

SACRAMENTO EMPLOYMENT AND TRAINING AGENCY (SETA)

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**PLAN FOR THE PROVISION OF
REFUGEE EMPLOYMENT SOCIAL SERVICES (RESS)
AND
TARGETED ASSISTANCE (TA)
FUNDED SERVICES TO REFUGEES**

**PROGRAM YEARS
2005-2006, 2006-2007 & 2007-2008**

**SUBMITTED TO:
OFFICE OF CHILD CARE AND REFUGEE PROGRAMS BRANCH
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
744 " P " STREET
SACRAMENTO, CA 95814**

TABLE OF CONTENTS

<u>ITEM</u>	<u>PAGE</u>
I. Allocation/Budget.....	3
A. RESS	3
B. TA.....	5
C. In-House Direct Cost for Referral/Verification/One Stop Services.....	6
II. Goals	7
A. RESS	7
B. TA	7
C. Annual Goal Plan	7
III. Description of Service Components	8
A. RESS	10
1. VESL/ES.....	11
2. VESL/VT	14
3. SA & CO.....	16
4. SETA Referral/Verification/One Stop Services	18
5. Supportive Services	19
B. TA.....	20
1. VESL/ES.....	21
2. VESL/OJT.....	21
3. Employment Services (ES) Stand Alone	24
4. SETA Referral/Verification/One Stop Services	26
5. Supportive Services	26
IV. Description of Service Delivery System	27
A. County Refugee Program Administration.....	28
B. RESS and TA Funding Strategy.....	29
C. RCA Employment Service System	31
D. CalWORKs Employment Service System.....	33
E. Certification.....	34

APPENDICES

A. Supporting Planning Information	36
B. Labor Market Analysis.....	39
C. Identification of Targeted Population and Needs Assessment.....	42
D. Procurement Process.....	45
E. County Monitoring Plan.....	47
F. Required Assurances	50
G. Refugee and One-Stop Career Centers	56

The Sacramento Employment and Training Agency (SETA) is a joint powers agency of the city and

county of Sacramento. On May 10, 1983, the Sacramento County Board of Supervisors authorized SETA to act on behalf of the county, to plan and administer the Targeted Assistance (TA) grant. In 1988, when AB 2635 transferred the management responsibilities of the Refugee Employment Social Services (RESS) funds to the county, SETA was designated by the Sacramento County Board of Supervisors to administer the funds. The purpose of the TA and RESS funds is to provide direct services intended to result in the economic self-sufficiency, and reduce public assistance dependency of refugees and asylees through employment. SETA is also the grant recipient of the following funds:

- Workforce Investment Act (WIA);
- Community Services Block Grant (CSBG);
- Head Start;
- Sacramento County CalWORKs Job Club/Job Search.

With the public input, this TA and RESS plan was developed in preparation for the continuance of TA and RESS services in Sacramento County after current services end on September 30, 2005. The plan is for the three-year period beginning October 3, 2005 and ending September 30, 2008

If funds are available for program years 2006-2007; 2007-2008, and subgrantees meet contractual performance goals, it is SETA's intent to extend subgrant contracts annually for up to two additional years.

Sacramento County
Refugee Program

I. Allocation/Budget (Will submit when final State Allocation is notified)

A. Summary of RESS, PY 2005-2006 Allocation

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Employment		
• VESL/ES (standard)	\$	
• VESL/VT	\$	
Case Management		
• Referral/Verification/One Stop Services	0	
Other		
• SA & CO (standard)	\$	
Subtotal Services		
County Administration	\$	
Total Allocation for County	\$	

Sacramento County
Refugee Program

RESS FY 2005-2006 In-House Component Budget

Direct Cost For Referral/ Verification/One Stop Services

N/A

Salaries	\$0
Fringe Benefits	\$0
Contract Services	\$0
Other incidental and direct services cost	<u>\$0</u>
Total	\$0

Sacramento County

Refugee Program

B. Summary of TA , PY 2005-2006 Allocation

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Employment:		
• VESL/ES	\$	
- ES Stand Alone	\$	
OJT:		
• VESL/OJT	\$	
Case Management		
• Referral/Verification/One Stop Services	\$	
	_____	_____
Subtotal Services	\$	
County Administration	\$	
Total Allocation for County		

