

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
BOARD ACTION SUMMARY

DEPT: Community Services Agency

BOARD AGENDA #: \*B-2

AGENDA DATE: November 21, 2017

**SUBJECT:**

Approval of the Stanislaus County Refugee Services Plan for Federal Fiscal Years 2018-2020

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**BOARD ACTION AS FOLLOWS:**

No. 2017-653

On motion of Supervisor Olsen, Seconded by Supervisor DeMartini

and approved by the following vote,

Ayes: Supervisors: Olsen, Monteith, DeMartini, and Chairman Chiesa

Noes: Supervisors: None

Excused or Absent: Supervisors: Withrow

Abstaining: Supervisor: None

1)  Approved as recommended

2)  Denied

3)  Approved as amended

4)  Other:

MOTION:

ATTEST:

  
ELIZABETH A. KING, Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS**  
**AGENDA ITEM**

DEPT: Community Services Agency  
Urgent  Routine

BOARD AGENDA #: \*B-2

AGENDA DATE: November 21, 2017

CEO CONCURRENCE: pht

4/5 Vote Required: Yes  No

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**SUBJECT:**

Approval of the Stanislaus County Refugee Services Plan for Federal Fiscal Years 2018-2020

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**STAFF RECOMMENDATIONS:**

1. Approve the Stanislaus County Refugee Services Plan for Federal Fiscal Years 2018-2020

**DISCUSSION:**

The intent of the Stanislaus County Refugee Services plan is to continue providing Stanislaus County eligible refugees with work activities and social services that are designed to address language, cultural, and other barriers refugees face when they arrive to the United States. Providing these services will assist in cultural integration and prepare a range of 400-500 refugees annually for employment, leading to self-reliance and productivity as residents of Stanislaus County. These mandated Refugee Services have been provided in Stanislaus County since 1975.

Among the County's diverse population are refugees and immigrants from various parts of the globe. Many of them have lived in Stanislaus County for years while more are arriving each month. In the past three years, the County has received over 1,200 refugees. Most of these newcomers are from Iraq, Iran, and Afghanistan.

Like many new arrivals, these refugees experienced hardships in their native countries or refugee camps and continue to face difficult challenges in their new community. Some of the challenges include language differences, lack of transferable employment skills and cultural adaptation. Many of these refugees rely on public assistance and services provided by the Community Services Agency (CSA) or other agencies in the County while transitioning into their new lives.

The attached Refugee Services Plan is written to identify how Stanislaus County operates the Refugee Assistance Program. The goal of this program is to continue engaging all eligible refugees in social services and work activities that are appropriately designed to address language and cultural barriers facing the refugees in order to prepare them for employment, leading them toward self-reliance and community acculturation.

Participating refugees will gain valuable job and life adjustment skills. Employment and employment-related activities are estimated to be available for a range of 400-500 people per year. These activities include orientation and appraisal, job search, job placement, skills training, vocational training, skill recertification training, and vocational English as a Second

Approval of the Stanislaus County Refugee Services Plan for Federal Fiscal Years 2018-2020

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Language education. Through case management activities, the refugees will receive one-on-one, as well as group coaching, counseling sessions, supportive services in terms of transportation and child care may be provided while participating in employment activities.

The ultimate goal of the Refugee Assistance Program is to assist participating refugees to reach self-reliance and become productive members of the community by obtaining full time or part-time employment. In Federal Fiscal Year (FFY) 2016-2017, 80-90 refugees are expected to enter employment. The Refugee Services Plan was reviewed with the Health Executive Committee, consisting of Board of Supervisor’s Jim DeMartini and Terry Withrow, on November 13, 2017.

**POLICY ISSUE:**

The County Refugee Program Guidelines issued by the California Department of Social Services require Board of Supervisors approval of the Refugee Social Services Plan. The approval of the three year Refugee Services Plan is due to the State Refugee Program Bureau by the end of November 2017 for the FFY of 2018-2020.

**FISCAL IMPACT:**

The activities outlined in the Refugee Services Plan are currently administered by the International Rescue Committee who was awarded a three-year contract from July 1, 2016 through June 30, 2019. The contract is for no more than \$300,000 per year, based on Stanislaus County’s Request for Proposal process completed in Fiscal Year 2015-2016. Another Refugee Assistance Program contracted services Request for Proposal will be released in Fall 2018 to allow services to continue after June 30, 2019.

The Fiscal Year 2017-2018 contract level of \$300,000 is supported with Federal Refugee Social Services (RSS), Targeted Assistance (TA), and California Work Opportunity and Responsibility to Kids (CalWORKS) Welfare to Work Employment Services funds. Community Services Agency included appropriations and estimated revenue of \$300,000 in the Fiscal Year 2017-2018 Legal Budget. Appropriations and corresponding estimated revenue for the remaining years of the contract will be included in the Agency’s subsequent budget submissions.

The Refugee Assistance Program is one hundred percent Federally Funded. There is no cost to the County General Fund associated with this board item.

<b>Cost of recommended action:</b>		\$ 300,000
<b>Source(s) of Funding:</b>		
Federal RSS, TA, and CalWORKS funds	\$300,000	
<b>Funding Total:</b>		\$ 300,000
<b>Net Cost to County General Fund</b>		\$ -

<b>Federal Fiscal Year:</b>	2017/2018
<b>Budget Adjustment/Appropriations needed:</b>	No

**Fund Balance as of** N/A

**BOARD OF SUPERVISORS' PRIORITY:**

Approval of this plan supports the Board of Supervisors' priorities of A Healthy Community, Effective Partnerships and Efficient Delivery of Public Services by meeting a community need for services that improves the health and well-being of refugees in our community.

**STAFFING IMPACT:**

Existing Community Services Agency staff is available to support this Refugee Services Plan.

