

SACRAMENTO EMPLOYMENT AND TRAINING AGENCY (SETA)

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

PROGRAM YEARS

2011-2012, 2012-2013 and 2013-2014

**SUBMITTED TO:
OFFICE OF REFUGEE PROGRAMS BRANCH
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
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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 Targeted Assistance (TA) grant. In 1988, when AB 2635 transferred the management responsibilities of the Refugee Employment Social Services (RESS) funds to the county, SETA was designated by the Sacramento County Board of Supervisors to administer the funds. The purpose of the TA and RESS funds is to provide direct services intended to result in the economic self-sufficiency and reduced public assistance dependency of refugees and asylees through employment. In May 2009, SETA entered into a two year cooperative agreement with the Office of Refugee Resettlement, Anti-Trafficking in Persons Division, to implement a Rescue and Restore Victims of Human Trafficking Regional Program in the greater Sacramento area. SETA is also the grant recipient of the following non-ORR federal funds and receives a variety of Discretionary grants from CalWORKS, California Department of Transportation, California Department of Corrections and Rehabilitation, and the California Employment Development Department:

- Workforce Investment Act (WIA);
- Community Services Block Grant (CSBG);
- Head Start.

This TA and RESS plan was developed in preparation for the continuance of TA and RESS services in Sacramento County (including any services funded by ORR discretionary grants) after current services end on September 30, 2011. The plan is for the three-year period beginning October 1, 2011 and ending September 30, 2014.

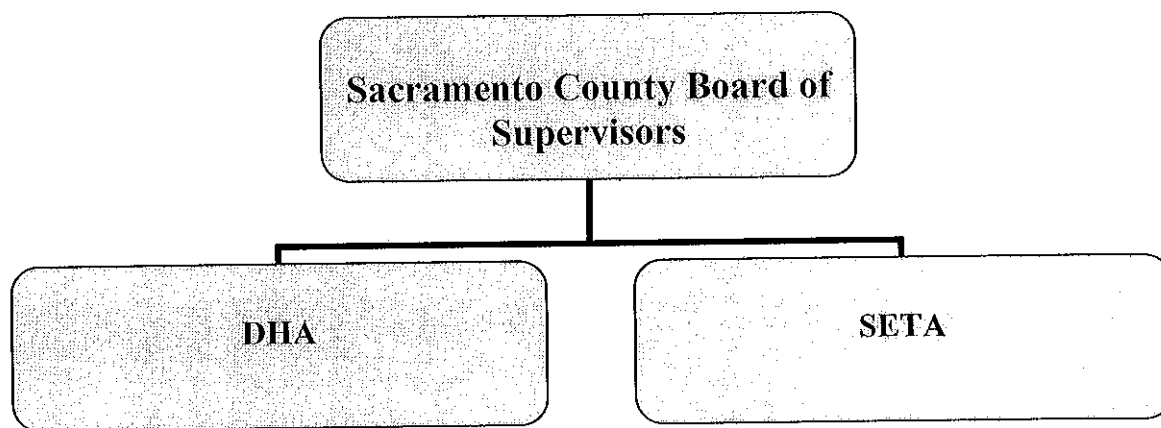
If funds are available for program years 2012-2013/2013-2014 and subgrantees meet contractual performance goals, it is SETA's intent to extend subgrants annually for up to two additional years.

I. County Refugee Program Administration

In Sacramento County, the Sacramento County Board of Supervisors has selected SETA to administer all refugee funds. Refugee funded services are coordinated by the 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 administration of the Refugee Program is as follows.

- Sacramento County Board of Supervisors designated the Sacramento Employment and Training Agency to administer the Refugee funds received by Sacramento County.
- SETA's Workforce Development & Planning Department, in collaboration with the Sacramento County Department of Human Assistance(DHA), is responsible for the planning; procurement of subgrantees; assessment, referral, and verification of eligibility, and provision of One-Stop employment and training services; and program monitoring/MIS reporting. SETA's Fiscal Department is responsible for fiscal monitoring and claims reimbursements. The Sacramento County Department of Human Assistance provides cash assistance and 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 Refugee Program

A. Funding Sources and General Program Description

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

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 RESS 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, the refugees are also 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 Sacramento Works Career Centers (SWCCs).

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 be hired as part of each provider's staff.

Because of limited RESS and TA allocations, not all CalWORKs refugees will be served under the RESS and TA funded programs. RESS and TA 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 to ensure that refugees are referred to appropriate training services.

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 SPL is 3 or above, the client may enroll directly into an employment activity. If the Student Performance Level (SPL) is 2 or below, the client will be enrolled in VESL class to learn vocational English and attain job search skills. Sacramento County serves one hundred percent non-exempt RCA applicants or recipients. All RCAs are required to register with training/employment programs within thirty days of their receipt of cash assistance. Prior to enrollment, an Agency Participant Agreement is explained and agreed to by the client in the language the client understands. The Agreement includes the purpose of the agreement, the provider's participation standards, the participant's obligations, the length of participation, and support services. Complaint/grievance procedures are also explained in the client's language. A refugee's Family Self-Sufficiency Plan (FSSP) contains the description of services to be provided to all employable family members, the activities that will be undertaken by the participant in order to achieve self-sufficiency goals, and outlines other needs of the client.

Non-participation/non-cooperation of non-exempt RCA or GA participants will be reported to County DHA for good cause determination. Failure of participation/cooperation of a non-cash client or non-mandatory cash client will result in ninety days ineligibility of refugee-funded services counting 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 in many different programs: WIA, CalWORKs, RESS and TA. Because of RESS and TA funding limitations, many CalWORKs refugees will be served in the County and SETA CalWORKs programs. In developing the programs serving CalWORKs recipients, SETA follows all of 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 volunteer CalWORKs will be verified by the SETA Referral Liaison. Non-exempt mandatory CalWORKs refugees will be referred from DHA to the SETA Referral Liaison. All clients will be oriented, assessed, and referred to an appropriate program. Clients will

be advised of their rights and responsibilities prior to referral. When being referred to a service provider prior to enrollment, the Participant Agreement will be explained and agreed to by the client.