Sacramento County
Refugee Program

C. TA , PY 2005-2006 In-House Component Budget

Direct Cost For Referral/Verification

Salaries	\$
Fringe Benefits	\$
Other incidental and direct services cost	<u>\$</u>
 Total	 \$

Direct Cost For One Stop Services

Salaries	\$
Fringe Benefits	\$
Other incidental and direct services cost	\$
 Total	 \$

II. Goals (Will submit when final State Allocation is notified)

A. RESS

B. TA

C. Annual Goal Plan

III. Description of Service Components

SETA will use the majority of RESS and TA funds to provide services to refugees in employment related components. Non-exempt mandated or voluntary refugees and asylees who are in the California Work Opportunity and Responsibility to Kids (CalWORKs), Refugee Cash Assistance (RCA) or General Assistance (GA) program will be served within the Vocational English-as-a-Second Language combined with Employment Services (VESL/ES), or Vocational English-as-a-Second Language combined with On-the-job Training (VESL/OJT), or Vocational English-as-a-Second Language combined with Vocational Training (VESL/VT) components.

Social service needs, which are identified through service provider assessments or the Family Self-Sufficiency Plan (FSSP), will be provided through the Social Adjustment and Cultural Orientation (SA & CO) component or by service providers.

Direct employment assistance services to refugees who are not on cash assistance will be assessed and provided under the Employment Services (ES) stand alone component.

With the exception of translation, referral, citizenship/naturalization services and immediate and unsubsidized placement, all clients served by RESS and TA funds must be in the country less than five years.

All non-exempt RCA recipients are required to enroll in employment programs within thirty days of receipt of aid. Priority of services in the RESS program will be given to:

- 1) newly arriving refugees during their first year in the country;
- 2) cash aid clients;
- 3) employed refugees in need of services to retain employment or to obtain economic self-sufficiency; and
- 4) Employed non-cash aid refugees and asylees.

Priority of services in the TA program will be given to:

- 1) long term cash assistance recipients;
- 2) unemployed refugees who are not receiving cash assistance; and
- 3) employed refugees in need of services to retain employment or to attain economic self-sufficiency.

A. Refugee Employment Social Services (RESS)

The Refugee Employment Social Services (RESS) program consists of the following components:

- + Vocational English-as-a Second Language/Employment Services (VESL/ES)
- + Vocational English-as-a Second Language/ Vocational Training (VESL/VT)
- + Social Adjustment and Cultural Orientation (SA & CO)
- + SETA Referral/Verification/One Stop Services
- + Support Services

1. Vocational English-as-a-Second Language/Employment Services (VESL/ES)

This component is designed to provide Vocational English-as-a-second (VESL) Language concurrent with direct employment assistance. VESL Language instruction is focused on the linguistic and cultural competencies related to employment. Types of VESL include general and occupational specific VESL.

General VESL instruction will focus on the linguistic and cultural competencies for getting a job, keeping a job, and advancing on a job. The competencies are cross-vocational, applying to several or all occupations. Topics include employment applications, employment interviews, transportation, want ads, safety on the job and on-the-job communication (following directions, clarifying instructions).

Occupation-specific VESL instruction will focus on the linguistic and cultural competencies necessary in a specific occupation, such as auto mechanic or electronic technician. The competencies include those necessary for succeeding in a training class, getting a job, and/or functioning on a job.

Employment services shall include the following:

1. Employability assessment testing and counseling
2. Labor market information/occupational career and vocational exploration
3. Pre-employment Skills Training (PEST) program, which includes:
 - Job search assistance
 - Job seeking skills training

- Upward mobility
 - Employee rights
 - Job interviewing/resume writing
 - Job holding and survival skills training
 - Program orientation
 - Employer rights (layoff)
 - Transportation, ancillary expenses, child care
 - and other available services
4. Job development and job placement: The service provider will develop service strategy plans for refugee/asylee job search activities. In the development of these plans, all reported employable family members will be included. At a minimum, the service provider will require the client to:
- a. Take part in an assessment of skills, abilities and aptitudes and develop short and long term employment goals and a strategy to attain those goals.
 - b. Every two weeks, complete/submit employment applications with ten employers that have the type of job openings identified as appropriate for the clients in the plan; and,
 - c. Every two weeks, identify the names, addresses and phone numbers of three businesses (which the client has not previously contacted) offering the type of job in which the client is attempting to obtain. Documentation of those job search efforts must be brought to the on-site visit with the job developer or ES staff every two weeks.