**CONTACT PERSON:**

Kathryn M. Harwell, Director (209) 558-2500

**ATTACHMENT(S):**

Stanislaus County Refugee Services Plan for Federal Fiscal Years 2018-2020

STANISLAUS COUNTY  
REFUGEE SERVICES  
PLAN

Federal Fiscal Years 2018-2020  
Covering October 1, 2017 – September 30, 2020



Community Services Agency  
Kathryn M. Harwell, Director  
October 2017

STANISLAUS COUNTY

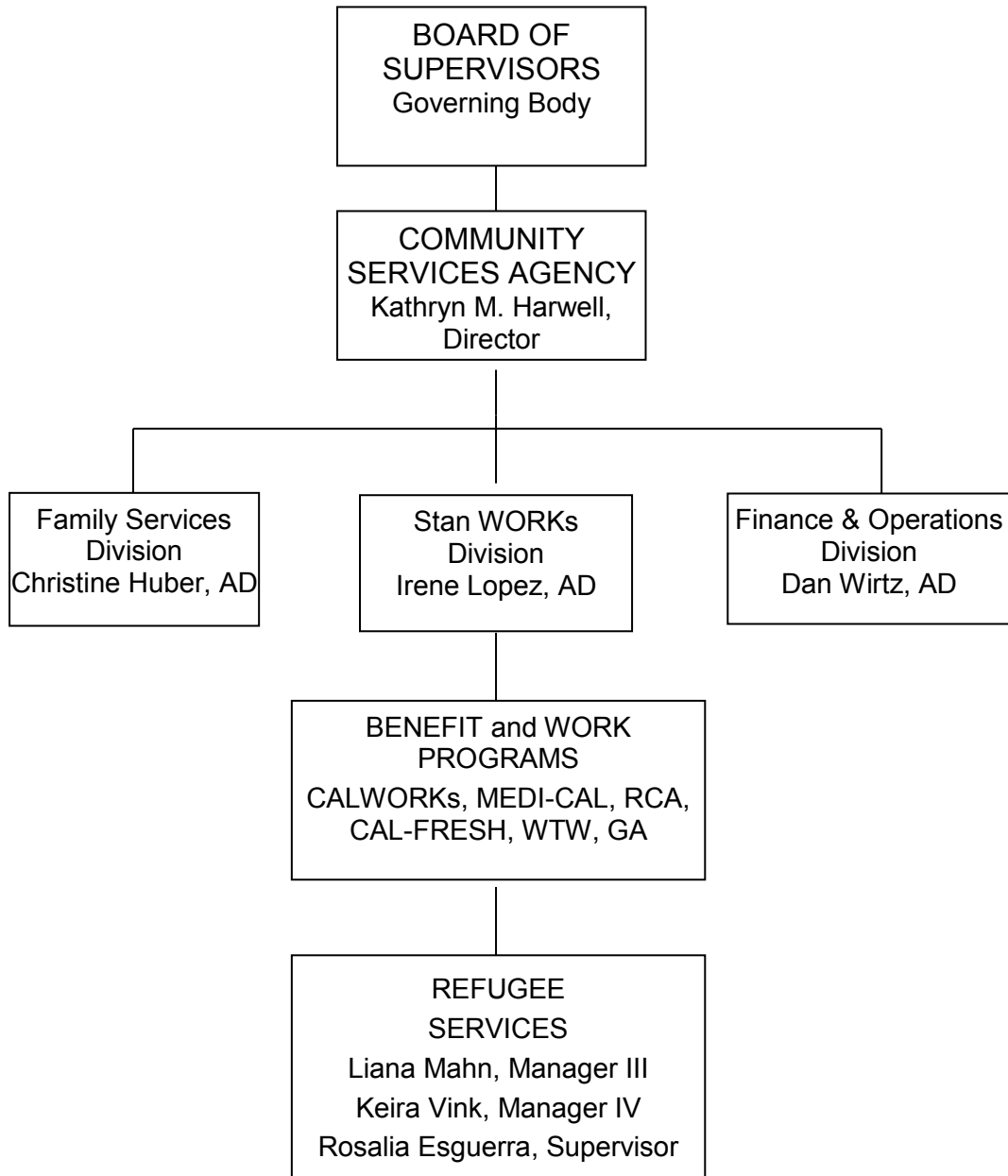
# REFUGEE SERVICES PLAN

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# COUNTY REFUGEE PROGRAM ADMINISTRATION

STANISLAUS COUNTY  
COMMUNITY SERVICES AGENCY  
REFUGEE ASSISTANCE PROGRAM  
ORGANIZATION CHART



## FUNDING SOURCES

Services included in the Stanislaus County Refugee Services Plan are funded by Refugee Social Services (RSS) and Targeted Assistance (TA) allocations. For the Federal Fiscal Year (FFY) 2016-2017, the allocation of RSS service dollars to be carried over to FFY 2017-2018 for Stanislaus County is \$206,951. The RSS service allocation for FFY 2017-2018 is \$134,518. The total RSS service dollars available in FFY 2017-2018 is \$341,469. The TA funding for FFY 2016-2017 to be carried over to FFY 2017-2018 is \$188,771. The TA allocation for FFY 2017-2018 is \$141,842. The total TA funds available in FFY 2017-2018 is \$330,613.

These funds are used to serve individuals in the Refugee Cash Assistance (RCA) Program, the CalWORKs (CW) Program, the General Assistance (GA) Program, and unaided individuals. CalWORKs individuals may also receive supportive services funded through the CalWORKs program while involved in services funded with RSS and TA dollars. Stanislaus County also augments RSS funding with the CalWORKs Single Allocation for employability services for refugees who are CalWORKs customers.



## GENERAL PROGRAM DESCRIPTION

The goal of Refugee Services in Stanislaus County is to engage all eligible refugees in social services and work activities that are appropriately designed to address the language and cultural barriers refugees face in order to prepare them for employment, leading-toward self-sufficiency. In order to achieve this goal, refugee participants will focus on employment and non-employment services. The program will assess other resources in the community that will move them out of the lowest poverty level.

The funding strategy utilizes a plan that addresses the social services and employment needs of all adults in the family, since multiple incomes are now necessary to sustain an entire family beyond the poverty level. The plan is to provide social services and employment services for refugees who have been in the United States (U.S.) for 60 months or less, including refugees receiving Refugee Cash Aid (RCA), refugees receiving other types of cash assistance and refugees who are not being aided.

Priority of services in RSS funded employability service programs will be given to:

1. All newly arriving refugees during their first year in the U.S. who apply for services.
2. Refugees who are receiving cash assistance.
3. Unemployed refugees who are not receiving cash assistance.
4. Employed refugees in need of services to retain employment or to attain economic independence.

Priority of services in TA funded employability service programs will be given to:

1. Cash assistance recipients, particularly long-term recipients.
2. Unemployed refugees who are not receiving cash assistance.
3. Employed refugees in need of services to retain employment or to attain economic independence.

The next few pages give a general narrative overview of the program flow and include flow charts showing the path of refugees receiving RCA, California Work Opportunity and Responsibility to Kids (CalWORKs,) and those who enter on their own or are non-aided.

# STANISLAUS COUNTY CALWORKS REFUGEE PROGRAM FLOW

1. Refugees apply for benefits at the Community Services Agency (CSA).
2. CalWORKs refugees, when approved for benefits, are scheduled for Welfare to Work (WTW) Orientation by WTW Case Manager. An Appraisal is completed directly after WTW Orientation.
3. The WTW Case Manager completes the Appraisal with the CalWORKs refugees and makes a referral to IRC for Job Readiness activities, if appropriate.
4. A Family Self-Sufficiency Plan is developed with the IRC Case Manager.
5. CalWORKs refugees are referred to an appropriate activity at the IRC, usually Vocational English as a Second Language (VESL)/Skills Training. CalWORKs refugees may be referred back to the CSA. (This is generally a customer who is exempt from work participation, and it was not found during Appraisal.) After completion of VESL/Skills Training/Job Readiness, customers may be referred back to the CSA WTW Case Manager for customer placement in other appropriate activities such as work experience. Refugees may continue an activity at the IRC or be directed elsewhere.
6. Job Club activities follow completion of VESL/Skills Training/Job Readiness.
7. Refugees are then assisted with Job Search activities and the IRC provides job placement assistance to link customers to employment. Services include, but are not limited to: introductions to businesses, assistance with interviewing, interpretation, and transportation.
8. Refugees who obtain jobs are monitored for 90 days after placement to assist as needed and promote job retention.
9. Refugees are provided with transportation, interpretive services, case management, referrals to outside organizations and child care, as needed.

