

MEETING DATE: **06.27.11**

AGENDA ITEM: **Approval of a Professional Services Agreement with St. Joseph's Center to Perform Case Management, Needs Assessment, Job Development Services and Supportive Service Referrals for the Family Self Sufficiency Program.**

ATTACHMENTS

1. St. Joseph Center Proposal

Pages
1-8



**PROPOSAL TO PROVIDE SERVICES
FOR THE
Culver City Family Self-Sufficiency Program
And Housing Location Services
2011-2012**

SUMMARY:

St. Joseph Center proposes to provide case management and employment services to 25 families residing in Section 8 housing in the City of Culver City enrolled in the Family Self Sufficiency Program. Using Happy Software as well as other modes of documentation, St. Joseph Center staff will provide the Culver City Housing Department with all required demographic information, service provision data and outcome data relative to the families being served.

AGENCY QUALIFICATIONS:

St. Joseph Center has been providing services to low-income families for more than 30 years and in May 2008 began providing Family Self Sufficiency and Housing Location Services to the City of Culver City.

In addition to FSS, the Center's Family Service and Food Pantry programs offer a wide range of services including crisis intervention, case management, parenting education, family and, youth programs. St. Joseph Center also provides job training and placement in its Culinary Training Program (CTP), which offers 10 weeks of training, including a 4-week internship. Over 75% of CTP participants are placed in jobs within 3 months of graduation.

St. Joseph Center has been providing case management to families applying for and/or residing in Section 8 housing for more than 15 years. In the early 90's, St. Joseph Center was one of the first agencies chosen by the Housing Authority of the City of Los Angeles to administer homeless Section 8 vouchers. In 1996, St. Joseph Center was awarded a Shelter Plus Care contract by the Department of Housing and Urban Development and was subsequently awarded two additional Section 8 contracts. The Santa Monica Housing Authority awarded St. Joseph Center a Shelter Plus Care contract in 1997. All of these activities require eligibility screening, housing location services and ongoing case management. The agency currently serves 90 families through Shelter Plus Care and was recently awarded an additional 35 S+C units from

HACLA/HUD. We were also recently awarded allotment of Homeless Section 8 vouchers by HACLA.

In 1998, the City of Santa Monica awarded St. Joseph Center a contract to provide Family Self-Sufficiency case management to 130 Santa Monica residents living in Section 8 housing. Through this contract, the Center has provided case management, advocacy, referrals and assisted families to develop Individual Training and Service Plans (ITSP) clearly identifying barriers to stability and self-sufficiency in order to determine specific action steps to address those barriers. Most commonly, barriers include family instability (mental health, substance abuse, domestic violence), lack of education or vocational skills and/or a lack of resources such as transportation or childcare. Our case managers have helped families acquire the skills needed for independent living such as housekeeping, nutrition, food preparation, budgeting, money management, understanding rights and responsibilities of tenancy, and having healthy relationships with neighbors as well as other community members. Our case managers have provided families with the advocacy required to link them to the treatment and services required to address these barriers. Additionally, these families have had access to non-City funded services including our Food Pantry, our job training program, child-care programs and youth activities.

Since the program's inception, more than 50 families enrolled in the Santa Monica FSS program have achieved self-sufficiency; ending any reliance on government benefits or subsidies.

SCOPE OF WORK

St. Joseph Center will provide participants in Culver City's **Section 8 and Family Self-Sufficiency Program (FSS)** with specific services structured around the goal of stability and self-sufficiency. SJC will assist with employment searches, referrals for vocational training, access to transportation, child care and other identified resources. St. Joseph Center will provide *FSS case management to 25 families*.

Specific services will include:

Increased Outreach Efforts: In order to increase and maintain program enrollment, the FSS case manager and managing staff will increase outreach efforts by: (1) sending out 4 targeted mailings to all Section 8 recipients in Culver City; (2) hosting a social/informational event at a local Culver City restaurant to explain the FSS program in a casual, festive atmosphere; (3) offering gift/incentives to potential clients who make and keep a personal interview with the FSS program staff.

FSS Screening and Intake: St. Joseph Center's FSS case manager will assist the City of Culver City with the presentation of information and recruitment sessions to introduce families to the FSS program. The FSS case manager will also conduct an intake interview with referred families and complete a needs evaluation. Based on this evaluation, the FSS case manager, in conjunction with the family, will develop an Individual Treatment and Service Plan (ITSP)

identifying barriers to self-sufficiency. Action plans derived out of the ITSP will be the basis of ongoing case management.

