

County of Fresno
Plan for Refugee Services
FY 2007-08



Employment and Temporary Assistance
Department
Julie Hornback, Director
December 2007

FRESNO COUNTY PLAN FOR REFUGEE SERVICES

FFY 2007-08

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PREPARED BY THE
DEPARTMENT OF EMPLOYMENT AND TEMPORARY ASSISTANCE

I. County Refugee Program Administration

The Fresno County Board of Supervisors has designated the Fresno County Department of Employment and Temporary Assistance (E&TA) as the agency responsible for the administration of refugee-specific funding; for the development of the County Plan for Refugee services; and for recommendations as to utilization of funds. In addition, the Fresno County Board of Supervisors has designated E&TA as the agency responsible for administering the county's employment services program: CalWORKs Welfare-To-Work Employment Services program. E&TA has collaborated with several public and private agencies to provide employment training and supportive services to participants and to identify and create jobs and address economic development.

A Program Manager (PM), a Social Service Program Supervisor (SSPS) and two Job Specialists are assigned to work closely with the contractor (s) and responsible for providing needed technical assistance. A Staff Analyst is responsible for program and financial review once per fiscal year and monthly program monitoring meetings and other technical assistance as needed. Fresno County recognizes that refugees have language and cultural barriers that restrict their access to employment, and that they need extensive and sometimes repeated services to properly prepare them for employment in the American work culture. It is required that some service activities such as orientation must be conducted in the native language of the refugees. See Organization Chart.

Fresno County's Refugee Social Services (RSS) and CalWORKs system includes administrative policies and procedures that have been developed by the Department of Employment and Temporary Assistance serving CalWORKs recipients.

RSS funded services include job readiness, job search, and job development and placement and other employment related and supportive activities that facilitate eligible refugees transition from welfare to self reliance.

Fresno County Department of Employment and Temporary Assistance (E&TA) will:

1. Accept applications for cash assistance.
2. Determine eligibility for CalWORKs/RCA cash assistance.
3. Determine if a refugee is exempt or nonexempt from mandatory participation in welfare-to-work activities.
4. Conduct orientation and refer non-exempt refugees to RSS funded services.
5. Require all non-exempt refugee CalWORKs/RCA recipients to participate in employment services.
6. Sanction the refugees who fail to register and/or participate in an agreed upon welfare-to-work plan.

II. Description of the County's Refugee Programs

A. Funding Sources

RESS00702	
Refugee Social Services (RSS)	\$ 448,962
FY 2007 Older Refugee Discretionary Grant	\$ 11,450
SUBTOTAL:	\$ 460,412
RESS0602 (estimate carryover)	\$ 788,282
SUBTOTAL:	\$ 788,282
TOTAL FUNDS AVAILABLE FOR FY 2007-08 SERVICES	\$1,248,694

B. General Program Description

Refugee Social Services (RSS)

The primary purpose RSS Programs is to provide funding for social services to help refugees who are receiving CalWORKs, RCA, GR, unemployed and underemployed refugees who are not receiving cash assistance and employed refugees in need of services to retain employment or to attain economic self-sufficiency. Service will directly enhance refugee employment potential, and are designed to meet refugees' needs in order to enable refugees to obtain and retain jobs. Services will focus on case management services, job readiness and job search which include, but are not limited to identification and removal of employment barriers, supervised and assisted job search, job development and placement, short-term vocational training, post-employment services and non-employment services such as outreach, linking clients to available resources, advocacy, family counseling/guidance, assessing the family's needs, problems, monitoring progress toward established goals and objectives (up to 12 months) and ensuring that all services specified in the case plan are provided and empowering participants to actively seek and obtain employment as soon as possible. The expected goals are to help refugees achieve and maintain economic self-sufficiency, maintain family stability and/or well-being and able to integrate into the mainstream community.

Older Refugee Discretionary Grant (ORDG)

ORDG will be utilized to provide outreach, community resources education, SSI advocacy and services, and citizenship and naturalization services to older refugees, age 60 and over.

C. CalWORKs and RCA Compliance

County assures that the provision of activities and services to mandatory and voluntary CalWORKs and RCA recipients, funded by ORR monies and allocated by CDSS, will be in accordance with CalWORKs WTW and RCA requirements (including those regarding program participation flow, good cause determination, sanctioning, and supportive services)

specified in Manual of Policy and Procedures Sections 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidance issued by CDSS.

As a requirement of receiving RCA, all recipients are evaluated for referral to employment services based on federal program regulations. RCA applicant will be participating in employment services or approved education within 30 days. After applicant completed the cash aid application, applicant's employment services registration forms will be sent to the employment service staff on the date client apply for RCA. Through this component, the individual and/or family is provided with an orientation to Welfare-to-Work (WTW) and American work culture and employment activities. WTW orientation includes, but are not limited to, participants rights and responsibilities, supportive services, penalties for failing and refusing to cooperate. Intake and/or appraisal is conducted and an employment services plan is developed to determine what services the individual/family will require to enable one or more family members to become employed and ultimately self-supporting. After intake and/or assessment, participants will be referred to outside agencies for needed/appropriate services. For non-English speaking refugees, orientation is conducted in the native language of the refugees.

