to hire more staff and provide appropriate training. One big concern is the automation system. Hopefully the state can work out the bugs before the go-live date though there isn't much time in between the testing and launch dates. Much like the Affordable Care Act where we almost doubled the Medi-Cal caseload, the doubling of CalFresh recipients will most likely cause wait times in our service center lobbies so we are trying to market new channels to get on benefits such as online, or initiating eligibility via phone or through community partners and the Social Security Administration.

JOBSNOW!

Our JobsNOW! program has placed almost 25,000 San Franciscans in jobs since its inception in 2008. We recently expanded the program to include CalFresh recipients and a certain segment of families on Medi-Cal (known as MAGI Medi-Cal). The program was formerly for cash assistance recipients only. We have had a lot of interest since the launch of the program expansion in February: 334 clients expressed interest of which 227 showed up so far, with 48 job placements and 42 pending 2nd round interviews with private-sector employers. As of the end of March, through a partnership between the Community Living Campaign, DAAS and nonprofits, JobsNOW! is available to individuals over the age of 60, with 14 applicants to date.

FAMILY AND CHILDREN'S SERVICES (FCS)

This Commission adopted a Proclamation last month recognizing April (this current month) as Child Abuse Prevention Month. During the month of April, FCS and community partners led an intensive community awareness campaign to emphasize child abuse prevention including where to find tools and resources to help with prevention, how to identify child abuse, how to call the hotline, and training opportunities to be a mandated reporter. Ceremonial efforts included our Commission Proclamation along with a Mayoral Proclamation (slated for this Friday) naming April 26 a special Child Abuse Prevention and Awareness Day. On this day, City Hall will be lit in blue [to reflect a blue ribbon which correlates with prevention], and CASA and Safe & Sound will host their annual fundraising events. The City has a goal of reducing the rate of substantiated child maltreatment in half by 2023. We are partnering with the Controller's Office and other child-serving departments to conduct an asset-mapping of prevention services in the county. Dr. McCray inquired in a previous meeting as to who are these agencies and who are the families at-risk or in crisis. This mapping effort will provide the needed data to answer those questions: what community agencies are receiving funding, who is getting served, where are the gaps and where are the duplications. This partnership with the Controller's Office carries forward the county's work started at the OCAP-CWDA-sponsored Prevention Summit in January 2019 at which San Francisco participated, along with 21 other counties, to develop a prevention plan for our county. Throughout the month of April, Safe & Sound is hosting a social media campaign highlighting good work in San Francisco. If you look at the numbers, the work is having a very positive impact with year-over-year reductions in foster care cases. There are currently about 600 children in foster care in San Francisco. 15 years ago, the number of children in foster care was almost 3,000. We are doing a better job of preventing abuse. We provide more services to help children stay safe and with their families.

Commissioner Semel asked Executive Director Rhorer how involved is DHS in the census to which he responded that we will be very involved, with outreach to our 225,000 clients and census employment through our JobsNOW! program. The concern is that our immigrant community will not be included—it is so important that everyone is counted. Mr. Rhorer concluded that he would include a census update on his next report to the Commission.

- CONSENT CALENDAR On motion of Vice President McCray, seconded and unanimously carried, the Commission approved and ratified actions taken by the Executive Director since the March 28, 2019 Regular Meeting in accordance with Commission authorization of April 25, 2019:
1. Submission of requests to encumber funds in the total amount of \$2,609,070 for purchase of services or supplies and contingency amounts.
 2. Submission of 0 temporary position for possible use in order to fill positions on a temporary basis made during the period of 3/13/19 to 4/9/19.
 3. Submission of 59 temporary appointments made during the period of 3/13/19 to 4/9/19.

