

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
IMMIGRATION BRANCH  
IMMIGRATION SERVICES FUNDING (ISF)  
ORIENTATION CALL FREQUENTLY ASKED QUESTIONS  
FEBRUARY 2016**

**INVOICING**

- **CAN INVOICES BE SUBMITTED ELECTRONICALLY?**
- Invoices are required to have original signatures from an authorized signor in your organization in order to be processed; therefore, we cannot accept electronic submissions.
  
- **OUR ORGANIZATION SUBMITTED OUR INVOICE, WHEN WILL THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS) DISBURSE OUR FUNDING?**
- The CDSS does not disburse payments directly. All payments are disbursed through the State Controller's Office and processing takes approximately 6-8 weeks to complete.
  
- **IF A CONTRACTING ORGANIZATION COMPLETES THE AWARDED DELIVERABLES PRIOR TO THE END OF THE 18-MONTH CONTRACT TERM, JUNE 30, 2017, CAN THAT ORGANIZATION RECEIVE FUNDS EARLIER AS A RESULT?**
- No. Funds will be distributed according to the contract terms detailed in the Standard Agreement, Exhibit B, regardless of when the awarded deliverables have been completed within the 18-month time period.
  
- **IF A CONTRACTOR COLLABORATES WITH ANOTHER ISF CONTRACTOR, HOW SHOULD THE CONTRACTOR REPORT DELIVERABLES?**
- Collaborating contractors need to be clear in establishing roles for each organization prior to collaborating on an event or service. Deliverables and reporting of people served or reached should not be duplicated. Contractors should work with each other to accurately report the number of unique individuals served or reached by each organization. The CDSS will only provide compensation to one contractor for a service provided to each individual client. Multiple contractors may not bill CDSS for services provided to the same individual client. Please refer to the Standard Agreement, Exhibit A, which outlines the criteria for providing a billable service.
  
- **IS IT POSSIBLE TO INVOICE FOR TWO REMEDIES FOR A PARTICULAR CLIENT (I.E., DACA AND ANOTHER IMMIGRATION REMEDY)?**
- This would be determined based on the set of circumstances. If this situation arises, please contact us and provide information regarding the circumstances, timeline for submitting an application for the additional remedy, the type of additional remedy sought, and we can provide more direction regarding invoicing at that time.

**REPORTING**

- **WHAT IS THE PURPOSE OF THE CDSS REQUESTING DATA FROM THE CONTRACTORS?**
- Senate Bill (SB) 79 (Statutes of 2015, Chapter 5.6) enacted California Welfare and Institutions Code (WIC) §13302-§13306, which requires the CDSS to collect demographic data regarding the services provided through this funding. As outlined in SB 79, the CDSS will report detailed summaries of the number of clients served, demographic characteristics of those clients, non-profit organizational practices, and other related information on services provided. Also, this data reporting will ultimately benefit CDSS, contracting organizations, and immigrant communities by giving the state

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of California the necessary information to improve program administration, evaluation, and performance.

• **WHAT ARE THE DUE DATES FOR EACH REPORTING QUARTER?**

| Quarter | Service Period                      | Report Due to CDSS on: |
|---------|-------------------------------------|------------------------|
| Q1      | January 1, 2016 – March 31, 2016    | 04/15/2016             |
| Q2      | April 1, 2016 – June 30, 2016       | 07/15/2016             |
| Q3      | July 1, 2016 – September 30, 2016   | 10/14/2016             |
| Q4      | October 1, 2016 – December 31, 2016 | 01/13/2017             |
| Q5      | January 1, 2017 – March 31, 2017    | 04/14/2017             |
| Q6      | April 1, 2017 – June 30, 2016       | 07/14/2017             |

• **WHEN WILL THE FINAL VERSION OF THE REPORTING FORMS BE AVAILABLE?**

- The final reporting forms will be released before April 1, 2016. Preliminary drafts of the report forms were sent to contracting organizations on December 22, 2015 in an effort to notify contractors of the needed data elements. The CDSS would like to receive feedback from the contractors on any recommendations to improve the report forms by February 16, 2016.

• **CAN CONTRACTORS START PROVIDING SERVICES, DESPITE NOT HAVING COPIES OF THE FINALIZED REPORT FORMS?**

- Yes, the contract states service provision can begin on January 1, 2016, regardless of whether the report forms are available. However, contractors are still responsible for collecting data on any services provided as of January 1, 2016. Draft versions of the report forms were sent out on December 22, 2015 to contractors to give a sense of what data elements need to be collected.