In addition, each service provider will:

- a. Create a job bank in order to facilitate job search and familiarize clients with seeking employment on their own.
- b. Develop unsubsidized jobs with private and public sector employers; and
- c. Introduce the Sacramento Works Career Center (SWCC), its services and their delivery system to the refugee/asylee client(s)

In order to enhance a client's participation in unsubsidized employment, participant will be assisted in the enrollment in low-income programs and or translation/interpretation services (legal/medical).

The minimum VESL/ES cycle is six (6) months.

2. Vocational English-as-a-Second Language/ Vocational Training (VESL/VT):

This component offers short term instructional training to provide voluntary CalWORKs or non-exempt CalWORKs or RCA refugees with the technical skills required to perform a specific job. The VESL training will be required as a prerequisite and/or in conjunction with vocational skills training categories. This training is conducted in a real or simulated institutional setting where participants learn the skills necessary to perform the same type of job. Training may be provided by the proposer or through a joint proposal with another vocational training institution that has the ability to train limited English speaking clients.

The focus of the Vocational Training activity is to provide entry level work skills to participants who have completed Vocational English-as-a Second Language training, and to enhance and upgrade the skills of those individuals identified as being marginally employable. The Sacramento Works, Inc., the local Workforce Investment Board, has completed extensive labor market research to identify the high demand occupations in the region and the skills sets that are required by most employers: Construction, Information Technology, Repair and Manufacturing, Mechanical, Tourism/Hospitality, Health Care and Financial Services/Call Center/Customer Services . Because of the diversification of identifiable skills among the refugee and asylee population and the availability of vocational skills training in Sacramento County, SETA has not limited training to any particular grouping of training occupations. Rather, we are proposing that each individual participant will receive the skills enhancement or skills training most applicable in the current labor market, and each agency proposing training will be required to justify the demand for the proposed occupation in Sacramento.

The VESL curriculum includes 40 hours of Pre-employment Skills Training (PEST) and submitting 10 employment applications every two weeks per participant.

After training is completed, the service provider must provide job development and placement services to assist clients in obtaining unsubsidized jobs.

The length of training for a VESL/VT program shall be an average of 480 hours and should not exceed 600 hours.

3. Social Adjustment and Cultural Orientation (SA & CO)

These services are defined as activities directed at assisting refugees to understand and effectively utilize daily living skills and problem solving skills. Services may be provided on an individual basis or in workshops. Services may include any of the following:

- a. Translation/Interpretation services
- b. Crisis Intervention (may include special projects to provide drug and gang diversion services).
- c. Individual/Group Counseling (may include peer counseling, support groups).
- d. Information Access to existing services:
 - 1) **CalWORKs/SSI** – an understanding of public assistance programs and the client’s rights and responsibilities as applicants/recipients.
 - 2) **Financial Literacy** – Banking, taxes, interest, contract purchases.
 - 3) **Housing** – Landlord/tenant relations, leases, rental agreements, utilities and utility deposits, appliance usage, safety, maintenance and local housing standards.
 - 4) **Health** – Mental health and health services needs and referral to the programs available to address those needs, provide information regarding program requirements and methods of accessing such programs, especially the new Geographic Managed Care program.
 - 5) **Education** – Provide information regarding organizations and the content of educational programs, their operations and availability, rights and responsibilities of administrators, teachers, parents and students in those programs.
 - 6) **Legal** – Role of law enforcement agencies, local/state/federal laws structured to protect citizens and civil rights. Safe vehicle operation, consumer protection, seller

misrepresentation, and fish and game laws.

- 7) **Human Relations** – Appropriate interaction with employer and co-workers. How to avoid and/or deal with neighborhood conflicts, family conflicts, parent/child conflicts, generational conflicts, etc.
- 8) **Small Business** – How to apply for small business loans from the Small Business Administration (SBA) and from other Government Assistance Programs.
- 9) **Citizenship** – an understanding of the application process, availability of classes, and rights and responsibilities as a citizen.
- 10) **Sacramento Works Career Center (SWCC)** – Services available at one-stop centers in the Sacramento metropolitan area.
- 11) **Local Customs** – How to make our cities and county better

4. SETA Referral /Verification /One Stop Services

In collaboration with the County Department of Human Assistance (DHA), non-exempt refugees who are in the CalWORKs or RCA program will be referred from DHA to refugee-funded programs, or the SETA Referral Liaison. Referral will be based on the client's zip code. For DHA referrals, the clients will be administered the Basic English Skills Test (BEST), oriented and assessed. Based on the assessment, clients will be assigned to an appropriate refugee-funded program located in the geographical area. If a client's language capacity is insufficient, outside translation services will be provided during orientation and assessment.

