



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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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:	JUNE 17, 2022				
SUBJECT:	NEW GRANT: LA CASA DE LAS MADRES (NON- PROFIT) TO PROVIDE DOMESTIC VIOLENCE SERVICES TO CALWORKS PARTICIPANTS				
GRANT TERM:	7/1/2022 – 6/30/2026				
GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$1,274,524	\$127,452	\$1,401,976		
ANNUAL AMOUNT:	<u>FY22-23</u>	<u>FY23-24</u>	<u>FY24-25</u>	<u>FY25-26</u>	
	\$318,631	\$318,631	\$318,631	\$318,631	
<u>Funding Source</u> FUNDING: PERCENTAGE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
		\$1,274,524		\$127,452	\$1,401,976
		100%			

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The Department of Benefits and Family Support (BFS) requests authorization to enter into a grant with La Casa de las Madres for the period of July 1, 2022 through June 30, 2026, in an amount of \$1,274,524 plus a 10% contingency for a total amount not to exceed \$1,401,976. The purpose of the grant is to provide domestic violence services to California Work Opportunity and Responsibility to Kids (CalWORKS) participants.

Background

Since 1999, HSA has had a community agency provide domestic violence services to CalWORKs recipients and applicants, along with training and technical assistance to CalWORKs staff. HSA seeks to ensure that CalWORKs applicants and recipients who are past or present victims of abuse are not placed at further risk or unfairly penalized by CalWORKs requirements and procedures. At the same time, CalWORKs recipients are expected to participate in Welfare-to-Work activities to the full extent of their abilities. Welfare-to-Work activities include counseling and treatment programs to enable domestic violence victims to obtain unsubsidized employment and move towards self-sufficiency.

Services to be Provided

La Casa de las Madres (La Casa) will provide outreach, direct services to CalWORKs applicants and recipients, enhanced short-term case management for domestic violence victims who are in the Family Stabilization Program, and Domestic Violence training and consultation to HSA staff.

La Casa will provide counseling and referrals to community resources for victims of domestic violence. Services include, but are not limited to:

- Individual and group counseling and therapy
- Participation in abuse counseling, legal services and court proceedings related to the abuse
- Medical treatment and other support services
- Relocation activities
- Substance abuse treatment programs
- Child counseling and parenting skills training
- Independent Living skills training and financial planning
- If necessary, assist participants to obtain a restraining order or access other resources via the justice system.
- Assist participants in receiving domestic violence related priority on housing waitlists.

On an annual basis, La Casa will serve 150 families affected by domestic violence. Services will be provided at HSA sites - 170 Otis Street, 3120 Mission Street; and La Casa's site at 1269 Howard Street.

Selection

Grantee was selected through Request for Proposals #980 Domestic Violence Services to CalWORKs Participants, which was competitively bid in January 2022.

Funding

Funding for this grant is provided entirely by state funding.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Budget

Appendix A – Services to be Provided
La Casa de las Madres
Domestic Violence Services for CalWORKs Participants
July 1, 2022- June 30, 2026

I. Purpose of Grant

The purpose of the grant is to provide domestic violence services to California Work Opportunity and Responsibility to Kids (CalWORKs) participants.

II. Definitions

Care Plan	La Casa de las Madre’s domestic violence service plan
CalWORKs	California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) that provides cash aid and welfare-to-work services
Grantee	La Casa de las Madres
DV	Domestic Violence
Employment Specialist (ES) and Social Work Specialists (SWS)	CalWORKs staff who ensures that participants meets the CalWORKs welfare-to-work requirements which includes developing and monitoring employment plans
FaR	Families Rising, a collective impact initiative with the goal of interrupting the transmission of intergenerational poverty
FSP	Family Stabilization Program
HSA	San Francisco Human Services Agency
Launchpad	A client tracking system used by HSA
SOGI	Sexual Orientation and Gender Identity. A City ordinance requires grantees to collect data concerning SOGI information on clients they serve.
TANF	Temporary Assistance to Needy Families
WTW	Welfare-to-Work
ZixCorp	An Email Encryption & Email Data Loss Prevention system

III. Target Population

The target population is CalWORKs staff and CalWORKs applicants or recipients and former CalWORKs recipients in the FaR program who have experienced or are experiencing domestic violence issues.

