**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR
FROM:	ANNA PINEDA, DEPUTY DIRECTOR OF ECONOMIC SUPPORT & SELF-SUFFICIENCY ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	NOVEMBER 10, 2022
SUBJECT:	NEW GRANT: **FELTON INSTITUTE (NON-PROFIT)** TO PROVIDE ESSS INFORMATION, REFERRAL, & ASSISTANCE SERVICES
GRANT TERM:	11/1/2022 – 6/30/2025

GRANT AMOUNT:

New	Contingency	Total
$1,250,000	$125,000	$1,375,000

ANNUAL AMOUNTS:
(see table)

FY22-23	FY23-24	FY24-25
$317,354	$466,323	$466,323

Funding Source FUNDING:
PERCENTAGE:

	County	State	Federal	Contingency	Total
FUNDING:	$937,500	$150,000	$162,500	$125,000	$1,375,000
PERCENTAGE:	75%	12%	13%		

The Department of Benefits and Family Support (BFS) requests authorization to enter into a grant with Felton Institute for the period of November 1, 2022 through June 30, 2025, in an amount of $1,250,000 plus a 10% contingency for a total amount not to exceed $1,375,000. The purpose of this grant is to provide information, referral, and assistance (IR&A) services to clients of programs in the Agency's Economic Support and Self-Sufficiency (ESSS) division.

Background

When families and individuals interact with SFHSA to apply for or maintain program benefits, they are often at an important juncture in their lives. They may be struggling to find housing, afford childcare, find a job, or care for an ill family member. The services and resources people need are unique and multi-dimensional, often extending beyond the services SFHSA provides. San Francisco is a service-rich environment, but it can be difficult to understand what resources are available and how to access them. IR&A can bridge that gap. The services should be comprehensive in nature and delivered in a manner that is responsive to the needs of low-income individuals and families in San Francisco.

This program is intended as a pilot, and will prioritize evaluation of the effectiveness of a phone- model to deliver IR&A services and opportunities to streamline handoffs between SFHSA staff and the service provider. Through this grant funding, SFHSA aims to provide IR&A services to at least 600 clients per year (or 50 clients each month).

Services to be Provided

The grantee will provide the following services:

A. Information, Referral, and Assistance (IR&A):

1. Receive, review, and process referrals from SFHSA using Launchpad, a Salesforce-based database.

2. Initiate outbound phone contact with the referred ESSS clients within one business day of receiving an inquiry from SFHSA. Calls will initially be telephonic, with the option for clients to use video chats if the services require multiple contacts.

3. Evaluate clients' understanding of existing resources and barriers the clients may have to accessing those resources.

4. Using established program criteria/guidelines, determine if the client is vulnerable or at-risk and in need of a more in-depth service approach.

5. During the initial contact, provide individualized information on existing applicable resources. Information may include education on procedural and eligibility processes for accessing the identified resources.

6. Offer and provide assistance and/or advocacy on behalf of the client to effectively transition the individual to the desired service provider(s). Assistance may include, but is not limited to: translation/interpretation services, help with forms and applications, submission of online referrals, completion of a direct referral for the client, and/or advocacy directly with the service provider on the client's behalf.

7. If unable to match the client with a relevant resource during the initial contact, escalate the case to the managing Team Lead to search for a solution and contact the client by phone within two business days of the initial call to provide next steps.

8. Closely enter and track referral notes and outcomes in the Launchpad system.

B. Follow-Up

1. Contact the client and/or any organization(s) to which a referral was made within one to three days (for clients identified as vulnerable/at-risk) or 14 days (for all other clients) of the initial client contact to determine the outcome of the referral.

2. Receive and respond to inbound calls placed by clients referred by SFHSA requesting follow-up services.

3. Provide appropriate assistance to address any remaining barriers the client may have to accessing the requested resources.

4. Closely enter and track follow-up notes and outcomes in the Launchpad system.

Selection
Grantee was selected through Request for Proposals #1010 Information, Referral, and Assistance Services, which was competitively bid in April 2022.

Funding
Funding for this grant is provided by a mix of City and County General Funds, state, and federal funding.

ATTACHMENTS
Appendix A: Felton Institute Services to be Provided
Appendix B: Felton Institute Budget

Appendix A - Services to be Provided
Felton Institute
Information, Referral, and Assistance Services
November 1, 2022 through June 30, 2025

I. **Purpose of Grant**

The purpose of this grant is to link clients of the San Francisco Human Services Agency (SFHSA) Economic Support and Self-Sufficiency (ESSS) division to services and resources to help meet their essential needs. The grantee will focus on providing clients with current information, opportunities, and services available within the community, that are outside of those provided by the ESSS division directly.