Case Management: The FSS case manager will meet with participants at least once per month, in person or by telephone, to monitor progress. The case manager will conduct a face-to-face meeting with the participant at least once every 90 days. During case management sessions, the case manager and participant will review progress, revise the plan if appropriate and identify new community resources to support the ITSP. On at least an annual basis, the FSS case manager will conduct a visit to the participant's home.

Resources and Referral: On an ongoing basis, the case manager will identify community resources necessary to support the participant's individual plan. Examples of such resources include medical, mental health and substance abuse treatment, legal services, education and job training, youth programs, child care, parent education and consumer credit counseling. The case manager will monitor participants' use of these resources and will advocate, with outside agencies, on behalf of the client when necessary.

Employment Assistance and Support: Special attention will be given to services supporting employment and job retention. ITSP's will outline the steps that will help participants be ready for employment or secure improved employment. Participants will be supported in their job search in individual case management sessions and the case manager will be available to assist in the development of resumes. Where appropriate, participants will be referred to Employment Assistance Agencies such as the Marina del Rey One-Stop (a program of Jewish Vocational Services) or Chrysalis. When appropriate, participants can participate in St. Joseph Center's ten week Culinary Training Program and job placement. For working participants, case management sessions will address issues of employment retention and advancement.

Workshops: On at least a quarterly basis, St. Joseph Center staff will present workshops for FSS participants. These workshops may be scheduled at our Program site in Venice or at a site in Culver City. Topics for these workshops will include:

Financial Literacy and Budgeting: A basic introduction to the family budget; how to open and manage a checking account; how to open and manage a savings account and appropriate use of credit cards.

Rights and Responsibility of Tenancy: A review of the legal relationship between landlord and tenant including property maintenance, allowable rent increases and other fees and eviction procedures.

College and Training Options for Adults: An adult version of "college night" that introduces participants to options for further education and job training available in the community.

In addition, St. Joseph Center co-sponsors workshops offered by Operation Hope, a non-profit dedicated to expanding opportunities for homeownership in low income communities as well as

other appropriate programs regarding home ownership offered by other community partners. These workshops include:

Credit Counseling and Debt Consolidation: This workshop teaches participants how to read a credit report, how to begin to clear a poor credit history and how to consolidate and pay off debt.

Home Ownership: This workshop address requirements for mortgage qualification, introduces participants to first time homeowners programs and links participants to low interest mortgage programs.

In many other cases, St. Joseph Center will link FSS participants to other trainings that are available in the community. Examples of these community trainings include the Financial Literacy Course presented by St. John's Partnership for Families, Parent Education classes offered by the Westside Infant Family Network and the Westside Children's Center and ESL classes offered by the Career Planning Center, Venice Skills Center and various community colleges.

PROGRAM ADMINISTRATION:

Program Location:

St. Joseph Center proposes to co-locate this program at St. Joseph Center's main program & administrative site in Venice and at the Culver City Housing Department. Because of the integrated nature of family services offered by St. Joseph Center, we believe that Culver City FSS participants will benefit from program integration with other services the agency provides. Examples of value added services include access to the Agency Food Pantry, access to the Holiday Adopt-A-Family Program, participation in Family Center Recreational events, access to child care programs and access to the job training program. Staff believes that this access is best facilitated when families have some familiarity with and can occasionally travel to the central program site.

Program Staff:

The Manager of Housing Supportive Services (15% FTE on this contract) provides supervision to the FSS case manager and assistance in linking CC FSS participants to other St. Joseph Center Programs. During weekly supervision sessions, the Manager of Housing Supportive Services will monitor the Case Manager's recruitment efforts and ensure all orientations and workshops are calendared and planned. In addition, this position offers assistance with ideas for recruitment and assistance with any barriers to recruitment. This position is housed at St. Joseph Center's Administrative and Program offices at 204 Hampton Drive in Venice.

The FSS Case Manager position (.90 FTE position on this contract) receives direct supervision from the Manager of Housing Supportive Services and participates with other St. Joseph Center staff in ongoing training, case conferencing, and staff meetings. The FSS case manager provides

services in Culver City including recruitment of families, intake, case management meetings, as appropriate and, of course, home visits. This position also attends monthly program meetings in Culver City.

