

SACRAMENTO EMPLOYMENT AND TRAINING AGENCY (SETA)

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**SACRAMENTO COUNTY REFUGEE SERVICES PLAN
FOR THE PROVISION OF
REFUGEE SOCIAL SERVICES (RSS) AND TARGETED
ASSISTANCE (TA) FUNDED SERVICES TO REFUGEES
(DRAFT)**

PROGRAM YEARS

2014-2015, 2015-2016 and 2016-2017

**SUBMITTED TO:
OFFICE OF REFUGEE PROGRAMS BUREAU (RPB)
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS)
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SACRAMENTO, CA 95814**

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BACKGROUND/OVERVIEW

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 U.S. Department of Health and Human Services (HHS), Administration for Families and Children (ACF)--Office of Refugee Resettlement (ORR) Targeted Assistance (TA) grant. In 1988, when AB 2635 transferred the management responsibilities of the ORR Refugee Social Services RSS funds to the county, SETA was designated by the Sacramento County Board of Supervisors to administer the funds. The purpose of the TA and RSS funds is to provide direct services intended to result in the economic self-sufficiency and reduced public assistance dependency of refugees, asylees, Special Immigrant Visa holders (SIVs), Cuban/Haitian entrants, and certified victims of trafficking, through employment. In May 2009, SETA entered into a two year cooperative agreement with the ORR Anti-Trafficking in Persons Division to implement a Rescue and Restore Victims of Human Trafficking Regional Program in the greater Sacramento area, which was continued another 3 years in July 2011.

Under the RSS/TA/Discretionary grant programs, SETA is also the grant recipient of U.S. Department of Labor (DOL), Workforce Investment Act (WIA) funding, U.S. Department of Health and Human Services, Administration for Families and Children—Head Start, and Community Services Block Grant (CSBG) programs. SETA also receives a variety of grants from Sacramento County Department of Human Assistance (DHA), California Department of Transportation (DOT), California Department of Corrections and Rehabilitation (CDCR), and the California Employment Development Department (EDD).

This plan was developed in preparation for the continuance of TA and RSS services in Sacramento County (including services funded by ORR discretionary grants) after current services end on September 30, 2014. The plan is for the three-year period beginning October 1, 2014 and ending September 30, 2017.

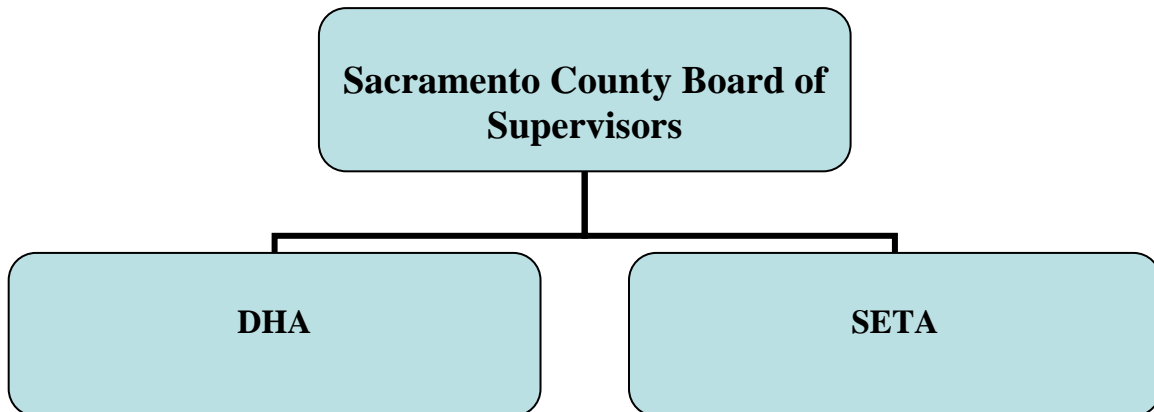
If funds are available for Program Years 2014-2015/2015-2016 and sub-grantees meet contractual performance goals, it is SETA's intent to extend sub-grants annually for up to two additional years.

I. County Refugee Program Administration

In Sacramento County, the Sacramento County Board of Supervisors has selected SETA to administer all RSS and TA funded programs. Refugee-funded services are coordinated by a Program Officer in the Workforce Development Department, who is also the Sacramento County Refugee Coordinator, and the Workforce Development Analyst Supervisor of Refugee Programs.

The SETA Workforce Development Department, in collaboration with the Sacramento County DHA, is responsible for the planning, procurement of subgrantees, assessment, referral, and verification of eligibility, and provision of Sacramento Works America's Job Center (SWJC) employment and training services, and program monitoring/MIS reporting. SETA's Fiscal Department is responsible for fiscal monitoring and claims reimbursements. DHA provides cash assistance, refers refugees to SETA for employment services, and is responsible for imposing sanctions on non-exempt mandatory California Work Opportunity and Responsibility

to Kids (CalWORKs) and Refugee Cash Assistance (RCA) recipients for non-participation/non-cooperation.



II. Description of the County’s Refugee Program

A. Funding Sources

Recognizing the needs of refugees in meeting the ultimate goal of cultural adjustment and economic self-sufficiency, SETA will utilize the majority of RSS and TA funds for employment-related components. These components are designed to assist newly arrived refugees in the CalWORKs, RCA, or General Assistance (GA) programs, and longer term refugees who have been in the country for less than five years, in getting a job in a short period of time.

B. General Program Description

Employment services for refugees over the next three-year period will be provided either through Vocational English-as-a-Second Language (VESL) combined with Employment Services (ES) or provided through ES (Stand Alone). This plan includes additional service components that SETA does not anticipate funding unless future RSS and TA grant allocations to Sacramento County increase significantly. These higher cost service components are VESL combined with On-the-Job Training (OJT), Vocational Training (VT), and Work Experience (WEX).

In addition to employment services, refugees are in need of social services in order to adjust to and orient into a new society. In the next three-year period, SETA will offer non-employment services, referred to as Social Adjustment and Cultural Orientation (SA & CO), which include translation/interpretation, crisis intervention, individual/group counseling, information/access to existing services such as public assistance, personal financial literacy, housing, health, education, legal, human relations, small business assistance, citizenship/naturalization, public transportation system/driver education, and an introduction to services available at/through the SWJCs.

All services will be provided in a manner that is culturally and linguistically compatible with a refugee's culture and language background. Refugee women will

have the same opportunity as refugee men to participate in refugee-funded services and will be hired as part of each provider's staff.

Because of limited RSS and TA allocations, not all CalWORKs refugees will be served under the RSS and TA funded programs. RSS and TA funded staff and providers will be provided information on other workforce development and education programs, including the county CalWORKs program, WIA program, adult education, and/or other employment and social service programs.

RCA Employment Services System

Non-exempt RCA or GA clients will be referred by the Sacramento County DHA to SETA Refugee Services as a condition of receipt of cash aid. Refugees who are not on public assistance will be recruited by service providers. All clients will be pre-tested utilizing a standardized English language assessment. If a cash client's Student Performance Level (SPL) is 3 or above, the client may enroll directly into an employment activity. Client's registering a SPL 2 or below will be enrolled in VESL to learn vocational English and attain job search skills.

Sacramento County serves one hundred percent of non-exempt RCA applicants or recipients. All RCA clients are required to register with training/employment programs within thirty days of receipt of cash assistance. Prior to enrollment, an Agency Participant Agreement is explained by the service provider in the language the client understands and is agreed to by the client. The Agreement includes the purpose of the agreement, the provider's participation standards, the participant's obligations, the length of participation, and supportive services. Complaint/grievance procedures are also explained in the client's language. The refugee client's Family Self-Sufficiency Plan (FSSP) is developed, which contains the description of services to be provided to all employable family members, the activities that will be undertaken by the client in order to achieve self-sufficiency goals, and identifies other needs of the client.

Non-participation/non-cooperation of non-exempt RCA or GA participants will be reported to DHA for good cause determination. Failure to participate or cooperate by a non-cash client or non-mandatory cash client will result in ninety days ineligibility of refugee-funded services, beginning from the date the client is notified.

RCA or GA participants will be terminated in SETA's MIS system on the ninetieth day after the first placement into unsubsidized employment or when the program year ends, whichever comes first.

CalWORKs Employment Services System

The CalWORKs program was implemented in Sacramento in January 1998. As the administrator of WIA funds, SETA has collaborated closely with the Sacramento County DHA in designing programs to serve non-exempt CalWORKs recipients, including refugees. Non-exempt CalWORKs recipients in Sacramento, therefore, are served through many different programs: WIA, CalWORKs, RSS and TA. Because of RSS and TA funding limitations, some CalWORKs refugees will be served in the County and SETA CalWORKs programs. In developing the

programs serving CalWORKs recipients, SETA follows DHA's regulations and reporting requirements.

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 voluntary CalWORKs clients will be verified by the SETA Referral Liaison. Non-exempt mandatory CalWORKs refugees will be referred from DHA to the SETA Referral Liaison. All clients will be oriented, assessed, and referred to an appropriate program. Clients will be advised of individual 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 standards, the client's obligations, the length of participation, and the available supportive services. Failure of the client to participate/cooperate will result in non-cooperation/non-participation and will be reported to the DHA for good cause determination.

C. RCA and CalWORKs Compliance

SETA assures that the provision of activities and services to mandatory and voluntary CalWORKs Welfare-to-Work (WTW) participants and RCA recipients 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 Section 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidelines issued by CDSS. A copy of this required assurance is incorporated in section VIII, Required Assurances, of this plan.

D. Certification

This plan has been developed in coordination with DHA and in accordance with the appropriate federal, state and county regulations; specifically the County Guidelines issued by CDSS. All applicable regulations and federal notices will be followed during implementation and execution of the plan. A copy of the Required Assurances is incorporated as section VIII of this plan.

E. County Planning Process

In order to solicit input for a three-year RSS and TA plan, SETA held a public input hearing on March 10, 2014. In developing the plan, SETA coordinated with the CDSS, the Sacramento County DHA, the Workforce Investment Board (WIB) and One-Stop Operator, voluntary agencies, refugee service providers, Mutual Assistance Associations (MAAs), and other local public and private entities involved in refugee resettlement services.

Participants in attendance at the hearing provided the following input for consideration in the development of the plan:

1. Service providers stated that the primary goals refugees seek are to attain

- or improve English proficiency, adjust socially, and obtain employment;
2. Transportation is a major challenge for refugees in Sacramento. The public transportation system is difficult to understand and navigate. Discounted bus passes from Regional Transit would be helpful.
 3. VESL classes are impacted in many locations and more funding is needed for VESL classes. Teaching students with multiple levels of English language ability in one class is difficult. Eight months of instruction is an insufficient amount of time for refugees to learn English. It would be beneficial if daily VESL was offered with no breaks due to office closures due to holiday breaks or extended office closures. Assistance with social adjustment and cultural orientation in the classroom is needed.
 4. There is a continued need to assist refugees with housing, culturally appropriate and intermittent childcare, immigration, legal and medical appointments, translation and interpretation, and other services. Lack of childcare during school breaks affects VESL attendance when parents don't have childcare. The MAA model was put forth as an effective model for service provision for refugee clients, beginning with resettlement through economic self-sufficiency.
 5. In some cases, there are large geographic distances between employment service providers and the areas in which resettlement agencies house newly arrived refugees. More collaboration is needed between resettlement agencies and employment services providers as new populations arrive in order to provide a more timely response to new populations arriving in the Sacramento area.
 6. More extended services, especially mental health services, are needed to address the trauma many refugees have experienced. Trauma has been observed in children and youth in the Sacramento schools. When accessing health care, refugees also face transportation, cultural and language barriers.
 7. There are no resources available for completing GED, VESL or job search services for older youth who are not eligible for RSS/TA services. It would be beneficial to for refugee student youth to qualify for fee waivers from community colleges.
 8. There is a need for extended case management--SA&CO beyond the 90 days required by the partner resettlement agencies. Employment service providers often assist with SA&CO issues and are not funded for it. There is a need for more collaboration between SA&CO providers, and/or if possible, to formally combine SA&CO with employment services to provide a more personalized approach to employment placement, including options such as financial literacy instruction.

Identification of Target Populations

Based on these priorities, the target populations for Sacramento County as of March 2014 are refugees from the following countries of origin. This information was gathered from arrival and MEDs reports found on the California Department of Social Services (CDSS), Refugee Program Bureau (RPB) website and Sacramento resettlement agencies' 2013-2014 abstracts.

- Afghanistan

- Burma
- Bhutan
- Congo
- Cuba
- Eritrea
- Iran
- Iraq
- Sudan
- Zaire
- Former Soviet Nations including Ukraine, Belarus, Moldova, Russia, and Uzbekistan

The majority of arrivals in the past five years (2009 to 2013) has been from Middle Eastern countries, including Iraq, Iran, and Afghanistan. During this period, 1,446 refugees from Middle Eastern countries arrived in Sacramento County, however, with secondary migration, that number is estimated to be much higher. Refugees from the Former Soviet Union continued to represent the second largest arrival population with 1,024 arrivals during the same five-year period. Sacramento is experiencing an increase in arrivals from African countries and the refugee community is preparing for the potential of increased arrival of refugees from Congo.

The basic needs of the newly arrived refugees are social adjustment, cultural orientation, transportation, English language training, job seeking skills, vocational and on-the-job training, and job placement and retention skills. Trauma-informed care and cultural adjustment are major needs of the arriving populations, especially as seen with the Middle Eastern populations over the last 3-5 years. SETA will focus the refugee funds in assisting refugees to adjust in a new society through the SA & CO component and acquiring English language instruction and jobs through VESL/ES and ES stand alone. If future funding allocations increase significantly, SETA will direct funds to VESL combined with OJT, VT, and/or WEX, which are all higher cost components.

For newly arrived refugees receiving CalWORKs assistance, SETA has worked with DHA in assisting them in receiving refugee-funded services. This is a mandatory program, which was developed in accordance with the requirements for CalWORKs recipients, specifically regarding participation hours and goals for early employment.

On June 27, 2007, the U.S. Department of Health and Human Services (HHS), ORR announced the launch of the Rescue & Restore Victims of Human Trafficking Coalition in Sacramento. On April 30, 2009 SETA entered into a cooperative agreement with ORR to establish a Rescue and Restore Program in the Sacramento area, which included sub-awarding funds to local agencies to provide outreach and services to victims. SETA received continued funding for three years beginning July 1, 2011 and ending June 30, 2014. ORR is currently soliciting applications for a new three year funding cycle for Rescue & Restore Victims of

Human Trafficking Regional Programs. SETA will be transitioning its role in Sacramento's Rescue & Restore Regional Program to allow partners in the community and the program who have developed the capacity to deliver services to victims and can continue to expand awareness and knowledge throughout the region to apply for the next round of funding. SETA will offer its full support to its partner agencies in this effort and will continue to play an active role in and the regional program, as well as the Sacramento Rescue & Restore Coalition. As a result of the Rescue & Restore program, refugee employment service providers and SWJCs have provided services to certified victims of trafficking, including vocational training and long term career pathway services.

Labor Market Analysis

Sacramento's unemployment rate for February 2014, as posted by the California Employment Development Department was 8.1%, which is down from 9.6% in February 2013. According to the Center for Strategic Economic Research (CSER), an economic research and consulting group specializing in applied research and strategy development in regional economics and economic development fields, March 2014 quarterly newsletter, California posted a 2.3 percent annual job growth in February 2014 and, although this rate of growth is slower than in 2013, it remains above the national average of 1.5 percent. The six-county Sacramento Region, however, is seeing slower annual job growth. This job growth pattern has moved the Region below both the statewide and national averages and increased the gap between neighboring regions that are all seeing job growth above the statewide average.