Note: There is flexibility in the flow depending on the needs of the customer.

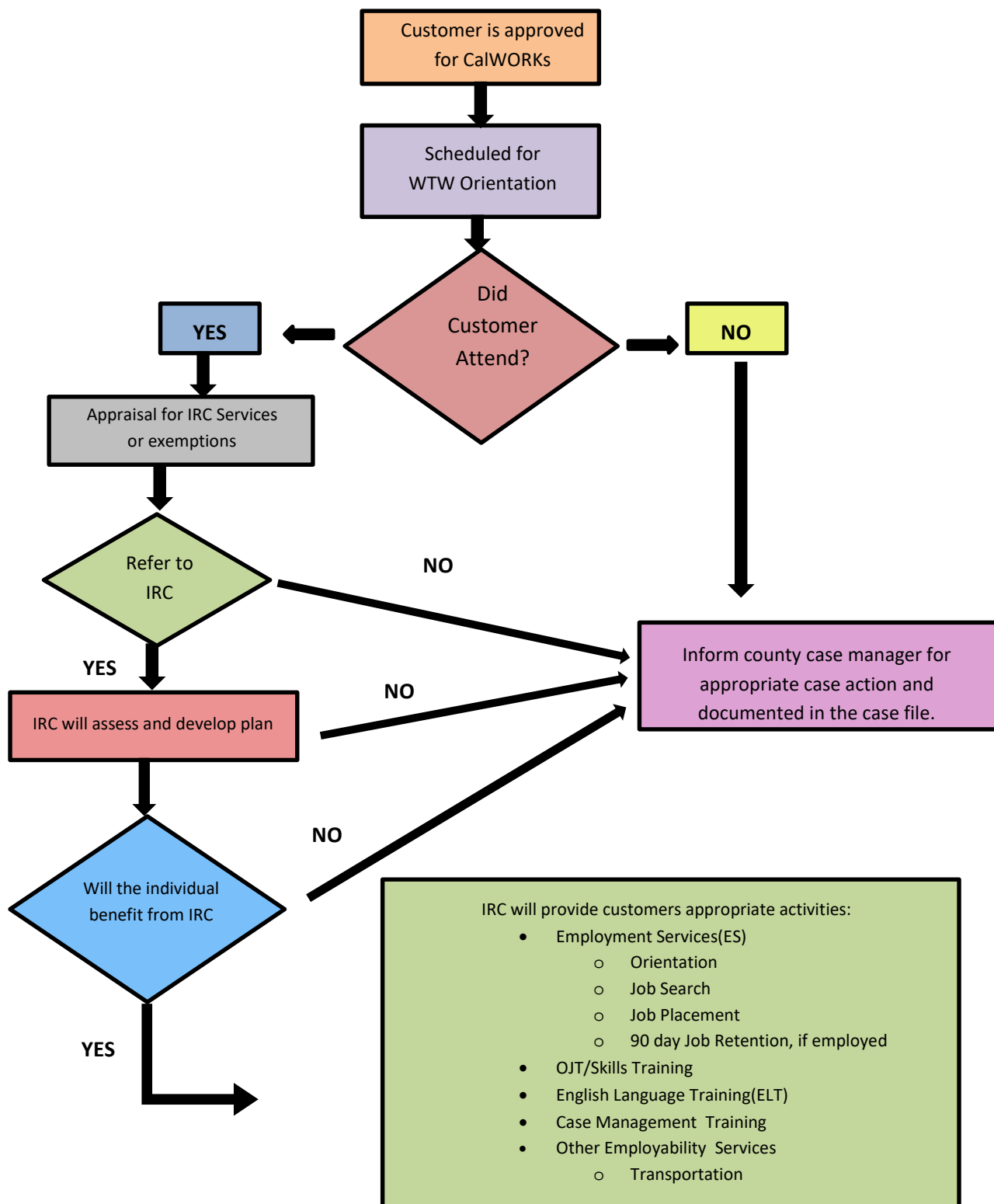
## STANISLAUS COUNTY REFUGEE CASH ASSISTANCE PROGRAM FLOW

1. Refugees apply for benefits at the Community Services Agency (CSA).
2. RCA refugees are scheduled for RCA Orientation.
3. During the RCA Orientation, the RCA customers are scheduled for an assessment appointment with the case manager at the International Rescue Committee (IRC), the Refugee Services provider in Stanislaus County.
4. An Employability Plan is developed with the IRC Case Manager.
5. RCA Customers are referred to an appropriate activity at the IRC, usually VESL/Skills Training/Job Readiness. Refugees may be referred back to CSA if the customer is apparently exempt from RCA participation.
6. Job Club activities follow completion of VESL/Skills Training/Job Readiness.
7. RCA customers are then assisted with Job Search activities. IRC provides job placement assistance to link customers to employment. Services include, but are not limited to: introductions to businesses, assistance with interviewing, interpretation, and transportation.
8. RCA customers who obtain jobs are monitored for 90 days after placement to assist as needed and promote job retention.
9. RCA customers are provided with transportation, interpretive services, case management, referrals to outside organization and child care as needed and available.

Note: There is flexibility in the flow depending on the needs of the customer.