For CalWORKs recipients, in addition to the requirements for RCA, CalWORKs recipients are required to sign a written Welfare-to-Work 1 and 2, a language waiver, a supportive services (ES170), and a pre-assessment (ES28) are signed with the participant.

D. County Planning Process

Planning Participants:

In developing the Fresno County Plan for Refugee Services FY 2007-08 and subsequent updates, Fresno County utilizes established on-going communication and regularly scheduled meetings of the following groups: the Central California Forum on Refugee Affairs, Fresno Center for New Americans, Lao Family Community of Fresno, Khmer Society of Fresno, Fresno Interdenominational Refugee Ministries, and program participants. At all of these meetings, staff from the Refugee Services Section (Refugee Service Coordinator, Staff Analysts, Social Service Program Supervisor and Liaison Job Specialist) are present to note concerns and issues in the community and to share information regarding proposed changes in federal, state and county operations which could impact services to refugees.

Demographic of the Targeted Population:

The refugee population of Fresno County is still estimated at 55,000. This number includes refugees from the following countries, geographic areas, and cultures: Southeast Asia, including several different ethnic groups from Laos, Vietnam and Cambodia; refugees from Iran and the Middle East; African refugees from Ethiopia, Somalia and the Sudan; and recent Hmong refugees from Thailand.

The annual average of refugees on public assistance in 2006 were 18,471 (adults 4,497 and children 14,002) and under 5 years or less were 1,936 (adults 586 and children 1,350). As October 2007, there are total 930 refugee Welfare-to-Work cases. The following are case status:

- Registered 658
- Exempt 219
- Sanction 42
- Post-aid services 11

Of the 930, it is estimated that 370 (41%) are time eligible adult refugees will receive employment services funded by RSS during the service period.

Identification of Targeted Population Needs:

Participants are most concerned about not having enough time to learn English, therefore, they will never learn sufficient English to meet the requirements for a short-term vocational training or to obtain a good paying job. With limited English language, clients are not able to fully communicate needs or problems and/or ideas with employers or co-workers. Although clients are a good worker, this language issue is and will continue to be a major barrier for promotion. See Appendix D for community needs/problems and recommendations and a short clients survey.

In addition to information gathered from the community meeting and survey, staff also gathered information from the monthly monitoring meeting with providers. The critical issues identified by the providers continue to be mainly:

- Lack of English language skills;
- Lack off job skills/experiences;
- Lack off suitable jobs in the county;
- Transportation;
- Childcare;
- Lack off skills, education and/or work experience to meet employers' expectation (high school diploma or GED and six months of work experience);

Source of Labor Market:

The unemployment rate in Fresno County was 7.6 percent in August 2007, down from 8.2 percent in July 2007. During the same period, unemployment rate for Californian was 5.4 percent and 4.6 percent for nation wide.

According to the California Department of Employment Development Department's Labor Market Information Report for August 2007, Fresno County's strong backbone continues to be agriculture. The following are employment changes between July and August 2007:

- Farm employment increased 2,300 jobs
- Non-farm employment added 2,100 jobs
- Manufacturing added 700 jobs
- Construct added 100 jobs

The following are partial list of identified major employers in Fresno County: California State University of Fresno - Internet services; Community Medical Center - hospitals; Contemporary Services Corp - security system consultants; Foster Farms - poultry farms; Fresno Bee - newspapers; Pelco - security control equipment and system; Fresno City College - school-universities and colleges academic; Fowler Labor Services - labor contractor; Fresno County Health - county government-public health programs; and Macy's West - department stores.

Services and Labor Market Relation:

Farming and manufacturing are the two areas that add more jobs to the county. Entry level employment for these two industries requires a minimum education and work experience. Manufacturing and/or production employments continue to be the two areas that most of the refugees were placed for a job. A few obtained employment in construction and retail. It is

anticipated that job readiness and assisted job search services in concurrent with English learning will provide refugees the minimum skills that help them to obtain a job. After obtaining a job, refugees will continue to receive supportive services such as transportation, child care, employment and career counseling, post-employment services and case management services through the Department to help them maintain employment.

III. Description of Service Components

Fresno County is continuing the process of strengthening community partnerships and collaborative efforts to develop and implement the Fresno County CalWORKs and refugee service program. This comprehensive approach is designed to promote the personal responsibility and financial self-sufficiency of participants. Fresno County recognizes the unique needs, languages and multiple barriers to employment of the refugees. The County will utilize the funding to contract with community based organization (s) to provide specialized employment services to all eligible refugees.

Employment Services - RSS

The goal of the program is to assist refugees to obtain employment as soon as possible and maintain employment in order to become self-reliance and reduce reliance on public assistance. Services will focus on identification and removal of barriers to enhance refugee employment potential in order to obtain and retain jobs. Services include:

Intake/Appraisal: Conduct individual or group program orientation; interview individual client at home or in office to review education, job skills and work experience to determine needed supportive services and identify other personal and family service needs; and develop comprehensive service plans to assist family to address identified barriers and/or refer to other appropriate services.