Among Sacramento's five largest sectors, which tend to dictate overall regional job growth, one is shedding jobs at an increasing rate, three are seeing fairly flat or decreasing positive growth, and one posted a slight uptick in February 2014. Government, the largest sector, had positive annual job growth in the summer of 2013 and annual job growth has been steady coming in at 1.4 percent in February 2014. The Trade, Transportation, & Utilities sector, which is dominated by retail trade activities, also posted 1.4 percent annual job growth in February 2014. While annual job growth has been somewhat flat in this sector over the past few months, it is seeing significantly slower growth than at the same point in 2013. Similarly, annual job growth in the Professional & Business Services sector is at a much lower level than at the same time last year—1.5 percent in February 2014 compared to 7.1 percent in February 2013. Educational and Health Services saw annual job growth move up recently, but is also lower than one year ago. In February 2014, Educational & Health Services posted 3.7 percent annual job growth due to continued gains in the health care segments. The Leisure & Hospitality sector moved into negative annual job growth at the end of 2013 due to losses in the accommodation and recreational segments. This sector shed 2.2 percent of all jobs on payrolls between February 2013 and 2014.

Industry and Occupational Employment Trends

Since 2007, the SETA/Sacramento Works, Inc. (SWI) Board annually identifies occupational clusters that are critical to the regional economy and establishes a goal to target WIA funds to train a workforce to meet the demand of regional

employers in these clusters. In April, 2013 CSER conducted a regional economic and workforce information analysis of industry and occupational trends, Critical Occupational Cluster trends, and the core business cluster trends to identify the industry sectors and occupational clusters in the region that are high growth, high demand, projecting skills shortages, are vital to the economy, and/or have a significant impact or multiplier effect on the overall economy. The core business clusters were derived from the research conducted for the Next Economy, the Capital Region Prosperity Plan which aims to align regional economic development activities. The Prosperity Plan will mobilize private industry, government, academic and civic leadership to focus on a set of common strategies and actions to accelerate job creation and new investment in California's Capital Region with the goals of supporting innovation and entrepreneurship, diversifying the regional economy, and improving the business climate for economic growth. The SETA/SWI critical occupational clusters identified in this effort contained almost 611,000 jobs in 2012 and are expected to reach nearly 666,000 jobs by 2017, a growth rate of 9 percent. Administrative & Support Services is the largest cluster in the group with close to 292,000 jobs in 2012. This cluster is forecasted to add another 23,000 jobs through 2017, the largest increase among all of the clusters. The highest rate of growth between 2012 and 2017 is expected in the Healthcare & Support Services cluster, which is forecasted to see job growth exceeding 17 percent. In addition to the clusters stated below, SWI has targeted training in the Clean Energy Technology sector.

As mentioned previously, it is the goal of the SETA/SWI to invest in occupational clusters that prepare job seekers for career pathways to middle and high skilled jobs that ensure upward mobility and self-sufficiency. SETA/SWI places a high priority on identifying and serving vulnerable populations who have barriers to employment and providing them with contextual career technical education, inclusive of basic skills remediation, which leads to credentials and degrees in occupations critical to the growth of the region.

Additionally, analysis of the data provided by CSER in April, 2013 resulted in an alignment of the SETA/SWI Critical Occupational Clusters and the Next Economy Core Business Clusters, with the result being the selection of the following sectors as high demand sectors for SETA's WIA programs for 2013-14:

- Administrative and Support Services
- Construction
- Healthcare and Supports
- Information and Communications Technology
- Installation, Maintenance and Repair
- Tourism and Hospitality (Agriculture/Food)
- Transportation, Production, and Manufacturing

Administrative and Support Services -

The Administrative and Support Services occupational cluster is comprised of occupations directly related to office administration, clerical support, and finance and insurance. These occupations that provide a wide variety of support-related activities and services, including firefighting and investigation and security related occupations,

Locally, for the occupations included in this cluster, an increase of more than 44,800 jobs due to absolute job growth and more than 36,000 jobs due to replacement need are projected between 2010 and 2015.

Construction -

The Construction occupational cluster is primarily comprised of occupations involved in the construction of buildings. Also included in this group are specialty trade contractors (e.g. Electricians, Painters, Carpet Installers, etc.), Cabinetmakers, Construction and Building Inspectors, Cost Estimators, and Welders.

Locally, for the occupations included in this cluster, an increase of more than 8,400 jobs due to absolute job growth and nearly 4,400 jobs due to replacement need are projected between 2010 and 2015.

Healthcare and Supports -

The Healthcare and Support Services occupational cluster is comprised of occupations employed by hospitals, nursing and residential care facilities, physician's offices, dental offices, outpatient care centers, and medical/diagnostic laboratories. This group also includes biomedical and health related businesses.

Locally, for the occupations included in this cluster, an increase of approximately 11,380 jobs due to absolute job growth and more than 5,225 jobs due to replacement need are projected between 2010 and 2015.

Information and Communications Technology -

The Information Technology occupational cluster is comprised of occupations involved in the design, production, and administration of computer hardware and software systems and networks. As with Administrative and Support Services and Clean Energy Technology related occupations, many of the occupations in this category are employed, to some degree, across most industries.

Locally, for the occupations included in this cluster, an increase of approximately 4,330 jobs due to absolute job growth and more than 2,800 jobs due to replacement need are projected between 2010 and 2015.

Installation, Maintenance, and Repair -

The Installation, Maintenance, and Repair occupational cluster is primarily comprised of occupations involved in restoring machinery, equipment, and other products to working order as well as occupations that typically provide general or routine maintenance or service on products to ensure that they work efficiently and

to prevent breakdown and unnecessary repairs.

Locally, for the occupations included in this cluster, an increase of more than 2,225 jobs due to absolute job growth and more than 2,135 jobs due to replacement need are projected between 2010 and 2015.

Tourism and Hospitality (Agriculture/Food) -

The Tourism and Hospitality occupational cluster is primarily comprised of occupations involved in providing accommodations and food service related activities as well as occupations providing customer service, recreation, and entertainment related activities.

Locally, for the occupations included in this cluster, an increase of more than 2,640 jobs due to absolute job growth and more than 2,300 jobs due to replacement need are projected between 2010 and 2015.

Transportation, Production, and Manufacturing -

The Transportation and Production occupational cluster is comprised of a diverse group of occupations directly related to the actual manufacturing and/or production of goods, as well as the manufacturing of industrial machinery, recycling, and green energy manufacturing efforts. Also included in this category are occupations related to the storage, distribution, and transportation of manufactured goods.

Locally, for the occupations included in this cluster, an increase of more than 7,990 jobs due to absolute job growth and approximately 9,690 jobs due to replacement need are projected between 2010 and 2015.

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, refugees still find it difficult to compete with the general population in high skilled jobs.

In coordination with the California EDD, and based on an analysis of and experience with trends in regional business activity, SETA has identified the following occupations from the Critical Occupational Clusters list approved by Sacramento Works, Inc. that are most appropriate for refugees in Sacramento County after a short period of training:

- Air Conditioning/Heating/Refrigeration Technician
- Auto Body Repair Technician
- Auto Service Technician
- Baker
- Teacher Assistant, Pre-school Teacher, Child Care Worker
- Clerk (Stock, Grocery, Filing)
- Computer Operator
- Customer Service Worker
- Cook
- Food Service Worker

- General Office Clerk
- Groundskeeper
- Home Health Care Worker
- Nurse's Aide
- Medical Laboratory Technician
- Medical Office Assistant
- Office Assistant/Technician
- Payroll Clerk
- Short Order Cook
- Truck Driver
- Welding/Fabrication Occupations

F. Additional Information

Refugee men and refugee women will have equal opportunities for services in the refugee programs operated in Sacramento County. When developing participant FSSPs, providers will include all reportable employable family members. Participant spouses will be encouraged to participate in training or employment services in order to increase the family income and shorten the path to economic independence.

III. Description of Service Components and Service Priorities

SETA will use the majority of RSS and TA funds to provide services to refugees in employment-related components. Over the next three-year period, cash aid and non-cash aid clients will be served with VESL combined with ES (VESL/ES) or ES (Stand Alone) services. If funding levels increase significantly, cash aid and non-cash aid clients may be provided VESL combined OJT (VESL/OJT), VESL combined with VT (VESL/VT), and/or VESL combined with WEX (VESL/WEX).

Social adjustment and cultural orientation needs, which are identified through service provider assessments or the FSSP, will be provided through the SA & CO component.

With the exception of SA & CO services, all clients served by RSS and TA funds must have been 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 RSS program will be given to:

- Newly arriving refugees during their first year in the country;
- Cash aid clients (refugees, asylees, SIVs, and certified victims of human trafficking);
- Employed refugees, asylees, SIVs, and certified victims of human trafficking in need of services to retain employment or to obtain economic self-sufficiency; and
- Employed non-cash refugees, asylees, SIVs, and certified victims of human trafficking.

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

- Long term cash assistance recipients (refugees, asylees, SIVs, and certified victims of human trafficking);
- Unemployed refugees, asylees, SIVs, and certified victims of human trafficking who are not receiving cash assistance; and
- Employed refugees, asylees, SIVs, and certified victims of human trafficking in need of services to retain employment or to attain economic self-sufficiency.

A. Refugee Social Services (RSS)

The Refugee Social Services (RSS) program consists of the following components.

- Vocational English-as-a-Second Language/Employment Services (VESL/ES) – English Language Training
- Vocational English-as-a-Second Language/Vocational Training (VESL/VT) – Skills Training
- Social Adjustment and Cultural Orientation (SA & CO) – Non-employment Services
- SETA Referral/Verification/SWJC Services
- Supportive Services

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

This component will be offered over the next three-year period and is designed to provide VESL in concurrence with direct ES. VESL instruction is focused on the linguistic and cultural competencies related to employment. Types of VESL include general, occupational-clusters, 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, and on-the-job communication (following directions, clarifying instructions).

Occupational-clusters VESL instruction will focus on the linguistic and cultural competencies common to a group of occupations. Occupations may be grouped by industry, common communication needs, or technical/basic skill needs. Public contact occupations and health occupations would be two examples of clusters.

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 may include those necessary for succeeding in a training class, getting a job, and/or functioning on a job.

ES shall include the following:

- a. Employability assessment testing and counseling;
- b. Labor market information/occupational career and vocational exploration;
- c. 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) and
 - other available services;
- d. Job development and job placement in which the service provider will develop

service strategy plans for refugee 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

- 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,
- 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
- 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 every two weeks.

In addition, each service provider will:

- Create a job bank in order to facilitate job search and familiarize clients with seeking employment on their own;
- Develop unsubsidized jobs with private and public sector employers; and
- Introduce clients to a SWJC and services available through the SWJC system.

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

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

This component, which will only be offered over the next three-year period if funding levels increase significantly, 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 VT activity is to provide entry-level work skills to participants who have completed VESL training, and to enhance and upgrade the skills of those individuals identified as being marginally employable.

Because of the diversification of identifiable skills among the refugee and asylee population, VT programs for refugees must be in occupations which are projected to be high-demand in the region. Sacramento Works, the local Workforce Investment Board (WIB), has identified seven critical occupational clusters in the region. These can be found on SETA's website at www.seta.net. The goal of VT providers will be to provide individual participants the skills enhancement or skills training most applicable in the current labor market. Agencies who do not propose a critical occupational

group approved by Sacramento Works will be required to justify the demand for the proposed occupation in Sacramento.

The VESL curriculum must include a minimum of 40 hours of PEST and requires each participant to submit 10 employment applications every two weeks. 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.

3. Social Adjustment and Cultural Orientation (SA & CO) – Non-Employment Services

These services will be offered over the next three-year period and 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, in workshops or through the use of print or electronic media. Services may include any of the following:

- a. Translation/Interpretation;
- b. Crisis Intervention;
- c. Individual/Group Counseling;
- d. Information/Access to other services, including
 - CalWORKs/SSI – an understanding of public assistance programs and the client's rights and responsibilities as an applicant/recipient,
 - Personal Finance – Financial literacy including, banking, taxes, interest, contract purchases (e.g., home mortgages), identity protection,
 - Housing – Landlord/tenant relations, leases, rental agreements, home mortgage issues (e.g. foreclosure avoidance), utilities and utility deposits, appliance usage, safety, maintenance and local housing standards,
 - 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,
 - 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,
 - Legal – Role of law enforcement agencies, local/state/federal laws structured to protect citizens and civil rights. Safe vehicle operation, consumer protection, and fish and game laws,
 - 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.,
 - Small Business – Information provided may include how to develop a business plan, marketing of a business, licensing and regulatory requirements, and how to apply for a small business loan from the Small Business Administration (SBA) or from other government and non-government organizational

- assistance programs,
- Citizenship/Naturalization – Information on citizenship/immigration issues including an understanding of the application process, availability of classes, and rights and responsibilities as a citizen/resident,
 - Sacramento Works America’s Job Center (SWJC) System– Services available through the SWJCs and Sacramento Works Training Centers (SWTC) system
 - Youth and Refugee School Impact Grant (RSIG) services to assist refugee youth;
 - Childcare resources that are culturally appropriate and will meet refugee parent needs; and
 - Public Transportation System/Driver Education – Information and referrals to agencies that can assist with use of the public transportation system and educating individuals on driving/operating a vehicle in California.
 - Local Customs

4. SETA Referral /Verification

In collaboration with the County Department of Human Assistance (DHA), non-exempt refugees who are in the CalWORKs or RCA programs will be referred from DHA to refugee employment service providers or the SETA Referral Liaison. Referral will be based on the client’s home zip code.

5. Supportive Services

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

- a. Transportation: Payments for bus passes or gasoline when such assistance is related to participation in available training activities and/or employment, as well as covering fees for California driver licenses.
- 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 employment service provider (some restrictions apply for GA recipients). Supportive services for CalWORKs participants will be paid by the County DHA.

Intake, assessment and tracking of non-mandatory clients will be conducted by employment service providers.

B. Targeted Assistance (TA)

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

- Vocational English-as-a-Second Language/Employment Services (VESL/ES) – English Language Training;
- Vocational English-as-a-Second Language/On-the-Job Training (VESL/OJT) – On-the-Job Training;
- Vocational English-as-a-Second Language/Work Experience (VESL/WEX) – Work Experience;
- Employment Services (ES) Stand Alone;
- SETA Referral/Verification/SWJC System Services; and
- Supportive Services.

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

This component will be offered over the next three-year period and is designed to provide VESL in concurrence with direct ES. VESL instruction is focused on the linguistic and cultural competencies related to employment. Types of VESL include general, occupational-clusters, 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, and on-the-job communication (following directions, clarifying instructions).

Occupational-clusters VESL instruction will focus on the linguistic and cultural competencies common to a group of occupations. Occupations may be grouped by industry, common communication needs, or technical/basic skill needs. Public contact occupations and health occupations would be two examples of clusters.

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 may include those necessary for succeeding in a training class, getting a job, and/or functioning on a job.

ES shall include the following:

- a. Employability assessment testing and counseling;
- b. Labor market information/occupational career and vocational exploration;
- c. 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;
- d. Job development and job placement: The service provider will develop service strategy plans for refugee 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:
- 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;
 - 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
 - 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:

- Create a job bank in order to facilitate job search and familiarize clients with seeking employment on their own;
- Develop unsubsidized jobs with private and public sector employers; and
- Introduce SWJC system, its services and their delivery system to the refugee clients.

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

This component, which will only be offered over the next three-year period if funding levels increase significantly, is designed to provide VESL combined with OJT. Types of VESL include general, occupational-cluster and occupational-specific VESL. The VESL curriculum includes a minimum of 40 hours PEST.