PROCLAIMING MAY 2019 AS FOSTER CARE MONTH AND RESOURCE FAMILIES APPRECIATION Sophia Isom, Program Director, FCS, in lieu of Resource Family Recruiter and Liaison Arlene Hylton (also with FCS), requested that the Commission adopt the resolution proclaiming May 2019 as Foster Care Month, to include Resource Families Appreciation. Sophia noted that there were several resource families and community partners in the audience attending the Commission meeting to show their support for this proclamation request. Just prior to reciting the proclamation, Sophia shared relevant historical facts such as Foster Care Month began in 1987 under Reagan.

On motion of Vice President McCray, seconded and unanimously carried, the Commission adopted the resolution proclaiming May 2019 as Foster Care Month and Resource Families Appreciation, as follows:

WHEREAS, the family is the foundation of a strong and healthy community; and
WHEREAS, in San Francisco there are 539 children and youth in foster care; and
WHEREAS, in San Francisco there are 191 foster young adults in Non-Minor Dependent Status; and
WHEREAS, resource families, including related and non-related extended family members, provide an essential service to the community in caring for children and youth in foster care; and
WHEREAS, the importance of the family structure is best served in foster homes that model family living, as opposed to group care; and
WHEREAS, the stability and permanency for children and foster children is of the utmost importance; and
WHEREAS, permanency is defined as both a process and result that includes the active involvement of the child or youth, and
WHEREAS, permanency is defined as a permanent connection with at least one committed adult, which may include the biological parents through reunification, or with another adult family member, fictive kin, adult siblings, or other important individuals in the child or youth's life who commit to the child through adoption or guardianship; and
WHEREAS, it is the responsibility of the entire community to make sure that each youth who leaves the foster care system in California has a permanent, lifelong connection with a caring adult; and
WHEREAS, San Francisco is in need of dedicated care providers who will strive in partnership with the Human Services Agency to identify and connect children and youth in foster care to permanent lifelong relationships; and
WHEREAS, dedicated care providers model strength-based and solution-focused engagement with the children and youth in their care and with the community-based and government entities providing services and support; and
WHEREAS, community-based organizations within San Francisco partner with the Human Services Agency to provide accessible and culturally relevant family-centered services that meet the unique needs of the families and children we serve; now, therefore, be it
RESOLVED, that the San Francisco Human Services Commission proclaims May 2019 FOSTER CARE MONTH and urges all community members to volunteer their talents and energies to honor children and youth in foster care and those who have exited the foster care system during this month.

PROCLAIMING MAY 2019 AS CALFRESH AWARENESS AND ACTION MONTH Program Director Tiana Wertheim with CalFresh requested that the Commission adopt the resolution proclaiming May 2019 as CalFresh Awareness and Action Month.

Commissioner Yamasaki requested several edits to the proclamation for consistency and appropriateness: remove two occurrences of the word "shall" and update the verb tense, and add "now" before the phrase, "therefore, be it..."

Commissioner Semel asked what activities are planned for CalFresh Awareness and Action Month. It is fine to proclaim awareness and action, but how are we getting the word out? At the request of Executive Director Rhorer, Chandra Johnson, Director of Communications, responded that the media outreach and social media posts typically launched throughout CalFresh Awareness and Action month will serve the dual purpose of also informing SSI recipients of possible CalFresh benefits eligibility and getting them registered. We are coordinating with other counties and have a comprehensive communications plan for the month of May.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission adopted the resolution proclaiming May 2019 as CalFresh Awareness and Action Month, with Commissioner Yamasaki edits, as follows:

WHEREAS, access to safe, nutritious and culturally acceptable food is a basic human right and is essential to human health; and
WHEREAS, food security is a state in which all persons obtain a nutritionally adequate, culturally acceptable diet at all times through local, non-emergency sources; and
WHEREAS, food security is the foundation of a strong and healthy community; and