Job Search: Assisted or supervised job search for four-week or six-week. Clients are assisted by helping completing job application and/or resume, linking clients with job opening, taking or sending clients for 4 contacts for part-time job search and 8 contacts for full-time job search. The program also provides the necessary skills, tools and preparations that will allow participants to achieve self-reliance and empower participants to actively seek and obtain employment.

Job Readiness: Provide individualized and/or group orientations to participants on local labor market and employer expectations; assist them in developing basic job seeking and job interview skills and developing skills to effectively manage other resources to move toward self-sufficiency. Additionally, employment counseling and guidance, problem solving techniques, and financial management shall also be provided.

Job Development and Job Placement: Assist in locating employment opportunities and link available jobs with participants; provide coaching through job search activities (interview techniques, resume development, job applications); and direct placement of participants in unsubsidized employment and On-the-Job Training (OJT).

Skill Training: For participants requiring Community Service and/or Work Experience, these services shall also be provided. Services include, but are not limited to, selection, referral, contracting and placement in specific job skills training with the most appropriate training sites; monitoring of progress, program compliance, training progress/satisfaction, and monitoring of ongoing job search efforts for hours that participant is not involved in

OJT.

Job Retention: Provide job retention services to assist clients in retaining jobs and/or promoting to better. Provide transitional cultural support to both participants and employers. Monitor and evaluate progress toward job retention and self-sufficiency. Meet face-to-face with client at job site or client home to provide support and motivation. During the visit, assess and determine family needs and provide services as appropriate. Services to be provided include, but are not limited to, barriers removal, career guidance/development/exploration, helping to arrange child care and transportation, advising to continue education and/or training while employed, time management, and other support services.

Short-Term Vocational Education and Training: Vocational Education or Training will teach participants skills to qualify for a specific job for a minimum of 3 months to a maximum of 12 months. Vocational Training may not last for more than a year.

Service providers shall work closely with E&TA Liaison Job Specialist assigned to the agency to assist in the coordination and utilization of supportive services through CalWORKs program. Services include child care, bus token or flat fee for gas, On-the-Job Training, and tools or uniforms for a job.

Case Management Services

Case management services include, but are not limited to outreach, linking clients to available resources, advocacy, counseling/guidance, continuing to assess the family or person's needs, problems and providing services accordingly, monitoring progress toward established goals and objectives, and ensuring that all services specified in the Service Plan are provided and performed by the client.

Case management service is to focus on removing barriers, social adjustment, strengthening, supporting and promoting employment, helping clients with their permanent status adjustment, ID card and employment authorization card, providing transportation, translation and interpretation services and linking and/or helping client to utilize other community services in order to for client to achieve and maintain economic self-sufficiency, family stability or well-being and community integration.

Contractor shall keep the case open and continue to work collaboratively with E&TA Case Manager in providing services and support to the family throughout the contract period.

Other Employment Services

Review clients medical and mental needs/problems, provide transportation for clients to do job search and/or interview, provide written and oral translation at work site or documentation related to job, conduct outreach to non-calworks clients, provide family guidance, time management, family budget, life skills, help with finding child care so clients can find and maintain the job.

Non-Employment Services

- Outreach and advocacy services.
- Acculturation and social adjustment counseling and/or workshops.
- Immigration related services such as filing application for permanent resident status and citizenship.
- Basic living skills.
- Crisis intervention.
- Information and referral services.

ORDG will be utilized to provide outreach, community resources education, SSI advocacy and services, and citizenship and naturalization services to older refugees, age 60 and over.

DEPARTMENT OF EMPLOYMENT AND TEMPORARY ASSISTANCE
 REFUGEE PROGRAMS
 FFY 2007-08 RSS BUDGET

FFY 2007-08 RSS FORMULA ALLOCATION

<u>ITEM</u>	<u>AMOUNT</u>
Employment	\$304,118
Job Search	
Job Readiness	
Job Retention	
Job Development/Placement	
Work Experience Referral	
OJT Referral	
Case Management	\$ 55,000
Other Employability Services:	\$ 15,000
Translation/Interpretation	
Transportation	
Non-Employment Services:	\$ 7,500
Outreach/Advocacy	
Social adjustment	
Permanent Status Adjustment	
Information and Referral	
Basic Life Skills	
Crisis Intervention	
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Subtotal	\$381,618
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COUNTY ADMINISTRATION	\$ 67,344
TOTAL FFY 2007-08 RSS ALLOCATION	\$448,962

FFY 2006-07 RESS BUDGET

FFY 2006-07 FUNDS AVAILABLE FOR FY 2007-08 SERVICES

<u>ITEM</u>	<u>AMOUNT</u>
Employment	\$456,000
Job Search	
Job Readiness	
Job Retention	
Job Development/Placement	
Work Experience Referral	
OJT Referral	
Case Management	\$165,000
Other Employability Services:	\$ 35,000
Translation/Interpretation	
Transportation	
Non-Employment Services:	\$ 14,040
Outreach/Advocacy	
Social adjustment	
Immigration Status Services	
Information and referral	
Basic Life Skills	
Crisis Intervention	
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Subtotal	\$670,040
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COUNTY ADMINISTRATION	\$118,242
TOTAL FFY 2006-07 CARRYOVER FUNDS	\$788,282