The purpose of this OJT program is to provide a participant with job experience through hands-on training. 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:

- Seeking out and contracting with eligible employers who demonstrate the interest and ability to train and retain individuals following completion of subsidized training;
- Offering OJT opportunities to refugees who lack the related educational training or work experience for the job for which training is offered;
- 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;
- 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. Depending on the skill level of the participant, employer reimbursement may be up to 100 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. Vocational English-as-a-Second Language/Work Experience (VESL/WEX)

This component, which will only be offered during the next three-year period if funding levels increase significantly, is designed to provide VESL combined with WEX. Types of VESL include general, occupational-cluster and occupational-specific VESL. The VESL curriculum includes a minimum of 40 hours PEST.

Work experience is a planned, structured learning that takes place in a workplace for a limited period of time. Worksites may be in the private for-profit, non-profit, or public sectors. Work experience is designed to enable clients to gain exposure to the world of work in the United States and basic employer/employee requirements and standards. Work experience assists in helping refugees acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. The purpose is to provide refugees with the opportunities for career exploration and skill development and is not to benefit the employer, although the employer may in fact benefit from the activities performed by the client. Work experience is a paid activity.

4. Employment Services (ES) Stand Alone

The ES Stand Alone component will be offered over the next three-year period and is aimed at providing direct employment assistance services to cash aid and non-cash aid refugees. 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;
- Program orientation; and
- Job development and job placement.

The service provider will develop FSSPs for these clients. Providers are encouraged to create a job bank, in order to facilitate job search and familiarize clients with seeking employment on their own.

Programs will introduce clients to services available at the SWJCs, specifically for job development and placement assistance services.

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

5. SETA Referral/Verification/SWJC Services

The same as described in the RSS program.

6. Supportive Services

The same as described in the RSS program.

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

C. Older Refugee Discretionary (ORD) Grant Program Services

The ORD program that is funded by the ORD grant, provides services to eligible clients 60 years of age or over, and consists of the following components:

- Citizenship/Naturalization Services; and
- Linking Older Refugees to the Local Area 4 Agency on Aging (A4AA) and Other Services.

1. Citizenship/Naturalization Services

Older clients enrolled in the ORD program may receive citizenship/naturalization services, which include citizenship classes, citizenship fairs, assistance with immigration documentation, applications, and troubleshooting issues, and interpretation/translation assistance with interviews when applicable.

2. Linking Older Refugees to the Local Area 4 Agency on Aging (A4AA) and Referral to Other Services

Older clients enrolled in the ORD program will be linked to A4AA and community services, which provide access to legal/ombudsman assistance in matters such as disability, SSI, welfare, immigration, Medicare, conflict mediation, individual counseling, group counseling, senior programs, utility billing, taxes, banking housing, deposits, housing repairs, rate reduction programs, community health providers, medical procedures, preventative medicine, dental care, community healthy fairs/free health screening programs. In addition, translated information will be provided on low-

income energy assistance, Universal Lifeline Telephone Service, citizenship eligibility, transportation, nutrition, elder abuse and prevention, etc. Interpretation and limited transportation to citizenship classes and other appointments will be provided, if needed.

IV. Budgets

A. Summary of Projected RSS FY 2014-2015 Allocation*

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Employment		
• VESL/ES	\$ 410,833	89%
Case Management		
• Referral/Verification/SWJC Services	0	0
Other		
• SA & CO	<u>50,000</u>	<u>11%</u>
Subtotal Services	\$ 460,833	100%
County Administration	\$ 81,323	
Total Projected Allocation for County	\$ 542,153	

* If final allocation is different, this budget will be modified accordingly.

IV. Budgets (continued)

B. RSS FY 2014-2015 In-House Component Budget

Direct Cost for Referral/Verification/SWJC Services

NOT APPLICABLE

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

IV. Budgets (continued)

C. Summary of Projected TA FY 2014-2015 Allocation*

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Employment:		
• VESL/ES	\$ 63,283	20%
• ES Stand Alone	255,000	80%
 Case Management:		
• Referral/Verification/ SWJC Services	0	0%
Subtotal Services	<hr/> \$ 318,283	<hr/> 100%

County Administration \$ 56,168

Total Projected Allocation for County \$ 374,451

*If final allocation is different, this budget will be modified accordingly.

IV. Budgets (continued)

D. TA 2014-2015 In-House Component Budget

Direct Cost For Referral/Verification/SWJC Services

Salaries	\$	0
Fringe Benefits		0
Other incidental and direct services cost		<u>0</u>
Scholarships/Individual Training Accounts		<u>0</u>
Total	\$	0

IV. Budgets (continued)

E. Summary of Projected Older Refugee Discretionary, PY 2014-2015 Allocation*

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Citizenship Services:	\$ 16,193	100%
Subtotal Services	\$ 16,193	100%
County Administration @ 15%	\$ 2,654	
Total Allocation for County	\$ 18,847	

*If final allocation is different, this budget will be modified accordingly.

IV. Budgets (continued)

F. Summary of Projected Targeted Assistance Discretionary, PY 2014-2015 Allocation*

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Employment:		
VESL/ES	\$ 30,439	100%
ES Stand Alone	0	0%
	<hr/>	<hr/>
Subtotal Services	\$ 30,439	100%
County Administration @ 15%	\$ 3,054	
Total Allocation for County	\$ 33,493	

*If final allocation is different, this budget will be modified accordingly.

IV. **Budgets** (continued)

G. Summary of Projected RSS, PY 2014-2015 Carryover Allocation*

*Final, additional, carryover allocations will be determined after the close of PY 2013-2014.

IV. Budgets (continued)

H. Summary of Projected TA, PY 2014-2015 Carryover Allocation*

*Final, additional, carryover allocations will be determined after the close of PY 2013-2014.

V. **ANNUAL SERVICE PLAN**

Annual Service Plan

Date: 4/11/14

100%

County: Sacramento

Original (X) Revision ()

Time Period Covered by Plan:

From: 10/1/14

To: 9/30/15

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							Total (Should equal 100)					
			Months	Months	A	B	C	D	E	F	G								
EXAMPLE	SS	\$100,000.00	100	50	50														
	TAP		0																
	TAD		0																
Employment**	SS	\$410,833.00	225	169	56														
	TAP	\$318,283.00	271	68	203														
	TAD	\$30,439.00	20	15	5														
ELT	SS		0																
	TAP		0																
	TAD		0																
OUT	SS		0																
	TAP		0																
	TAD		0																
Skills Training	SS		0																
	TAP		0																
	TAD		0																
Case Management	SS		0																
	TAP		0																
	TAD		0																
Other (Employment)	SS		0																
	TAP		0																
	TAD		0																
SUBTOTAL		\$759,555.00	516	252	264														
	SS	\$50,000.00	190	95	95														
	TAP																		
Non-Employment	TAD																		
	ORDG	\$16,193.00	46	23	23														
	SS	\$81,323.00																	
County Admin (15% admin max)	TAP	\$56,168.00																	
	TAD	\$3,054.00																	
	ORDG	\$2,654.00																	
Grand Total	SS	\$542,156.00																	
	TAP	\$374,451.00																	
	TAD	\$33,493.00																	
	ORDG	\$18,847.00																	

**Vocational English-as-a-Second Language included in line-item.

*Type of Agency
 A. State/County
 B. Mutual Assistance
 C. Voluntary Agency
 D. Community College
 E. Adult Basic Education
 F. Other Non-Profit Organization
 G. _____

(The total percentage for each individual service (i.e., Employment, ELT, etc.) under Type of Agency and Percent of Funds must equal 100% - see example.)

VI. ANNUAL OUTCOME GOAL PLAN

ANNUAL OUTCOME GOAL PLAN
FY 2015
PERFORMANCE GOALS AND ACTUALS

State or County: **Sacramento**

FY 2014 Goal FY 2014 Actual FY 2015 Goal

1. Caseload

TANF Recipients	212		212		210	
RCA Recipients	129		129		128	
No Federal Cash Assistance	175		175		173	
Total	516		516 *		511	

2. Entered Employment

Full Time	237	89%	235	93%	245	89%
Part Time	30	11%	19	7%	29	11%
Total	267	52%	254	49%	274	54%

2a. TANF Recipients Entered Employment

Full Time	94	89%	71	90%	94	89%
Part Time	12	11%	8	10%	12	11%
Total	106	40%	79	31%	106	39%

2b. RCA Recipients Entered Employment

Full Time	42	89%	80	99%	50	91%
Part Time	5	11%	1	1%	5	9%
Total	47	18%	81	32%	55	20%

2c. No Federal Cash Assistance Entered Employment

Full Time	101	89%	84	89%	101	89%
Part Time	13	11%	10	11%	12	11%
Total	114	43%	94	37%	113	41%

Cash Assistance Recipients Placed In Employment

153	160	161
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3. Federal Cash Assistance Terminations

TANF Recipients	9	26%	6	67%	9	26%
RCA Recipients	26	74%	3	33%	26	74%
Total	35	23%	9	6%	35	22%

4. Federal Cash Assistance Reductions

TANF Recipients	38	86%	5	83%	38	86%
RCA Recipients	6	14%	1	17%	6	14%
Total	44	29%	6	4%	44	27%

5. Entered Full Time Employment Offering Health Benefits

TANF Recipients	27	31%	9	26%	27	31%
RCA Recipients	14	16%	6	18%	14	16%
No Federal Cash Assistance	46	53%	19	56%	46	53%
Total	87	37%	34	14%	87	36%

*Based on PY 2013-14 funding levels.

ANNUAL OUTCOME GOAL PLAN
FY 2015
PERFORMANCE GOALS AND ACTUALS

State or County: **Sacramento**

FY 2014 Goal FY 2014 Actual FY 2015 Goal

6. Average Hourly Wage of Refugees Entering Full Time Employment

\$ **9.57** \$ **10.06** \$ **9.57**

7. 90-Day Retention Rate

Percentage **72%** **86%** **72%**

7a. 90-Day Retention Rate Calculator

	Unduplicated # of Retentions		Unduplicated # of Entered Employments
Total	151		176

The previous actual Retention Rate is calculated by dividing the total unduplicated number of retentions by the total unduplicated number of entered employments from July of the previous CY through June of the current CY.

8. Office of Refugee Resettlement Funding

FY 2014 Actual FY 2015 Proposed

Social Services Formula Funding	\$ 410,833	\$ 410,833
Targeted Assistance Formula Funding	\$ 318,283	\$ 318,283
Discretionary Grant Funding	\$ 30,439	\$ 30,439
Total Liquidated Funding	\$ 759,555	\$ 759,555
Cost per Entered Employment	\$ 2,990.37	\$ 2,772.10

Agency Point of Contact

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

First and Last Name	Title
Mary Jennings	Supervisor
Telephone Number	Email
(916) 263-1555	mjenning@delpaso.seta.net

Deadline for submission

The completed **FY 2013 Annual Outcome Goal Plan: Performance Goals and Actuals and Performance Narrative** should be submitted via email to GPRA@ACF.hhs.gov by **November 15, 2012**.

For Office of Refugee Resettlement use only

Date submitted: _____

Submission type: _____

Status: _____

VII. Appendices

A. 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 including: Program goals and objectives; program management; service delivery system; program design; budget summary; and demonstrated performance. Staffing 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, and 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.

B. Monitoring Process

SETA will perform a comprehensive, onsite monitoring review of the TA and RSS funded programs at least once per year, to be conducted no later than six months from the beginning of the program year. SETA will forward a copy of the monitoring report to CDSS no later than 45 days from the completion date of the review. The monitoring system is a vehicle to determine program compliance and effectiveness. All activities will be monitored with the goal of providing an accurate, current and complete assessment of program activities and expenditures. Positions responsible for performing fiscal and program monitoring include Accountant IIs and Workforce Development Analyst (WDA) IIIs.

The monitoring process consists of desk reviews, onsite reviews, interviews with program director/coordinators, instructors, counselors, accountants, participants and other personnel as necessary. At a minimum, activities evaluated and/or verified are as follows:

- The extent to which program goals are being met;
- Appropriateness of fiscal expenditures and accuracy of reported fiscal data;
- Accuracy of reported statistical data;
- Accuracy of determination of refugee status;

- Extent to which priority groups are served; and
- Extent to which the FSSPs have been developed for each employable family member.

Corrective action will be taken when the performance of a program falls below contractual service levels or other deficiencies are found. SETA will verify that program deficiencies have been corrected in accordance with the provider-specific corrective action plan.

On a trimester basis, SETA reports to the CDSS, Refugee Programs Bureau through the RS-50 reporting process. Semi-annual reports are also submitted during the program year for the ORD program.

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 DHA. Information on client non-cooperation/non-participation will be sent to the County DHA for “good cause” determinations.

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

SETA assures that all limited English persons receive language assistance when they access services, and no refugee, asylee, or certified victim of human trafficking 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.

VIII. Required Assurances

SETA assures the following statements:

- “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 RSS administrative budgets are in accordance with 45 CFR Part 95, Subpart E, the county cost allocation plan.”
- “That all requested salaries and fringe benefits for county administration and for

services the county is proposing to deliver directly reflect the current county wage and benefit scales.”

- “That the county will comply with all statistical/fiscal reporting requirements on a timely basis.”
- “That TA/RSS services will be provided in accordance with individual employability plans for each refugee and that such employability plans shall be, where applicable, part of an overall family self-sufficiency plan.”
- “That refugee women will have the same opportunities as refugee men to participate in all refugee-funded services, including job placement services.”
- “That the county will comply with the requirements governing the targeted population priorities 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 RSS and TA funds will be used primarily for employability services which directly enhance refugee employment potential, have specific employment objectives, and are designed to enable refugees to obtain jobs with less than one year’s participation in RSS and TA-funded services.”
- “That except for referral, interpretation, naturalization/citizenship, and other social adjustment services, eligibility for RSS 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, RSS and TA funded services must be provided in a manner that is culturally and linguistically compatible with a refugee’s Language and cultural background.”

- “That 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 RSS and TA funds not put into CalWORKs.”
- “That the delivery of RSS 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 RSS supportive services payments made to RCA recipients participating in TA and RSS-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/RSS-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.”
- “That the county will comply with CDSS monitoring guidelines regarding requirements on frequency of monitoring, submission of reports, 90-day follow-ups on employed participants, and corrective action related to program deficiencies.”

- “That this 3-Year Plan was developed in accordance with County Guidelines issued by CDSS.”
- “That the county assures that the provision of activities and services to mandatory and voluntary CalWORKs Welfare-to-Work (WTW) participants and RCA recipients, funded by the ORR monies and allocated by CDSS, will be in accordance with CalWORKs WTW and RCA requirements (including those regarding program participation flow, good cause determination, sanctioning, and supportive services) specified in the Manual of Policy and Procedures Section 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidelines issued by CDSS.”

IX. COUNTY BOARD OF SUPERVISORS RESOLUTIONS

DATE MAY 10, 1983

APPROVED
BOARD OF SUPERVISORS

MAY 10 1983

BOARD OF SUPERVISORS

BY Dennis B. Hart
Deputy Board

DENNIS B. HART, Welfare Director
DAVID MARTINEZ, Sacramento Employment & Training Agency Director

REFUGEE TARGETED ASSISTANCE GRANT
(New Item-Consent Item)

RECOMMENDATIONS:

It is recommended that your Board invite the Sacramento Employment and Training Agency (SETA) to act on behalf of the county in planning for, acquiring and distributing a Federal allocation of funds into a Refugee Targeted Assistance Grant in the amount of \$1.187 million. We further recommend that SETA Governing Board act on behalf of the County Board of Supervisors in developing policy, facilitating public input, and making administrative decisions relative to implementation of the Grant.