II. **Definitions**

Grantee	Felton Institute
SFHSA	San Francisco Human Services Agency
CAAP	County Adult Assistance Program, which provides cash assistance, employment services, and support in applying for disability benefits to low-income adults without dependent children
CalFresh	Formerly known as Food Stamps; the California version of the Federal Supplemental Nutrition Assistance Program, which provides low-income households money to purchase groceries
CalWORKs	California Work Opportunity and Responsibility to Kids Program, a federally- and state-funded program that provide cash assistance and employment services to families with dependent children
Medi-Cal	California's Medicaid health program, which provides free or low-cost health insurance for low-income individual, including a wide range of health benefits and services
ESSS	Economic Support and Self-Sufficiency Division of SFHSA, which administers CAAP, CalFresh, CalWORKs, Medi-Cal, and workforce development programs
IR&A	Information, Referral, and Assistance services, linking individuals and families in need of support with information, opportunities, and services available within their communities
Inquiry	A client handoff from SFHSA to the grantee for IR&A services
Follow-up	Actions taken after an IR&A service to determine the outcome of a referral

CARBON		Contracts Administration, Reporting, and Billing Online database
Launchpad		A client tracking system used by SFHSA
SOGI		Sexual Orientation and Gender Identity; a City ordinance requiring grantees to collect data concerning SOGI information on clients they serve

III. Target Population

The target population includes SFHSA clients enrolled in the following ESSS programs: CAAP, CalWORKs, CalFresh, or Medi-Cal.

IV. Description of Services

The grantee will provide the following services during the term of this contract:

A. Information, Referral, and Assistance (IR&A):

1. Receive, review, and process referrals from SFHSA using Launchpad, a Salesforce-based database.

2. Initiate outbound phone contact with the referred ESSS clients within one business day of receiving an inquiry from SFHSA. Calls will initially be telephonic, with the option for clients to use video chats if the services require multiple contacts.

3. Evaluate clients' understanding of existing resources and barriers the clients may have to accessing those resources.

4. Using established program criteria/guidelines, determine if the client is vulnerable or at-risk and in need of a more in-depth service approach.

5. During the initial contact, provide individualized information on existing applicable resources. Information may include education on procedural and eligibility processes for accessing the identified resources.

6. Offer and provide assistance and/or advocacy on behalf of the client to effectively transition the individual to the desired service provider(s). Assistance may include, but is not limited to: translation/interpretation services, help with forms and applications, submission of online referrals, completion of a direct referral for the client, and/or advocacy directly with the service provider on the client's behalf.

7. If unable to match the client with a relevant resource during the initial contact, escalate the case to the managing Team Lead to search for a solution and contact the client by phone within two business days of the initial call to provide next steps.

8. Enter and track referral notes and outcomes in the Launchpad system by providing Grantee direct access (provided by the Grantor), or connecting to or developing an agreed upon connection to the Grantee's CIRCE environment.

B. Follow-Up

1. Contact the client and/or any organization(s) to which a referral was made within one to three days (for clients identified as vulnerable/at-risk) or 14 days (for all other clients) of the initial client contact to determine the outcome of the referral.

2. Receive and respond to inbound calls placed by clients referred by SFHSA requesting follow-up services.

3. Provide appropriate assistance to address any remaining barriers the client may have to accessing the requested resources.

4. Enter and track referral notes and outcomes in the Launchpad system by providing Grantee direct access (provided by the Grantor), or connecting to or developing an agreed upon connection to the Grantee's CIRCE environment.

V. **Location and Time of Services**
Grantee services will be provided by phone and video chat from 1663 Mission Street, San Francisco, California 94103 or a remote location. Services will be provided Monday through Friday, 9:00 am – 5:00 pm. Services may be provided during alternative hours to ensure contact and necessary follow-up for inquiries, in order to reach clients who are not available during general office hours.

VI. **Grantee Responsibilities**
A. Develop a Data Share Agreement with SFHSA to govern sharing and use of client information.

B. Collaborate with SFSHA in developing the Launchpad information and referral services portal and related processes.

C. Utilize existing resource directories and connections, including 211 and San Francisco 311, and leverage internal agency resources and external community partner connections to provide relevant, accurate, and up-to-date information to referred clients.

D. Provide IR&A services in clients' preferred language by maintaining sufficient staffing to provide services in English, Cantonese, and Spanish, and using live translation services for other languages.