During orientation, clients will receive information on the Sacramento Works Career Center System, resources available in the community on education, training, employment and social services.

5. Supportive Services

Supportive services are essential to the program and are designed to facilitate participation of cash participants in training activities, job search and retention of employment. Specific supportive services to be provided include:

- a. **Transportation:** Payments for bus passes or gasoline when such assistance is related to participation in available training activities and/or employment.
- b. **Child Care:** Payments for care of the participant's children who are under 13 years of age, if the participant needs such care to participate in the program.
- c. **Ancillary Expenses:** Cash allowances for job-related expenses which are essential to job performance such as books, tools, uniforms, union fees, etc.
- d. **Translation/Interpretation Services:** Services that assist participants in understanding communications in their own languages.
- e. **Referral for Personal Counseling:** Activities that provide information and refer clients to the available resources for personal therapy/counseling.

Supportive services for RCA and GA participants are administered by the provider (some restrictions apply for GA recipients). Some support services for CalWORKs participant will be paid by the County Department of Human Assistance. For fiscal purposes, the functions of certifying the client and disbursing supportive service payments are separated.

Intake, Assessment and Tracking for non-mandatory clients will be provided by the Service Provider.

B. Targeted Assistance (TA)

The Targeted Assistance (TA) program consists of the following components:

- + Vocational English-as-a Second Language/Employment Services (VESL/ES).
- + Vocational English-as-a Second Language/On-The Job Training (VESL/OJT).
- + Direct Employment Services (ES).
- + SETA Referral/Verification/One Stop Services
- + Support Services

1. Vocational English-as-a-Second Language/Employment Services (VESL/ES)

The same as described in the RESS program.

2. Vocational English-as-a-Second Language/On-the-Job Training (VESL/OJT)

This combined component is designed to provide Vocational English-as-a-Second Language combined with On-the-Job Training. Types of VESL include general, occupational-cluster and occupational-specific VESL.

General VESL instruction will include the linguistic and cultural competencies for getting a job, keeping a job, and advancing on a job. The competencies are cross-vocational, applying to several or all occupations. Topics include employment applications, interviews, transportation, want ads, safety on the job and on-the-job communication (following directions, clarifying instructions). General VESL includes pre-vocational OJT.

Occupational-specific VESL instruction will include the linguistic and cultural competencies necessary in a specific occupation, such as auto mechanic or electronic technician. The competencies may include those necessary for succeeding in a training class, getting a job, and/or functioning on a job.

The VESL curriculum includes 40 hours Pre-Employment Skills Training (PEST) and submitting 10 employment applications every two weeks per participant.

The purpose of this On-the-job-training program is to provide a participant with job experience through hands-on training in the private sector. The employer providing the training makes a commitment to hire the participant upon successful completion of training. The design of the

OJT component shall focus on four basics:

- a. Seeking out and contracting with eligible employers who demonstrate the interest, ability and stability to train and retain individuals following completion of subsidized training;
- b. Offering On-the-Job Training opportunities to refugees who lack the related educational training or work experience for the job for which training is offered;
- c. Offering training to refugees who may have related education training or work experience when no other suitable employment opportunities are available in unsubsidized employment or within the employment training system; and
- d. Emphasizing the unsubsidized retention of OJT employees by the employer at the completion of the contracted OJT period.

Under OJT, the participant is hired first by the employer and receives training in productive work, which provides knowledge and skills essential to the full and adequate performance of a particular job. Employer reimbursement is up to 50 percent of the participant's wages (but not fringe benefits) and represents the difference between the cost of training and the lower productivity associated with employing an OJT participant. The employer's reimbursement is included in the cost per participant.

After the completion of VESL, providers are required to assist participants in completing/submitting 10 employment applications with employers every two weeks until an OJT contract is developed. Documentation of those job search efforts must be kept in the client case file. Programs are required to comply with SETA's OJT policies and procedures and implement SETA's standardized contract.

3. Employment Services Stand Alone (ES)

After the time eligibility expiration, many CalWORKs/RCA refugees are unable to find adequate assistance in looking for a job. In many cases they re-enter the public assistance roles, thus adding to the high welfare dependency rate in Sacramento County.