DISCUSSION:

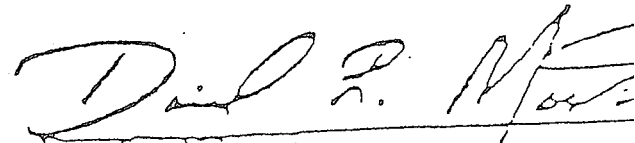
During March, 1983, the Federal administration announced the availability special funds, the Targeted Assistance Grant, to support employment services for refugees. The total amount to be allocated nationwide is \$20 million. In order to receive part of this allocation, communities must be considered eligible for part of the allocation, and must apply for it.

Sacramento is considered eligible for \$1.187 million in Targeted Assistance Grant funding. This amount may be adjusted downward if other communities the nation not currently considered eligible are able to justify being included among the eligible localities.

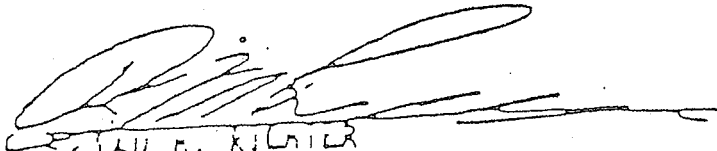
Our application will have to demonstrate a need in our target population, specify employment objectives; and contain a detailed description of proposed activities, number of clients to be served, and how the proposed activities will be integrated or coordinated with existing services. Participation of SETA in the planning and application processes is vital, since the Agency has an important role in the development of training programs for Sacramento.

SETA is currently involved with the Private Industry Council in the
ment of private sector training slots for Comprehensive Employment
Training Act programs. The Agency has worked with our refugee population
the past, and has indicated a willingness to participate in the development
a plan for the utilization of Targeted Assistance Grant, funds and
preparation of the required application.


DENNIS B. HART


DAVID MARTINEZ

APPROVAL RECOMMENDED:


BRIAN M. KILMER
County Executive

DEH:dc

cc: County Executive
Welfare Director
SETA Director

(37674)

RESOLUTION NO. 88-2388

RESOLUTION OF THE SACRAMENTO COUNTY BOARD OF SUPERVISORS REGARDING TRANSFER OF MANAGEMENT RESPONSIBILITY (TMR) LEGISLATION; AB2635, RELATIVE TO REFUGEE EMPLOYMENT SOCIAL SERVICES (RESS) FUNDS DERIVED FROM THE FEDERAL REFUGEE ACT OF 1980 (PUBLIC LAW 96-212)

WHEREAS, AB2635, Statutes of 1987, established Transfer of Management Responsibility (TMR) Legislation; and,

WHEREAS, the State of California has decided to implement TMR under the auspices of the State Department of Social Services (SDSS), Office of Refugee Services (ORS); and,

WHEREAS, the above office has contacted counties through their Local Boards of Supervisors; and,

WHEREAS, the above office has outlined to each County Board of Supervisors a series of alternatives to select from in deciding how to implement TMR locally; and,

WHEREAS, TMR invests each county with the option of direct administration of Refugee Employment Social Services (RESS) funds as well as planning provisions for overall refugee services; and,

WHEREAS, this matter is presented through a regularly scheduled public hearing;

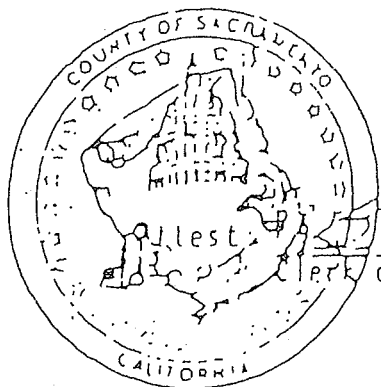
NOW, THEREFORE, BE IT RESOLVED AND ORDERED that the Chairman of the Sacramento County Board of Supervisors does hereby approve the following with regard to TMR:

1. The Sacramento County Board of Supervisors will opt to elect Alternative Number 1Y as outlined in SDSS-ORS correspondence of October 2, 1987.
2. RESS funds shall be administered locally by the Sacramento Employment and Training Agency (SETA).
3. The Chairperson of the Governing Board of the Sacramento Employment and Training Agency (SETA) is authorized to sign, enter into and execute the State contract as well as subsequent amendments for Refugee Employment Social Services (RESS) as approved by this Board.
4. The State shall contract directly with SETA for purposes of accomplishing the transfer of TMR funds to the County.
5. SETA will subcontract with providers for most direct services.

On a motion by Sacramento County Board of Supervisors member, I. COLL
seconded by J. STRENG, the foregoing resolution was passed and adopted
this 27th day of September, 1988, by the following vote to wit:

AYES: 4 Supervisors: Collin, G. Johnson, Smoley, Strong
NOES: 0 Supervisors: None
Absent: 1 Supervisors: T. Johnson

Jim Strong
Chairman of the Board of Supervisors of
Sacramento County, California



[Signature]
Clerk of the Board of Supervisors

RECEIVED
SEP 27 1988
CLERK OF THE BOARD OF SUPERVISORS

SEP 27 1988

FILED

SEP 27 1988

BOARD OF SUPERVISORS
BY [Signature]
CLERK OF THE BOARD

[Signature]
CLERK OF THE BOARD

The foregoing is a correct copy of a resolution adopted by the Board of Supervisors, Sacramento County, California

Date: SEP 27 1988
47

X. OPTIONAL COUNTY INFORMATION

Attachment A: Refugee and the Sacramento Works America's Job Center (SWJC) System

Attachment B: SWJC and Sacramento Work Training Center (SWTC) Site List

Attachment C: Refugee Program Flow Chart

Attachment D: Consultation Mailing List

Attachment E: Letters from Public Hearing
–Lao Family Community Development, Inc.

ATTACHMENT A

REFUGEES AND THE SACRAMENTO WORKS AMERICA'S JOB CENTER SYSTEM

REFUGEES AND THE SACRAMENTO WORKS AMERICA'S JOB CENTER (SWJC) SYSTEM

The SWJCs are physical sites, which offer services for job, education and training seekers that include, but are not limited to eligibility self-screening, resource referral, job service/employment information, labor market information, intake/assessment and unemployment insurance. Services for employers consist of a directory of services, job applicant data bank, resource referral, labor market information, economic development, and rapid response and plant closure assistance.

SWJCs in the Sacramento area are a result of the collaborative efforts of many government and county agencies and community based organizations including: Sacramento County DHA, Sacramento Housing and Redevelopment Agency (SHRA), California EDD, Sacramento County Department of Health and Human Services (HHS), Sacramento City Unified School District (SCUSD), Sacramento County Office of Education (SCOE), City of Sacramento Neighborhood Services Department, North Central Counties Consortium, and the Sacramento County Adult Education Learning Network.

Presently, there are five SWJCs in the Sacramento area (formerly 12). At each SWJC, refugees can access employment, training, education, social services, unemployment insurance, and financial assistance under many different programs such as the Workforce Investment Act (WIA), Regional Occupational Program (ROP), California EDD, Vocational Rehabilitation, Community College, WTW, Head Start, and CSBG.

In July, 2013 SETA/SWI transitioned from the universal access model of the one-stop career center system to a model that focuses on work preparedness, and attainment of industry recognized certificates, credentials, or degrees needed for specific job, occupation, or occupational group in one of the Occupational Clusters. The funding saved by reducing the number of SWJCs was reprogrammed to fund 8 Sacramento Works Training Centers (SWTCs). SWTCs are geographically distributed throughout the County and work with the SWCCs to prepare low-skilled job seekers with the work preparedness and occupational skills necessary for "middle skills" jobs and career pathways. Training offered through SWTCs includes a combination of Work Preparedness Training and Occupational Skills Training.

Work Preparedness Training includes:

- Vocational English as a Second Language
- Adult Basic Education, GED Preparation/High School Completion Services
- Job Readiness training, which focuses on occupational clusters approved by the SWI—Job Readiness training includes services that teach skills needed to be successful in the workplace rather than skills needed to get into the workplace.

Occupational Skills Training includes:

- Occupational Skills Sector Initiatives in critical occupational clusters

- On-the-Job Training/Subsidized Employment
- Customized training conducted with a commitment by an employer or group of employers to employ, an individual upon successful completion of the training.

ATTACHMENT B
SWJC AND SWTC SITE LIST

SACRAMENTO WORKS SERVICE PROVIDERS



SITE	PHONE	PUBLIC ACCESS HOURS	ORIENTATIONS	LANGUAGES	ACTIVITIES ♦
FRANKLIN * 7000 Franklin Blvd., Ste. 540 Sacramento, CA 95823	P: (916) 563-5151 F: (916) 262-3202	M - TH 8:30 - 4:30 F 8:30 - 1:00 T - open until 6 for Youth	TUES @ 9:00	Hmong, Lao, Mien, Spanish, Thai	Scholarships
GALT * 1000 C Street, Ste. 100 Galt, CA 95632	P: (209) 744-7702 F: (209) 744-7719	M - TH 8:30 - 4:30 F 8:30 - 1:00	MON @ 9:00	Spanish	Career Assessments
HILLSDALE * 5655 Hillsdale Blvd., Ste. 8 Sacramento, CA 95842	P: (916) 263-4100 F: (916) 263-4076	M - TH 8:30 - 4:30 F 8:30 - 12:00	Walk-In Basis	Russian, Spanish, Ukrainian, Vietnamese	Pre-Employment Services
MARK SANDERS * 2901 50 TH Street Sacramento, CA 95817	P: (916) 227-0301 F: (916) 227-0208	M - F 8:00 - 5:00	Walk-In Basis	American Sign Language (by app ^t), Spanish	Typing Tests *
RANCHO CORDOVA 10381 Old Placerville Rd., Ste. 150 Sacramento, CA 95827	P: (916) 563-5147 F: (916) 255-3932	M - TH 8:30 - 4:00 F 8:30 - 1:00	Walk-In Basis	Russian, Spanish	Business Information Centers (BIC) *

♦ See description of services below.

* Typing tests offered at these sites. Please contact for more information.

* BIC located at these sites.

JOB CENTER ACTIVITIES

Scholarships: Access to the Individual Training Accounts (ITA) through the Local Training Provider List (LTPL) for vocational/ occupational skills trainings. Access to support services while in job search/training activities.

Career Assessments: *Quick Skills Review* –Assessment to determine basic skills in Reading for Information, Locating Information and Applied Mathematics. *Choices* – Comprehensive career development inventory that explores customer's interests, basic skills, transferable skills, work values and more.

Pre-Employment Services: *Interview Workshop* - learn powerful interview skills to put your best foot forward in interviews. *Resume Workshop*- Interactive workshop on writing an effective resume and how to avoid common resume mistakes.

Typing Tests: An intensive R.D. Craig Assessment-Speed & Accuracy 5-Minute timed typing test administered by SETA.

Business Information Center (BIC): Sacramento Works Business Information Centers (BIC's) are your one-stop resource for technical assistance and information geared to help you start, operate and grow your business.

SACRAMENTO WORKS TRAINING CENTERS

SITE	PHONE	PUBLIC ACCESS HOURS	ORIENTATIONS	LANGUAGES	TRAINING ACTIVITIES	OSSI TRAINING COURSES
Asian Resources, Inc. 2411 Alhambra Blvd., Ste. 110 Sacramento, CA 95817	P: (916) 324-6202 F: (916) 324-6230	M - F 8:00 - 4:00	Walk-in basis MON-FRI 8:00 - 3:00	Chinese, Hmong, Mien, Spanish, Vietnamese, Russian	ABE/GED; OJT	
CA Human Development 150 Camellia Way Galt, CA 95632	P: (209) 580-0214 F: (209) 744-1708	M - F 8:00 - 4:30	English-MON @ 9:00 Spanish-TUES @9:00	English, Spanish	JR; VESL; ABE/GED; OJT;OSSI	- Truck Driving
Center for Employment Training 8376 Fruitridge Road Sacramento, CA 95828	P: (916) 393-7401 F: (916) 393-7347	M - F 8:00 - 5:00	TH @ 9:00	English, Spanish	OSSI integrated with VESL/ABE/GED	- Business Office Technology - HVAC Technician and Green Technology - Medical Administrative Assistant - Medical Assistant
Crossroads Diversified Services Inc. 7011 Sylvan Road, Suite A Citrus Heights, CA 95610	P: (916) 676-2540 F: (916) 676-0144	M, W, TH 8:30 - 4:45 T 8:30 - 6:00 F 8:30 - 2:00	MON @ 10:00	English, Russian, Spanish	JR; ABE/GED; OJT	
Elk Grove Unified School District 8401 A Gerber Road Sacramento, CA 95828	P: (916) 525-4717 F: (916) 689-5752	M-TH 8:00 - 4:00 F 8:00-12:00	1 st and 3 rd TUES @ 1:30	English, Punjabi, Spanish	JR; VESL; ABE/GED; OSSI, HSD	- Billing and Coding Specialist Program - Certified Medical Assistant - Certified Nurse Assistant - Home Health Aide - Medical Assistant, Administrative - Medical Assistant, Administrative with Billing and Coding - Office Specialist
Greater Sacramento Urban League 3725 Marysville Boulevard Sacramento, CA 95838	P: (916) 286-8600 F: (916) 915-1829 Resource Room: P: (916) 286-8623	M - TH 9:00-12:00	WED @ 10:00 must pre-register	English	GED, OSSI	- Comp TIA A+ - Custodial Supervision and Maintenance - Internet and Computing Core Concepts (IC3) - Office Software Specialist

SITE	PHONE	PUBLIC ACCESS HOURS	ORIENTATIONS	LANGUAGES	TRAINING ACTIVITIES	OSS1 TRAINING COURSES
Lee Family Counseling Center Inc. 5523 34 th Street Sacramento, CA 95820	P: (916) 452-3601 F: (916) 452-7628	M, W, F 8:30-6:00 T, TH 8:30-7:00	WED @ 10:00 (English/Spanish) must pre-register	English, Spanish	ABE, GED, OJT	
Sac City Unified School District 5451 Lemon Hill Avenue Sacramento, CA 95824	P: (916) 433-2600 F: (916) 433-2635	T - TH 8:30 - 4:30 By Appointment Only Monday 8:30 - 4:30 Friday 8:30 - 11:00	TH @ 9:00	Lao, Mandarin, Russian, Spanish, Thai, Vietnamese	WEST, ABE, GED, OSSI	Adult Basic Education Accurate English Reading List Adult Information & Assessment College Explorer Digital Literacy Inheritage/AA+ Health/geriatric/Alz Certification Merit/assessment Information Systems Multicultural Assessment Opioid/assessment Pipitman/assessment System/assessment Technical