IV. Description of Services

Grantee will ensure that California Work Opportunity and Responsibility to Kids (CalWORKs) applicants and recipients who are past or present victims of abuse are not placed at further risk or unfairly penalized by CalWORKs requirements and procedures. At the same time, Grantee will work with CalWORKs recipients so that they participate in Welfare-to-Work activities to the full extent of their abilities. Welfare-to-Work activities include counseling and treatment programs to enable domestic violence victims to obtain unsubsidized employment and move towards self-sufficiency. Grantee will provide enhanced short-term case management for domestic violence victims that are in the Family Stabilization Program. Grantee will provide direct services to CalWORKs applicants or recipients who have experienced or are experiencing domestic violence, assisting them toward self-sufficiency. Grantee will also provide Domestic Violence training and technical support to CalWORKs staff, including induction training for new staff as well as an annual refresher training for CalWORKs staff.

Grantee shall provide the following services during the term of this grant agreement:

A. Outreach

1. Preparation, maintenance, and dispersal of Domestic Violence Services informational handouts and referral guide
2. Make presentations to participants at CalWORKs orientations with Spanish and Cantonese translation to be available both in written and verbal presentations

B. Training and Consultation to HSA staff

1. Consultation to HSA staff on assessment, counseling, employment, and legal issues for battered victims and their families, and consistent with the Welfare-to-Work plan created collaboratively between recipient and HSA staff.
2. Case conference with CalWORKs staff on best service plan for participants. This is required for any Domestic Violence Welfare-to-Work waiver service plans past 12 months.
3. Establish and maintain relationships with HSA staff to ensure that all participants who have a history of or are currently encountering domestic violence are offered domestic violence services.

4. Consultation, technical support and training to HSA staff upon request.

C. Mandatory participation in the following CalWORKs collaborative group meetings:

1. WTW Oversight Committee Meeting (quarterly)
2. WTW Provider Meeting (quarterly)
3. CalWORKs DV Workgroup (quarterly)
4. Operations meeting with the Welfare-to-Work management team (monthly)

D. Direct services to CalWORKs applicants and recipients who are victims of abuse in accordance with Chapter 42-700 of the State of California Welfare-to-Work code.

1. Assist participants to engage in part-time employment services and/or unsubsidized employment to the full extent of their abilities in order to prepare them for future full-time work participation.
2. Working with CalWORKs Counseling Services to provide counseling and referrals to community resources for adult victims of abuse. Services include, but are not limited to:
 - a) Intake and informed consent
 - b) Individual and group counseling and therapy
 - c) Develop Care Plan
 - d) Review of progress towards goals of Care Plan
 - e) Participation in abuse counseling, legal services and court proceedings related to the abuse
 - f) Medical treatment and other support services
 - g) Relocation activities
 - h) Substance abuse treatment programs
 - i) Child counseling and parenting skills training
 - j) Immigration services
 - k) Independent Living skills training and financial planning
 - l) If necessary, assist participants to obtain a restraining order or access other resources via the justice system.
 - m) Assist participants in receiving domestic violence related priority on housing waitlists.
3. Evaluate / Re-evaluate waiver requests and recommend whether or not to grant a DV waiver.

4. Create a domestic violence service plan for participants who want to volunteer for domestic violence services. The service plan must align with the CalWORKs welfare-to-work or FSP plan and include markers that demonstrate progress towards self-sufficiency.
5. Create domestic violence non-waiver service plan for the Welfare-to-Work mandatory participants who need domestic violence services while participating in the Welfare-to-Work activity.
6. Case manage those with and without a domestic violence service plan; monitor domestic violence service plan and adjust as necessary for those with domestic violence service plan and encourage those without the domestic violence service plan to take advantage of the domestic violence services available during the waiver period.
7. Initiate contact with participants within 5 business days. For Family Stabilization or WTW referrals from CalWORKs Social Work staff, Grantee must make contact and complete assessment of client within 5 business days.
8. Contact the ES/SWS Supervisor when a waiver is extended beyond 12 cumulative months. The ES/SWS Supervisor, the ES/SWS and Grantee, and possibly participant, will discuss next steps and determine how to best serve the client to resolve the DV issue(s) and help move the client toward self-sufficiency, or to SSI advocacy if needed.
9. On a monthly basis, make telephone contact with participants who receive a standalone DV waiver without volunteering for the DV service plan to offer DV services.