FFY 2007-08 OLDER REFUGEE DISCRETIONARY GRANT

<u>ITEM</u>	<u>AMOUNT</u>
Non-Employment Services	\$11,450
Citizenship and Naturalization	
Outreach	
Community Resources Education	
SSI advocacy and Services	
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Subtotal	\$11,450
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COUNTY ADMINISTRATION	\$ 0
TOTAL FFY 2007-08 OLDER REFUGEE DISCRETIONARY GRANT	\$11,450

ANNUAL OUTCOME GOAL PLAN
FY 2007 / 2008
PERFORMANCE GOALS AND ACTUALS

State or County: Fresno County, CA

	FY 2007 Goal	FY 2007 Actual	FY 2008 Goal
6. Average Hourly Wage of Refugees Entering Full Time Employment	\$ 7.50	\$ 7.89	\$ 7.90

7. 90-Day Retention Rate

	Percentage			
	55%	53%	90%	
7a. 90-Day Retention Rate Calculator				
Quarter	Unduplicated # of Retentions	Unduplicated # of Entered Employments		
FY06 Q4	158	109	<i>The FY 2007 Retention Rate is calculated by dividing the total unduplicated number of retentions from FY07 Q1 - FY07 Q4 (158) by the total unduplicated number of entered employments from FY06 Q4 - FY07 Q3 (297).</i>	
FY07 Q1	51	59		
FY07 Q2	18	55		
FY07 Q3	31	74		
FY07 Q4	58	58		
Total	158	297		

8. Office of Refugee Resettlement Funding

	FY 2007 Actual	FY 2008 Proposed
Social Services Formula Funding	\$ 520,038	\$ 760,118
Targeted Assistance Formula Funding	\$ -	\$ -
Discretionary Grant Funding	\$ -	\$ -
Total Liquidated Funding	\$ 520,038	\$ 760,118
Cost per Entered Employment	\$ 2,311.28	\$ 2,836.26

Agency Point of Contact

Please provide the name, title and contact information for the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.

First and Last Name	Title
PAO LY	STAFF ANALYST
Telephone Number	Email
559-453-6092	paoly@co.fresno.ca.us

Deadline for submission

*The completed FY 2006/07 Annual Goal Plan: Performance Goals and Actuals and Performance Narrative should be submitted to Tim Forbes, GPRA Program Management Analyst, via email at timothy.forbes@acf.hhs.gov by **November 15, 2006**.*

For Office of Refugee Resettlement use only:

Submission type: Initial Revision Date submitted: _____
Status: Approved In process - clarification needed

ANNUAL OUTCOME GOAL PLAN
FY 2007 / 2008
PERFORMANCE GOALS AND ACTUALS

State or County: **Fresno County, CA**

	FY 2007 Goal		FY 2007 Actual		FY 2008 Goal
1. Caseload					
TANF Recipients	320		220		250
RCA Recipients	35		16		15
No Federal Cash Assistance	225		132		150
Total	580		368		415

2. Entered Employment

Full Time	301	91%	218	97%	257	96%
Part Time	30	9%	7	3%	11	4%
Total	331	57%	225	61%	268	65%

2a. TANF Recipients Entering Employment

Full Time	121	83%	92	99%	141	96%
Part Time	24	17%	1	1%	6	4%
Total	145	44%	93	41%	147	55%

2b. RCA Recipients Entering Employment

Full Time	30	94%	4	80%	5	100%
Part Time	2	6%	1	20%	0	0%
Total	32	10%	5	2%	5	2%

2c. No Federal Cash Assistance Entering Employment

Full Time	150	97%	122	96%	111	96%
Part Time	4	3%	5	4%	5	4%
Total	154	47%	127	56%	116	43%

3. Federal Cash Assistance Terminations

TANF Recipients	12	27%	32	97%	59	97%
RCA Recipients	32	73%	1	3%	2	3%
Total	44	25%	33	34%	61	40%

4. Federal Cash Assistance Reductions

TANF Recipients	140	81%	53	98%	112	98%
RCA Recipients	32	19%	1	2%	2	2%
Total	172	97%	54	55%	114	75%

5. Entered Full Time Employment Offering Health Benefits

TANF Recipients	91	40%	71	44%	122	60%
RCA Recipients	22	10%	0	0%	0	0%
No Federal Cash Assistance	112	50%	90	56%	81	40%
Total	225	75%	161	74%	203	79%

Date: November 8, 2007

Annual Service Plan

Original () Revision ()

County: FRESNO

From: 10-1-07 To: 9-30-08

Time Period Covered by Plan

Description of Contracted or State-provided Services	Contracted Amount by Funding Source	Total Number	Program Participants			Type of Agency* and Percent of Funds
			0 - 12 Months	13 - 60 Months	Over 60 Months	
Employment	SS TAP Other	415	15	400		F-85% A-15%
ELT	SS TAP Other					
OJT/Skills Training	SS TAP Other					
Case Management	SS TAP Other	395	15	380		F-100%
Other (Employment)	SS TAP Other	285	15	270		F-100%
Subtotal		1,095	45	1,050		
Non-Employment	SS TAP Other					
		60	15	40	5	
County Admin (15% Admin Max)	SS TAP Other	\$185,586				
Grand Total	SS TAP Other	\$1,248,694				

*Type of Agency: A. State/ County, B. Mutual Assistance Association, C. Voluntary Agency, D. Community College, E. Adult Basic Education, F. Other Non-Profit Organization, G. _____ The total percentage for each individual service (i.e., Employment, ELT, etc.) under Type of Agency and Percent of Funds must equal 100%.