See description of services below

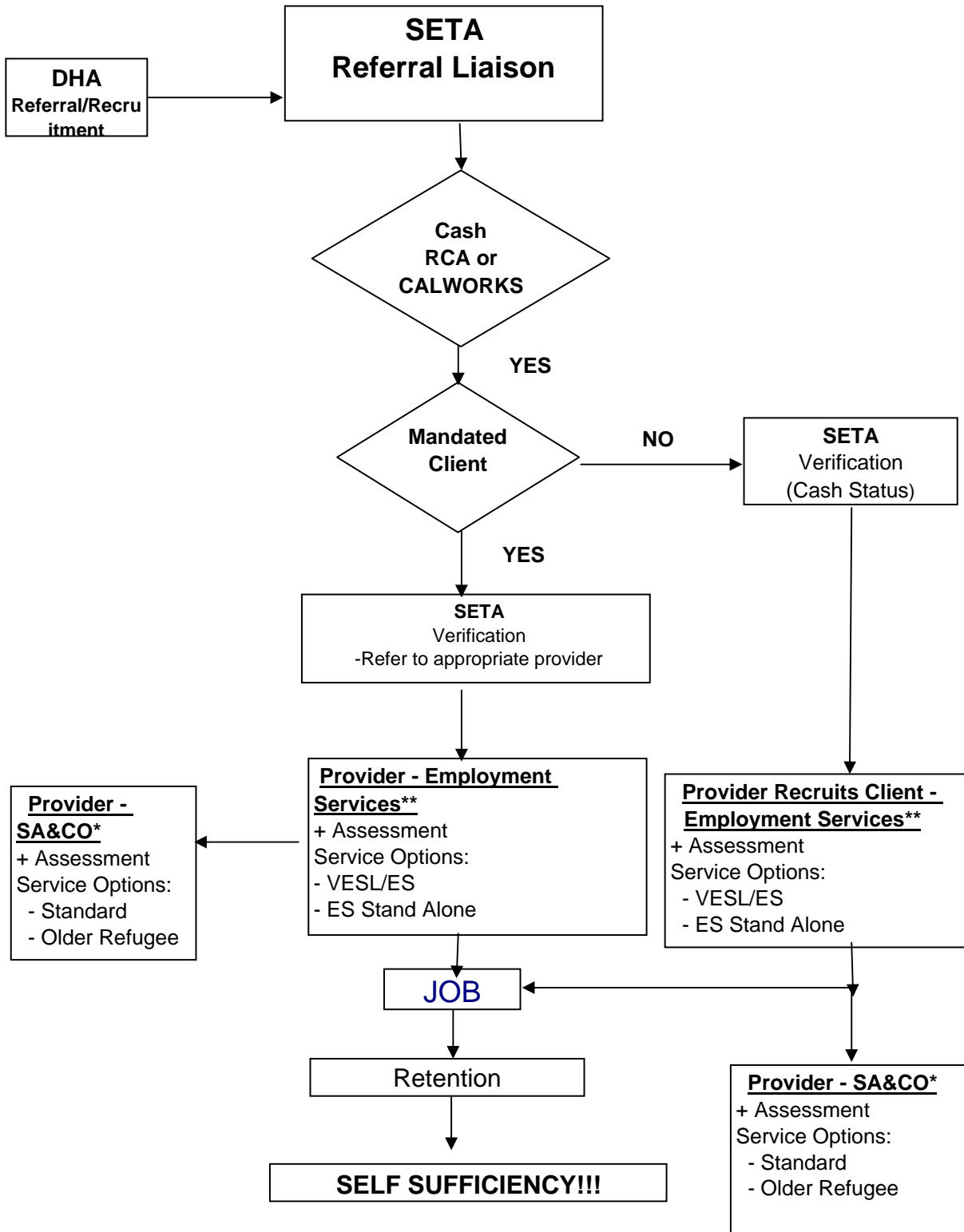
TRAINING CENTER ACTIVITIES

- Adult Basic Education (ABE):** Develops skills in reading, writing, and math, speaking/listening in English, (GED and Adult High School) preparation and computer literacy in a contextual environment where academics are blended with career technical education.
- General Education Development Preparation (GED):** GED Preparation services are designed to help students who lack the grade level skills to assist them in passing the GED battery of tests.
- High School Diploma (HSD):** A diploma awarded upon successful completion of high school education.
- Job Readiness Training (JRT):** Services that teach skills needed to be successful in the workplace and in particular occupation. This service is for individuals who are seeking employment into the workplace.
- Occupational Skills Sector Initiative Training (OSS1):** Provides training solutions in apprenticeship and industry training in order to meet the needs of the workforce.
- On-the-Job Training/Subsidized Employment (OJT):** An activity designed to place low-skilled adults with an employer to receive training and assistance in the workplace program. Supervision and training provided by employer.
- Vocational English as a Second Language (VESL):** Integrates job search and vocational English skills assessment to help students learn necessary work activities that may include vocational terminology and safety procedures.

SITE	PHONE	PUBLIC ACCESS HOURS	ORIENTATIONS	LANGUAGES	TRAINING ACTIVITIES ◊	OSSII TRAINING COURSES
Folsom Cordova Adult School 10850 Gadsten Way Rancho Cordova, CA 95670	P: (916) 635-6810	M,W,TH 8:30-4:00 T 8:30-6:30 F 8:30-12:00	Walk-in Basis M,W,TH 8:30-4:00 T 8:30-6:30 F 8:30-12:00	English, Persian	HSD; VESL; ABE/GED;OUT	
Department of Human Assistance Mather Community Campus 10638 Schira Avenue Mather, CA 95655	P: (916) 876-4022 F: (916) 876-4026	M,W,TH 8:30-4:45 T 10:00-5:00 F 8:30-4:30				

ATTACHMENT C
REFUGEE PROGRAM FLOW CHART

**Sacramento Employment and Training Agency
Refugee Program
FLOW CHART**



**Sacramento Employment and Training Agency
Refugee Program
FLOW CHART**

***SA&CO services may be accessed independent of employment services.**

****Participants enrolled in RSS/TA employability programs receive services until one of the following conditions occur:**

- The 90th day following initial employment**
- Cash aid participant is non-cooperative and the service provider has notified DHA via RS3A**
- Cash aid participant has documented health problems and is exempted by DHA**
- Participant has moved out of Sacramento County and the move is verified by DHA or SETA**
- Participant requests termination**
- The end of the program year (September 30th)**
- Participant is deceased, incapacitated, incarcerated, or institutionalized**
- Participant becomes a U.S. Citizen and**
- 60-month eligibility for RESS/TA services has expired.**

ATTACHMENT D
CONSULTATION MAILING LIST

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:16 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
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To: acts@jessup.edu (acts@jessup.edu)	Transferred	3/3/2014 1:16 PM	
To: Aoss.Albumalalah@virtis-ptsd.org (Aoss.Albumalalah@virtis-ptsd.org)	Transferred	3/3/2014 1:17 PM	
To: aslabosnitskaya@wr.org (aslabosnitskaya@wr.org)	Transferred	3/3/2014 1:16 PM	
To: beastman@wr.org (beastman@wr.org)	Transferred	3/3/2014 1:16 PM	
To: Danielle.Hurley@DSS.ca.gov (Danielle.Hurley@DSS.ca.gov)	Transferred	3/3/2014 1:16 PM	
To: davidd@openingdoorsinc.org (davidd@openingdoorsinc.org)	Transferred	3/3/2014 1:16 PM	
To: ewhite@scd.org (ewhite@scd.org)	Transferred	3/3/2014 1:16 PM	
To: guidov@saccounty.net (guidov@saccounty.net)	Transferred	3/3/2014 1:16 PM	
To: gyusufzai@yahoo.com (gyusufzai@yahoo.com)	Transferred	3/3/2014 1:16 PM	
To: heather.berkness@sanjuan.edu (heather.berkness@sanjuan.edu)	Transferred	3/3/2014 1:16 PM	
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To: jbense@corsac.org (jbense@corsac.org)	Transferred	3/3/2014 1:16 PM	
To: jom@saccounty.net (jom@saccounty.net)	Transferred	3/3/2014 1:16 PM	
To: Joseph.Pollakoff@DSS.ca.gov (Joseph.Pollakoff@DSS.ca.gov)	Transferred	3/3/2014 1:16 PM	
To: Kali.Patterson@cdph.ca.gov (Kali.Patterson@cdph.ca.gov)	Transferred	3/3/2014 1:16 PM	
To: keraschko@gmail.com (keraschko@gmail.com)	Transferred	3/3/2014 1:16 PM	
To: klewis@wr.org (klewis@wr.org)	Transferred	3/3/2014 1:16 PM	
To: laurelbenhamida@yahoo.com (laurelbenhamida@yahoo.com)	Transferred	3/3/2014 1:16 PM	
To: Lauren.Kocher@rescue.org (Lauren.Kocher@rescue.org)	Transferred	3/3/2014 1:16 PM	
To: lemffomed@yahoo.com (lemffomed@yahoo.com)	Transferred	3/3/2014 1:16 PM	
To: leonardi@saccounty.net (leonardi@saccounty.net)	Transferred	3/3/2014 1:16 PM	
To: linda.cook@sanjuan.edu (linda.cook@sanjuan.edu)	Transferred	3/3/2014 1:16 PM	
To: Lisa.Welze@rescue.org (Lisa.Welze@rescue.org)	Transferred	3/3/2014 1:16 PM	
To: lopezjes@saccounty.net (lopezjes@saccounty.net)	Transferred	3/3/2014 1:16	

To: marisa.ramos@cdph.ca.gov (marisa.ramos@cdph.ca.gov)	Transferred	3/3/2014 1:16 PM
To: Martha.quadros@sanjuan.edu (Martha.quadros@sanjuan.edu)	Transferred	3/3/2014 1:16 PM
To: Marwa.Eldeeb@virtis-ptsd.org (Marwa.Eldeeb@virtis-ptsd.org)	Transferred	3/3/2014 1:17 PM
To: mary@upwardlyglobal.org (mary@upwardlyglobal.org)	Transferred	3/3/2014 1:16 PM
To: Matthew.joy@bachviet.org (Matthew.joy@bachviet.org)	Transferred	3/3/2014 1:16 PM
To: matthewjoy08@gmail.com (matthewjoy08@gmail.com)	Transferred	3/3/2014 1:16 PM
To: mawabdeh@hotmail.com (mawabdeh@hotmail.com)	Transferred	3/3/2014 1:16 PM
To: nakamuram@saccounty.net (nakamuram@saccounty.net)	Transferred	3/3/2014 1:16 PM
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To: phyllis@openingdoorsinc.org (phyllis@openingdoorsinc.org)	Transferred	3/3/2014 1:16 PM
To: pilar.earl@rescue.org (pilar.earl@rescue.org)	Transferred	3/3/2014 1:16 PM
To: pmkoga@ucdavis.edu (pmkoga@ucdavis.edu)	Transferred	3/3/2014 1:16 PM
To: rodabae@parsequalitycenter.org (rodabae@parsequalitycenter.org)	Transferred	3/3/2014 1:16 PM
To: sayedahmed62@hotmail.com (sayedahmed62@hotmail.com)	Transferred	3/3/2014 1:16 PM
To: seacenter@sbcglobal.net (seacenter@sbcglobal.net)	Transferred	3/3/2014 1:16 PM
To: stantonk@saccounty.net (stantonk@saccounty.net)	Transferred	3/3/2014 1:16 PM
To: Thuan.nguyen@dss.ca.gov (Thuan.nguyen@DSS.ca.gov)	Transferred	3/3/2014 1:16 PM
To: Vanessa-Girard@scusd.edu (Vanessa-Girard@scusd.edu)	Transferred	3/3/2014 1:16 PM
To: Vida.Abhar@virtis-ptsd.org (Vida.Abhar@virtis-ptsd.org)	Transferred	3/3/2014 1:17 PM
To: Woo@lfc.org (Woo@lfc.org)	Transferred	3/3/2014 1:16 PM
To: Yara.Mohamad@virtis-ptsd.org (Yara.Mohamad@virtis-ptsd.org)	Transferred	3/3/2014 1:17 PM
To: russuln68@yahoo.com (russuln68@yahoo.com)	Transferred	3/3/2014 1:16 PM
To: sarmedkamal@yahoo.com (sarmedkamal@yahoo.com)	Transferred	3/3/2014 1:16 PM

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:19 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
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BC: Adrian Ruiz (adrian@ydnetwork.org)	Transferred	3/3/2014 1:19 PM	
BC: Al Rowlett (alrowlett@tpcp.org)	Transferred	3/3/2014 1:19 PM	
BC: Alan Bridges (abridges@vlsp.org)	Transferred	3/3/2014 1:19 PM	
BC: Alan Lesure (alesure@learning-resources.com)	Transferred	3/3/2014 1:19 PM	
BC: Alan Newall (bmoore@riverdelta.k12.ca.us)	Transferred	3/3/2014 1:19 PM	
BC: Alicia Lawson (alicia.lawson@twinriversusd.org)	Transferred	3/3/2014 1:19 PM	
BC: Alison Wells (awells@cottagehousing.org)	Transferred	3/3/2014 1:19 PM	
BC: Allison Fleming (rachel@mutualhousing.com)	Transferred	3/3/2014 1:19 PM	
BC: Alvin Lewis (AlvinLewis@uccenters.org)	Transferred	3/3/2014 1:19 PM	
BC: Alyson Collier (acollier@centerusd.k12.ca.us)	Transferred	3/3/2014 1:19 PM	
BC: Amanda Goldrick (sacrep@wptruckschool.com)	Transferred	3/3/2014 1:19 PM	
BC: Ann Stolz (stoltza@csus.edu)	Transferred	3/3/2014 1:19 PM	
BC: Antwaun Billoups (ARBilloX@delpaso.seta.net)	Third-Party Downloaded	3/3/2014 1:19 PM	
BC: Arlene Hernandez (alforquehernandez@csus.edu)	Transferred	3/3/2014 1:19 PM	
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BC: Azizza Davis Goines (agoines@sacblackchamber.org)	Transferred	3/3/2014 1:19 PM	
BC: Babette Jimenez (jimenezb@csus.edu)	Transferred	3/3/2014 1:19 PM	
BC: Barbara Hayes (bhayes@sacto.org)	Transferred	3/3/2014 1:19 PM	
BC: Barbara Nyegaard (bjn@eriss.com)	Transferred	3/3/2014 1:19 PM	
BC: Barrie Hathaway (barrie@stridecenter.org)	Transferred	3/3/2014 1:19 PM	
BC: Becky Eastman (Beastman@wr.org)	Transferred	3/3/2014 1:19 PM	
BC: Becky Hambelton (chbeautycollege@aol.com)	Transferred	3/3/2014 1:19 PM	
BC: Bernadette Lynch (leichtyp@saccounty.net)	Transferred	3/3/2014 1:19 PM	
BC: Bernice Walton (waltonb@saccounty.net)	Transferred	3/3/2014 1:19 PM	
BC: Beth Dissinger (lou@alssac.org)	Transferred	3/3/2014 1:19 PM	
BC: Beth Maerten (maertenb@saccounty.net)	Transferred	3/3/2014 1:19 PM	