The ES Stand Alone component is aimed at providing direct employment assistance services to refugees who are no longer receiving public assistance but remain at risk at returning to public assistance. The following services are available under this component:

- Employability assessment testing and counseling.
- Labor market information/occupational career and vocational exploration.
- Pre-employment skills training
- Job search assistance
- Employment retention and survival skills training
- Employment seeking skills training
- Job interviewing/resume writing
- Upward mobility
- Employee rights
- Employer rights (layoff)
- Supportive services (referral for personal counseling)
- Program orientation
- Job development and job placement.

The service provider will develop individual employability plans for these clients.

Programs are encouraged to create a job bank, in order to facilitate job search and familiarize clients with seeking employment on their own, and link with Sacramento Works Career Centers for job development and placement assistance.

Service time includes the length of the program from the client's enrollment date to employment and continues through ninety day retention, or the end of the program year, whichever comes first.

4. **SETA Referral/Verification/One Stop Services**

The same as described in the RESS program.

5. **Support Services**

The same as described in the RESS program.

Intake, assessment, and tracking for non-mandatory clients will be performed by the service providers.

IV. DESCRIPTION OF SERVICE DELIVERY SYSTEM

A. County Refugee Program Administration

In Sacramento County, the administration of refugee funds was designated to the Sacramento Employment and Training Agency (SETA). Refugee funded services are coordinated by the staff of the Workforce Development and Planning Department and the Fiscal Department.

The administration of the Refugee Program is shown as follows:

- ❖ Sacramento Employment and Training Agency: Planning/Procurement process; Assessment/Referral/Verification; Program monitoring/MIS reporting; Contracts, County Refugee Coordination; Fiscal monitoring/Claim reimbursements;
- ❖ Collaboration with the County Department of Human Assistance.

B. RESS and TA Funding Strategy

Recognizing the needs of refugees in meeting their ultimate goals of cultural orientation and economic self-sufficiency, SETA will utilize the majority of the RESS and TA funds for employment related components. These components are designed to assist newly arrived refugees in the CalWORKs, RCA, or GA program, and those who have been in the country for less than five years in getting a job in a short period of time.

Services for refugees receiving cash assistance will be provided either through the VESL/OJT, VESL/VT, or VESL/ES programs. Refugees who are no longer eligible for receiving public assistance will be served in the Employment Services (ES) stand-alone component. In addition to employment services, the refugees are also in need of social services in order to adjust to and orient into a new society. Non-employment services include translation/interpretation, crisis intervention, individual/group counseling, information/access to existing services such as public assistance, financial literacy, housing, health, education, legal, human relations, small business, citizenship, local customs, and information on low-income programs.

Services will be provided in a manner that is culturally and linguistically compatible with a refugee's culture and language background. Women will have the same opportunities as men to participate in refugee-funded services as well as on the service provider's staff.

Because of limited RESS and TA allocations, not all CalWORKs refugees will be served under the RESS and TA funded programs. Therefore, it is expected that if eligible, they will also receive services provided under the County CalWORKs program, or Workforce Investment

Act (WIA) program.

RESS and TA funds will be dispersed through a request for proposal process.

C. RCA Employment Services System

Non-exempt RCA or GA clients will be referred by the Sacramento County Department of Human Assistance (DHA) to SETA refugee services as a condition of receipt of a cash aid grant. Refugees who are not on public assistance, will be recruited by the service providers. All clients will be pre-tested utilizing the Basic English Skills Test (BEST). If the cash client's Student Performance Level (SPL) is equal to or above 5, the client may be directed to Employment Services, On-the-Job Training or Vocational Training. If the SPL is below five, the client will be enrolled in Vocational English-as-a Second Language class to learn Vocational English and attain job search skills. Sacramento County serves one hundred percent non-exempt RCA applicants or recipients. All RCA's are required to register with training/employment programs within thirty days of their receipt of cash assistance. Prior to enrollment, an Agency Participant Agreement is explained and agreed to by the client in the language the client understands. The Agreement includes the purpose of the agreement, the provider's participation standard, the participant's obligations, the length of participation and support services. Complaint/grievance procedures are also explained in the client's language. An Individual Service Strategy Plan (ISSP), or the Family Self-Sufficiency Plan (FSSP), contains the description of services to be provided to all employable family members, activities that will be undertaken by the participant in order to achieve self-sufficiency goals, and other needs of the client.