E. Provide training to IR&A staff on core skills and services, ideally at minimum:

- AIRS standards for professional I&R services, creating documentation, motivational interviewing, harm reduction, assisting individuals in crisis, and maintaining confidentiality of sensitive client information, including HIPAA privacy training; and other appropriate evidence-based practices.
- SFHSA-administered programs, in collaboration with SFHSA.

F. Provide year-round opportunities for client and staff feedback on program services, which may include: brief post-call phone surveys; randomized call-backs to request participation in a longer survey process; mailed surveys; periodic requests for interviews; and bi-annual focus groups for clients and for staff.

G. Engage in continuous quality improvement by reviewing data quarterly to evaluate services and outcomes, and make necessary adjustments in consultation with SFHSA.

VII. SFHSA Responsibilities

A. Develop a Data Share Agreement with the Grantee to govern sharing and use of client information.

B. In partnership with the Grantee, establish procedures for SFHSA staff to identify clients in need of IR&A and initiate timely inquiries that include all relevant information.

C. Provide technical assistance to ensure inquiry process and protocols maintain the security of protected and sensitive information.

D. Provide information and training resources related to SFHSA-administered programs, as well as support for trainings on a schedule mutually agreed-upon with the Grantee.

E. Provide Grantee IR&A staff access to Launchpad and training on how to use the system, including entering information and generating pertinent reports.

F. Consult with the Grantee on program improvements resulting from continuous quality improvement efforts and practices.

VIII. Service Objectives

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

A. Provide IR&A services to 600 clients referred by SFHSA (or 50 clients each month).

B. Contact 95% of referrals from SFHSA within 1 business day of receipt of the inquiry.

C. Provide follow-up to 100% of IR&A clients within 14 business days of the initial interaction.

D. Provide follow-up to 100% of at-risk IR&A clients within 1-3 business day of the initial interaction.

IX. Outcome Objectives

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

A. 80% of clients will indicate through feedback surveys that IR&A services partially or fully met their needs.

B. 80% of clients will report through feedback surveys that the information provided by IR&A services was relevant and helpful.

C. 90% of clients will report through feedback surveys that the Information Specialist listened carefully, was receptive, and compassionate.

D. The survey response rate for the outcome objectives indicated above will be no less than 20% of clients. Surveys will be administered according to SFHSA guidelines.

X. Reporting Requirements

A. Grantee will provide a monthly report of activities, referencing the tasks as described in Sections VIII Service Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Monthly reports shall include:
   - Quantity of referrals received from SFHSA
   - Quantity of IR&A services provided
   - Quantity of follow-up services provided
   - Number of touchpoints referred clients encountered before being connected to a provider through survey/self-assesment
   - Languages in which services were provided
   - Identified service needs of referred clients
   - Service categories of referrals and assistance provided
   - Number of referred clients identified as at-risk.
   - Number of unsuccessful attempted handoffs from SFHSA staff, including the reason(s) why

B. Grantee will submit in CARBON a semi-annual report summarizing grant activities, including:
   - Key accomplishments
   - Overview of service delivery, and program opportunities and challenges encountered
   - Strategies and efforts to address identified challenges
   - Cumulative results for objectives outlined above
   - Demographic information on clients served

C. Grantee will enter semi-annual SOGI aggregate data into CARBON by the 10th of the month following the end of the second and fourth quarters.

D. Grantee will develop and deliver ad hoc reports as requested by SFHSA.

E. Grantee shall respond timely, within 24 hours, to SFHSA correspondence and inquiries.

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

        Elizabeth.Leone@sfgov.org
        Contract Manager, Office of Contract Management SFHSA

        or
        Ana.Marie.Lara@sfgov.org
        Community Engagement Manager, SFHSA

XI. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include regular monthly meetings with Grantee to discuss progress towards meeting   service and outcome objectives.