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:21 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
BC: Betty Youngren (FCAnorthcal@aol.com)	Transferred	3/3/2014 1:21 PM	
BC: Bill Camp (bill.camp@sacramentolabor.org)	Transferred	3/3/2014 1:21 PM	
BC: Bill Durant (paratransit@paratransit.org)	Transferred	3/3/2014 1:21 PM	
BC: Bill Frost (wefrost@ucdavis.edu)	Transferred	3/3/2014 1:21 PM	
BC: Bill Lane (blane@scoe.net)	Undeliverable	3/3/2014 1:21 PM	550 cuda_nsu Invalid recipient address (no such address at this site)
BC: Bill Lehtonen (bill@greenplumbersusa.com)	Transferred	3/3/2014 1:21 PM	
BC: Bill Meehan (billm@ncctinc.org)	Transferred	3/3/2014 1:21 PM	
BC: Bill Mueller (bill.mueller@valleyvision.org)	Transferred	3/3/2014 1:21 PM	
BC: Bishop Taylor, Jr. (pastormancjr@yahoo.com)	Transferred	3/3/2014 1:21 PM	
BC: Blake Young (byoung@sacramentofoodbank.org)	Transferred	3/3/2014 1:38 PM	
BC: Blia Cha (blia@hmongwomenheritage.org)	Transferred	3/3/2014 1:21 PM	
BC: Bob Roe (broe@egusd.net)	Transferred	3/3/2014 1:21 PM	
BC: Briana McCauley (BMcCauley@bryancoleged.edu)	Undeliverable	3/3/2014 1:21 PM	550 5.1.1 http://support.google.com/mail/bin/answer.py?answer=6596 bi5si11877968pbb.229 - gsmtip
BC: Bridget Alexander (bridget@wakingthevillage.org)	Transferred	3/3/2014 1:21 PM	
BC: Butch Barker (butch_barker@experienceworks.org)	Transferred	3/3/2014 1:21 PM	
BC: Byron Calos (bcalos@vietvets.org)	Transferred	3/3/2014 1:22 PM	
BC: Calvin Hara (calvin.hara@rhf.org)	Transferred	3/3/2014 1:21 PM	
BC: Candace Roeder (candace@seniorsfirst.org)	Transferred	3/3/2014 1:21 PM	
BC: Carl Clark (cclark@gdrd.org)	Transferred	3/3/2014 1:21 PM	
BC: Carlos Lopez (clopez@cet2000.org)	Transferred	3/3/2014 1:21 PM	
BC: Carmen Reynolds (Carmen.Chapman-Reynolds@exodyne.com)	Transferred	3/3/2014 1:21 PM	
BC: Carol Dierdorff (CDierdorff@thequalitygroup.net)	Transferred	3/3/2014 1:21 PM	
BC: Carol DiGirolamo (jcdigit7@yahoo.com)	Transferred	3/3/2014 1:21 PM	
BC: Carol Heape (info@elderoptionsca.com)	Transferred	3/3/2014 1:21 PM	
BC: Carol Leach (cleach@rescare.com)	Transferred	3/3/2014 1:21 PM	
BC: Carol Noreen (carol@sacramentocasa.org)	Transferred	3/3/2014 1:21 PM	

BC: Carol Roberts (croberts@lssnorcal.org)	Transferred	3/3/2014 1:21 PM	
BC: Carolyn Brodt (cbrodt@saehc.org)	Transferred	3/3/2014 1:21 PM	
BC: Cathy Greene (cathy@tdadivers.com)	Undeliverable	3/3/2014 1:22 PM	550 5.1.1 <cathy@tdadivers.com> recipient rejected
BC: Chaosam Chao (chaosam@lfc.org)	Transferred	3/3/2014 1:21 PM	
BC: Cherril Peabody (friends@saclibrary.org)	Transferred	3/3/2014 1:21 PM	
BC: Cheryl Bennett (bennettc@saccounty.net)	Transferred	3/3/2014 1:21 PM	
BC: Chong Moua (moua300z@yahoo.com)	Transferred	3/3/2014 1:21 PM	
BC: Chong Vang (chong@asianresources.org)	Transferred	3/3/2014 1:21 PM	
BC: Christine Irlon (irionc@csus.edu)	Transferred	3/3/2014 1:21 PM	
BC: Connie Reitman-Solas (connier@itccinc.org)	Transferred	3/3/2014 1:21 PM	
BC: Corinna Dewar (corinna@womens-empowerment.org)	Transferred	3/3/2014 1:21 PM	
BC: Corinne Blakley (corinne@egfbs.org)	Undeliverable	3/3/2014 1:21 PM	550 5.1.1 <corinne@egfbs.org> recipient rejected
BC: Cornelius Taylor (cottages@pacbell.net)	Transferred	3/3/2014 1:21 PM	
BC: Craig Palmquist (cpalmkog@aol.com)	Transferred	3/3/2014 1:21 PM	
BC: Craig Smithson (Cdsmithson@aol.com)	Transferred	3/3/2014 1:21 PM	
BC: Cristy Tillo (cristy@vuinc.org)	Undeliverable	3/3/2014 1:22 PM	550 5.1.1 User unknown
BC: Curt Haven (chaven@cityofranchocordova.org)	Transferred	3/3/2014 1:21 PM	
BC: Cyndi Lee (boardclerk@saccounty.net)	Transferred	3/3/2014 1:21 PM	
BC: Cyndi Stevens (cynthia.stevens@intercoast.edu)	Transferred	3/3/2014 1:21 PM	
BC: Cynthia Keeth (ckeeth@strategies4change.org)	Transferred	3/3/2014 1:21 PM	
BC: Cynthia Siegel (cynthia@omniyouth.net)	Transferred	3/3/2014 1:21 PM	

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:23 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
BC: Dan Davis (djavis@egusd.net)	Transferred	3/3/2014 1:23 PM	
BC: Dan Gentry (prcs@cityofwoodland.org)	Transferred	3/3/2014 1:23 PM	
BC: Daniel Ramirez (dramirez@aldracademy.org)	Transferred	3/3/2014 1:23 PM	
BC: Danny Marquez (dannym@crossroadsdiversified.com)	Transferred	3/3/2014 1:23 PM	
BC: Darby Patterson (darby@stridecenter.org)	Transferred	3/3/2014 1:23 PM	
BC: Daren Maeda (linkage2@comcast.net)	Transferred	3/3/2014 1:23 PM	
BC: Darius Ingram (darius@builditgreen.org)	Transferred	3/3/2014 1:23 PM	
BC: Dave Rangel (foonman784@aol.com)	Transferred	3/3/2014 1:23 PM	
BC: David Allen (dallen@mtcollege.edu)	Transferred	3/3/2014 1:23 PM	
BC: David Banuelos (DBanuelP@delpaso.seta.net)	Deleted	3/3/2014 2:49 PM	
BC: David Butler (dbutler@leed.org)	Transfer Delayed	3/3/2014 2:21 PM	
BC: David Decker (daviddecker@westerntruckschool.com)	Transferred	3/3/2014 1:23 PM	
BC: David DeLuz (ddeluz@gsul.org)	Undeliverable	3/3/2014 1:24 PM	550 <ddeluz@gsul.org>: invalid address
BC: David Downey (hdsanc.director@gmail.com)	Transferred	3/3/2014 1:23 PM	
BC: David Gordon (cmiller@scoe.net)	Transferred	3/3/2014 1:23 PM	
BC: David McFarland (mcfarlandd@saccounty.net)	Transferred	3/3/2014 1:23 PM	
BC: David Webb (webbda@saccounty.net)	Transferred	3/3/2014 1:23 PM	
BC: Deacon Donald Clark (info@capitolcitysda.org)	Transferred	3/3/2014 1:23 PM	
BC: Deanna Lea (info@a4aa.com)	Transferred	3/3/2014 1:23 PM	
BC: Debbie Richardson (apositiveforce_ldc@yahoo.com)	Transferred	3/3/2014 1:23 PM	
BC: Deborah Jones (info@mentors4youth.org)	Transferred	3/3/2014 1:23 PM	
BC: Deborah Muramoto (dmuramoto@cacapital.org)	Transferred	3/3/2014 1:23 PM	
BC: Debra DeBondt (debra@openingdoorsinc.org)	Transferred	3/3/2014 1:23 PM	
BC: Debra Payne (paynede@saccounty.net)	Transferred	3/3/2014 1:23 PM	
BC: Dee Gavaldon (DGavaldP@delpaso.seta.net)	Accepted	3/3/2014 1:23 PM	
BC: Dee Rouse-Huth (dee@jewelrytraining.com)	Transferred	3/3/2014 1:23 PM	
BC: Dennis Moran (dmorin@340JATC.org)	Transferred	3/3/2014 1:23	

BC: Derrell Roberts (RobertsFDC@aol.com)	Transferred	3/3/2014 1:23 PM
BC: DESIBD @exodyne.com (DESIBD@exodyne.com)	Transferred	3/3/2014 1:23 PM
BC: Diana De Rodeff (info@inallianceinc.com)	Transferred	3/3/2014 1:23 PM
BC: Diane Ferrari (dferrari@edd.ca.gov)	Transferred	3/3/2014 1:23 PM
BC: Diane Littlefield (dlittlefield@sierrahealth.org)	Transferred	3/3/2014 1:23 PM
BC: Diane Morgan (mccnc2000@yahoo.com)	Transferred	3/3/2014 1:23 PM
BC: Director (wruiz@bostonreed.com)	Transferred	3/3/2014 1:23 PM
BC: Director of Sacramento Housing Alliance (sha@sachousingalliance.org)	Transferred	3/3/2014 1:23 PM
BC: Director of Senior Peer Counseling - MHA (srpeerounseling@gmail.com)	Transferred	3/3/2014 1:23 PM
BC: Don Meyer (probation@yolocounty.org)	Transferred	3/3/2014 1:23 PM
BC: Dorothy Devereux (dorothy@ves1983.com)	Transferred	3/3/2014 1:23 PM
BC: Dr. Bev Browning (bevbrowning@cox.net)	Transferred	3/3/2014 1:23 PM
BC: Dr. Steven Ladd (sladd@egusd.net)	Transferred	3/3/2014 1:23 PM
BC: Dr. Wanda Roundtree (wanda-roundtree@sac-city.k12.ca.us)	Transferred	3/3/2014 1:23 PM
BC: Dwight Washabaugh (dwashabaugh@saccorps.org)	Transferred	3/3/2014 1:23 PM

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:24 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
BC: Eanad Lott (elott@stjohnsshelter.org)	Transferred	3/3/2014 1:25 PM	
BC: Ed Durkee, Director (edd@goodwillsacto.org)	Undeliverable	3/3/2014 1:25 PM	550 User [edd@goodwillsacto.org] does not exist
BC: Ed Klingelhofer (eklingelhofer@sbcglobal.net)	Transferred	3/3/2014 1:25 PM	
BC: Edenausageboye Davis (edavis@usfca.edu)	Transferred	3/3/2014 1:25 PM	
BC: Eileen Prince (eprince@caj.edu)	Transferred	3/3/2014 1:25 PM	
BC: Eileen Thomas (et@rivercityfoodbank.org)	Transferred	3/3/2014 1:25 PM	
BC: Elaine Ellers (ellerse@sutterhealth.org)	Transferred	3/3/2014 1:25 PM	
BC: Elizabeth Hudson (elizabeth.hudson@usw.salvationarmy.org)	Transferred	3/3/2014 1:25 PM	
BC: Elizabeth Morabito (emorabito@lilliput.org)	Transferred	3/3/2014 1:25 PM	
BC: Ellen Taylor (clasacto@aol.com)	Transferred	3/3/2014 1:25 PM	
BC: Elnor Tilson (taeaa@lanset.com)	Transferred	3/3/2014 1:25 PM	
BC: Erika Franzon (efranzon@scoe.net)	Transferred	3/3/2014 1:25 PM	
BC: Erin Stutz (stutze@nhi.edu)	Transferred	3/3/2014 1:25 PM	
BC: Ernest Carter (ernesto717@comcast.net)	Transferred	3/3/2014 1:25 PM	
BC: Ernest Motley (the_giftedhealingctr@yahoo.com)	Transferred	3/3/2014 1:25 PM	
BC: Evelyn Milani (emilani@istaffweb.com)	Transferred	3/3/2014 1:25 PM	
BC: Ezequiel Guzman (eguzman@cet2000.org)	Transferred	3/3/2014 1:25 PM	
BC: Francene Kennedy (fkennedy@ncen.org)	Transferred	3/3/2014 1:25 PM	
BC: Frances Gracechild (rilofficemanager@ril-sacramento.org)	Transferred	3/3/2014 1:25 PM	
BC: Frank Kennedy (fkennedy@volunteersac.org)	Undeliverable	3/3/2014 1:25 PM	550 5.1.1 <fkennedy@volunteersac.org> recipient rejected
BC: Gabriel Meehan (meehang@arc.losrios.edu)	Transferred	3/3/2014 1:25 PM	
BC: Gail Catlin (gcatlin@nprcenter.org)	Transferred	3/3/2014 1:25 PM	
BC: Galina Ayzenberg (info@unitedmedicalinstitute.com)	Transferred	3/3/2014 1:25 PM	
BC: Gary Fox (gfox@yfcministries.org)	Transferred	3/3/2014 1:25 PM	
BC: Gary Johnson (gjohnson@scoe.net)	Transferred	3/3/2014 1:25 PM	
BC: Gary Smith (gsmith@lsnc.net)	Transferred	3/3/2014 1:25 PM	
BC: Ger Vang (info@laofamilyofstockton.org)	Transfer	3/3/2014	

	Delayed	2:21 PM
BC: Gloria Rodriguez (gloskids@hotmail.com)	Transferred	3/3/2014 1:25 PM
BC: Glynn Thompson (glynn.thompson@sanjuan.edu)	Transferred	3/3/2014 1:25 PM
BC: Greta/Maralyn Nord/Chavez (gnord@wptruckschool.net)	Transferred	3/3/2014 1:25 PM
BC: Gretchen Jenkins (gjenkins@uti.edu)	Transferred	3/3/2014 1:25 PM
BC: Gricelda Ocegueda (gocegueda@gsul.org)	Transferred	3/3/2014 1:25 PM
BC: Hassi/LaVonne Sadri/Mason (info@thecookingacademy.com)	Transferred	3/3/2014 1:25 PM
BC: Heather Dearing (info@calyouth.org)	Transferred	3/3/2014 1:25 PM
BC: Heidi Sanborn (office@namisacramento.org)	Transferred	3/3/2014 1:25 PM
BC: Henry Kloczkowski (sccschenry@yahoo.com)	Transferred	3/3/2014 1:25 PM
BC: Hermelinda Sapien (hsapien@cet2000.org)	Transferred	3/3/2014 1:25 PM
BC: Holly Haven (hhaven@vietvets.org)	Transferred	3/3/2014 1:25 PM
BC: Ivan Mededyuk (ivan_mp@sbcglobal.net)	Transferred	3/3/2014 1:25 PM