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

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

B. 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, funded by the ORR monies and allocated by the California Department of Social Services (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. A copy of this required assurance is incorporated in section VIII, Required Assurances, of this plan.

C. Certification

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

D. Planning Process

In order to solicit input for a three-year RESS and TA plan, SETA held a public input hearing on March 7, 2011. 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. The ultimate goals for refugees is social adjustment and economic self-sufficiency;
2. Transportation is a major challenge for refugees who are new to Sacramento. The public transportation system is difficult to understand and navigate. Refugees also face challenges in learning how to drive and in completing driver education courses, primarily due to language barriers. More information and orientation about the public transportation system, driving, and utilizing the Department of Motor Vehicles are needed;
3. Due to budget cuts, there are fewer ESL classes offered in the Sacramento area and these classes are impacted. More funding is needed for ESL classes;

4. There is a continued need for assistance with citizenship/naturalization services, and language assistance with housing, immigration, legal and medical appointments, transportation, and other services;
5. SA&CO services are important to the refugee community in Sacramento, especially with the economic crisis. It is imperative that SA&CO services continue to be funded, if not increased. More collaboration is needed between SA&CO providers and employment services providers;
6. Work Experience, as well as funding specifically for scholarships to refugees should be considered;
7. Health education services are needed for refugees with chronic illness and behaviors that might lead to chronic diseases and Post Traumatic Stress Disorder. Refugees also face transportation, cultural and language barriers when accessing health care; and
8. There is a need to educate eligible secondary migrants on refugee services available to them in Sacramento County, as well as ensure that secondary migrant status is captured, recorded and reported for funding adjustments.

Labor Market Analysis

Data from the Employment Development Department (EDD) demonstrates that Sacramento County's unemployment rate peaked at 13.1 percent in March 2010 with 90,100 unemployed in a labor force of 688,500. EDD's most recent data shows that Sacramento County had an unemployment rate of 12.6 percent as of February, 2011. The County's average job growth rates have trailed national and state averages, and the County continues to experience negative job growth in major labor sectors. However, forecasts for 2011 indicate that the local workforce will continue to improve and four of the largest sectors will reach positive job growth in the 2011 third quarter.

Third quarter (2010) data from the Center for Strategic Economic Research (CSER) indicates that the regional job loss rate will continue to improve during 2011. CSER's Sacramento Region Business Forecast shows the Sacramento area experiencing an average annual job growth rate of -2 percent over the 12 month period ending in September 2011. Although this growth rate reflects an average loss of 17,000 jobs, it constitutes an improvement over the past 12 months. Between December 2009 and November 2010, the region experienced an annual job growth rate of -2.7 percent, constituting 22,900 lost jobs.

The forecast also indicates that job growth will improve for 8 of Sacramento County's 11 largest job sectors. The data shows that the Manufacturing, Construction, Financial Activities, and Education and Health Services sectors will reach positive job growth in the 2011 4th Quarter. Construction, Manufacturing and Business and Professional sectors will experience the most significant gains in 2011. Despite these short-term gains, long-term workforce conditions remain uncertain for Sacramento County because government job growth continues to recover at a low rate. As the region's largest employer, public sector employment is strongly linked to overall economic improvement. Broader economic growth would benefit the sectors with slower job growth.

Critical Occupational Clusters

Because of the diversification of identifiable skills among the refugee and asylee population, employability services within Sacramento County are geared towards occupations which are projected to be high-demand in the region.

Each year the Sacramento Works, Inc. (SWI) Board, the local Workforce Investment Board, reviews the labor market projections of employment provided by the EDD's Labor Market Information Division, the Center of Excellence at Los Rios Community College District, EMSI, Inc., and the Center for Strategic Economic Research to update the occupational content of the regional Critical Occupational Clusters list. This list provides guidance to job seekers and organizations assisting job seekers in their search for long-term, career oriented employment in the region. In addition, it provides education and training agencies, as well as local employers with information on occupations that will provide the best employment opportunities in the region. The list also assists SETA staff in identifying relevant training programs for those demand occupations that will, in turn, provide customers with scholarship training opportunities. Labor Market forecast information is made available to the public through CareerGPS.com, a website developed by Sacramento Works and LEED Sacramento, which includes current, detailed information about which jobs are in high demand in the Sacramento Region, how much they pay, what type of education or training is recommended, and where you can go to get it.

In FY 2010-11, the SWI recognized nine critical occupational clusters. In addition, the Board recognized that the clean energy/green jobs cluster is growing in the region and approved prioritizing training for green jobs in the workforce plan. At this point in time, Green occupations are not separated out into a separate occupational cluster, but are represented in each of the following nine identified clusters:

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, 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.

Architecture and Engineering

The Architecture and Engineering occupational cluster is comprised of occupations involved primarily in planning and designing residential, institutional, leisure, commercial, and industrial buildings and structures by applying knowledge of design, construction procedures, zoning regulations, building codes, and building materials.

Locally, for the occupations included in this cluster, an increase of approximately 1,345 jobs due to absolute job growth and approximately 1,000 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.

Human Services

The Human Services occupational cluster is primarily supportive, developmental, or educational related occupations that are designed to enhance the quality of life and well-being of people and communities. Needs addressed by Human Services related occupations include, but are not limited to: personal health (both physical and mental), social relations, and maintaining or growing personal or community capacity (such as child care, education, disabilities, aging, etc). This group also includes recreation related occupations.

Locally, for the occupations included in this cluster, an increase of more than 1,775 jobs due to absolute job growth and more than 1,500 jobs due to replacement need are projected between 2010 and 2015.