B. <u>Fiscal Compliance and Grant Monitoring</u>: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1				Appendix B, Page 1	
2				Document Date:	11/7/2022
3	**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY**				
4	**BY PROGRAM**				
5	Contractor's Name **Felton Institute**			Term:	
6				**11/1/2022 - 6/30/2025**	
7	(Check One) X New ☑ Renewal _____ Modification _____				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: **Information, Referral, & Assistance for ESSS**				
10	Budget Reference Page No.(s)				
11	Program Term	**11/1/2022 - 6/30/23**	**7/1/23 - 6/30/24**	**7/1/24 - 6/30/25**	Total
12	**Expenditures**				
13	Salaries & Benefits	$260,853	$391,280	$391,280	$1,043,413
14	Operating Expense	$10,585	$13,087	$13,087	$36,759
15	**Subtotal**	$271,438	$404,367	$404,367	$1,080,172
16	Indirect Percentage (%)	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	$40,716	$60,656	$60,656	$162,028
18	Capital Expenditure	$5,200	$1,300	$1,300	$7,800
19	**Total Expenditures**	**$317,354**	**$466,323**	**$466,323**	**$1,250,000**
20	**HSA Revenues**				
21	General Fund	$238,015	$349,742	$349,742	$937,500
22	State Funding	$38,082	$55,959	$55,959	$150,000
23	Federal Funding	$41,256	$60,622	$60,622	$162,500
24					
25					
26					
27					
28					
29	**TOTAL HSA REVENUES**	**$317,354**	**$466,323**	**$466,323**	**$1,250,000**
30	**Other Revenues**				
31					
32					
33					
34					
35					
36	Total Revenues	$0			$0
37					
39	Prepared by: Nita Kirby & Ray Mallet		Telephone No.: 415-474-7310		Date: 3.29.22
40	HSA-CO Review Signature:				
41	**HSA #1**				**11/15/2007**

Program Name: Community Connection
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

	A	B	C	D	E	F	G	H	I
10						11/1/2022 - 6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	
11		Agency Totals		For HSA Program		For DHS Program	For DHS Program	For DHS Program	TOTAL
12	POSITION TITLE	Annual Full TimeSalary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	11/1/22-6/30/25
13	Team Lead	$82,500	100%	100%	100%	$55,000	$82,500	$82,500	$220,000
14	Information Specialist (2.5)	$162,500	100%	100%	100%	$108,333	$162,500	$162,500	$433,333
15	Administrative Assistant	$65,000	50%	50%	50%	$21,667	$32,500	$32,500	$86,667
16	Director of Business Development	$165,000	5%	5%	5%	$5,500	$8,250	$8,250	$22,000
17	Quality Assurance Manager	$125,000	5%	5%	5%	$4,167	$6,250	$6,250	$16,667
30	TOTALS		2.60	2.60	2.60	$194,667	$292,000	$292,000	$778,667
32	FRINGE BENEFIT RATE	0.34							
33	EMPLOYEE FRINGE BENEFITS					$66,187	$99,280	$99,280	$264,747
36	TOTAL SALARIES & BENEFITS	$0				$260,853	$391,280	$391,280	$1,043,413
37	HSA #2								11/7/2022

Program Name: Community Connection
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	11/1/2022 - 6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	TOTAL
Rental of Property		$2,267	$3,400	$3,400	$9,067
Utilities(Elec, Water, Gas, Phone, Scavenger)		$500	$500	$500	$1,500
Office Supplies, Postage		$200	$300	$300	$800
Building Maintenance Supplies and Repair		$400	$600	$600	$1,600
Printing and Reproduction		$216	$250	$250	$716
Insurance		$1,993	$2,989	$2,989	$7,971
Staff Training		$3,000	$2,000	$2,000	$7,000
Staff Travel-(Local & Out of Town)		$208	392	392	$992
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
OTHER					
RingCentral Licenses for 3 @ $30 per		$90	$90	$90	$270
Software Packages for 4 - MS Office 365 ($69.99 per) & Adobe ($180 per)		$527	$790	$790	$2,107
Licenses for CIRCE 4 - $300 p.a. - Litmos 4 - $144 p.a.		$1,184	$1,776	$1,776	$4,736
TOTAL OPERATING EXPENSE		**$10,585**	**$13,087**	**$13,087**	**$36,759**
HSA #3					**11/15/2007**

	A	B	C	D	E	F
1					Appendix B, Page 4	
2					Document Date:	
3						
4	Program Name:	Community Connection				
5	(Same as Line 9 on HSA #1)					
6						
7		**Capital Expenditure Detail**				
8		**(Equipment and Remodeling Cost)**				
9						TOTAL
10	E Q U I P M E N T	TERM	**11/1/2022 - 6/30/23**	**7/1/23 - 6/30/24**	**7/1/24 - 6/30/25**	
11	No.	ITEM/DESCRIPTION				
12	1	Four Laptops @ $1,300 per	$5,200	$1,300	$1,300	$7,800
13						
14						
15						
16						
17						
18						
19						
20	TOTAL EQUIPMENT COST		$5,200	$1,300	$1,300	$7,800
21						
22	R E M O D E L I N G					
23	Description:					
24						
25						
26						
27						
28						
29	TOTAL REMODELING COST		0	0	0	
30						
31	**TOTAL CAPITAL EXPENDITURE**		**$5,200**	**$1,300**	**$1,300**	**$7,800**
32	(Equipment and Remodeling Cost)					
33	**HSA #4**					**11/15/2007**