APPENDIX "A"

COUNTY PROCUREMENT PROCESS

In order to ensure open and fair competition, competitive bids shall be secured for all contracts for goods or services which are proposed to be acquired by the County. County policy has established a competitive bid cycle of three years (County of Fresno Board of Supervisors Administrative Policies Manual, Policy No. 34; County of Fresno Administrative Officer's Management Directives, Chapter 300; and County of Fresno Purchasing and Contract Procedures Manual, Chapter 6).

Department staff identify a need that may require a Request for Proposal (RFP), inform the Department Head of the intent to develop a RFP and require approval of the Department Head or Designee. Staff then consult with the County's Purchasing Division staff regarding the RFP content, format, language, a schedule of activities including mailing date of the RFP, Bidders' Conference time and date, closing time and date, proposal review period and other relevant information needed.

County Purchasing is responsible for preparing the competitive bid Purchasing Requisition along with the competitive bid documents and releasing the RFP. County's Purchasing Division is also responsible for conducting the Bidders' Conference on the date and time as specified in the RFP with Department staff presentation.

Department staff is responsible for coordination of the review/evaluation process. Department staff identify the RFP review committee members. The County's Purchasing Division shall chair or co-chair the evaluation committee.

After the review process is completed, the Review Committee shall submit its recommendation, with justification to the Department Head for appropriate action/approval, which may require the initiation of the contract development and negotiation process.

APPENDIX "B"

COUNTY MONITORING PLAN

Fresno County Department of Employment and Temporary Assistance (E&TA) conducts extensive program monitoring to identify potential problem areas and assist in the timely correction and elimination of problems. All monitoring activities are designed to benefit the program participant, the provider, and the County (as well as state and federal funding sources) by maintaining complete, accurate and readily accessible information on activities. The reports and other monitoring practices provide sufficient information to objectively evaluate project and component activity at any time during the contracts. These monitoring processes meet federal and state requirements and provide the information necessary to complete mandated reports.

At the present time, monitoring activities consist of three primary phases: 1) Internal Monitoring – E&TA staff and supervisorial review of in-house program and fiscal activities; 2) Subcontract Monitoring-agency and site review and fiscal monitoring; and 3) Corrective Action Planning.

A. Internal Monitoring:

Fresno County utilizes a multi-point system of quality control and program review for all activities within the E&TA. Of particular importance to the Refugee Services Plan is the review of program activities within the Eligibility Services Division, the CalWORKs and RCA Programs. While the primary monitoring of case activity is the responsibility of first line managers (Social Services Program Supervisors), there are additional review components within the department which validate findings and provide evaluation and feedback to line staff.

The Quality and Resource Review (QRR) section of the E&TA Program Integrity Division is responsible for State and internal quality control operations within E&TA. As an independent unit, QRR provides objective, impartial reviews and avoids any perception of conflict of interest. This unit randomly reviews cases in all programs within the Eligibility Division for compliance with program regulations and requirements. Reports of findings are provided to the management staff, including first line managers, of the specific program area. From the reports of findings, sections can develop appropriate corrective action plans, if necessary.

Departmental fiscal monitoring occurs continuously, as all financial claims flow through the Department business office before being submitted to the County Auditor-Controller. Other specific fiscal monitoring activities pertinent to the refugee programs include periodic reviews by the state and federal agencies who administer refugee-specific funding. Fresno County, as a recipient of federal funds, must also comply with the annual requirements of the "Single Audit Standards."

B. Subcontract Monitoring:

For each subcontract funded by refugee-specific funds, E&TA staff will:

1. Establish and maintain a folder containing:

- Contract with Program Description and Line Item Budget for project;
- Monthly activity reports: caseload movement & demographics;
- Correspondence and narratives regarding client activity;

- Monitoring narratives and related correspondence;
 - Requests for advance payment;
 - Monthly financial reports, as received;
 - Payment authorizations;
 - Budget modification requests and responses; and
 - Correspondence with project on financial activities
 - Supporting documentation of compliance with all terms of contract (i.e. insurance certificates)
2. Review all monthly program activity reports for completeness and accuracy.
 3. Compile statistics and prepare reports for each component for submission to State Statistical Services Bureau, as required.
 4. Maintain other related statistical information as requested by State Refugee Programs Bureau and prepare reports as requested.
 5. Facilitate monthly meetings for subcontractors to share information regarding rules and policies changes, projected or ongoing activities and to discuss common problems and issues.
 6. Advise programs if performance levels are below the contract standard and request corrective action plans when appropriate.
 7. Review monthly financial claims and supporting documentation. Authorize payment to contractor for items and costs allowed within the subcontract.
 8. Review receipt of reports to evaluate timely submission of monthly reports.
 9. Staff will contact the agency as necessary to correct any deficiencies in monthly reports.

E&TA staff will conduct site visit to all subcontractors once a calendar year, and a written report will be submitted to CDSS no later than 45 day from the completion date of the review.