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:26 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
BC: J.D. Culver (jd@paratransit.org)	Transferred	3/3/2014 1:27 PM	
BC: James Parent (jparent@alliedschools.com)	Transferred	3/3/2014 1:26 PM	
BC: Janet Toppenberg (chamber@elkgrovec.com)	Transferred	3/3/2014 1:26 PM	
BC: Janis McKirdy (jmckirdy@aesa.com)	Transferred	3/3/2014 1:26 PM	
BC: Jaqueline Price (ca.sac.nocc@ovarian.org)	Transferred	3/3/2014 1:26 PM	
BC: Jaro & Eva Simek (eva@aecs.biz)	Transferred	3/3/2014 1:26 PM	
BC: Jason Buckingham (buckingham@goldensierra.com)	Transferred	3/3/2014 1:26 PM	
BC: Jean Coston (costonj@saccounty.net)	Transferred	3/3/2014 1:26 PM	
BC: Jean Holston (Jean@breadoflife.org)	Transferred	3/3/2014 1:26 PM	
BC: Jean Malmgren (jmalmgren@ghsd.k12.ca.us)	Transferred	3/3/2014 1:26 PM	
BC: Jeff Rutherford (jeff.rutherford@sjvc.edu)	Transferred	3/3/2014 1:26 PM	
BC: Jeffrey Haupt (jeffreyhaupt@sbcglobal.net)	Transferred	3/3/2014 1:26 PM	
BC: Jennifer Bale (balej@csus.edu)	Transferred	3/3/2014 1:26 PM	
BC: Jim Lambert (lambertj@sbxchange.net)	Transferred	3/3/2014 1:32 PM	
BC: Jim Vetter (jvetter@cottagehousing.org)	Transferred	3/3/2014 1:26 PM	
BC: Jodie Hughes (jodie.hughes@girlscoutshcc.org)	Transferred	3/3/2014 1:26 PM	
BC: John Foley (jfoley@sacselfhelp.org)	Transferred	3/3/2014 1:26 PM	
BC: John Healy (john@cafoodlink.org)	Transferred	3/3/2014 1:26 PM	
BC: John Lee (johnlee@autotrainingsschools.com)	Transferred	3/3/2014 1:26 PM	
BC: John Miller (john-miller@sac-city.k12.ca.us)	Transferred	3/3/2014 1:26 PM	
BC: John Orr (johno@northstatebia.org)	Transferred	3/3/2014 1:26 PM	
BC: Jonathan Raymond (superintendent@sac-city.k12.ca.us)	Transferred	3/3/2014 1:26 PM	
BC: Joseph Medez (ceo@goodwillsacto.org)	Transferred	3/3/2014 1:26 PM	
BC: Joseph Piazza (jpiazza@focsd.org)	Transferred	3/3/2014 1:26 PM	
BC: Juanita Sendejas-Lopez (jlopez@egusd.net)	Transferred	3/3/2014 1:26 PM	
BC: Judy Robbins (rlcommunity@att.net)	Transferred	3/3/2014 1:26 PM	
BC: Julie Bianucci (parkanc@sbcglobal.net)	Transferred	3/3/2014 1:26 PM	
BC: Julie Davis-Jaffe (JMDJaffe@delpaso.seta.net)	Read	3/3/2014 1:38 PM	
BC: Karen Dodrill (dodrillK@saccounty.net)	Transferred	3/3/2014 1:26 PM	
BC: Karen Finley (kfinley@sanjuan.edu)	Transferred	3/3/2014 1:26 PM	
BC: Karen Liu (kliu@ghsd.k12.ca.us)	Transferred	3/3/2014 1:26 PM	
BC: Karen Malkiewicz (kmalkiew@egusd.net)	Transferred	3/3/2014 1:26 PM	
BC: Kari MacDonald (KMacDonald@nprcenter.org)	Transferred	3/3/2014 1:26 PM	
BC: Kat Givens (givens_Kat@hotmail.com)	Transferred	3/3/2014 1:26 PM	
BC: Katherine Leonard (info@orangevalechamber.com)	Transferred	3/3/2014 1:26 PM	
BC: Kathie Wright (kathiew@myeasterseals.org)	Transferred	3/3/2014 1:26 PM	
BC: Kathleen Crain (cpckc555@att.net)	Transferred	3/3/2014 1:26 PM	
BC: Kathryn Whipple (tlctransportation@juno.com)	Transferred	3/3/2014 1:26 PM	
BC: Kathy Hamilton (khamilto@egusd.net)	Transferred	3/3/2014 1:26 PM	
BC: Kathy Whiteside (whitesik@scusd.edu)	Undeliverable	3/3/2014 1:27 PM	550 Rejected
BC: Katy Robb (krobb@mutualassistance.org)	Transferred	3/3/2014 1:26 PM	
BC: Ken Gosling (ken@CaSecurityTraining.com)	Transferred	3/3/2014 1:26 PM	
BC: Kendra Thao (kendra@hmongwomenheritage.org)	Transferred	3/3/2014 1:26 PM	
BC: Kevin Duggan (info@societyfortheblind.org)	Transferred	3/3/2014 1:26 PM	
BC: Kevin Miskelly (iuoejc@aol.com)	Transferred	3/3/2014 1:26 PM	

BC: Kevin Thai (kevin@scsc.org)	Transferred	3/3/2014 1:26 PM
BC: Kim Parker (kparker@egusd.net)	Transferred	3/3/2014 1:26 PM
BC: Kim Parker (kparker@employers.org)	Transferred	3/3/2014 1:26 PM
BC: Koua Franz (koua.franz@gmail.com)	Transferred	3/3/2014 1:26 PM
BC: Kristie Cook (kcook@federico.edu)	Transferred	3/3/2014 1:26 PM
BC: James Knauss (jknauss48@yahoo.com)	Transferred	3/3/2014 1:27 PM
BC: James Letoa (jletoa@yahoo.com)	Transferred	3/3/2014 1:27 PM
BC: Jane Ginesberg (ppowell@tlcssac.org)	Transferred	3/3/2014 1:26 PM
BC: Jeff Wilkinson (jwilkinson@stjohnsshelter.org)	Transferred	3/3/2014 1:27 PM
BC: John Pruitt (john.pruitt31@yahoo.com)	Transferred	3/3/2014 1:27 PM
BC: Jonathan Porteus (jporteus@theeffort.org)	Transferred	3/3/2014 1:27 PM
BC: Joseph Williams (joesph.williams@twinriversusd.org)	Transferred	3/3/2014 1:27 PM
BC: Jovina Neves (jneves@stanfordhome.org)	Transferred	3/3/2014 1:26 PM
BC: Julia Hackett (info@trinityys.org)	Transferred	3/3/2014 1:27 PM
BC: Katrina Lee (houseofhopeministry@yahoo.com)	Transferred	3/3/2014 1:27 PM
BC: Keith Herron (kherron@targetexcellence.org)	Transferred	3/3/2014 1:26 PM
BC: Kelly Young (kelly@warmlinefrc.org)	Transferred	3/3/2014 1:43 PM
BC: Kimberly Cox (kcox@stjohnsshelter.org)	Transferred	3/3/2014 1:27 PM

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:33 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
BC: Koua Franz (koua.franz@gmail.com)	Transferred	3/3/2014 1:33 PM	
BC: Kristie Cook (kcook@federico.edu)	Transferred	3/3/2014 1:33 PM	
BC: Lana Dvorkin (info@oxmancollege.com)	Transferred	3/3/2014 1:33 PM	
BC: Lanaya Trejo (lanaya.trejo@intercoast.edu)	Transferred	3/3/2014 1:33 PM	
BC: Larry Carr (florinroad@aol.com)	Transferred	3/3/2014 1:33 PM	
BC: Lasana McNealey (lasana@cbcalci.com)	Transferred	3/3/2014 1:39 PM	
BC: Laurel Brent-Bumb (chamber@eldoradocounty.org)	Transferred	3/3/2014 1:33 PM	
BC: Laurie Clothier (lclothier@riveroak.org)	Transferred	3/3/2014 1:33 PM	
BC: Leighann Moffitt (moffitt@saccounty.net)	Transferred	3/3/2014 1:33 PM	
BC: Leisa Douglas (leisa@leisadouglas.com)	Transferred	3/3/2014 1:33 PM	
BC: Leland Tom (info@APCcounseling.org)	Transferred	3/3/2014 1:33 PM	
BC: Leo McFarland (voaleo@aol.com)	Transferred	3/3/2014 1:33 PM	
BC: Leslie Finke (lfinke@comcast.net)	Transferred	3/3/2014 1:33 PM	
BC: Leslie Nguyen (mybeautycollege@gmail.com)	Transferred	3/3/2014 1:33 PM	
BC: Lili Willaims (lwilliams@oscct.com)	Transferred	3/3/2014 1:33 PM	
BC: Linda Chirstion (advertising@jobjournal.com)	Transferred	3/3/2014 1:33 PM	
BC: Linda Freeman (lfreeman@asher.edu)	Transferred	3/3/2014 1:33 PM	
BC: Lindsey Brewster (lbrewster@rescuealertofca.com)	Transferred	3/3/2014 1:33 PM	
BC: Lisa Lee (careerbeautyacademy@gmail.com)	Transferred	3/3/2014 1:33 PM	
BC: Lisa Richards (eevans@explosivesacademy.org)	Transferred	3/3/2014 1:33 PM	
BC: Lorenda Sanchez (lorendas@cimcinc.com)	Transferred	3/3/2014 1:33 PM	
BC: Lori Strumpf (strumpfctr@aol.com)	Transferred	3/3/2014 1:33 PM	
BC: Lorna Lazansky (llazansky@saccorps.org)	Transferred	3/3/2014 1:33 PM	
BC: Lynn Patten (lynn@childaction.org)	Transferred	3/3/2014 1:33 PM	
BC: Madonna Polley (info@fairoaksmassageschool.com)	Transferred	3/3/2014 1:33 PM	
BC: Marcia Rose (bipolarinsights@hotmail.com)	Transferred	3/3/2014 1:33 PM	
BC: Marcia Stacke (mslacke@childquest.org)	Transferred	3/3/2014 1:33	

		PM	
BC: Mariann Friedrich (friedrichm@saccounty.net)	Transferred	3/3/2014 1:33 PM	
BC: Marsha Strode (MARSHA@delpaso.seta.net)	Read	3/3/2014 1:43 PM	
BC: Martha Burzycki (mburzycki@detma.org)	Transferred	3/3/2014 1:33 PM	
BC: Mary Jane Smith (mjsmith@cet2000.org)	Transferred	3/3/2014 1:33 PM	
BC: Mary Kimball (mary@landbasedlearning.org)	Transferred	3/3/2014 1:33 PM	
BC: Mary Rentaria (mrenter0@EDD.ca.gov)	Transferred	3/3/2014 1:33 PM	
BC: Mathew Kelly (labor4@calweb.com)	Transferred	3/3/2014 1:33 PM	
BC: Mayxay Xiong (mayxay@hmongwomenheritage.org)	Transferred	3/3/2014 1:33 PM	
BC: Mechelle Johnson (mjohnson@altaregional.org)	Transferred	3/3/2014 1:33 PM	
BC: Megan McMurty (econder@cityofranchocordova.org)	Undeliverable	3/3/2014 1:33 PM	550 No such user (econder@cityofranchocordova.org)
BC: Meghan Stanton (mstanton@consumersselfhelp.org)	Transferred	3/3/2014 1:33 PM	
BC: Melinda Soares (accounting@baumancollege.org)	Transferred	3/3/2014 1:33 PM	
BC: Melissa Brown (pathworksbd@comcast.net)	Transferred	3/3/2014 1:33 PM	
BC: Melissa Ortiz-Gray (mortiz-gray@communitycouncil.org)	Transfer Delayed	3/3/2014 2:26 PM	
BC: Michael Day (daym@beutlercorp.com)	Transferred	3/3/2014 1:33 PM	
BC: Michelle Alexander (michelle@sacabc.org)	Transferred	3/3/2014 1:33 PM	
BC: Michelle Buttram (michellebuttram@comcast.net)	Transferred	3/3/2014 1:33 PM	
BC: Michelle Gernert (mgernert@anthem.edu)	Transferred	3/3/2014 1:33 PM	
BC: Michelle Goya-McNeil (mgoyamcneill@carrington.edu)	Transferred	3/3/2014 1:33 PM	
BC: Mike Grace (mgrace@fecrecpark.com)	Transferred	3/3/2014 1:33 PM	
BC: Molly Wiese (mollywiese@pacifichousing.org)	Transferred	3/3/2014 1:33 PM	
BC: Momo Larmena, Jr. (assistanceforall@hotmail.com)	Transferred	3/3/2014 1:33 PM	
BC: Monica Blanco (mblanco@cityofsacramento.org)	Transferred	3/3/2014 1:33 PM	
BC: Leslie DeDora (ldedora@touchofunderstanding.org)	Transferred	3/3/2014 1:33 PM	
BC: Linda Dixon (admissions@steinercollege.edu)	Transferred	3/3/2014 1:33 PM	
BC: Lisa Culp (lisa@womens-empowerment.org)	Transferred	3/3/2014 1:33 PM	
BC: Lisa Miller (leadershiphelp@sbcglobal.net)	Transferred	3/3/2014 1:33 PM	
BC: Louise Stymeist (stymeisl@scusd.edu)	Transferred	3/3/2014 1:33 PM	
BC: Lynn Wynn (wynnl@saccounty.net)	Transferred	3/3/2014 1:33 PM	
BC: Maire Jachino (mkjachino@yahoo.com)	Transferred	3/3/2014 1:33	

		PM
BC: Manjit Kaur (mkaur@saehc.org)	Transferred	3/3/2014 1:33 PM
BC: Margaret Levi Carter (mlevicarter@yahoo.com)	Transferred	3/3/2014 1:33 PM
BC: Mark Orth (morth@saehc.org)	Transferred	3/3/2014 1:33 PM
BC: Mark Snaer (snaerm@saccounty.net)	Transferred	3/3/2014 1:33 PM
BC: Marsha Stone (marshas@windyouth.org)	Transferred	3/3/2014 1:33 PM
BC: Mary Stroube (marys@terranoacounseling.org)	Transferred	3/3/2014 1:33 PM
BC: Marylou Powers (dirscs@sbcglobal.net)	Transferred	3/3/2014 1:33 PM
BC: Maurice Zakhir (SACadmissions@unitekcollege.edu)	Transferred	3/3/2014 1:33 PM
BC: May Ling Ly (myingly@yahoo.com)	Transferred	3/3/2014 1:33 PM
BC: Meg Arnold (meg@sarta.org)	Transferred	3/3/2014 1:33 PM
BC: Mel Demoff (bachviet@sbcglobal.net)	Transferred	3/3/2014 1:33 PM
BC: Melanie Rochin (melrochin@yahoo.com)	Transferred	3/3/2014 1:33 PM
BC: Michelle Gibson (mgibson@weaveinc.org)	Transferred	3/3/2014 1:33 PM
BC: Michelle Steeb (msteeb@stjohnsshelter.org)	Transferred	3/3/2014 1:33 PM
BC: Mike Mattos (mmattos@sacrt.com)	Transferred	3/3/2014 1:33 PM
BC: Mike Wiley (mwiley@sacrt.com)	Transferred	3/3/2014 1:33 PM

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:34 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
BC: Nadia Bobyk (nadia@lovelittlechildren.org)	Transferred	3/3/2014 1:34 PM	
BC: Nilda Valmores (nildamsh@gmail.com)	Transferred	3/3/2014 1:34 PM	
BC: Nina Mancina (nmancina@sanjuan.edu)	Transferred	3/3/2014 1:35 PM	
BC: Nse Akang (akangnj@gmail.com)	Transferred	3/3/2014 1:34 PM	
BC: Olga Sinichanko (osinichenko@caj.edu)	Transferred	3/3/2014 1:34 PM	
BC: Paige Ashley (pashley@sanjuan.edu)	Transferred	3/3/2014 1:35 PM	
BC: Pam Canada (pam@nwsac.org)	Transferred	3/3/2014 1:35 PM	
BC: Pam Hartley (PAM@delpaso.seta.net)	Delivered	3/3/2014 1:34 PM	
BC: Pat Fong Kushida (patfongkushida@sacasiancc.org)	Transferred	3/3/2014 1:35 PM	
BC: Pat Mangan (manganp@saccounty.net)	Transferred	3/3/2014 1:35 PM	
BC: Pat Pitzer (pat@francishousecenter.org)	Transferred	3/3/2014 1:35 PM	
BC: Patricia Perez (PPerez@delpaso.seta.net)	Read	3/3/2014 2:31 PM	
BC: Patti Larson (plarson@nprcenter.org)	Transferred	3/3/2014 1:35 PM	
BC: Paul Castro (Paul.Castro@cahumandevlopment.org)	Transferred	3/3/2014 1:34 PM	
BC: Paul Haas (paul.haas@twinriversusd.org)	Transferred	3/3/2014 1:35 PM	
BC: Paul Lake (LakePG@saccounty.net)	Transferred	3/3/2014 1:35 PM	
BC: Paula Hansen (phansen@southgaterecandpark.net)	Transferred	3/3/2014 1:35 PM	
BC: Paulino Duran (pdwebmail@saccounty.net)	Transferred	3/3/2014 1:35 PM	
BC: Peardean Gollightly (gollightlyadr@sbcglobal.net)	Transferred	3/3/2014 1:35 PM	
BC: Phyllis Rodriguez (phyllisc@lafcc.com)	Undeliverable	3/3/2014 1:35 PM	550 5.1.1 <phyllisc@lafcc.com> recipient rejected
BC: Public Relations Department (eileen@cawhs.org)	Transferred	3/3/2014 1:34 PM	
BC: Rachel Baca (rbaca@lsnc.net)	Transferred	3/3/2014 1:34 PM	
BC: Rachel Breedlove (rbreedlove@visitingangels.com)	Transferred	3/3/2014 1:35 PM	
BC: Rachel Rios (rachelr@lafcc.org)	Transferred	3/3/2014 1:34 PM	
BC: Raed Awabdeh (mawabdeh@hotmail.com)	Transferred	3/3/2014 1:34 PM	
BC: Raquel Arata (aratae@losrios.edu)	Transferred	3/3/2014 1:34 PM	
BC: Rashid Sidge (rashid@fathersandfamilies.com)	Transferred	3/3/2014 1:35	