## CalWORKS FLOW – REFUGEES

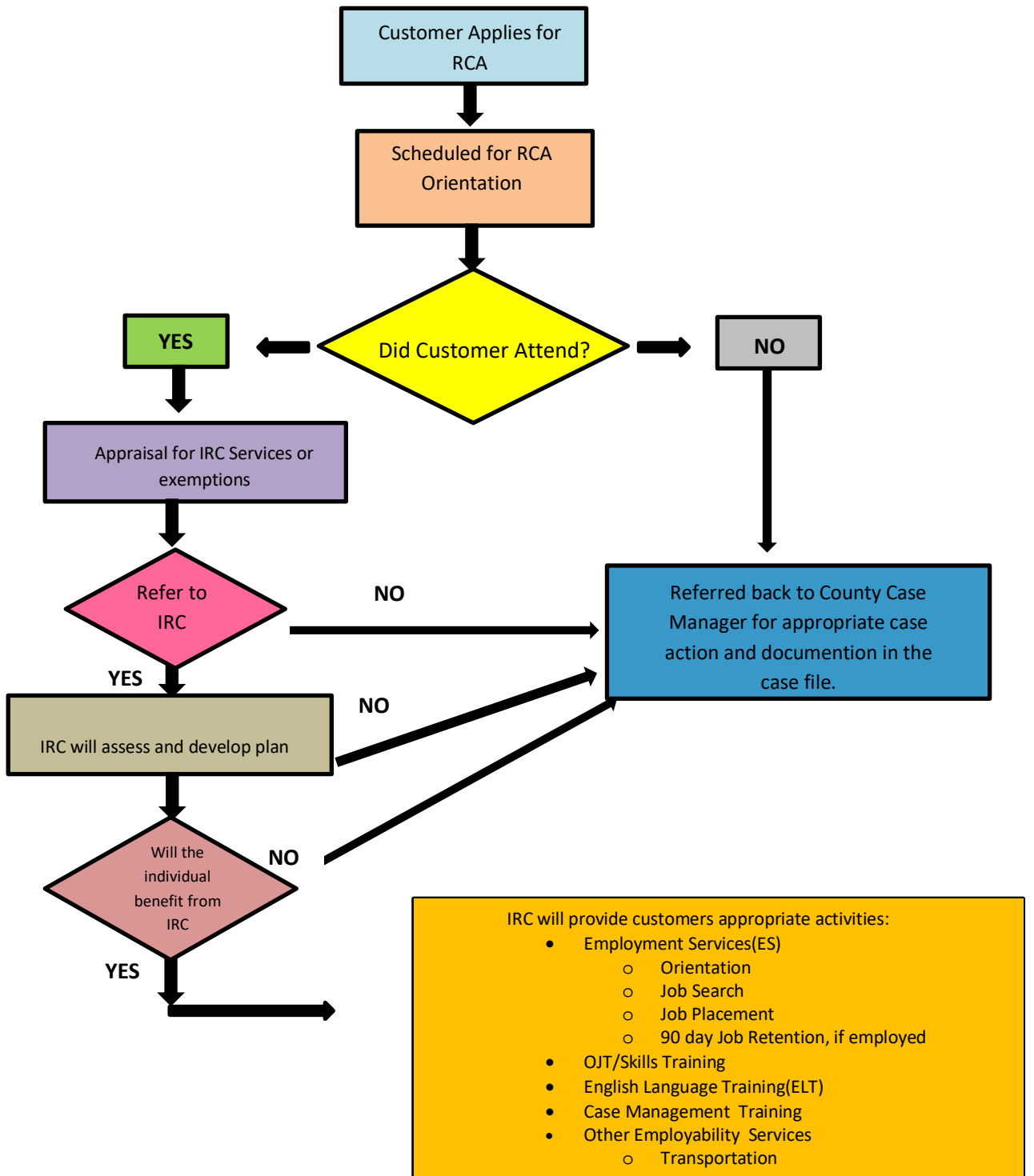
September 2017 – STANISLAUS COUNTY



1. Employability activities provided by IRC will be funded by RSS/TA Funds and augmented with funding from the CalWORKs single allocation.
2. Length of Services provided to WTW customers will be up to 48 months following eligibility and time limits guidelines (after CalWORKs eligibility, Refugees may still receive services under the non-aided flow for up to 60 months after date of entry.)

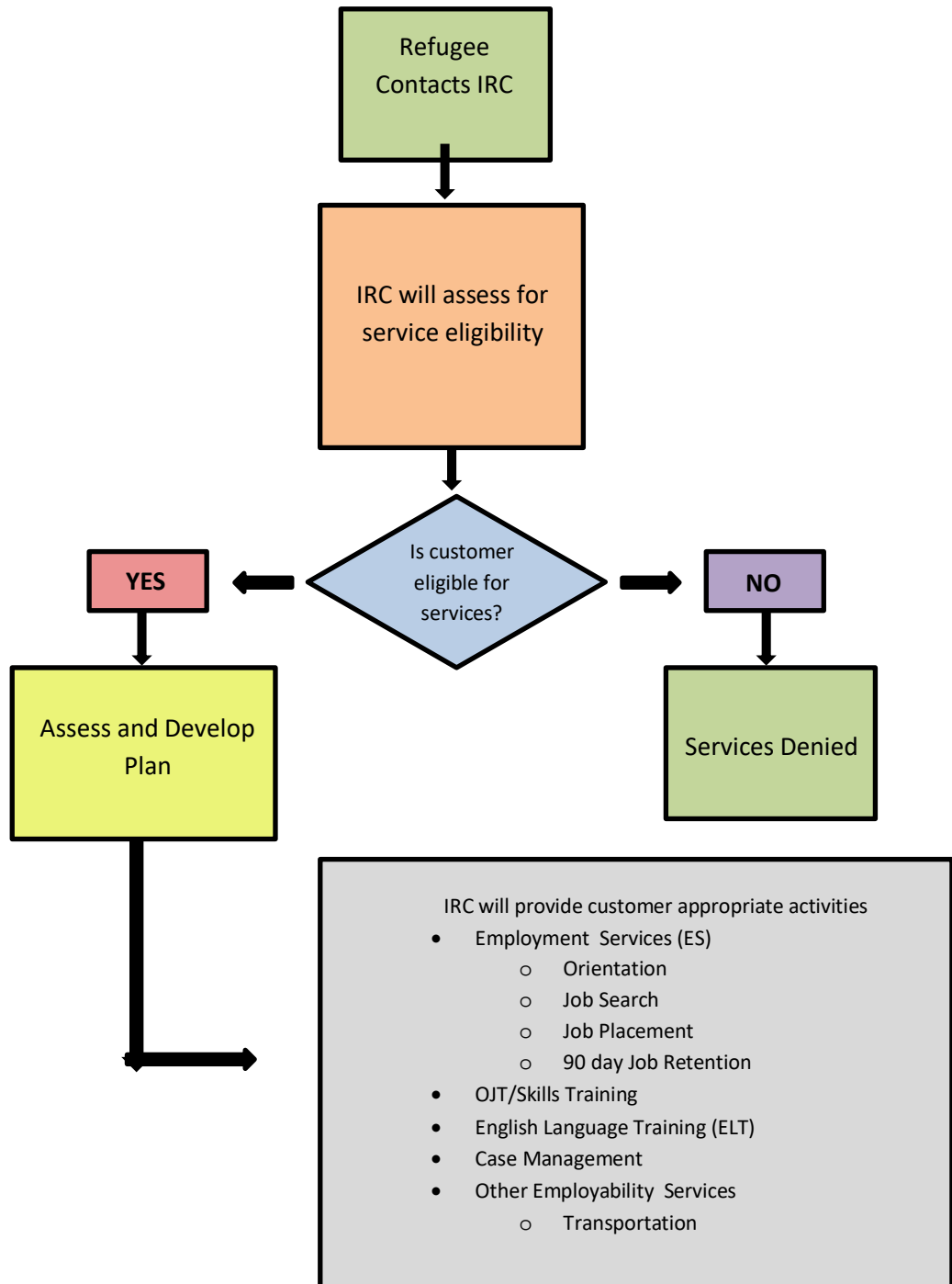
## RCA FLOW - REFUGEES

September 2017 – STANISLAUS COUNTY



# NON-AIDED FLOW - REFUGEES

September 2017 – STANISLAUS COUNTY



## CALWORKS AND RCA COMPLIANCE

Stanislaus County assures that the provision of activities to mandatory and voluntary CalWORKs WTW participants and RCA recipients, funded by ORR monies and allocated by the 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 the Manual of Policy and Procedures Sections 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidelines issued by the CDSS.