1. Review project operations to ensure conformity with program description, as defined in each contract.
2. Review participant files to assure proper documentation of activities and client progress. Certain forms must be contained within client files including:
 - Documentation of refugee status and date of entry into the U.S.;
 - Referral and intake information forms;
 - Employability Plans (Employment Services);
 - Client contact log (Narrative);
 - Client participation contract (Employment Services);
 - Job placement records and follow-up contacts;

- Attendance policy, participation records, progress records, etc; and
 - Client's absences (excused/unexcused).
3. Verify job placement and earnings information as submitted by project. Ongoing verification of employment is also provided to the Eligibility Worker/Job Specialist by the client via the monthly activity report.
 4. Monitor agency documentation of financial transactions to validate appropriateness of claiming.

C. In-House Component Activity

E&TA monitoring staff will:

1. Receive statistics and prepare reports for each component for submission to Refugee Program Bureau, as required.
2. Gather and maintain other related statistical information as requested by State Refugee Programs Bureau and prepare reports as requested.
3. Facilitate periodic meetings for staff and supervisors to share information regarding possible changes in regulations/requirements and to discuss common problems and issues.
4. Advise components if performance levels are below the acceptable standard.
5. Review quarterly time sheets, which are used to claim refugee-specific funds for salary costs for in-house and administrative staff to determine accuracy.

D. Corrective Action Planning

E&TA staff will ensure that subcontract agencies take all necessary action to promptly and properly correct any noted deficiencies. Fresno County requires that corrective action plans be developed by all agencies meeting less than the established goals at the six-month period and continuing.

Individual corrective action plans must be submitted to the County for approval. No contract extensions will be offered to deficient programs, and any program deficiencies will be reviewed prior to the awarding of any additional funds through subsequent procurement processes.

APPENDIX "C"

REQUIRED ASSURANCES

To comply with federal and state requirements, these revised assurances are included in the Fresno County Refugee Service Plan for 20007-08:

"That the planning process was developed through a meaningful consultation process with affected public agencies including Fresno County Department of Employment and Temporary Assistance (E&TA), the refugee/entrant community, and local service providers serving refugees and other interested parties."

"That continuation of existing components will be in accordance with CDSS guidelines."

"That no project found deficient in its performance will be awarded, continued or expanded unless the CDSS gives prior approval of a county corrective action plan for such project."

"That the TA and RSS administrative budgets are in accordance with 45 CFR Part 95, Subpart E, the County Cost Allocation Plan."

"That all requested salaries and fringe benefits for county administration and for services the county is proposing to deliver directly reflect the current county wage and benefit scales."

"That the county will comply with all statistical/fiscal reporting requirements."

"That TA/RSS services will be provided in accordance with individual employability plans for each refugee and that such employability plans shall be, where applicable, part of an overall family self-sufficiency plan."

"That refugee women will have the same opportunities as refugee men to participate in all refugee-funded services, including job placement services."

"That the county will comply with the requirements, governing the targeted population priorities, of 45 CFR 400.43 and persons granted asylum and victims of a severe trafficking who received a certification or a eligibility letter from ORR."

"That all services will be provided by qualified providers (public or private non-profit or for-profit agencies or individuals) in accordance with state and federal regulations, policies and guidelines."

"That the county will establish client priorities for RSS-funded services in accordance with 45 CFR 400.147 and for TA-funded services in accordance with 45 CFR 400.314."

"That RSS and TA funds will be used primarily for employability services which directly enhance refugee employment potential, have specific employment objectives, and are designed to enable refugees to obtain jobs with less than one-year's participation in RESS and TA-funded services."

"That except for referral and interpreter services, eligibility for RSS and TA services will be limited to refugees who have been in the U.S. for 60 months or less."

"That the county will take into account the reception and placement services provided by resettlement agencies in order to assure the provision of seamless services that are not duplicated."

"That to the maximum extent feasible in a manner that includes the use of bilingual/bicultural women on the staff of service agencies, refugee women will be ensured adequate service access."

"That, where applicable, strategies for multiple wage-earner cases and for helping employed refugees remain employed or move to a better job will be utilized."

"That to the maximum extent feasible, RSS and TA funded services must be provided in a manner that is culturally and linguistically compatible with a refugee's language and cultural background."

"That nonexempt RCA clients will be required to participate in employment services within 30 days from receipt of aid."

"That the county will ensure that in the procurement of services from Mutual Assistance Agency (MAA) providers, not less than 51% of the MAA Board of Directors are refugees or former refugees and that both refugee men and women are included."

"That the priority for funding will be given to MAAs for RESS and TA funds not put into CalWORKs."

"That the delivery of RESS and TA services will be coordinated to avoid duplication."

"That all RSS/TA funded CalWORKs services for RCA clients will be delivered in accordance with Federal Refugee Regulations (45 CFR 400) and CDSS regulations (EAS Section 42-800) governing the delivery of CalWORKs employment services for RCA clients."

"That all TA/RSS-funded SRS Component services will be delivered in accordance with EAS Manual Section 42-1000 and Section V of these Guidelines."

"That in planning services, the reception and placement services provided by resettlement agencies will be considered in order to ensure the provision of seamless, coordinated, non-duplicative services to refugees."