E. Additional services for Family Stabilization Program (AB74) participants

The Family Stabilization Program provides intensive case management and services to participants who are experiencing short term (under 6 months) challenges and/or crises that are destabilizing the family and interfering with the adult client's ability to participate in WTW activities and services. Domestic Violence services is one of several components focused on supporting families to enable them to fully participate in and benefit from Welfare-to-Work activities. Under Family Stabilization, Grantee will:

1. Provide frequent and on-going contact with CalWORKs' Social Work staff at an agreed upon frequency that may be as often as daily or weekly, depending on the level of need and progress of participants in the Family Stabilization Program. This contact will be via phone and/or in person to determine the effectiveness of the service provision.
2. Re-evaluate all DV-Family Stabilization participants at three months of service to determine if they should receive a 3-month extension in Family Stabilization, or if instead they should be moved out of Family Stabilization and into a regular DV waiver/Service Plan.

3. Refer participants for Collaborative Case Conferences with Welfare-to-Work management team during monthly operations meeting when Grantee does not agree with CalWORKs' Social Work staff's recommendation for Family Stabilization, or when Grantee recommends moving a client out of Family Stabilization and into a regular DV waiver/Service Plan.

F. Grantee Responsibilities

1. Ensure that its domestic violence services staff are trained in accordance to State domestic violence advocate standards and adequately supervised.
2. Grantee is a mandated reporter of child abuse.
3. Ensure that all staff are TB tested and that documentation of such remains in their personnel file.
4. Track all participants, maintain written records of case files including all services provided and follow-up progress.
5. Engage all referred families in DV Service Plan
6. All services are available in English, Spanish and Cantonese, through Grantee's staff. Grantee also has capability to serve participants who speak other languages.

G. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential CalWORKs clients to HSA to be screened for CalWORKs eligibility.

V. Location and Time of Services

Services will be performed at HSA sites at 170 Otis and 3120 Mission Street and the Grantee's offices at 1269 Howard Street, Monday through Friday, 8:30am-5:00pm.

VI. Human Services Agency Responsibilities

- A. Provide referrals for DV services.
- B. Provide space for staff at 170 Otis St.

VII. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- A. Provide case management and services to a minimum of 150 families annually.
- B. A minimum of 80% of families receiving domestic violence services who receive consultation and referral services will complete their safety plan.
- C. Grantee will provide three to four trainings annually for staff, including new workers.
- D. A minimum of 65% of participants who receive a DV waiver service plan will attend at least one weekly appointment in person

- E. For those who do not attend an in-person weekly appointment, a minimum of 90% of participants who receive a DV waiver service plan will participate in at least one weekly monitoring phone call.
- F. A minimum of 20% of participants who receive a standalone DV waiver will participate in a DV service plan.

VIII. Outcome Objectives

On an annual basis, Grantee will meet the following outcome objectives:

- A. A minimum of 50% of participants who receive a DV waiver service plan will be engaged in Welfare-to-Work activities for 10 hours per week, after 6 months of domestic violence counseling.
- B. A minimum of 75% of participants who receive a DV waiver service plan will be engaged in Welfare-to-Work activities for 10 hours per week, after 12 months of domestic violence counseling.
- C. A minimum of 85% of program participants completing a Satisfaction Survey will report that the program helped them to manage their domestic violence issues, and work towards their Welfare-to-Work goals (rating 4 or higher on a 5-point scale).
- D. A minimum of 85% of HSA staff participating in DV training activities will report improvement in their ability to identify DV and know how to make referrals to Grantee.
- E. A minimum of 85% of HSA staff making a referral to or requesting a consultation from Grantee will report that the case manager's response was timely and helpful.
- F. After 6 months of Family Stabilization services, a minimum of 90% of participants will be able to fully engage in CalWORKs work participation activities.

IX. Reporting Requirements

A. Monthly Statistics Reports

Monthly Reports in a CalWORKs approved format, must be submitted for each CalWORKs participant in a Domestic Violence Service Plan (Waiver and Non-Waiver) to report the participant's compliance with participation and progress in her/his domestic violence service plan. Tracking of monthly participation hours includes verifying service hours that client received from other providers (i.e. outside of Grantee) noted on the DV Service Plan (Waiver and Non-Waiver). Reports are due on the 5th of the month for prior calendar month report.

