

**MEMORANDUM**

## San Francisco's Community Service Plan

- a) *Community needs that may be met because of community service activities performed by clients: A general description of the types of duties and activities that will be performed by community service participants.*

San Francisco's community service needs were comprehensively assessed by an independent research consulting group, Harder and Company, hired by the San Francisco Department of Human Services in the summer of 1998 in preparation for the development of the CalWORKs community service plan. The Harder & Company's community needs assessment involved numerous interview and focus groups with nonprofit and public agencies in San Francisco. The findings of the need assessment have informed the nature of San Francisco's community service placements. Activities performed by clients in San Francisco's CalWORKs community service program address numerous community needs that otherwise would have gone unmet.

The duties and activities performed by community service participants include staff assistants for community food service programs; facility managers, gardeners or custodians for nonprofit or public agencies; client intake services at community-based or public organizations; health worker assistants at senior/medical centers; staff assistants at homeless shelters; peer advisors at drop-in centers; child care providers and childhood educators at community-based organizations; clerical assistants for historical and/or cultural societies; staff aides at community recreation centers.

- b) *Clients who will be participating in the program. Include a brief general description of client flow, assignment determination process and monitoring of client's participation in community service.*

Eligible Population: Clients who are unsuccessful in other employment and training activities, and/or those who are not working a minimum of 32/35 hours a week in unsubsidized employment when they reach their 18-24 month time-limit, will be eligible for CalWORKs community service activities.

Referral Process: Employment Specialists and/or Vocational Assessors at the San Francisco Department of Human Services will identify eligible participants and register them in the Community Jobs Program.

## A FEW HIGHLIGHTS OF SAN FRANCISCO'S CALWORKS PLAN:

The Community Jobs Program (CJP) is a time-limited OJT community service program that offers paid and unpaid work experience jobs in nonprofit or public agencies. Clients who are paid receive a wage (funded by their diverted grant and employer contributions) for an average of 6 months, up to 9 months. Participants are assisted to transition from the work experience assignment to unsubsidized employment, and receive 12 months of retention services. Participants may engage in training, and/or behavioral health or substance abuse counseling as part of their individualized community service plan, as determined by individual assessment and for relevance to work experience jobs and unsubsidized employment goals. The number of hours that clients participate in training, education, and behavioral health and substance abuse activities is determined through individual assessment. None of the community service positions result in displacement of regular employees per MPP section 42.720.

A client's participation in the Community Jobs Program is closely monitored by the client's CJP case manager and by the supervisor at the work experience site. The nature and type of community service activity should be consistent with the client's career goals. CJP work experience sites sign an agreement form and signature card. Each site must designate a supervisor and secondary supervisor to monitor the community service placement, ensure opportunity for skills development leading to unsubsidized employment, to provide feedback, sign time sheets and progress reports. CJP case managers visit work experience sites on a regular basis to ensure that clients are learning marketable skills, not displacing workers, and preparing for the transition to unsubsidized employment.

After a client has progressed in the community job, but no later than after 6 months, the client is encouraged to participate in supervised job search for unsubsidized employment. In the event that the client is unsuccessful in securing unsubsidized employment by the end of the ninth month of work experience, the client undergoes an intensive assessment conducted by vocational assessors at the Department of Human Services. The assessment results in a recommendation that the client (1) be granted a one-time, up to 3 month extension in community jobs; (2) transfer to unpaid community service status; or (3) as necessary, be granted an exemption from work activities under MPP section 42.712.

c) *Agencies involved in the planning, administration and management of the program and their respective roles.*

### Community Jobs Program

The Community Jobs Program is administered collaboratively by the San Francisco Department of Human Services, Goodwill Industries of Marin, San Mateo and San Francisco Counties; Asian Neighborhood Design; and the San Francisco Private Industry Council.

- The San Francisco Department of Human Services refers clients to the program, provides program design and policy oversight, manages the budget, monitors contracts with the subcontractors, diverts clients' grants to the Private Industry Council, monitors client progress reports, provides case management for public benefits, unsubsidized job development and job search services, vocational assessment, and technical assistance to the program.
  - Goodwill Industries of Marin, San Mateo, and San Francisco Counties, and Asian Neighborhood Design provide client services to participants of the Community Jobs Program, Their responsibilities include: client intake, program orientation, vocational training, behavioral health and substance abuse counseling referral, work experience site recruitment and placement, case management, and job retention services.
  - The San Francisco Private Industry Council (SFPIC) serves as the employer of record for the Community Jobs Program. SFPIC manages the payroll of participants (including receiving time sheets and issuing paychecks), pays FICA, workers compensation and coordinates client access to the Advanced Earned Income Tax Credit.
  - Numerous private nonprofit and public agencies participate as work experience sites in the Community Jobs program for clients' community jobs. Work experience sites provide an opportunity for clients to gain exposure to the work world, acquire marketable job skills, receive supervision and address community needs. Each work experience site provides clients with a primary and secondary supervisor responsible for providing feedback, signing time sheets and client progress reports.
- d) *Approximate duration of community service placements, which to the extent feasible, are to be temporary and transitional.*

All Community Jobs Program placements are designed to be transitional and time-limited. Clients are placed in community service jobs for an average of 6 months, up to 9 months. A one-time extension of up to 3 months may be authorized by the San Francisco Department of Human Services. Following progress in the program, but not later than 6 months after work experience site placement, participants are encouraged to engage in supervised job search. If after 9 months a client has not successfully obtained unsubsidized employment, he/she will undergo intensive assessment conducted by the Department of Human Services.

- e) *Supportive efforts (job search, education, and training activities) that the county intends to provide to individuals who have reached their 18-24 month time limit, and are meeting the hours of work participation requirement through unsubsidized employment and/or community service.*

San Francisco Department of Human Services offers CaWORKs clients, including those who have reached their time limit are meeting their work participation requirement, a menu of career advancement activities. These include, but are not limited to: adult basic education and literacy instruction, computer instruction, vocational English-as-a-second-language instruction and on-the-job coaching, behavioral health and substance abuse counseling, peer support groups, credit and money management and parenting skills instruction.

- f) *Supportive services that the county intends to provide to individuals who have reached their 18-24 month time limit, and are meeting the hours of work participation requirement through unsubsidized employment and/or community service.*

San Francisco Department of Human Services will continue to provide the following support services to clients who reach their time limit and are meeting the hours of work participation requirement through unsubsidized employment and/or community service: childcare, transportation services, behavioral health and substance abuse counseling, domestic violence counseling, ancillary services, as needed, to participate in their community service activities.