## COUNTY PLANNING PROCESS

Planning for a county administered system for RSS and TA has been the result of an assessment and meeting directly with community members who have knowledge of refugee issues. Information and input were received from the Community Services Agency leadership team and Case Managers, Stanislaus County Refugee Coordinator, Ethnically Community-Based Organizations, Resettlement Agencies, and members of the refugee community. Most of the individuals consulted are participants in a county-wide refugee forum that meets quarterly to discuss concerns and to share information. The County Forum has participants from the following agencies: World Relief, International Rescue Committee, Stanislaus County Health Services Agency, Stanislaus County Behavioral Health and Recovery Services, Stanislaus County Community Services Agency, and the Stanislaus County Office of Education.

Effective December 2016, the Quarterly Refugee Forum meeting was merged with the Quarterly Consultation meeting in Stanislaus County. The combined meetings occurred in December 2016, March 2017, June 2017 and September 2017. Community Services Agency also holds quarterly meetings with case managers, supervisors and managers from Intake, Continuing, WTW and Outstations who work closely with the refugee community to discuss any issues and obtain information on the needs of refugees via their community resources and interaction with their customers.

## SUPPORTING PLANNING INFORMATION Needs Assessment

Following are the findings of the needs assessment:

1. What do you see as a barrier (case managers)?
  - Mental health issues
  - Lack of jobs
  - Language – limited English
  - Lack of employable skills
  - Domestic violence
  - Housing
  - Lack of training resources
  - Fear of leaving public assistance
  - Regulations of programs
  - Lack of social support



## SUPPORTING PLANNING INFORMATION Needs Assessment (Continued)

### 2. What are the common barriers (refugee customers)?

- Language
- Transportation
- Culture shock
- Economy
- Housing
- Health system
- Employment
- Longer cultural adjustment periods
- Unable to get a driver's license
- Job transferable skills
- Understanding U.S. laws

### 3. What will help refugees become self-sufficient?

- ESL as long as needed
- On-the-Job Training (OJT)
- Class "A" driver's license
- Translation of forms
- Transportation
- Housing
- Additional staff with refugee language skills
- Matching grant expansion
- Resume writing
- More community services sites
- Regional Occupational Program (ROP)
- Interview workshops

### 4. What supportive services are needed for our refugees?

- Bus tickets/Transportation
- Child care
- Clothing
- Ancillary
- Book vouchers
- Localized services
- OJT

## SUPPORTING PLANNING INFORMATION Needs Assessment (Continued)

5. What areas need to be improved or added into our current processes?

- Education
- More resources and referrals
- Transportation – other than bus system
- Affordable Housing
- Child care
- More and longer ESL classes
- Medical services
- Interpreters (language skills)
- Community based organizations
- Resource centers
- Social Workers

It is essential that services continue to be provided as part of an Employability Plan (RCA and Non Aided Refugees) or Family Self-Sufficiency Plan (CaWORKs) after job placement to help the refugees retain employment and/or move to self-sufficiency.

## DEMOGRAPHICS

Many refugees who apply for public assistance are under-educated, speak little or no English, and are unaware of the requirements and expectations of employers in this country. The refugee population in Stanislaus County varies in cultural backgrounds and languages spoken, with the recent majority being from Iran, Iraq and Afghanistan. The refugee may be Christian or Muslim and speak Assyrian, Arabic, and/or Farsi. There are also multiple dialects in some of the languages.

As of July 2016, Stanislaus County had a population of approximately 541,560. Since 2010, it has had a population growth of 5.3 percent. Of this population, 45.6 percent are Latino, 42.8 percent are Caucasian, 3.4 percent are African American and 5.9 percent are Asian. 20.6 percent of individuals who reside in the county are foreign born.

In the FFYs from 2012-2016, 1,063 refugees arrived to Stanislaus County. The chart below shows their country of origin.

### \*Refugee Entrants to Stanislaus County FFY 2012-2016

Country	Number	Percent
Afghanistan	106	10%
Africa	1	0%
Former USSR	38	3%
Iran	297	30%
Iraq	582	54%
Other	8	0%
South East Asia	31	3%
<b>Total</b>	<b>1063</b>	<b>100%</b>

\*Source: CA Department of Social Services – Refugee Programs Bureau

## DEMOGRAPHICS (Continued)

### Stanislaus County Active Refugees on Public Assistance\* Ethnic Composition of Refugees

Ethnicity	Number	Percent
Not entered	429	18.9%
Asian Indian	33	1.5%
Black	4	.2%
Cambodian	33	1.5%
Filipino	2	.1%
Hispanic	15	.7%
Laotian	26	1.1%
Other Asian/Pacific Islander	350	15.4%
Vietnamese	13	.6%
White -Include refugees from Afghanistan, Iran, Iraq, and Russia.	1362	60.1%
<b>Total</b>	<b>2267</b>	<b>100%</b>

- Stanislaus County-Community Services Agency 08/2017 Report

## DEMOGRAPHICS (Continued)

### Linguistic Composition of Aided Refugees

Language	Number	Percent
Not entered	2	.1%
Afghani	9	.4%
Arabic	324	14.3%
Armenian	9	.4%
Assyrian	992	43.8%
Bengali	1	.0%
Cambodian	11	.5%
English	553	24.4%
Farsi	265	11.7%
Lao	11	.5%
Other non-English	18	.8%
Persian	1	.0%
Punjabi	1	.0%
Russian	57	2.5%
Spanish	6	.3%
Urdu	2	.1%
Vietnamese	5	.2%
<b>Total</b>	<b>2267</b>	<b>100%</b>

\* Stanislaus County-Community Services Agency 08/2017 Report

# LABOR MARKET ANALYSIS<sup>1</sup>

Stanislaus County was incorporated in 1854. It covers more than 1,521 square miles and has a population of 541,560 according to the California Department of Finance Report January 2014. According to the January 1, 2013, California Department of Finance New Population Report, it is projected that the population of Stanislaus County will reach almost 589,156 by the year 2020.

The current labor market information in Stanislaus County states there is an estimated labor force for 2017, of 246,300 and 227,200 are currently employed, leaving Stanislaus County with an unemployment rate of 7.8% percent for July 2017.