Non-participation/non-cooperation will be reported to County DHA for good cause determination. RCA or GA participants will be terminated in SETA's MIS system when they remain on the job on the ninetieth day from first placement or when the program year ends, whichever comes first.

Failure of participation/cooperation of non-cash clients or non mandatory cash clients will result in ninety days ineligibility of refugee funded services counting from the date on the RS-24 form sent to clients.

D. CalWORKs Employment Service System

The CalWORKs program has been implemented in Sacramento since January 1998. As the administrator of WIA funds, SETA has collaborated closely with the Sacramento County Department of Human Assistance in designing programs to serve non-exempt CalWORKs recipients, including refugees. Non-exempt CalWORKs recipients in Sacramento, therefore, are being served in many different programs: WIA, TANF, RESS and TA. Because of RESS and TA funding limitations, many CalWORKs refugees will be served in the County CalWORKs programs. In developing the programs serving CalWORKs recipients, SETA follows all of DHA's regulations applied for the CalWORKs applicants and recipients.

The CalWORKs Employment Services System provides employment-related services to mandatory as well as non-mandatory employable CalWORKs refugees in the County. Cash status of volunteer CalWORKs will be verified by the SETA Referral Liaison. Non-exempt mandatory CalWORKs refugees will be referred from DHA to the SETA Referral Liaison. A client will be BEST tested, oriented, assessed and referred to an appropriate program. Clients will be advised of their rights and responsibilities prior to referral. When being referred to a service provider prior to enrollment, the Participant Agreement will be explained and agreed to by the client.

The Participant Agreement includes the purpose of the agreement, the provider's participation standard, the participant's obligations, the length of participation and available support services.

Failure to participate/cooperate will result in non-cooperation/non-participation and reported to the DHA for good cause determination.

E. Certification

This plan has been developed in accordance with the appropriate federal, state and county regulations and in coordination with County Department of Human Assistance. All applicable regulations and federal notices will be followed during the implementation and execution of the plan. A copy of the Required Assurances, is attached to this plan as Appendix F.

APPENDICES

A. SUPPORTING PLANNING INFORMATION – COUNTY PLANNING PROCESS

In order to solicit input for a three-year RESS and TA plan, SETA held an input hearing on March 17, 2005. In developing the plan, SETA coordinated with the State Department of Social Services, the Sacramento County Department of Human Assistance, the Workforce Investment Board, Refugee community based organizations, voluntary agencies, and other local public and private entities involved in refugee resettlement services.

Participants in the hearing agreed that:

1. the ultimate goal for refugees is economic self-sufficiency;
2. more services are needed for seniors, youth and refugees who have been in the country over 60 months;
3. individual service plans should address not only a client's employment and social services needs but also the needs of the entire family;
4. Vocational English should be provided concurrently with employment related services rather than sequentially;
5. more mental health, substance abuse, translation, priority transportation services;

Current refugee providers suggest that the sixty-month limitation on employment services should be discontinued to better meet the needs of the refugee community. This would alleviate the amount of time that staff is currently utilizing for recruitment and allow them to provide better services. The number of refugees in Sacramento County that have been in this country over 60 months and are in need of quality services continues to increase each year.

Attachments

- Public Hearing Summary
- Letter from the Sacramento Occupational Advancement Resources (SOAR)

B. LABOR MARKET ANALYSIS

The unemployment rate in Sacramento County was 4.90% as of March, 2005 compared to 5.40% for the State of California. In Sacramento, the Workforce Investment Board (WIB) has identified the needs of employers in the following critical industries:

- Construction
- Information Technology
- Repair and Manufacturing
- Mechanical
- Tourism/Hospitality
- Healthcare
- Financial Services/Call Center/Customer Services

Because the newly arrived refugees are characterized by having limited English proficiency, unfamiliarity with a new society and lack of transferable skills into the new labor market; therefore, regardless of the labor market in the region, the refugees still find it hard to compete with the general population in high skilled jobs.