Information 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

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 and Production

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

In coordination with the California Employment Development Department (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

Identification of Target Populations

Statistics available from Sacramento County DHA indicate that as of March 2011 there are approximately 41,414 adults receiving cash aid. The composition of the cash Ethnic Origin Data includes the following refugee ethnicities, which total 3,928 of the 41,414 adults receiving cash aid:

Afghan	86
Armenian	119
Asian Indian	166
Cambodian	106
Cuban/Cuban-Haitian	8
Eastern European (other)	14
Ethiopian	24
Hmong	1,119
Iranian	36
Iraqi	65
Laotian	379
Mien	151
Russian	745
Romanian	63
Ukrainian	126
Vietnamese	721

Although refugees from Middle Eastern countries, including Afghanistan, represent less than .5% of the total cases of adults receiving cash aid in Sacramento County, this group represents the largest percentage of refugee arrivals to Sacramento County from October 2009 to February 2011, at 46%. During this period, 424 refugees from Middle Eastern countries have arrived in Sacramento County, while refugees from the Former Soviet Union, including Bosnia, made up 35% of total arrivals. Refugees from the Former Soviet Union, Southeast and South Asia, including Bhutanese from the refugee camp in Nepal, represent the largest percentage of participants accessing services in SETA's refugee program at 52% and 30% respectively. Refugees from Middle Eastern countries represent 17% of total participants served in the program. This represents 433 refugees.

The basic needs of the newly arrived refugees are still social adjustment, cultural orientation, transportation, English language training, job seeking skills, vocational and on-the-job training, and job placement. 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 either VESL in concurrence with direct ES. 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 the 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 participation hours and goals for early employment.

On June 27, 2007, the U.S. Department of Health and Human Services (HHS), Office of Refugee Resettlement (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 regional Rescue and Restore Program in the Sacramento area, which included sub-awarding funds to local agencies to provide outreach and services to victims. SETA has applied for continued funding of the Rescue and Restore Program after current funding ends April 29, 2011.

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 also include all reportable employable family members. Participants' spouses will be encouraged to participate in training or employment services in order to increase the family income and shorten the avenue to economic independence.

III. Description of Service Components

SETA will use the majority of RESS 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 service 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 RESS 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 RESS program will be given to:

- Newly arriving refugees during their first year in the country;
- Cash aid clients (refugees, asylees, and certified victims of human trafficking);

- Employed refugees, asylees, 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, and certified victims of human trafficking.

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

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

A. Refugee Employment Social Services (RESS)

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

- Vocational English-as-a-Second Language/Employment Services (VESL/ES) – 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/One-Stop Services
- Support Services

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

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/asylee job search activities. In the development of these plans, all reported employable family members will be included. At a minimum, the service provider will require the client to
- 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;
- Assign staff to join the e-mail listserv for Sacramento Works Employer Services, ensuring that all refugees are aware of employment opportunities through the Sacramento Works One-Stop Career Center system;
- Develop unsubsidized jobs with private and public sector employers; and
- Introduce clients to the SWCC, its services and the delivery system to refugee/asylee client(s).

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) – Skills Training

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 nine 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:
 - 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 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 Career Center (SWCC) – Services available at One-Stop Centers in the Sacramento metropolitan area;
- 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.

4. SETA Assessment/Referral /Verification/One-Stop Services

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

Clients will be administered an English language test, oriented and assessed. Based on the assessment, clients will be assigned to an appropriate refugee-funded program located within the client's geographical area.

Refugee Scholarship Program Referrals –

As a high cost component, the Refugee Scholarship Program, formerly offered utilizing TA funds, will only be offered over the next three-year period if funding levels increase significantly. Refugee service providers help provide outreach and facilitate access to One-Stop scholarships for refugees. Clients who have a Student Performance Level (SPL) above 2 may be referred to the Refugee Scholarship Program by refugee program funded services providers who operate VESL classes.

Refugees, in coordination with WIA coaches, complete scholarship packets, which are submitted for review and approval to the designated SWCC Site Supervisor. Upon approval, TA funds will be obligated and a scholarship established for VT (45 CFR 400.154) from a list of approved training providers. Clients will be guided by WIA coaches and will be co-enrolled in the Refugee and WIA programs. Supportive services will be provided utilizing WIA funds, unless as a CalWORKs recipient, a client is eligible to receive supportive services from DHA.

5. Supportive Services

Supportive services are essential to the program and are designed to facilitate participation of cash participants in training activities, job search and retention of employment. Specific supportive services to be provided include 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 provider (some restrictions apply for GA recipients). Support services for CalWORKs participants will be paid by the County DHA. For fiscal purposes, the functions of certifying the client and disbursing supportive service payments are separate.

Intake, assessment and tracking of non-mandatory clients will be conducted by refugee 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 - Employment
- SETA Referral/Verification/One-Stop Services
- Support Services

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

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/asylee job search activities. In the development of these plans, all reported employable family members will be included. At a minimum, the service provider will require the client to:
- 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 SWCC, its services and their delivery system to the refugee/asylee client(s).

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/On-the-Job Training (VESL/OJT) – On-the Job Training

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) – Work Experience

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 - Employment

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;
- 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 SWCCs, 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 Assessment/Referral/Verification/One-Stop Services

The same as described in the RESS program.

6. Supportive Services

The same as described in the RESS 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, providing services to eligible clients 60 years of age or over, consists of the following components.

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

1. Citizenship/Naturalization Services

Elderly 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 Other Services

Elderly 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 Prevention, etc. Oral interpretation, and limited transportation to citizenship classes and other appointments will be provided, if needed.