According to the California Employment Development Department’s Labor Market Information Report for May 2017, trends indicate that the occupations with the fastest job growth for the period of 2014-2024 have been and are projected to continue in the following areas:

- Heating/Air Conditioning
- Plumbers
- Roofers
- Painters, construction, maintenance
- Electricians
- Cooks
- Sheet metal workers
- Emergency medical technicians and paramedics
- First-line supervisor for food preparation and serving workers

The following is a partial list of identified employers in Stanislaus County:

Employer Name	Location	Industry
<a href="#">Amazon Fulfillment Ctr</a>	Patterson	Distribution Centers (whls)
<a href="#">Carlo Rossi Winery</a>	Modesto	Wineries (mfrs)
<a href="#">Con Agra Foods Inc</a>	Oakdale	Canning (mfrs)
<a href="#">Copperidge Winery</a>	Modesto	Vineyards
<a href="#">Del Monte Foods Inc</a>	Modesto	Food Products & Manufacturers
<a href="#">Doctors Medical Ctr</a>	Modesto	Hospitals
<a href="#">E &amp; J Gallo Winery</a>	Modesto	Wineries (mfrs)
<a href="#">Ecco Domani Winery</a>	Modesto	Wineries (mfrs)

<sup>1</sup> Excerpted from EDD Labor Market information, “County Snapshots”:  
<http://www.labormarketinfo.edd.ca.gov/majorer/countymajorer.asp?CountyCode=000099>

<a href="#">Emanuel Medical Ctr</a>	Turlock	Hospitals
<a href="#">Foster Farms</a>	Turlock	Poultry Processing Plants (mfrs)
<a href="#">Frito-Lay Inc</a>	Modesto	Potato Chips (whls)
<a href="#">Gallo Vineyards Inc</a>	Modesto	Wineries (mfrs)
<a href="#">Macdonald Group</a>	Modesto	Real Estate
<a href="#">Memorial Medical Ctr</a>	Modesto	Hospitals
<a href="#">Modesto Bee</a>	Modesto	Newspapers (publishers/Mfrs)
<a href="#">Oak Valley Hospital District</a>	Oakdale	Hospitals
<a href="#">Peter Vella Winery</a>	Modesto	Wineries (mfrs)
<a href="#">Stanislaus County Community</a>	Modesto	Government Offices-County
<a href="#">Temsu</a>	Turlock	Nonclassified Establishments
<a href="#">Turlock Irrigation District</a>	Turlock	Electric Companies
<a href="#">Zabaco Winery</a>	Modesto	Wineries (mfrs)

Stanislaus County Community Services Agency, Department of Workforce Development, and the International Rescue Committee (IRC,) our service provider, work together to assist refugees in finding employment.

As seen from the list of employers in Stanislaus County, farming and manufacturing are major areas that contribute to the job market in the county. Most of these farming and manufacturing jobs are entry level employment and require minimum education, work experience and language skills - as long as there is a supervisor who can communicate work instructions to the employees. While this is a step toward self-sufficiency for some of our refugee customers, these are entry level positions and the pay is not always sufficient to support a family. Additionally, many farming and manufacturing jobs have supervisors who speak Spanish, but not Pashto, Dari, Arabic, Assyrian, or Farsi - the languages most of our refugees speak. IRC continues to work with employers to develop job sites to accept refugee customers with limited English skills.

## DESCRIPTION OF REFUGEE SERVICES COMPONENTS

Stanislaus County Refugee Services are based on an assessment of the refugee community's need and an overview of local services available to meet those needs. Refugee Services will be coordinated with WTW to ensure the best level of services possible. The Temporary Assistance for Needy Families (TANF) eligible refugee participation will comply with all CalWORKs and WTW requirements. The RCA refugee individuals will comply with all RCA eligibility and employment requirements.

Stanislaus County's comprehensive approach is designed to promote the personal responsibility and financial independence of participants. Stanislaus County recognizes the unique needs, languages and multiple barriers to employment of the refugees. The County utilizes RSS funding to contract with the IRC to provide qualified services to eligible refugees.

### **Employability Services**

Stanislaus County's employability services comprise various activities that will enable the refugees to reach self-sufficiency as quickly as possible. These services include the following:

#### **Employment Services Components:**

Orientation/Appraisal: Conduct individual or group program orientation, interview individual refugees to review education, job skills and work experience to determine needed supportive services and identify other personal and family service needs, and to develop Family Self-Sufficiency Plan or Employability Plan to assist a family or an individual in addressing and identifying barriers or a need to refer to other appropriate services.

Job Search: Assist or supervise job search. Refugees are assisted in completing job applications and/or resumes, linking to job openings, job search activities and taking or sending to job interviews. The program provides the necessary skills, tools and preparations to allow participants to actively seek and obtain employment.

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 or subsidized employment.



## **English Language Training:**

Vocational English as Second Language Education: Vocational English as a Second Language (VESL) training will teach participants skills and language to qualify for a job. The activities are designed to assist refugees in multiple vocations such as: retail sales, production lines, general labor, clerical/office work, food service and in-home-supportive services.

## **Skills Training:**

Skills Training: Skills Training is provided, in part, in conjunction with VESL. The following services are provided, but are not limited to: language education targeted to a work environment, interview techniques including cultural expectations, completion of time sheets, attendance expectations, how to find a job, behavioral norms, gender roles, cash register usage, counting money, and other general employability skills needed to work in the U.S. Refugees are coached in dress, demeanor, time management, expectations, taxes and other deductions. Additionally, refugees are referred to outside agencies to provide other specific job skills training once their English skills are sufficient. The Skills Training activities are designed to assist refugees in any vocation obtainable.

Vocational Training (VT): Vocational training is not readily available to refugees in Stanislaus County who do not speak English. Training specific to particular jobs is available to refugees in a family unit through the WTW program, once English skills are developed enough to benefit by being in the class.

Skills Recertification: Skill Recertification will be assessed on an individual basis with the Case Manager. Training may be offered and may consist of attendance in a college or professional training program in order to become relicensed and qualify to practice his/her licensed profession in the US. Refugee customers may be offered other options the IRC/CSA finds available. There are limited activities available in this community and customers may be referred to another County. This training would be made available to individuals following the regulations of less than one-year in duration and part of the customer's Employability Plan.

## **Case Management:**

Refugees who are eligible will be assessed and referred to an appropriate component to promote their employability. An in-depth appraisal will also be completed to identify any barrier that may be preventing them from finding or keeping a job and maintaining economic self-sufficiency.

### **Case Management (continued):**

Services include but are not limited to: outreach, linking refugees to available resources, advocacy, counseling and guidance, assessing needs, providing appropriate services, monitoring progress toward established goals and objectives, and ensuring that all services specified in the service plan are provided and performed by the refugee.

Transportation: Eligible refugees will receive payments to cover the transportation costs attributable to their travel to and from their employability activities.

Child Care: Referrals to child care services and/or subsidized programs may be provided to participants when needed to assist with child care needs when refugees are looking for employment, participating in a training program or when working.