**EDUCATION AND OUTREACH**

• **IF AUDIENCES OF EDUCATION AND OUTREACH EFFORTS ARE HESITANT TO PROVIDE ANY KIND OF INFORMATION ABOUT WHO THEY ARE OR WHERE THEY LIVE, HOW CAN AN ORGANIZATION COLLECT RACE/ETHNICITY AND COUNTY OF RESIDENCE DATA AT EDUCATION & OUTREACH EVENTS?**

- For this purpose, the CDSS is developing a “Demographic Data Template,” an anonymous survey tool, which is currently being piloted by a small number of contractors. The final template will be distributed to all Education and Outreach contractors along with the final reporting forms. It will be imperative for contractors to reassure audiences or participants that personal identifying data (such as name, address, etc.) are not being requested on this form. Agencies will take count of number of attendees and track language services are provided in.

• **CAN WE CREATE AND USE OUR OWN SURVEY TOOLS TO COLLECT DEMOGRAPHIC DATA FOR EDUCATION AND OUTREACH EVENTS?**

- Yes, ensure your organization collects the number of attendees, language services are provided in, the individual’s county of residence, and their race/ethnicity.

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- **DOES THE IMMIGRATION BRANCH HAVE SAMPLE EDUCATION AND OUTREACH MATERIALS TO PROVIDE CONTRACTORS?**
- Some organizations have developed materials and the Immigration Branch is requesting those organizations share the developed materials, or the web-links, with us to aid other organizations in their material development. We encourage contractors to reach out to each other, collaborate and share materials.

**LEGAL TRAINING AND TECHNICAL ASSISTANCE**

- **WHEN WILL THE IN-PERSON AND WEBINAR TRAININGS BE HELD?**
- Providers should use the contact list, as provided by the Immigration Branch, to contact the Legal Training and Technical Assistance contractors to learn about services available to services providers funded under this program.

**CLIENT SERVICES**

- **IF, IN THE PROCESS OF FOLLOWING DUE DILIGENCE ON A CLIENT'S CASE, OUR ORGANIZATION DETERMINES IT IS IN THE CLIENT'S BEST INTEREST NOT TO SUBMIT AN APPLICATION, CAN WE BILL CDSS UNDER THE TERMS OF THE CONTRACT?**
- Yes, this is considered a billable service and the organization is required to retain the documentation and evidence of services provided listed in the Standard Agreement, Exhibit A - Terms and Conditions Part C.
- **CAN CONTRACTING ORGANIZATIONS TAKE THE RESPONSIBILITY OF FILING APPLICATIONS ON BEHALF OF CLIENTS?**
- Yes, providers can submit a client's application upon client approval.

**SITE VISITS**

- **HOW SHOULD CONTRACTORS PREPARE FOR SITE VISITS FROM THE IMMIGRATION BRANCH?**
- The CDSS will be scheduling site visits during course of the contract period. Contactors are encouraged to refer to their Standard Agreement, Exhibit A – Terms and Conditions Part C, which provides guidance as to what kinds of service documentation that will be requested during a site visit.
- **SHOULD CONTRACTING ORGANIZATIONS REDACT IDENTIFYING INFORMATION ABOUT CLIENTS WHEN PROVIDING DOCUMENTARY EVIDENCE TO CDSS?**
- Yes, all identifying information, such as clients' names and addresses, should be redacted when providing CDSS with documentation on services provided.

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**CONTRACTOR TECHNICAL ASSISTANCE**

- **OUR ORGANIZATION WOULD LIKE TO CONTACT OTHER ISF CONTRACTORS, WILL A CONTACT LIST BE MADE AVAILABLE?**
- To encourage coordination and collaboration among the ISF organizations, the CDSS has developed a contact list. This list provides pertinent program and contact information of each contractor. When making referrals or in need of support, we encourage you to reach out to each other in addition to us. The list was emailed to all of the contractors.
  
- **WILL THERE BE MORE ISF CONFERENCE CALL OPPORTUNITIES?**
- Yes, more conference calls will be scheduled in the future. In addition, the CDSS has a dedicated inbox to answer ISF contractors' questions electronically. Please forward any questions to [ImmigrationServices@dss.ca.gov](mailto:ImmigrationServices@dss.ca.gov).