IV. Budgets

A. Summary of Projected RESS FY 2011-2012 Allocation*

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Employment		
• VESL/ES	\$ 514,583	79%
• VESL/VT	0	0%
Case Management		
• Referral/Verification/One-Stop Services	0	0
Other		
• SA & CO	<u>136,788</u>	<u>21%</u>
Subtotal Services	\$ 651,371	100%
County Administration	\$ 114,948	
Total Projected Allocation for County	\$ 766,319**	

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

**Includes \$76,225 in carryover funds from PY 2010-2011.

IV. Budgets (continued)

B. RESS FY 2011-2012 In-House Component Budget

Direct Cost For Referral/Verification/One-Stop 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 2011-2012 Allocation*

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Employment:		
• VESL/ES	\$ 0	0%
• ES Stand Alone	336,616	100%
OJT:		
• VESL/OJT	0	0%
WEX:		
• VESL/WEX	0	0%
Case Management		
• Referral/Verification/ One-Stop Services	0	0%
Subtotal Services	\$ 336,616	100%
County Administration	\$ 59,403	
Total Projected Allocation for County	\$ 396,019**	

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

**Includes \$19,974 in carryover funds from PY 2010-2011.

IV. Budgets (continued)

D. TA 2011-2012 In-House Component Budget

Direct Cost For Referral/Verification/One-Stop 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 2011-2012 Allocation*

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Citizenship Services:	\$ 26,498	100%
Subtotal Services	\$ 26,498	100%
County Administration @ 15%	\$ 4,676	
Total Allocation for County	\$ 31,174	

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

IV. Budgets (continued)

F. Summary of Projected RESS, PY 2011-2012 Carryover Allocation*

*Final, additional, carryover allocations will be determined after the close of PY 2010-2011.

IV. Budgets (continued)

G. Summary of Projected TA, PY 2011-2012 Carryover Allocation*

*Final, additional, carryover allocations will be determined after the close of PY 2010-2011.

V. ANNUAL SERVICE PLAN

Annual Service Plan

Date: April 28, 2011 Original (X) Revision ()
 Time Period Covered by Plan From: October 1, 2011 To: September 30, 2012
 County: Sacramento

Description of Contracted or State-provided Services	Contracted Amount by Funding Source	Total Number	Program		Type of Agency* and Percent of Funds
			0 - 12 Months	13 - 60 Months	
Employment	SS				
	TAP	\$336,616	282	56	226
	Other				
ELT	SS	\$514,583	240	180	60
	TAP				
	Other				
OUT	SS				
	TAP				
	Other				
Skills Training	SS				
	TAP				
	Other				
Case Management	SS				
	TAP				
	Other				
Other (Employment)	SS				
	TAP				
	Other				
Subtotal		\$851,119	522	236	286
	SS	\$136,788	613		B. 40%, C. 20%, E. 20%, F. 20%
	TAP				
Non-Employment	Other	\$26,498	88		
	SS	\$114,948			
	TAP	\$59,403			
County Admin (15% Admin Max)	Other	\$4,676			
	SS	\$766,319			
	TAP	\$396,019			
Grand Total	Other	\$31,174			
	TAP				
	SS				

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

Note: The Annual Service Plan will be modified once the final PY 2011-12 RESS and TA allocations have been announced.

VI. ANNUAL OUTCOME GOAL PLAN

ANNUAL OUTCOME GOAL PLAN
2012
PERFORMANCE GOALS AND ACTUALS

State or County: **Sacramento County, CA**

	FY 2011 GOAL	FY 2011 ACTUAL*	FY 2012 GOAL**
1. Caseload			
TANF Recipients	214	277	198
RCA Recipients	167	175	157
No Federal Cash Assistance	181	205	167
Total	562	657	522

2. Entered Employment						
Full Time	228	90%	213	93%	225	90%
Part Time	25	10%	15	7%	25	10%
Total	253	45%	228	35%	250	48%

2a. TANF Recipients Entered Employment						
Full Time	91	90%	65	86%	90	90%
Part Time	10	10%	11	14%	10	10%
Total	101	40%	76	33%	100	40%

2b. RCA Recipients Entered Employment						
Full Time	46	90%	37	100%	45	90%
Part Time	5	10%	0	0%	5	10%
Total	51	20%	37	16%	50	20%

2c. No Federal Cash Assistance Entered Employment						
Full Time	91	90%	111	97%	90	90%
Part Time	10	10%	4	3%	10	10%
Total	101	40%	115	50%	100	40%

Cash Assistance Recipients Placed In Employment

	152	113	150
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3. Federal Cash Assistance Terminations						
TANF Recipients	6	33%	1	8%	6	33%
RCA Recipients	12	67%	11	92%	12	67%
Total	18	12%	12	11%	18	12%

4. Federal Cash Assistance Reductions						
TANF Recipients	23	88%	11	79%	23	88%
RCA Recipients	3	12%	3	21%	3	12%
Total	26	17%	14	12%	26	17%

5. Entered Full Time Employment Offering Health Benefits						
TANF Recipients	25	32%	17	28%	25	33%
RCA Recipients	19	24%	11	18%	18	24%
No Federal Cash Assistance	34	44%	33	54%	33	43%
Total	78	34%	61	29%	76	34%

* "Actual" numbers reflected are from 10/1/10 through 3/31/11.
** Final goals will be developed after the end of PY 2010-11.

ANNUAL OUTCOME GOAL PLAN
 FY 2012
PERFORMANCE GOALS AND ACTUALS

State or County: **Sacramento County, CA**

	FY 2011 Goal	FY 2011 Actual	FY 2012 Goal
6. Average Hourly Wage of Refugees Entering Full Time Employment	\$ 9.38	\$ 9.63	\$ 9.57

7. 90-Day Retention Rate	Percentage 67%	80%	69%
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7a. 90-Day Retention Rate Calculator

	Unduplicated # of Retentions	Unduplicated # of Entered Employments
Total	217	322

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 2011 Actual	FY 2012 Proposed
Social Services Formula Funding	\$ 546,165	\$ 605,392
Targeted Assistance Formula Funding	\$ 543,771	\$ 396,019
Discretionary Grant Funding	\$ -	\$ -
Total Liquidated Funding	\$ 1,089,936	\$ 1,001,411
Cost per Entered Employment	\$ 4,780.42	\$ 4,005.64

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	Mary Jennings	Title	Workforce Development Supervisor
Telephone Number	(916) 263-1555	Email	mjenning@delpaso-seta.net

Deadline for submission

The completed FY 2011 Annual Outcome Goal Plan: Performance Goals and Actuals and Performance Narrative should be submitted via email to GPRA@ACF.hhs.gov by **November 15, 2010**.