Other: Other supportive services costs may be given to the refugee customer, primarily in the RCA or unaided categories, if needed for employability purposes. This is assessed on a case by case basis and is subject to availability of funds. CalWORKs customers may receive supportive services under the WTW program paid under the single allocation, or from RSS and TA funding.

### **Other Non-Employment Services:**

To be successfully acculturated in their community, it is recognized that refugees need more than employment services. Case Managers assist the refugee population with questions on completion of forms and documentation, daily activities, school-related services, housing and driver's license-related services. Refugee customers are also provided referrals to outside agencies for citizenship preparation and the Supplemental Security Income (SSI) application process for those who need assistance and potentially qualify. These services are provided by staff funded through the single allocation and through RSS and TA funding as part of their ongoing case management.

**Stanislaus County  
Refugee Services Plan  
FFY 2017-2018 RSS Budget**

FFY 2016-2017 RSS Funds Available for FFY 2017-2018 Services

Employment	\$ 17,037
Orientation/Appraisal	
Job Search	
Job Placement	
Skills Training	\$ 59,630
Vocational Training	
Skills Re-Certification	
Case Management	\$ 54,519
English Language Training	\$ 30,668
Other Employability Services	\$ 8,519
Transportation	
Translation and Interpretive Services	
Child Care	
Non-Employment	\$
Citizenship Preparation	
SSI/Referral Assistance	
Transportation	
Translation and Interpretive Services	
Child Care	
<hr/> Subtotal	<hr/> \$ 170,373
County Administration (10%)	\$ 36,578
<hr/> Total FFY 2016-2017 RSS Carryover Funds	<hr/> \$ 206,951

**Stanislaus County  
Refugee Services Plan  
FFY 2017-2018 RSS Budget**

FFY 2017-2018 RSS Allocation

Employment	\$ 11,434
Orientation/Appraisal	
Job Search	
Job Placement	
Skills Training	\$ 40,019
Vocational Training	
Skills Re-Certification	
Case Management	\$ 36,589
English Language Training	\$ 20,581
Other Employability Services	\$ 5,717
Transportation	
Translation and Interpretive Services	
Child Care	
Non-Employment Services	\$
Citizenship Preparation	
SSI/Referral Assistance	
Transportation	
Translation and Interpretive Services	
Child Care	
<hr/>	
Subtotal	\$ 114,340
<hr/>	
County Administration	\$ 20,178
<hr/>	
FFY 2017 - 2018 RSS Allocation	\$ 134,518
FFY 2016 – 2017 Carryover Funds	\$ 206,951
<hr/>	
Grand Total Funds for FFY 2017-2018 RSS Services	\$ 341,469

**Stanislaus County  
Refugee Services Plan  
FFY 2017-2018 TA Budget**

FFY 2016-2017 Estimated TA Funds Available for FFY 2017 – 2018 Refugee Services

Employment	\$ 17,337
Orientation/Appraisal	
Job Search	
Job Placement	
Skills Training	\$ 60,679
Vocational Training	
Skills Re-Certification	
Case Management	\$ 55,479
English Language Training	\$ 31,206
Other Employability Services	\$ 8,668
Transportation	
Translation and Interpretive Services	
Child Care	
Non-Employment Services	\$
Citizenship Preparation	
SSI/Referral Assistance	
Transportation	
Translation and Interpretive Services	
Child Care	
<hr/> Subtotal	<hr/> \$ 173,369
County Administration	\$ 15,402
<hr/> Total FFY 2016 - 2017 Estimated TA Carryover Funds	<hr/> \$ 188,771

**Stanislaus County  
Refugee Services Plan  
FFY 2017-2018 TA Budget**

FFY 2017-2018 Estimated TA Funds Available for FFY 2017 – 2018 Refugee Services

Employment	\$ 12,057
Orientation/Appraisal	
Job Search	
Job Placement	
Skills Training	\$ 42,198
Vocational Training	
Skills Re-Certification	
Case Management	\$ 38,581
English Language Training	\$ 21,702
Other Employability Services	\$ 6,028
Transportation	
Translation and Interpretive Services	
Child Care	
Non-Employment Services	\$
Citizenship Preparation	
SSI/Referral Assistance	
Transportation	
Translation and Interpretive Services	
Child Care	
<hr/>	
Subtotal	\$ 120,566
<hr/>	
County Administration	\$ 21,276
<hr/>	
Total FFY 2017 - 2018 Estimated TA Funds	\$ 141,842
FFY 2016 – 2017 Carryover Funds	\$ 188,771
<hr/>	
Grand Total Funds for FFY 2017-2018 TA Services	\$ 330,613

**Stanislaus County  
Refugee Services Plan  
FFY 2017-2018 RSS and TA Budget**

Funds Available for FFY 2017 – 2018 Services

Employment	\$ 57,865
Orientation/Appraisal	
Job Search	
Job Placement	
Skills Training	\$ 202,526
Vocational Training	
Skills Re-Certification	
Case Management	\$ 185,168
English Language Training	\$ 104,157
Other Employability Services	\$ 28,932
Transportation	
Translation and Interpretive Services	
Child Care	
Non-Employment Services	\$
Citizenship Preparation	
SSI/Referral Assistance	
Transportation	
Translation and Interpretive Services	
Child Care	
<hr/> Subtotal	<hr/> \$ 578,648
County Administration	\$ 93,434
<hr/> Grand Total FFY 2017 - 2018 – RSS and TA Funds	<hr/> \$ 672,082

# ANNUAL SERVICE PLAN

FY 2017 Annual Services Plan					Original ( <input checked="" type="checkbox"/> )	Revision ( <input type="checkbox"/> )							
10/17/2016		Time Period Covered by Plan:											
County: Stanislaus		From: 10/01/2015 To: 9/30/2016											
Description of Contracted or State-Provided Services		Contracted Amount by Funding Source	Total Number	0-12 Months	13-60 Months	Type of Agency* and Percent of Funds							
						A	B	C	D	E	F	G	Total (Should equal 100)
<b>EXAMPLE</b>	SS TAP Other	\$100,000.00	100 0 0	50	50	20%		20%		20%		40%	100%
<b>Employment</b>	SS	\$16,024.50	289	289									
	TAP		0										
	TAD	\$5,905.36	11		11			10%					10%
<b>ELT</b>	SS	\$33,535.08	440	440									
	TAP		0										
	TAD	\$6,671.34	0					18%					18%
<b>OJT</b>	SS		0										
	TAP		0										
	TAD		0										
<b>Skills Training</b>	SS	\$59,805.86	254	254									
	TAP		0										
	TAD	\$21,586.34	9		9			35%					35%
<b>Case Management</b>	SS	\$61,141.87	289	289									
	TAP		0										
	TAD	\$13,143.06	11		11			32%					32%
<b>Other (Employment)</b>	SS	\$8,540.05	134	134									
	TAP		0										
	TAD	\$3,142.40	1		1			5%					5%
<b>SUBTOTAL</b>		\$229,495.86	1,438	1,406	32								
Non-Employment	SS		0										
	TAP		0										
	TAD		0										
	ORDG		0										
County Admin (15% admin max)	SS	\$31,846.00	*Type of Agency A. State/County B. Ethnic Community-Based Organization C. Resettlement Agencies D. Community College E. Adult Basic Education F. Other Non-Profit Organization G. _____										
	TAP												
	TAD												
	ORDG												
Grand Total	SS	\$210,893.36	(The total percentage for each individual service (i.e., Employment, ELT, etc.) under Type of Agency and Percent of Funds must equal										
	TAP	\$0.00											
	TAD	\$50,448.50											
	ORDG	\$0.00											