"That the county will ensure limited English proficiency (LEP) participants have meaningful, effective and equal access at every point of contact with the refugee services programs. (Legal Source: Title VI of the 1964 Rights Act, HHS Guidance to Title VI, and MPP-Division 21-100)".

REFUGEE SOCIAL SERVICES
ALLOCATION ASSURANCES

A. COUNTY RESPONSIBILITIES:

1. Agrees to administer its Program in accordance with the California Department of Social Services (CDSS) approved County Services Goals and Outcomes Plan. The county Services Goals and Outcomes Plan describes services to be delivered, levels of funding for those services, and program goals and projected outcomes for the Service Period.
2. Agrees to make any and all programs records and files available to the state and actively participate in the state program and fiscal monitoring and evaluation. As requested by CDSS, the county shall participate in the reviews.
3. Agrees to ensure that county audits of any and all subcontracts will be in accordance with federal, state, and county requirements.
4. Shall accept responsibility for receiving, replying to and/or complying with any audit exceptions by appropriate state and federal audit agencies. County shall also pay to the state the full amount of the county's liability to the federal government resulting from said audit exceptions.
5. Agrees to be subject to the examination and audit by the state for a period of three (3) years after the RSS or Targeted Assistance final payment.
6. Agrees that it shall be responsible for the performance of any and all Subcontractors and for ensuring that any and all Subcontractors meet all the requirements specified in federal, state and county law.
7. Agrees that any modifications or alterations of the terms or conditions of subcontracts must be by means of a written document approved by both parties. No verbal agreements shall be allowed to modify any of the terms or conditions of the subcontracts.
8. All equipment purchased from federal funds shall be used by the county or its Subcontractor in the program for which it was acquired as long as needed. When no longer needed for the original purpose, the equipment shall be made available for use in other activities supported by federal funds.
9. Agrees to ensure that it and any and all Subcontractors will maintain individual client case files and any and all records and make these files available to, and open for, inspection by appropriate federal and state staff.
10. Any and all County subcontractors shall comply with any and all audit requirements specified in Section B of this document. County agrees that funds allocated for contracting for an independent audit will be encumbered prior to the end of the Service Period.
11. Agrees to take any action necessary within a time frame specified by the State to correct deficiencies found in the Subcontractor's performance.

12. Agrees to place in each of its subcontracts, which are in excess of \$300,000, a provision that states the contracting parties shall be subject to examination and audit for a period of three (3) years after final payment.

B. APPLICABLE FEDERAL REGULATIONS AND OTHER REQUIREMENTS

1. County agrees to conform to the Refugee Act of 1980 (P.L. 96-212), the 1982, 1986, 1989, 1993, and 1995 amendments and federal guidelines found in, but not limited to:
 - a) OMB Circular A-87, “Cost Principles for state and Local Governments”;
 - b) OMB Circular A-102, “Uniform Administrative Requirements for Grants and Cooperative Agreements for State and Local Governments”;
 - c) OMB Circular A-122, “Cost Principles for Non-Profit Organizations”;
 - d) OMB Circular A-133 “Audits of States, Local Governments and Non-Profit Organizations”;
 - e) OMB Circular A-110, “Uniform Administrative Requirements for Grants and Other Agreements with Institutions of Higher Education, Hospital and Other Non-Profit Organizations”;
 - f) OMB Circular A-21, “Cost Principles of Educational Institutions”.
2. The following sections are relevant to the administration of the County Refugee Services Program and made applicable by federal law.
 - a) 45 CFR Part 16 Department’s Grant Appeal Process
 - b) 45 CFR Part 74 Administration of Grants
 - c) Section 74.62 (a) Non-Federal Audits
 - d) 45 CFR Part 76 Debarment and Suspension from Eligibility for Financial Assistance
 - e) 45 CFR, Part 76 Drug-Free Workplace Requirements
Subpart F
 - f) 45 CFR Part 77 Remedial Actions Applicable to Letter of Credit Administration

- g) 45 CFR Part 80 Non-discrimination under Programs Receiving Federal Assistance through the Department of Health and Human Services Effectuation of Title VI of the Civil Rights Act of 1964
- h) 45 CFR Part 81 Practice and Procedures for Hearings under Part 80 of this Title
- i) 45 CFR Part 84 Non-discrimination on the Basis of Handicap in Programs and Activities Benefiting from Federal Financial Assistance
- j) 45 CFR Part 86 Non-discrimination on the basis of sex in Education Programs and Activities Receiving or Benefiting from Federal Financial Assistance
- k) 45 CFR Part 91 Non-discrimination on the basis of Age in Programs and Activities Benefiting from Federal Financial Assistance
- l) 45 CFR Part 92 Uniform Administrative Requirements for Grants and cooperative Agreements to State and Local governments
- m) Section 92.20 Standards for Financial Management Systems
- n) Section 92.36
(b) (3) Competitive Selection Process-Conflict of Interest
- o) 45 CFR Part 93 New Restrictions on Lobbying
- p) 45 CFR, Part 95
Subpart E General Administration of Grants Programs (Public Assistance and Medical Assistance Cost Allocation Plan)
- q) 45 CFR Part 400 Refugee Resettlement Program
- r) Rehabilitation Act of 1973
Sect 504 Prohibition of Discrimination Against Qualified Handicapped Persons in all Federally-Assistance Programs or Activities
- s) American Disabilities Act of 1990 (42 U.S.C. 12101 et seq) Prohibits Discrimination on the Basis of Disability