For Office of Refugee Resettlement use only: Date submitted: _____

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

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

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

B. Monitoring Process

SETA will perform a comprehensive, onsite monitoring review of the TA and RESS 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/entrant status;
- Extent to which priority groups are served;

- 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 Branch, through the RS-50 reporting. Semi-annual reports are also submitted during the program year for the ORD program.

On-going oversight/evaluation of the Refugee Scholarship Program, a SETA “in-house” program, will be conducted by WDA IIIs of the refugee program. A formal evaluation of the program by WIA program monitors (WDA IIIs) due to co-enrollment in that program will be conducted, as well.

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 reassures that all limited English persons receive language assistance when they access services, and no refugee, asylee, or 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 RESS 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/RESS services will be provided in accordance with individual employability plans for each refugee and that such employability plans shall be, where applicable, part of an overall family self-sufficiency plan.”
- “That refugee women will have the same opportunities as refugee men to participate in all refugee-funded services, including job placement services.”
- “That the county will comply with the requirements governing the targeted population priorities contained in section III, Section A., Items 2 and 3 of these guidelines.”
- “That all services will be provided by qualified providers (public or private non-profit or for-profit agencies or individuals) in accordance with state and federal regulations, policies and guidelines.”
- “That the county will establish client priorities for RESS-funded services in accordance with 45 CFR 400.147 and for TA-funded services in accordance with 45 CFR 400.134.”
- “That RESS and TA funds will be used primarily for employability services which directly enhance refugee employment potential, have specific employment objectives, and are designed to enable refugees to obtain jobs with less than one year’s participation in RESS and TA-funded services.”
- “That except for referral, interpretation, naturalization/citizenship, and other social adjustment services, eligibility for RESS and TA services will be limited to refugees who have been in the U.S. 60 months or less.”
- “That the county will take into account the reception and placement services provided by resettlement agencies in order to assure the provision of seamless services that are not duplicated.”
- “That to the maximum extent feasible bilingual/bicultural women are used on service agencies staffs to ensure adequate service access by refugee women.”
- “That where applicable, strategies for multiple wage earner cases and for helping employed refugees remain employed or move to better employment will be utilized.”
- “That to the maximum extent feasible, RESS and TA funded services must be provided in a manner that is culturally and linguistically compatible with a refugee’s Language and cultural background.”
- “That non-exempt RCA clients will be required to participate in employment services within 30 days from receipt of aid.”

- “That the county will ensure that in the procurement of services from MAA providers that not less than 51 percent of the MAA Board of Directors are refugees or former refugees and that both refugee men and women are included.”
- “That the priority for funding will be given to MAAs for RESS and TA funds not put into CalWORKs.”
- “That the delivery of RESS and TA services will be coordinated to avoid duplication.”
- “That the CWD will be notified regarding the client’s participation and employment status and provided information regarding all TA and RESS supportive services payments made to RCA recipients participating in TA and RESS-funded services.”
- “That the county’s procurement process will be carried out in accordance with the provisions of the Management and Office Procedures, Purchase of Services, (Chapter 23-600) section of DSS EAS Manual; and that the procurement process will provide for priority consideration for funding refugee community-based organizations which demonstrate the capacity, comparable to that of other competitors who qualify for funding, to implement the proposed services.”
- “That the TA/RESS-funded RCA Services System will include the following activities:
 - Verification/documentation of refugee status;
 - Determination of eligibility for services;
 - Assessment of refugee service needs;
 - Development of client employability plan which meets the requirements of section 400.79 of the Federal Refugee Regulations;
 - Referrals of all non-exempt RCA applicants and recipients for participation in available appropriate employment and training programs; and
 - Tracking/reporting client progress (including non-cooperation participation) to the CWD.”
- “That accountability for supportive services payments will be maintained by documenting 1) eligibility/need for supportive services and 2) verification of client participation; and separating the functions of certifying client participation and disbursing supportive services payments.”
- “That the county will establish policies/procedures designed to assure compliance with the mandatory work registration/sanctioning requirements.”
- “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

APPROVED
BOARD OF SUPERVISORS

DATE: May 10, 1983

MAY 10 1983

BOARD OF SUPERVISORS

Dwight A. Williams
By _____
Chairman of the Board

DEWIS B. KART, 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 the 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 of special funds, the Targeted Assistance Grant, to support employment service 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.

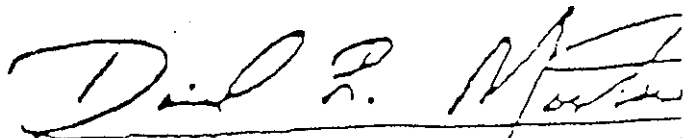
Sacramento is considered eligible for \$1.187 million in Targeted Assistance Grant funding. This amount may be adjusted downward if other communities in the nation not currently considered eligible are able to justify being included among the eligible localities.