# ANNUAL OUTCOME GOAL PLAN

ANNUAL OUTCOME GOAL PLAN						
FY 2017						
PERFORMANCE GOALS AND ACTUALS						
State or County:	Stanislaus County, California					
	FY 2016 GOAL		FY 2016 ACTUAL		FY 2017 GOAL	
<b>1. Caseload</b>						
TANF Recipients	124		119		126	
RCA Recipients	84		142		149	
No Federal Cash Assistance	16		10		15	
<b>Total</b>	<b>224</b>		<b>271</b>		<b>290</b>	
<b>2. Entered Employment</b>						
Full Time	28		31	36%	55	42%
Part Time	60		55	64%	75	58%
<b>Total</b>	<b>88</b>	39%	<b>86</b>	32%	<b>130</b>	45%
<b>2a. TANF Recipients Entered Employment</b>						
Full Time	18	38%	18	43%	28	44%
Part Time	30	63%	24	57%	35	56%
<b>Total</b>	<b>48</b>	55%	<b>42</b>	49%	<b>63</b>	48%
<b>2b. RCA Recipients Entered Employment</b>						
Full Time	7	29%	11	32%	20	38%
Part Time	17	71%	23	68%	32	62%
<b>Total</b>	<b>24</b>	27%	<b>34</b>	40%	<b>52</b>	40%
<b>2c. No Federal Cash Assistance Entered Employment</b>						
Full Time	3	19%	2	20%	7	47%
Part Time	13	81%	8	80%	8	53%
<b>Total</b>	<b>16</b>	18%	<b>10</b>	12%	<b>15</b>	12%
Cash Assistance Recipients Placed In Employment						
	72		76		115	
<b>3. Federal Cash Assistance Terminations</b>						
TANF Recipients	5	38%	9	41%	14	44%
RCA Recipients	8	62%	13	59%	18	56%
<b>Total</b>	<b>13</b>	18%	<b>22</b>	29%	<b>32</b>	28%
<b>4. Federal Cash Assistance Reductions</b>						
TANF Recipients	7	70%	12	86%	15	75%
RCA Recipients	3	30%	2	14%	5	25%
<b>Total</b>	<b>10</b>	14%	<b>14</b>	18%	<b>20</b>	17%
<b>5. Entered Full Time Employment Offering Health Benefits</b>						
TANF Recipients	17	77%	17	71%	20	65%
RCA Recipients	2	9%	6	25%	9	29%
No Federal Cash Assistance	3	14%	1	4%	2	6%
<b>Total</b>	<b>22</b>	79%	<b>24</b>	77%	<b>31</b>	56%

## APPENDIX A

### PROCUREMENT PROCESS

Upon Stanislaus County Board of Supervisors approval of this plan, Stanislaus CSA will continue to utilize the existing service contract with the IRC. When the existing contract expires, Stanislaus County's request for proposal (RFP) process will be followed.

Stanislaus County's RSS and TA service provider is the IRC. Following is their contact information for our local provider and their Regional Deputy Executive Director:

International Rescue Committee  
Jim Stokes , Office Manager  
2925 Niagra St, Suite 6  
Turlock, CA 95382  
Phone: (209) 667-2378  
Fax: (209) 667-9713  
[Jim.stokes@rescue.org](mailto:Jim.stokes@rescue.org)

International Rescue Committee  
Christine Lemonda, Deputy Executive Director  
440 Grand Ave, Suite 500  
Oakland, CA 94610  
[christine.lemonda@Rescue.org](mailto:christine.lemonda@Rescue.org)

## APPENDIX B

### COUNTY MONITORING PLAN

Statistical analyses of the clients in the refugee services program are collected monthly. These analyses include the number of new clients entering the program and referrals to each service, the number of persons enrolled in direct and contracted services, the number of persons accessing training and the type of training, the number of persons who successfully found jobs, and the amount of aid reduced or terminated.

Monthly case reviews are to be conducted by case managers at either IRC or the County to review progress, identify barriers, provide supportive services, and assure adherence to or update Employability Plans.

The overall fiscal and program monitoring of the Stanislaus County Refugee Social Services program is the responsibility of the CSA and will be accomplished by the following means: audit claims, case reviews, electronic review, etc. For each program year, at least one comprehensive monitoring review will be conducted onsite and within six months from the beginning of the program year. As part of our monitoring process, the CSA will verify and document 90-day follow-up job placements and will include all detailed requirements as stated in the CDSS' County Refugee Program Guidelines, Section VII. Forms which are used to help the monitoring process are the RSS Monitoring Tool and the Entered Employment Participant Report. Written reports on the reviews will be submitted to the CDSS no later than 45 days from the completion date of the reviews.

The CSA will complete Service Participation and Outcome Report (RS 50) and Caseload Movement Report (RS 51) each trimester. CSA will submit RS 50 and RS 51 to the CDSS no later than the close of business, 15 calendar days after the end of each trimester of the FFY.

The CSA will complete the Services Participation and Outcomes Report, Schedule A: Program Narrative which narrates all major activities, accomplishments, and problems associated with the Stanislaus County Refugee Social Services Program.

With the above reviews and reports, the CSA will work toward meeting the Stanislaus County Refugee Services program goals to insure fiscal expenditures are appropriate, and fiscal, statistical, and refugee determination status data are accurate. In addition, the CSA will evaluate the refugee priority groups being served and whether or not each employable family or individual has an Employability Plan developed.

Follow-up monitoring will include a review of previous corrective actions to ensure they have been corrected, as specified, and in a timely manner.

## REQUIRED ASSURANCES

The 2018-2020 Stanislaus County Refugee Services Plan has been developed in accordance with:

- California Department of Social Services Manual of Policies and Procedures:
  - Refugee Resettlement Program Regulations – Division 69-200
  - Cuban/Haitian Entrant Program – Division 69-300
  - Purchase of Services Regulations – Division 23-600
- Code of Federal Regulations – Title 45 – Public Welfare:
  - Refugee Resettlement Program – 45 CFR Part 400
  - Cuban/Haitian Entrant Program – 45 CFR Part 401
  - Uniform Administrative Requirements – 45 CFR Part 74
  - Federal Procurement Standards – 45 CFR Part 92
- California Department of Social Services County Refugee Program Guidelines
- California Welfare and Institution Code Section 10850 – Confidentiality of Record