WHEREAS, one in four San Franciscans suffer from hunger and food insecurity; and
 WHEREAS, food insecurity results in poor nutritional intake, unhealthy eating behaviors and is associated with poor health outcomes; and
 WHEREAS, a robust CalFresh program is critical to providing financial resources for food to thousands of San Franciscans; and
 WHEREAS, the average household on CalFresh in San Francisco receives about \$200 per month for groceries; CalFresh is provided on an electronic benefits card that can be used in supermarkets, corner stores, and at all San Francisco farmers markets; and it can be used at dozens of restaurants in San Francisco by those who are homeless, elderly, or disabled; and
 WHEREAS, CalFresh spurs the local economy because each CalFresh benefits dollar generates \$1.79 economic multiplier; the City pays for only 15% of the total cost of administering the program, and zero of the benefit allotment; which means that for \$3.6 million of local investment, CalFresh brings in \$173 million in benefits and associated economic activity; and
 WHEREAS, roughly 46,000 individuals in San Francisco receive CalFresh, yet an estimated 30,000 other individuals may be eligible but are not enrolled; and
 WHEREAS, we have a new opportunity to increase the number of people receiving CalFresh due to the recent reversal of a decades-long policy that has prohibited SSI recipients from participating in CalFresh; we estimate that an additional 25K individuals in San Francisco will be newly eligible to receive CalFresh benefits starting in June 2019; and
 WHEREAS, a key opportunity for increasing participation is conducting targeted outreach to people who are likely eligible, such as students, older adults, people with disabilities, and parents with young children; and
 WHEREAS, another opportunity to increase participation is to reduce "churn"- people discontinued from CalFresh who then reapply within three months; it is estimated that approximately 19% of CalFresh participants in San Francisco experience "churn"; and
 WHEREAS, another opportunity to increase participation is to debunk myths and fears about participating, especially those related to immigration status; and
 WHEREAS, community partners, city agencies, and local leaders all have a role to play in furthering awareness about CalFresh and promoting this critical program; and
 WHEREAS, San Francisco stands united to promote CalFresh to the local community, improve the CalFresh participation rate, and offer robust County options for meeting the newly re-established federal work requirements; and now, therefore, be it
 RESOLVED, that the San Francisco Human Services Commission proclaims May 2019 to be CalFresh Awareness and Action Month, and urges all community members to support efforts to increase awareness of and participation in the CalFresh program.

DXC TECHNOLOGY SERVICES, LLC

Elizabeth Vargas, Sr. Business Analyst, CalWIN, presented the request to modify the existing contract agreement with DXC TECHNOLOGY SERVICES, LLC.

On motion of Vice President McCray, seconded and unanimously carried, the Commission approved the request to modify the existing contract agreement with DXC TECHNOLOGY SERVICES, LLC. to provide oversight and maintenance of the CalWIN System; for the period of July 1, 2020 to January 31, 2023; for an additional amount of \$11,253,500, plus a 10% contingency for a revised total amount not to exceed \$37,645,924.

CALIFORNIA STATE ASSOCIATION OF COUNTIES (CSAC)

Elizabeth Vargas, Sr. Business Analyst, CalWIN, presented the request to modify the existing contract agreement with CALIFORNIA STATE ASSOCIATION OF COUNTIES (CSAC).

On motion of Vice President McCray, seconded and unanimously carried, the Commission approved the request to modify the existing contract agreement with CALIFORNIA STATE ASSOCIATION OF COUNTIES (CSAC) to provide oversight and maintenance of the CalWIN System; for the period of July 1, 2019 to June 30, 2023; for an additional amount of \$1,632,766, plus a 10% contingency for a revised total amount not to exceed \$2,696,199.

SAFE & SOUND

Vanetta Dunlap, Program Support Analyst, Family & Children's Services, presented the request to modify the existing contract with SAFE & SOUND.

On motion of Vice President McCray, seconded and unanimously carried, the Commission approved the request to modify the existing contract with SAFE & SOUND for the provision of ancillary services for the Child Abuse Prevention Council; for the period of July 1, 2018 through March 31, 2023; for an additional amount of \$193,296, plus a 10% contingency for a revised total amount not to exceed \$774,590.