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


BOARD OF SUPERVISORS

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


DENNIS B. HART


DAVID R. MARTIN

APPROVAL RECOMMENDED:


BRIAN M. RICHTER
County Executive

DBH:dc

cc: County Executive
Welfare Director
SETA Director

(37874)

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 (SUSS), 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;

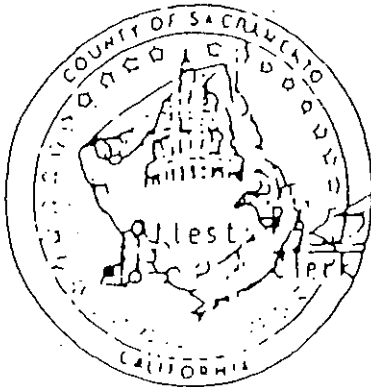
NOW, THEREFORE, BE IT RESOLVED AND ORDERED that the Chairman of the Sacramento County Board of Supervisors does hereby approve the following with regard to TMR:

1. The Sacramento County Board of Supervisors will opt to elect Alternative Number IV as outlined in SUSS-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. COLLIER
seconded by J. STRENG, the foregoing resolution was passed and adopted
this 27th day of September, 1988, by the following vote to wit:

AYES: <u>4</u>	Supervisors: <u>Collin, G. Johnson, Smoley, Streng</u>
NOES: <u>0</u>	Supervisors: <u>None</u>
Absent: <u>1</u>	Supervisors: <u>T. Johnson</u>

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



James A. Williams
 Clerk of the Board of Supervisors

RECORDED - 10/1/88
 COUNTY CLERK'S OFFICE
 SACRAMENTO, CALIFORNIA

SEP 27 1988

FILED

SEP 27 1988

BOARD OF SUPERVISORS
 BY James A. Williams
 CLERK OF THE BOARD

James A. Williams
 Clerk of the Board of Supervisors

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

Date: SEP 27 1988
 Clerk of the Board of
 Supervisors

X. **OPTIONAL COUNTY INFORMATION**

Attachment A: Refugee and the Sacramento Works Career Center System

Attachment B: SWCC Site List

Attachment C: Client Flow Chart

Attachment D: Consultation Mailing List

Attachment E: Letters from Public Hearing

–A Bhutanese refugee resettled in Sacramento County

–Asian Resources, Inc.

–County of Sacramento DHHS Health Education Unit

–Hmong Women’s Heritage Association, Inc./Slavic Assistance Center, Inc./Southeast Asian Assistance Center, Inc.

–Lao Family Community Development, Inc.

–Sacramento City Unified School District

ATTACHMENT A

REFUGEE AND THE SACRAMENTO WORKS CAREER CENTER SYSTEM

ATTACHMENT A

REFUGEES AND THE SACRAMENTO WORKS CAREER CENTER SYSTEM

The SWCCs are partner co-located, physical sites which offer services for job, education and training seekers include, but are not limited to, directory of services, eligibility self-screening, resource referral, job service/employment information, labor market information, intake/assessment and unemployment insurance. 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.

One-Stop Career Centers in the Sacramento area are a result of the collaborative efforts of many government, county agencies and community based organizations including: Sacramento County DHA, Sacramento Housing and Redevelopment Agency (SHRA), California EDD, Sacramento County Department of Health and Human Services (HHS), Sacramento City Unified School District, 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 eleven SWCCs in the Sacramento area. At each SWCC, 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.

ATTACHMENT B

SWCC SITE LIST

SACRAMENTO WORKS CAREER CENTER SITE LIST

ATTACHMENT B

	Staff	Staff Phone	Site Address, Phone & Fax	Public Access Hours	Site Supervisors
Broadway	Barbara Meyer, WDP III <i>T, Th</i>	324-6211	915 Broadway Sacramento, CA 95818 Phone 324-6202 Fax 324-6230	M - Th 8:00 am - 4:00 pm F 8:00 am - 12:00 pm	Stephanie Nguyen 324-0304 SnguyenP@delpaso.seta.net
Citrus Heights	Kenyeann Addison, WDP II Sharon Krause, WDP II Kim Speers, (Job Developer) Bob Williams, WDP III Joy Correia, TCIII	242-4108 242-4113 242-4106 676-2540 242-4109	7011 Sylvan Road, Suite A Citrus Heights, CA 95610 Phone 676-2540 Fax 676-0144	M, W, Th 8:30 am - 4:45 pm T 8:30 am - 7:00 pm F 8:30 am - 2:00 pm	Dee Gavaldon 242-4105 DGavalDP@delpaso.seta.net
Franklin	Donald Dukes, WDP II Lee Ferrand, WDP II Lauren Mechals, WDP II Benjamin Murti, WDP III Dianna Nash, WDP II Gema Wright, WDP II (Youth) Chone Xaysongham-Brown, WDP III Kelly Xiong, WDP II Brandon Anderson, TCIII (Temp) Felicia Espinoza, TCIII (Temp)	262-3272 262-3218 262-3205 262-3214 262-1961 262-3215 262-3204 262-3227 262-3200 262-3200	7000 Franklin Blvd, Suite 540 Sacramento, CA 95823 Phone 262-3200 Fax 262-3202	M - Th 8:30 am - 4:30 pm F 8:30 am - 1:00 pm <i>Tuesday evenings open until 6 pm for Youth only</i>	Patricia Perez 262-3217 pperez@delpaso.seta.net
Galt	Maria Castaneda, WDP II Andrea Cega, WDP II (Youth Specialist) Carissa Flesherman, WDP II Juan Herrera, WDP III Amy Ruddel, WDP II Betty Pratt, TCIII	(209) 744-7713 (209) 744-7704 (209) 744-7709 (209) 744-7707 (209) 744-7710 (209) 744-7702	1000 C Street, Suite 100 Galt, CA 95632 Phone (209) 744-7702 Fax (209) 744-7719	M - Th 8:30 am - 4:30 pm F 8:30 am - 1:00 pm	Pamela Hartley (209) 744-7715 pam@delpaso.seta.net
Hillsdale	Maquoo Anderson, WDP II Anatolij Biskupets, WDP II (Refugee) Donna Butler, WDP III Mauricio Camarena, WDP II (Youth) Lorraine Canaday, (Job Search Consultant) W Toni Curso, WDP III Dennis Kennedy, WDP III (Job Club) LaRee LaRose, WDP III (BIC) Jim McNeal, WDP III Lauren Mechels, WDP II (Youth) Christian Mehedent, WDP II Maria Morgan, WDP II Bina Donde, TCIII Wendy Nelson, TCIII Judy Ramones, TCIII	263-3998 263-4679 274-6389 263-4144 263-4148 263-4142 274-6390 263-0656 263-4696 263-1568 263-3999 263-4145 263-4146 274-6391 263-4100	5655 Hillsdale Blvd, Suite 8 Sacramento, CA 95842 Phone 263-4100 Fax 263-4076	M - Th 8:30 am - 4:30 pm F 8:30 am - 12:00 pm	Darlene Conway 263-3929 DMConway@delpaso.seta.net Marsha Strode 263-7954 marsha@delpaso.seta.net