FSS Staff	FTE	Function	Clients served
Manager of Supportive Housing Services	0.15	Direct staff supervision, Data Management, Outreach	25 FSS clients
Case Manager	0.90	Case Management, Outreach, Workshops, Data Collection	25 FSS clients

Additional administrative duties: In addition to program services, the FSS Case Manager, Manager of Supportive Housing Services will support the City of Culver City in the daily operations of the FSS program. Supervisory and direct service staff will share administrative duties including:

- Oversight of daily program operations
- Assistance with the recruitment of new FSS families
- Representation of the FSS program to the larger community including business, academic and social service sectors
- Assistance with revision and update of FSS Action Plan
- Assistance with the FSS grant application process including development/revision of the Logic Model
- Maintenance of FSS program records including participant demographics, case management progress notes and participant outcomes.
- Input of required data into Happy Software
- Attendance at quarterly FSS meetings
- Provision of reports to HUD, as needed, on the progress of FSS clients

ST. JOSEPH CENTER / CULVER CITY Family Self Sufficiency Program and Housing Location Services
2011-2012 PROGRAM BUDGET

7/1/10-6/30/11

SECTION I: BUDGET SUMMARY

2011-2012 Program Budget

	1	2	3
	Total Program Budget	Culver City Grant	Program Costs funded by other sources
1A. Staff Salaries	\$ 36,304	\$ 36,304	\$ -
1B. Staff Fringe Benefits	\$ 10,311	\$ 10,311	\$ -
2. Direct Client Aid	\$ 50	\$ 50	\$ -
3. Space/Facilities	\$ 2,965	\$ 2,965	\$ -
4. Staff Travel and Training	\$ 1,650	\$ 1,650	\$ -
5. Insurance	\$ 890	\$ 890	\$ -
6. Operating Expenses	\$ 13,388	\$ 13,388	\$ -
7. TOTAL PROGRAM COSTS	\$ 65,558	\$ 65,558	\$ -

SECTION II: LINE ITEM DETAIL
2011-2012 Program Budget

			1	2	3
			Total Program Budget	Culver City Grant	Culver City Program Costs funded by other sources
A. Staff Salaries	FTE	Salary/mo			
Manager of Housing & Supportive Services	0.150	4,167	\$ 7,501	\$ 7,501	
Case Manager	0.900	2,667	\$ 28,804	\$ 28,804	
Total 1A	1.05		\$ 36,304	\$ 36,304	\$ -
3. Staff Fringe Benefits					
FICA (0.0765)	0.0765		\$ 2,777	\$ 2,777	\$ -
SUI per FTE (.2115 to \$7,000)	0.2115	7,000	\$ 1,555	\$ 1,555	\$ -
Medical/Dental Insurance, \$4,920 x FTE		4,920	\$ 5,166	\$ 5,166	\$ -
Workers Comp Ins (0.0124)	0.0124		\$ 450	\$ 450	\$ -
Pension	0.01		\$ 363	\$ 363	
Total 1B			\$ 10,311	\$ 10,311	

				1	2	3
				Total Program Budget	Culver City Grant	Culver City Program Costs funded by other sources
<u>Direct Client Aid</u>						
Client Transportation: Bus tokens:						
RT x 20 families x 2 round trip each	1.25			\$ 50	\$ 50	
Total 2				\$ 50	\$ 50	
<u>Space/Facilities</u>						
Allocation of facilities costs based on number of CC						
program staff as a percentage of total staff at site						
1.02 program staff/59 total Hampton staff = 1.78% of total costs						
Facility operations cost: Hampton site						
\$27,333 per month x 12 months x 1.78%	0.017797	12	\$27,333	\$ 2,965	\$ 2,965	\$ -
Total 3				\$ 2,965	\$ 2,965	\$ -
<u>Staff Travel and Training</u>						
275 miles per month x 12 months x .50 per mile	0.5	12	275	\$ 1,650	\$ 1,650	
Total 4				\$ 1,650	\$ 1,650	\$ -
<u>Insurance</u>						
Allocation of insurance based on number of CC						
program staff as % total SJC staff: 1.05/59 or 1.78						
Comprehensive \$2M Commercial General Liability						
Agency annual premium \$84,000 x 1.78%	0.017797		50,000	\$ 890	\$ 890	
Total 5				\$ 890	\$ 890	\$ -
<u>Operating Expenses</u>						
Telephone - Hampton site						
\$1,800 per month x 12 months x 1.61%	0.017797	12	\$1,800	\$ 264	\$ 264	\$ -
Office Supplies:						
Direct program office supply cost			\$238	\$ 238	\$ 238	\$ -
Annual St. Joseph Center audit & payroll processing						
\$18,900 annual cost x 1.78%	0.017797		\$18,900	\$ 336	\$ 336	\$ -
Allocation of Agency Admin,HR,Finance,Operations						
Administrative Overhead is equal to 23.6% of our direct program costs.	0.236733		\$ 53,009	\$ 12,549	\$ 12,549	
Total 6				\$ 13,388	\$ 13,388	\$ -
				Total Program Budget	Culver City Grant	Culver City Program Costs funded by other sources
TOTAL PROGRAM COSTS				\$ 65,558	\$ 65,558	