In coordination with the Employment Development Department (EDD), and based on an analysis of and experience with, trends in regional business activity, SETA has identified the following demand skills and occupations that are most appropriate for refugees in Sacramento County after a short period of training:

- Accounting Clerk
- Air Conditioning/Heating/Refrigeration Technician

- Auto Body Repair
- Baker
- Bank Teller
- Bindery Worker
- Building Maintenance Worker
- Butcher
- Carpenter
- Child Care Worker
- Clerk (Stock, Grocery, Filing)
- Computer Operator
- Construction Worker
- Customer Service Worker
- Furniture Assembler
- Furniture Upholsterer
- Food Service Worker
- General Office Clerk
- Grocery Checker
- Groundskeeper
- Home Health Care Worker
- Laborer
- Material Handler
- Nurse's Aide
- Medical Laboratory Worker
- Medical Office Support
- Office Assistant/Technician
- Short Order Cook
- Stock Clerk
- Truck Driver
- Welding/Fabrication Occupations

C. IDENTIFICATION OF TARGETED POPULATION AND NEEDS ASSESSMENT

Since 1980, Sacramento County has been a good place for refugees. Statistics from the County Department of Human Assistance indicate that, as of December, 2004, there are about 4,411 CalWORKs Language Cases. The composition is as follows:

	Cases	Percentage
Russian	1,596	36
Hmong	1,047	24
Vietnamese	876	20
Cantonese	357	8
Mien	316	7
Laotian	219	5
Total	4,411 cases	100%

In addition, the County has 320 RCA cases.

Although the welfare caseload of refugee from the former Soviet Union is under 40%, their participation in RESS and TA programs represents 79%, as of February, 2005. The implementation of the Thamkrabok program by the US State Department resulted in sending, as of December, 2004, 2,829 new Hmong refugees to California. Of this number, 830 chose Sacramento County as their sweet homes. For program year that started October 2004, as of February, 2005, over 100 of them (or 14%) have already received refugee services.

The basic needs of the newly arrived refugees are still social adjustment, cultural orientation, health, transportation, health, English language training, vocational training, work experience training and job placement.

SETA will focus the refugee funds in assisting refugees to adjust in a new society through the Social Adjustment and Cultural Orientation (SA & CO) component and acquiring English Language instruction and jobs through either Vocational English-as-a-second Language in concurrence with direct employment assistance, on-the-job training or vocational training.

With the implementation of the CalWORKs program in the County, SETA has worked with the DHA in assisting newly arrived refugees in receiving refugee-funded services. This is a mandatory program, which was developed in accordance with all new requirements for CalWORKs recipients, specifically participation hours and goals for early employment.

Refugee women will have the same opportunity as refugee men. When developing the participant's Family Self-Sufficiency Plan (FSSP), the provider will not only develop the plan for that person but also for the entire employable family. Participants' spouses will be encouraged to participate in training or employment services in order to increase the family income and shorten the avenue to economic independence.

D. PROCUREMENT PROCESS

Services are being procured through a Request for Proposals (RFP), which is developed with the input of the public and interested parties involved in the refugee resettlement program. After the RFP is approved by the SETA Governing Board, it will be released to the public along with the planning calendar. An offeror's conference is held to answer all questions related to the RFP.

Proposals are evaluated by staff and based on many different criteria as described in the RFP: Program goals and objectives, program management, service delivery system, program design, budget summary and demonstrated performance. Staff funding recommendations are advisory only and are presented to the SETA Governing Board for final decisions. The RFP contains provisions for protest procedures to resolve procurement disputes. SETA adheres to the provisions of 54954.2 and 54954.3 of the California Government Code, generally known as the Brown Act. Members of the public may address the SETA Governing Board on any matter under its jurisdiction.

In accordance with the provisions of California Government Code, section 84308 and Regulations of the California Fair Political Practices Commission, each respondent to the RFP must fully complete the "Party Disclosure Form" and "Participant Disclosure Form". Each respondent is also required to attach to the RFP a Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion, Lower Tier Covered Transactions form and a Certification regarding Lobbying form.

E. COUNTY MONITORING PLAN

SETA will formally monitor the TA and RESS funded programs at least once per year. The monitoring system is a vehicle to determine program compliance and effectiveness. All activities will be monitored and the monitoring is aimed at providing an accurate, current and complete assessment of program activities and expenditures.

The monitoring process consists of desk review, onsite review, interview with program director/coordinator, instructors, counselors, administration staff, accountants, participants and other personnel as necessary. The monthly data collected by SETA will indicate program performance. Corrective action will be taken when the performance of the program falls below contractual service levels. On a quarterly basis, SETA reports to the California Department of Social Services, Child Care and Refugee Programs Branch, through the RS-50 reporting. Semi-annual reports on participating service providers and their funded components, are also submitted during the program year.