* (All Staff hours are M - F unless otherwise noted)
** (Except Holiday Weekends)

SACRAMENTO WORKS CAREER CENTER SITE LIST

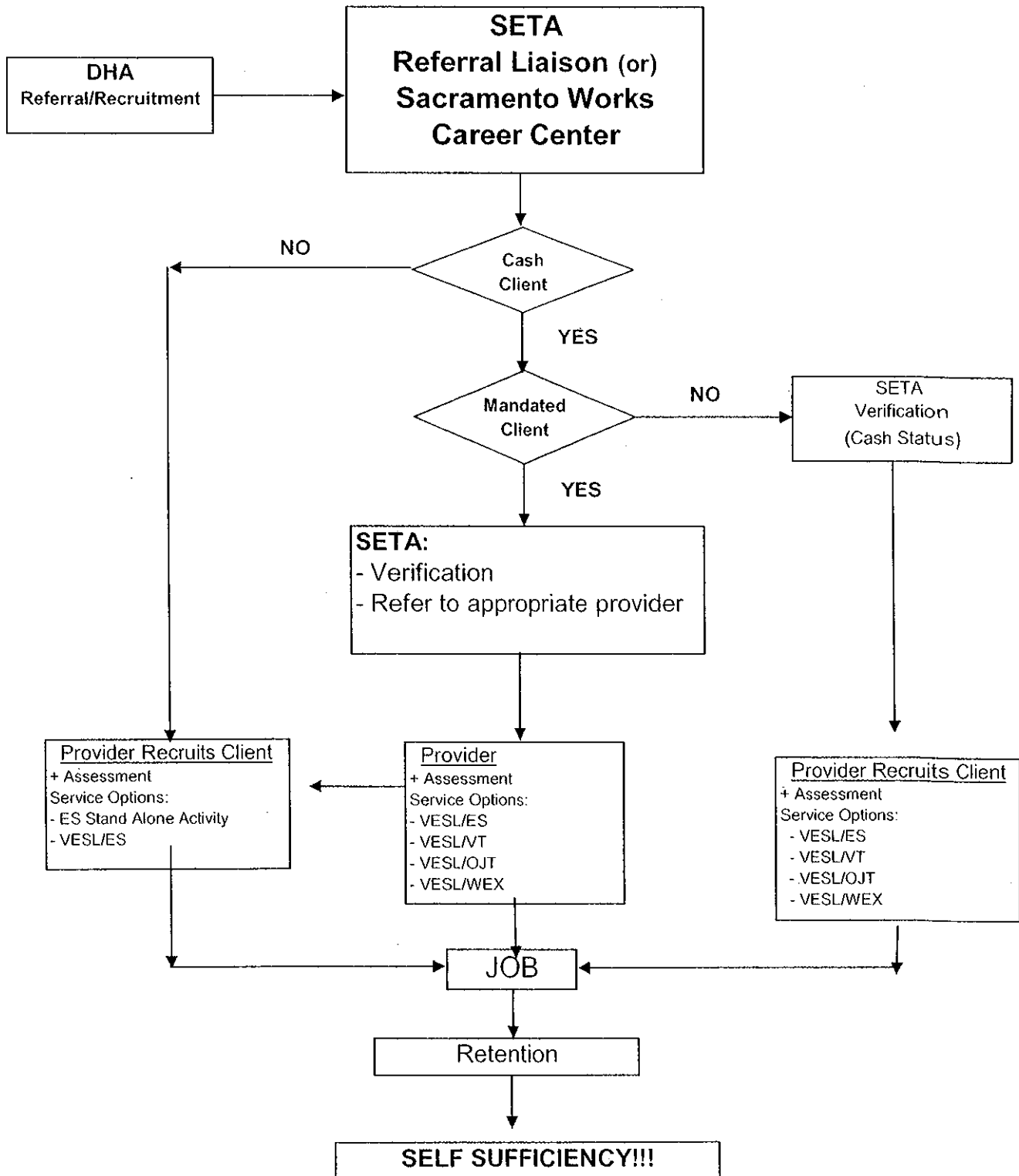
ATTACHMENT B

	Staff	Staff Phone	Site Address, Phone & Fax	Public Access Hours	Site Supervisors
GSUL	Brigette Sullivan, WDP II	9-452-3601	3725 Marysville Blvd. Sacramento, CA 95838 Phone 9-286-8623 Fax 9-286-8620	M, T, Th 9:00 am – 4:00 pm W 9:00 am – 6:00 pm F Closed	Griselida Ocegueda 9-286-8630 socegueda@gsul.org
La Familia			5523 34 th Street Sacramento, CA 95820 Phone 9-452-3601 Fax 9-452-7628	M, W, F 8:30 am – 6:00 pm T, Th 8:30 am – 7:00 pm	Maysua Chervunkong 9-452-3601 maysuac@lafce.com
Lemon Hill	Mae Chu, WDP III Barbara Meyer, WDP III	M M, W 9-433-2600 x1076 262-3236	5451 Lennon Hill Avenue Sacramento, CA 95824 Phone 9-433-2620 Fax 9-433-2636	M – Th 8:30 am – 4:30 pm F 8:30 am – 11:00 pm	Eileen Ramos-Prince 9-433-2600 ext. 1058 eramosp@delpaso.seta.net
Mark Sanders	Kevin Aguirre, WDP II Albert Baker, WDP II Lisa Ball, WDP II Marco Contreras, WDP II Ashley Phillips, WDP II Shakira Rule, TCIII	227-0354 227-0357 227-0328 227-3712 227-1397 227-1395	2901 50 th Street Sacramento, CA 95817 Phone 227-0301 Fax 227-0208	M – F 8:00 am – 5:00 pm	Antvaun Billoups 227-2219 ARBilloX@delpaso.seta.net Mary Rentaria 227-0341 mrenter0@dcd.ca.gov
Mather	Megan LaFayette, WDP II Mohsen Ghahremani, WDP III Anne Stubbs, WDP II	9-876-4025 9-231-0074 9-231-1125	10638 Schirra Avenue Mather, CA 95655 Phone 9-876-4022 Fax 9-876-4026	M, W, Th 8:30 am – 5:00 pm T 10:00 am – 5:00 pm F 8:30 am – 4:45 pm	Mariann Friedrich 9-876-4013 MFriedriP@delpaso.seta.net
Rancho Cordova	Dianne Arnes, WDP II Caroline Beven, WDP II Debbie Coyne, WDP II Beth Doran, WDP III Mohsen Ghahremani, WDP III Tatyana Solimena, WDP II Magaly Wilson, WDP II Hector Perez, WDA III Linda Martinez, TCIII	255-3240 255-3251 255-3242 255-3226 255-3254 255-3214 255-3235 255-3901 255-3255	10381 Old Placerville Road Suite 150 Sacramento, CA 95827 Phone 255-3255 Fax 255-3932	M – Th 8:30 am – 4:00 pm F 8:30 am – 1:00 pm	Mario Montes 255-3233 MRMontes@delpaso.seta.net
South County	Maria Chaplin, WDP II Joyce Keith, WDP II Warren Murphy, WDP III Vacant	9-525-4717 x2124 9-525-4717 x2151 9-525-4744 x2153 9-525-4744 x2138	8401 Gerber Road, #A Sacramento, CA 95828 Phone 9-525-4717 Fax 9-688-0984	M – Th 8:30 am – 4:30 pm F 8:30 am – Noon <i>Tuesday evenings open until 6 pm for Youth only</i>	Juanita Sendejas-Lopez 9-525-4717 ext. 7964 JLopez@regusd.net Karen Malkiewicz 9-686-7717 kmalkiew@regusd.net

* (All Staff hours are M – F unless otherwise noted)
** (Except Holiday Weekends)

ATTACHMENT C
REFUGEE PROGRAM FLOW CHART

Sacramento Employment and Training Agency
 Refugee Program
FLOW CHART
Employment Programs



ATTACHMENT D
CONSULTATION MAILING LIST

Antwaun Billoups
2901 50th Street
Sacramento, CA 95817

Dan Davis
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Sacramento, CA 95828

Eileen Ramos-Prince
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Sacramento, CA 95824

Lao Family Community of Stockton, Inc.
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Sacramento, CA 95838

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Sacramento, CA 95842

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Kathleen Fraser
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Patricia Perez
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A Positive Force Leadership
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Debbie Richardson
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Sacramento, CA 95827

A Touch of Understanding, Inc
Leslie DeDora
4120 Douglas Blvd., Suite 306
Granite Bay, CA 95746

ACAC
Sandi Snelgrove

ACE