- t) State Administrative Provision of Services in Agencies that Meet Health,

Manual, Sections Safety, and Insurance Laws and Regulations
1220 and 1254

3. The following sections are relevant to the administration of the County Refugee Services Program and made applicable by state law.
 - a) CA Government Audits
Code Sect 10532
 - b) CA Public Job Priority for Recipients
Contract Code
Sect 10353
 - c) W&IC Sect 10850 Confidentiality
 - d) W&IC Sect 11200 Job Priority for Recipients
And 11349
 - e) W&IC Sect 13275 County Administration of Refugee
13276 Social Services Funds
13277 “ “ “ “
13278 “ “ “ “
13279 “ “ “ “
 - f) MPP 19-000 Confidentiality of information
Confidentiality of Records
 - g) MPP 23-600 thru State Procurement Regulations
23-650

C. COUNTY ADMINISTRATION FUNDS

All administration funds are capped by state law, and counties cannot exceed the administrative dollar amount specified in the allocation notice for their county.

D. COUNTY INVOICE PROCESS

1. County must submit invoices in arrears to the state, in a format approved by the state. The county can, on notification to the state, choose to submit invoices under this Agreement on a monthly or quarterly basis. Invoices are due within sixty (60) days after the period being claimed. For example, if the claiming period ends on May 30, the invoice would be due no later than August 1. Payment is contingent upon receipt of timely statistical and program report data.

- 2) All invoices should be submitted as follows:

Send one (1) original and four (4) copies of all invoices to:

California Department of Social Services
Refugee Programs Bureau
744 P. Street. M.S. 6-646
Sacramento, CA 95814

All invoices submitted to the state shall be identified with the assigned number on the allocation chart (and index code of 1273).

3. All county expenditures shall only be paid if they have been projected on the County Service Goals and Outcome Plan for each type of service. The State reserves the right to adjust invoices if expenditures are not fully documented or if invoices exceed approved funding levels.

County Information

The Fresno County Board of Supervisors has designated the Fresno County Department of Employment and Temporary Assistance (E&TA) as the agency responsible for the administration of refugee-specific funding; for the development of the County Plan for Refugee services; and for recommendations as to utilization of funds. In addition, the Fresno County Board of Supervisors has designated E&TA as the agency responsible for administering the county's employment services program: CalWORKs Welfare-To-Work Employment Services program. E&TA has collaborated with several public and private agencies to provide employment training and supportive services to participants and to identify and create jobs and address economic development.

In order to engage all the eligible refugee CalWORKs and RCA recipients in services and work activities that are culturally and linguistically appropriate, Fresno County will utilize RSS funds to contract with community based organization (s) to provide employment services for time-eligible refugee CalWORKs and RCA recipients, unemployed and underemployed, and persons granted asylum.

Fresno County recognizes that each ethnic and cultural group has unique and specialized social and acculturation needs, which cannot be fully met by mainstream programs and services. Therefore, we continue to designate a substantial amount of the RSS for subcontracts to ensure the needs of the refugees are addressed by providing culturally and linguistically appropriate employment services, including case management, outreach and interpretive services that are designed specifically for refugees living in Fresno County. In addition, time limited on aid provides new opportunities and challenges to the newer refugees, we will ensure that the special needs of refugees are considered in the Fresno County's CalWORKs program.

In addition to meeting the employment service needs of the refugees, the Department's staff continue to meet and participate in community meetings and/or events to make sure the community is informed of rules and regulations changes and available program services that will benefit the community.

CONTACT PERSONS

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TABLE OF CONTENTS

I.	<u>COUNTY REFUGEE PROGRAM ADMINISTRATION</u>	Page 1
II.	<u>DESCRIPTION OF THE COUNTY’S REFUGEE PROGRAMS</u>	
	A. Funding Sources	Page 2
	B. General Program Description	Page 2
	C. CalWORKs and RCA Compliance	Page 2
	D. County Planning Process	Page 3
	Planning Participants	Page 3
	Demographic of the Targeted Population	Page 3
	Identification of Targeted Population Needs	Page 4
	Source of Labor Market	Page 4
	Services and Labor Market Relation	Page 4
III.	<u>DESCRIPTION OF SERVICE COMPONENTS</u>	Page 5-7
IV.	<u>BUDGET</u>	
	A. FFY 2007-08 RSS Formula Allocation	Page 8
	B. FFY 2006-07 RSS Carry Over	Page 9
	C. FFY 2007-08 Older Refugee Discretionary Grant	Page 10
VI.	<u>ANNUAL OUTCOME GOAL PLAN</u>	
	A. Performance Goals and Actuals	
	B. Annual Service Plan	
VII.	<u>APPENDICES</u>	
	A. County Procurement Process	
	B. County Monitoring Plan	
	C. Required Assurances	
	D. Community Needs/Problems and Recommendations	
	E. County Information	