In compliance with the referral and sanction procedures for mandated clients, a tracking system has been implemented to track mandatory clients referred by the County Department of Human Assistance. Information on client non-cooperation/non-participation will be sent to the County Department of Human Assistance for “good cause” determination.

Prior to enrollment, a Participant Agreement will be explained and agreed to by the client in the language the client understands. In addition, Complaint/Grievance Procedure materials will be translated in many different languages for program use.

SETA reassures that all limited English persons receive language assistance when they access services, and no refugee or asylee shall be subjected to discrimination on the basis of sex, color or

national origin as provided under Title VI of the Civil Rights Act of 1964.

F. REQUIRED ASSURANCES

SETA assures:

- “That the planning process was developed through a meaningful consultation process with the private sector employers, affected public agencies including the CWD, the refugee/entrant community, 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 RESS administrative budgets are in accordance with 45 CRF 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 on a timely basis.”
- “That TA/RESS 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 contained in section III, Section A., Items 2 and 3 of these guidelines.”
- “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 RESS-funded services in accordance with 45 CFR 400.147 and for TA-funded services in accordance with 45 CFR 400.134.”
- “That RESS 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, interpretation, naturalization/citizenship services and job readiness eligibility for RESS and TA services will be limited to refugees who have been in the U.S. 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 bilingual/bicultural women are used on service agencies staffs to ensure adequate service access by refugee women.”
- “That where applicable, strategies for multiple wage earner cases and for helping employed refugees remain employed or move to better employment will be utilized.”
- “That to the maximum extent feasible, RESS 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 non-exempt 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 MAA providers that not less than 51 percent 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 the CWD will be notified regarding the client’s participation and employment status and provided information regarding all TA and RESS supportive services payments made to RCA recipients participating in TA and RESS-funded services.”

- “That the county’s procurement process will be carried out in accordance with the provisions of the Management and Office Procedures, Purchase of Services, (Chapter 23-600) section of DSS EAS Manual; and that the procurement process will provide for priority consideration for funding refugee community-based organizations which demonstrate the capacity, comparable to that of other competitors who qualify for funding, to implement the proposed services.”

- “That the TA/RESS-funded RCA Services System will include the following activities:
 - Verification/documentation of refugee status;
 - Determination of eligibility for services;
 - Assessment of refugee service needs;
 - Development of client employability plan which meets the requirements of section 400.79 of the Federal Refugee Regulations;
 - Referrals of all non-exempt RCA applicants and recipients for participation in available appropriate employment and training programs; and
 - Tracking/reporting client progress (including non-cooperation participation) to the CWD.”

- “That accountability for supportive services payments will be maintained by documenting 1) eligibility/need for supportive services and 2) verification of client participation; and separating the functions of certifying client participation and disbursing supportive services payments.”

- “That the county will establish policies/procedures designed to assure compliance with the

mandatory work registration/sanctioning requirements.”

G. REFUGEE AND THE SACRAMENTO WORKS CAREER CENTER SYSTEM

The Sacramento Works Career Centers are partner co-located, physical sites which offer core services, plus intensive services, at or through the center. At the center, core services can be provided to customers with or without staff assistance.

Core services for job, education and training seekers include, but are not limited to, directory of services, eligibility self-screening, resource referral, job service/employment information, Labor market information, intake/assessment and unemployment insurance.

For employers, core services consist of a directory of services, job applicant data bank, resource referral, labor market information, economic development, and rapid response and plant closure assistance.

One Stop Career Centers in the Sacramento area are a result of the collaborative efforts of many government, county agencies and community based organizations including: Sacramento County Department of Human Assistance, Sacramento Housing and Redevelopment Agency, California Employment Development Department, Sacramento County Department of Health and Human Services, Sacramento City Unified School District, Sacramento County Office of Education, City of Sacramento Neighborhood Services Department, North Central Counties Consortium, Sacramento County Adult Education Learning Network and Federation of Program Operators of Sacramento.

Presently, there are eleven Sacramento Works Career Centers (SWCC) in the Sacramento area. At each SWCC, refugees can access employment, training, education, social services, unemployment

insurance, financial assistance under many different programs of the Workforce Investment Act (WIA), Regional Occupational Program (ROP), Employment Development Department (EDD), Vocational Rehabilitation, Community College, Welfare-to-Work, Head Start, Community Service Block Grant (CSBG), etc....