1. # of client referrals
2. # open cases
3. # cases closed
4. # of waivers without service plans

5. # of DV service plans developed
 6. Re-evaluations (waiver extensions) of Service Plans over 12 months
 7. Case conferences
 8. Orientation presentations, other activity
- B. HSA will generate monthly reports from Launchpad database by the 10th day following the reporting month. Grantee must review and submit data corrections in a timely manner.
- C. Grantee will provide an annual report summarizing the grant activities, referencing the tasks as described in the Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee as well as a brief client vignette. Grantee will submit the annual report directly to Program Monitor by the 15th of the month following the end of the program year.
- D. Supporting documentation for the numbers presented in the reports must be maintained by the Grantee and must be available for auditing by the Department.
- E. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA or by using ZixCorp.
- F. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.
- G. Grantee will collect SOGI data and enter data results twice per year in CARBON.

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

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

or

Christina Chen, Community Services Program Monitor
Welfare-to-Work Services Division
Christina.X.Chen@sfgov.org

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives.
- 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.

	A	B	C	D	E	F
1	Appendix B, Page 1					
2	Document Date: 6/7/2022					
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Grantee Name			Term		
6	LA CASA DE LAS MADRES			July 1, 2022 - June 30, 2026		
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
8	If modification, Effective Date of Mod.			No. of Mod.		
9	Program: Domestic Violence Services to CalWORKs Participants 22-26					
10	Budget Reference Page No.(s)					
11	Program Term	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	7/1/25 - 6/30/26	Total
12	Expenditures					
13	Salaries & Benefits	\$244,024	\$244,024	\$244,024	\$244,024	\$976,095
14	Operating Expense	\$33,046	\$33,046	\$33,046	\$33,046	\$132,185
15	Subtotal	\$277,071	\$277,071	\$277,071	\$277,071	\$1,108,282
16	Indirect Percentage (%)	15%	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$41,561	\$41,561	\$41,561	\$41,561	\$166,242
18	Capital Expenditure					
19	Total Expenditures	\$318,631	\$318,631	\$318,631	\$318,631	\$1,274,524
20	HSA Revenues					
21	State Funding	\$318,631	\$318,631	\$318,631	\$318,631	\$1,274,524
22						
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$318,631	\$318,631	\$318,631	\$318,631	\$1,274,524
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$0				\$0
37						
39	Prepared by:	Telephone No.:			Date	
40	HSA-CO Review Signature: _____					
41	HSA #1					11/15/2007

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Appendix B, Page 3												
2	Document Date: 2/28/2022												
3													
4	Program Name: DOMESTIC VIOLENCE SERVICES TO CALWORKS PARTICIPANTS												
5	(Same as Line 9 on HSA #1)												
6													
7	Operating Expense Detail												
8													
9													
10													
11													
12	<u>Expenditure Category</u>				<u>TERM 7/1/22 - 6/30/23</u>	<u>7/1/23 - 6/30/24</u>	<u>7/1/24 - 6/30/25</u>	<u>7/1/25 - 6/30/26</u>					<u>TOTAL</u>
13	Rental of Property												
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$3,500	\$3,500	\$3,500	\$3,500					\$14,000
15	Office Supplies, Postage				\$1,546	\$1,546	\$1,546	\$1,546					\$6,185
16	Building Maintenance Supplies and Repair				\$3,000	\$3,000	\$3,000	\$3,000					\$12,000
17	Printing and Reproduction												
18	Insurance				\$2,500	\$2,500	\$2,500	\$2,500					\$10,000
19	Staff Training				\$2,000	\$2,000	\$2,000	\$2,000					\$8,000
20	Staff Travel-(Local & Out of Town)												
21	Rental of Equipment												
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE												
23													
24													
25													
26													
27													
28	OTHER												
29	Mortgage interest				\$16,500	\$16,500	\$16,500	\$16,500					\$66,000
30	Program Supplies: Includes Language Line, etc.				\$4,000	\$4,000	\$4,000	\$4,000					\$16,000
31													
32													
33													
34													
35	TOTAL OPERATING EXPENSE				\$33,046	\$33,046	\$33,046	\$33,046					\$132,185
36													
37	HSA #3												11/15/2007