		PM
BC: Renata Pagliaro (Renata.pagliaro@LHH.com)	Transferred	3/3/2014 1:34 PM
BC: Rhyena Halpern (RHalpern@cityofsacramento.org)	Transferred	3/3/2014 1:34 PM
BC: Richard Dana (rdana@mutualassistance.org)	Transferred	3/3/2014 1:34 PM
BC: Rick Ingraham (rick.ingraham@dds.ca.gov)	Transferred	3/3/2014 1:34 PM
BC: Rick Jennings, II (rick@fathersandfamilies.com)	Transferred	3/3/2014 1:35 PM
BC: Rick Larkey (rick@northstatebia.org)	Transferred	3/3/2014 1:35 PM
BC: Rivkah Sass (director@saclibrary.org)	Transferred	3/3/2014 1:35 PM
BC: Robert Clark (rclark@ncc.adventist.org)	Transferred	3/3/2014 1:35 PM
BC: Robert Overstreet (boverstreet@cityofsacramento.org)	Transferred	3/3/2014 1:34 PM
BC: Robert Sanger (RSanger@theFCCP.org)	Transferred	3/3/2014 1:35 PM
BC: Robert Wilson (rwilson@sacchildadv.org)	Transferred	3/3/2014 1:35 PM
BC: Rolando Rosas (rrosas@fcusd.org)	Transferred	3/3/2014 1:35 PM
BC: Roleda Bates (rbates@vuinc.org)	Transferred	3/3/2014 1:35 PM
BC: Ron Zieske (handsoned@sbcglobal.net)	Transferred	3/3/2014 1:35 PM
BC: Ronald Montez (cgvps@aol.com)	Transferred	3/3/2014 1:34 PM
BC: Rosa Excutia (RME9@pge.com)	Transferred	3/3/2014 1:35 PM
BC: Roseanna Torretto (lwvs@lwvsacramento.org)	Transferred	3/3/2014 1:34 PM
BC: Roxanne Hansen (roxanneh@cslscorp.com)	Transferred	3/3/2014 1:34 PM
BC: Roy Alexander (roy.alexander@kidshome.org)	Transferred	3/3/2014 1:34 PM
BC: Rudolf Klimes, Ph.D. (edu@learnwell.org)	Transferred	3/3/2014 1:34 PM
BC: Rudy Puente (rudy.puente@twinriversusd.org)	Transferred	3/3/2014 1:35 PM
BC: Ryan Smith (rysmith@kaplan.edu)	Transferred	3/3/2014 1:34 PM
BC: RYanne Green-Quarles (rgreen@cc.edu)	Transferred	3/3/2014 1:34 PM
BC: Nancy Leman (nancy@zsc.org)	Transferred	3/3/2014 1:35 PM
BC: Rex Fortune (rcfortune9@yahoo.com)	Transferred	3/3/2014 1:35 PM
BC: Richard Mallory (rich_mallory@yahoo.com)	Transferred	3/3/2014 1:35 PM
BC: Roman Romaso (romanromaso@yahoo.com)	Transferred	3/3/2014 1:35 PM

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:36 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
BC: Sam Hassoun (sam@hassoun.com)	Transferred	3/3/2014 1:36 PM	
BC: Samuel Jones (worknetnow@gmail.com)	Transferred	3/3/2014 1:36 PM	
BC: Sandi Snelgrove (ssnelgrove@ac-ac.org)	Undeliverable	3/3/2014 1:36 PM	550 No Such User Here"
BC: Sandra Fitzpatrick (ccoac@ccoac.ca.gov)	Transferred	3/3/2014 1:36 PM	
BC: Sara Haycox (sara.haycox@twinriversusd.org)	Transferred	3/3/2014 1:36 PM	
BC: Sarah Bontrager (sbontrager@elkgrovecity.org)	Transferred	3/3/2014 1:36 PM	
BC: Saundra Walden (swalden@beanstalk.ws)	Transferred	3/3/2014 1:36 PM	
BC: Sharon Eghigian (sharon@nwsac.org)	Transferred	3/3/2014 1:36 PM	
BC: Sharon Saffold (sharonsaffold@att.net)	Transferred	3/3/2014 1:36 PM	
BC: Shaun Thompson (ndvh@ndvh.org)	Transferred	3/3/2014 1:36 PM	
BC: Shawn Harrison (sharrison@soilborn.org)	Transferred	3/3/2014 1:36 PM	
BC: Sheila Zuvich (szuvich@goweca.com)	Transferred	3/3/2014 1:36 PM	
BC: Shelly Hinkle (shelly@nctat.org)	Transferred	3/3/2014 1:36 PM	
BC: Sheri Farinha Mutti (info@norcalcenter.org)	Transferred	3/3/2014 1:36 PM	
BC: Sibba Alexanders (salexanders@ghsd.k12.ca.us)	Transferred	3/3/2014 1:36 PM	
BC: Silvia Molina (smolina@communitycollege.org)	Transferred	3/3/2014 1:36 PM	
BC: Sima Dermishyan (studentservices@sacramento-ultrasoundinstitute.com)	Transferred	3/3/2014 1:36 PM	
BC: Sonya Howell (Oakparkpreschoolinc@sbcglobal.net)	Transferred	3/3/2014 1:36 PM	
BC: Stacey Shelnut-Hendrick (sshelnut-hendrick@crockerartmuseum.org)	Transferred	3/3/2014 1:36 PM	
BC: Staci Anderson (stacia@peoplereachingout.org)	Transferred	3/3/2014 1:36 PM	
BC: Staphanie Davi (sdaviercolini@acementor.org)	Transferred	3/3/2014 1:36 PM	
BC: Stephanie at RFDC (stephanie.rfdc@gmail.com)	Transferred	3/3/2014 1:36 PM	
BC: Steve Anderson (sanderson@rivercityfoodbank.org)	Transferred	3/3/2014 1:36 PM	
BC: Steve Gandola (cassy@sachcc.org)	Transferred	3/3/2014 1:36 PM	
BC: Sue Gilmore (gilmores@sac-city.k12.ca.us)	Transferred	3/3/2014 1:36 PM	
BC: Susie Davies (susiedavies@morerehab.org)	Transferred	3/3/2014 1:36 PM	

BC: Suzanne Changus (schangus@nhsacramento.com)	Transferred	3/3/2014 1:36 PM	
BC: Ta'Lana Carr (tcarr@saccorps.org)	Transferred	3/3/2014 1:36 PM	
BC: Tamara Bennett (qtbenett@comcast.net)	Transferred	3/3/2014 1:36 PM	
BC: Tamre Burns (tburns@ncpsschool.com)	Transferred	3/3/2014 1:36 PM	
BC: Tanya Kravchuk (tkravchuk@crhkids.org)	Transferred	3/3/2014 1:36 PM	
BC: Taurus Jackson (tjackson@gsul.org)	Transferred	3/3/2014 1:36 PM	
BC: Terry Anderson (terry@mercyeducation.com)	Transferred	3/3/2014 1:36 PM	
BC: Theresa Milan (milant@losrios.edu)	Transferred	3/3/2014 1:36 PM	
BC: TJ Newman (tjnewman@morpd.com)	Transferred	3/3/2014 1:36 PM	
BC: Toni Turnbull (toni@calcerts.com)	Transferred	3/3/2014 1:36 PM	
BC: Tony Lara (TLara@ghsd.k12.ca.us)	Transferred	3/3/2014 1:36 PM	
BC: Tonya Mack (tonya@treeofhopefunding.com)	Transferred	3/3/2014 1:36 PM	
BC: Travis Brown (tbrown@presginc.com)	Transferred	3/3/2014 1:36 PM	
BC: Troy Ohlausen (troy@nctat.org)	Undeliverable	3/3/2014 1:36 PM	550 5.1.1 http://support.google.com/mail/bin/answer.py?answer=6596_zj6si11893493pac.262 - gsmt
BC: Valerie Garden (Val.m2s@gmail.com)	Transferred	3/3/2014 1:36 PM	
BC: Vanessa Lindsey (vbrownlindsey@comcast.net)	Undeliverable	3/3/2014 1:36 PM	550 5.1.1 <vbrownlindsey@comcast.net> Account not available
BC: Vasseliki Vervilos (vasseliki.vervilos@twinriversusd.org)	Transferred	3/3/2014 1:36 PM	
BC: Vicci Gritz (vicci@universalsecurityacademy.com)	Transferred	3/3/2014 1:36 PM	
BC: Walter DiMantova (dimantw@losrios.edu)	Transferred	3/3/2014 1:36 PM	
BC: Winnie Critchlow (winniecritchlow@twinriversusd.org)	Transferred	3/3/2014 1:36 PM	
BC: Yang Her (yanghmsh@gmail.com)	Transferred	3/3/2014 1:36 PM	
BC: Yolanda Chavez (Yolanda.Chavez@cahumandevlopment.org)	Transferred	3/3/2014 1:36 PM	
BC: Yvonne Nicholson (ynicholson@ucdavis.edu)	Transferred	3/3/2014 1:36 PM	
BC: Yvonne Soto (yvonne@ddso.org)	Transferred	3/3/2014 1:36 PM	
BC: Salvador Santillan (salvadorchrc@yahoo.com)	Transferred	3/3/2014 1:36 PM	
BC: Sarmed Ibrahim (sarmedkamal@yahoo.com)	Transferred	3/3/2014 1:36 PM	
BC: Sher Barber (sher@windyouth.org)	Transferred	3/3/2014 1:36 PM	
BC: Steve Johnstone (steve.johnstone@vta.org)	Transferred	3/3/2014 1:36 PM	
BC: Sylvia Kim (sylvia.kim@usw.salvationarmy.org)	Undeliverable	3/3/2014 1:36 PM	550 sylvia.kim@usw.salvationarmy.org... No such user
BC: Tanya Provencher	Transferred	3/3/2014	

(Tanya.Provencher@yolocounty.org)		1:36 PM
BC: Verna Catalfano (verna.catalfano@usw.salvationarmy.org)	Transferred	3/3/2014 1:36 PM
BC: Vicki Stockbridge (vicki@ydnetwork.org)	Transferred	3/3/2014 1:36 PM
BC: Wayne Williams (npeclc@yahoo.com)	Transferred	3/3/2014 1:36 PM

Subject: SETA Notice for Public Hearing Refugee Services
Created By: rjsattel@delpaso.seta.net
Scheduled Date:
Creation Date: 3/3/2014 1:44 PM
From: Rachel Sattel

Recipient	Action	Date & Time	Comment
BC: bhassett@weaveinc.org (bhassett@weaveinc.org)	Transferred	3/3/2014 1:44 PM	

ATTACHMENT E
LETTERS FROM THE PUBLIC HEARING
-Lao Family Community Development, Inc.



LAO FAMILY COMMUNITY DEVELOPMENT, INC.

Building healthy communities by helping families and individuals achieve self-sufficiency

www.lfcd.org

March 7, 2014

Chaosarn S. Chao
President / C.E.O.

Kathy C. Rothberg
Executive Director

Mary Jennings, Refugee Programs
Sacramento County Refugee Programs
Sacramento Employment and Training Agency
925 Del Paso Blvd, Suite 100
Sacramento, CA 95815

□ **Oakland Main Office**
2325 East 12th Street
Oakland, CA 94601
Tel: (510) 533-8850
Fax: (510) 533-1516

□ **San Pablo Office**
1865 Rumrill Blvd.
Suite B
San Pablo, CA 94806
Tel: (510) 215-1220
Fax: (510) 215-1216

✚ **Sacramento Office**
7171 Bowling Drive
Suite 1120
Sacramento, CA 95823
Tel: (916) 393-7501
Fax: (916) 393-7574

Re. Input for Refugee Employment Social Services and TA Programs Public Hearing

Lao Family Community Development, Inc., Sacramento office served as the grass root of refugee themselves and representing Refugee Mutual Assistance Associations (MAAs), who have a long history of providing multiple successful services to refugee, immigrant and other U.S. born low-income communities in the counties of Sacramento, Contra Costa and Alameda.

The current refugee arrival in Sacramento areas are very diverse ethnicities comparing to the last 10 -20 years ago. We have seen more Burmese Karen, Chinn, Bhutanese and Nepalese as the majority of the new refugees came to Sacramento areas in the last 5 years.

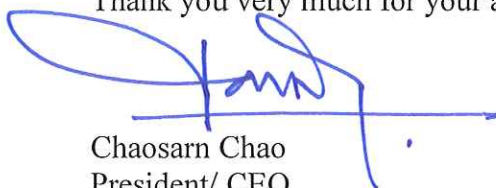
Today, the coming refugee resettling in Sacramento areas is more diverse with Afghanistan, Iraq, Iran, Eritrea, fewer Burma Karen, and Bhutan. Perhaps Congo may be potential increase in the next few years ahead, but currently we see the Afghanistan and Iraq refugees dominated as the majority of refugees in Sacramento areas.

Their language barriers impact their abilities to find housing especially for a family of four and more members. Such barriers are: tension between Landlord and Tennant, completing the welfare application, food stamp and medical forms, interpretation/translation at the refugee health clinic, childcare needs, transportation, applying for Social Security Number, California Identification Card, banking/checking account and general adaptation.

- Teaching VESL/ESL with multiple levels of students in the same class is not simple to handle, at the same time there is no bilingual job developer that able to communicate and comprehend as well as able to accommodate the diverse languages in such a diverse classroom or environment
- Orientation needs to provide to the refugee when they first come to the County of Sacramento, without a clear orientation many of the refugees get lost in between. Questions is who should provide the refugee orientation and at what offices?

- Many of the RCA student cases stated that they need a minimum of 6 months to resettle in the U.S, they know that the Federal allows only 8 months of benefits, but sometimes only 3-4 month they were push out from the system by the counties or resettlement agencies.
- Lao Family's Sacramento office has offered the RESS and TA refugee programs services we over enrollment goal of VESL/ESL classrooms training, job placement and retention. However, refugees are still demanding more services and assistances such as interpretation, translation and employment assistance from us.
- Lao Family Community Development, Inc. served as Refugee MAA Services Center model: We are operating multiple services under one roof that includes: SA/CO, ESL, VESL, direct job placement, IDA, Economic Development, CalWORKs, OJT, CalWEX, EITC VITA Tax, Cal OES, Seniors, Youth, Mental Health Services Enrollee for Covered California and etc... This refugee MAAs services center model works and is effective for the multi-lingual/multi-cultural ethnicities. We suggest the RESS and TA Planning Committee to be open to the ideas of this service center model.

Thank you very much for your attention and consideration of our input.



Chaosarn Chao
President/ CEO

Wathone Oo
Job Developer