WU YEE CHILDREN'S SERVICES

Denise Corvino, Deputy Director, Office of Early Care and Education presented the request to modify the existing grant with WU YEE CHILDREN'S SERVICES.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing grant with WU YEE CHILDREN'S SERVICES for the provision of early childhood education integrated services; for the period of July 1, 2019 through June 30, 2020; for an additional amount of \$9,016,576, plus a 10% contingency for a new total grant amount not to exceed \$42,036,965.

CALIFORNIA STATE DEPARTMENT OF REHABILITATION

Jiro Arase, Program Manager, Welfare-to-Work, presented the request to enter into a new contract agreement with the CALIFORNIA STATE DEPARTMENT OF REHABILITATION.

On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission approved the request to enter into a new contract agreement with the CALIFORNIA STATE DEPARTMENT OF REHABILITATION to provide Vocational Rehabilitation Services; for the period of July 1, 2019 to June 30, 2022; in the amount of \$171,849, plus a 10% contingency for a total amount not to exceed \$189,034.

SAN FRANCISCO
CLEAN CITY
COALITION

Jiro Arase, Program Manager, Welfare-to-Work, presented the request to enter into a new grant agreement with SAN FRANCISCO CLEAN CITY COALITION.

On motion of Vice President McCray, seconded and unanimously carried, the Commission approved the request to enter into a new grant agreement with SAN FRANCISCO CLEAN CITY COALITION to provide Transitional Employment in Urban Maintenance Services; for the period of July 1, 2019 to June 30, 2022; in the amount of \$957,190, plus a 10% contingency for a total amount not to exceed \$1,052,909.

SENECA FAMILY OF
AGENCIES

Liz Crudo, Program Manager, Family & Children's Services, presented the request to enter into a new grant agreement with SENECA FAMILY OF AGENCIES.

Vice President McCray wanted to know the subcontractors. Liz Crudo responded that there is one subcontractor, Edgewood. There are two beds at Edgewood and two beds at Seneca.

On motion of Vice President McCray, seconded and unanimously carried, the Commission approved the request to enter into a new grant agreement with SENECA FAMILY OF AGENCIES to pilot and implement Hub agency services, mobile response and emergency placement services for high end youth; for the period of May 1, 2019 to June 30, 2022; in the amount of \$6,807,269, plus a 10% contingency for a total amount not to exceed \$7,487,996.

CIRCLEPOINT

Chandra Johnson, Director of Communications, presented the request to modify the existing contract agreement with CIRCLEPOINT.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing contract agreement with CIRCLEPOINT for the development of an external communication plan and brand identity; for the period of May 1, 2019 through December 31, 2019; for an additional amount of \$134,810 for a total amount not to exceed of \$406,153.

Executive Director Rhorer noted that this contract agreement with Circlepoint exists in large part because of Commissioner Semel's commitment during her first year on the Commission, "Repeatedly 'banging the gong' for getting the word out on what we do." Commissioner Semel stated, "It's about time." DHS is getting the right information to the right San Franciscans and marketing services to educate all citizens.

APPOINTMENT
RECOMMENDATION

Per Commissioner Yamaskai, the meeting agenda erroneously states that this part of the meeting is for the reappointment of Commissioner Semel to the IHSS Public Authority for another year, when in fact it is a recommendation to the Board of Supervisors that Commissioner Rita Semel be reappointed to the IHSS Public Authority for another term.

On motion of Commissioner Yamasaki, seconded and unanimously carried, the Commission approved the recommendation to the Board of Supervisors for Commissioner Semel to serve another term with the IHSS Public Authority.

PUBLIC COMMENT

President Kahn's call for public comment yielded no responses.

ADJOURNMENT

President Kahn adjourned the meeting at 10:47 a.m.



Elizabeth LaBarre, Commission Secretary
Human Services Commission