Stephanie Davi

Adolescent Family Life Program
Elaine Ellers, MSW
2143 Hurley Way, Suite 230
Sacramento, CA 95825

African Refugee Relief Agency, Inc.
Yusuf Elmi
P.O. Box 434
West Sacramento, CA 95691

Agriculture Development for People in
Need
George Hanible
3270 Avena Blvd., Suite 400-116
Sacramento, CA 95834

AIDS Housing Alliance
Peter Feeley
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Sacramento, CA 95816

Albert Einstein Residence Center
Leslie Finke
1935 Wright Street
Sacramento, CA 95825

Aldar Academy
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4436 Engle Road
Sacramento, CA 95821

Allied Business Schools, Inc.
Patricia Clark
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Laguna Hills, CA 92653

ALS Association, Greater Sacramento
Chapter
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2717 Cottage Way, Suite 8
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Alta California Regional Center, Yolo
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250 West Main, Suite 100
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American Corps NCCC
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McClellan, CA 95652

American Red Cross
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Sacramento, CA 95826

American River Parkway Foundation
Executive Director
5700 Arden Way
Carmichael, CA 95608

Anthem College
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Sacramento, CA 95827

Arbor/ResCare, Inc
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Media, PA 19063

Arden Park Recreation and Park District
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Sacramento, CA 95864

ASDL Services, Inc
Dr. Isaac M. Ozobiani
P.O. Box 160846
Sacramento, CA 95816

Asian Resources
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5709 Stockton Blvd.
Sacramento, CA 95824

Associated General Contractors
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West Sacramento, CA 95691

Bayanihan Clinic
Director
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Bipolar Insights
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Placerville, CA 95667

Beutler Corporation
Michael Day
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McClellan, CA 95652

CalCerts, Inc.
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Sacramento, CA 95815

Another Choice, Another Chance
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Arcade Creek Recreation and Park
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Sacramento, CA 95841

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Sacramento, CA 95838

Beanstalk
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North Highlands, CA 95660

Birth and Beyond
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Sacramento, CA 95815

Bridge Foundation, The
Tracye Bishop

Cal/Neva Community Action Partnership
Tim F. Reese
225 30th Street, Suite 200
Sacramento, CA 95816

Arabic Church of Sacramento, Arab
American Learning Center
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Services
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Arts & Business Council of Sacramento
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Assistance for All (AFAL)
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Placerville, CA 95667

Boys and Girls Club of Galt
Dennis Schneider
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Galt, CA 95632

Build It Green
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160 Franklin St., Suite 310
Oakland, CA 94607

California Association of Employers
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Sacramento, CA 95815

California Capital Financial
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Sacramento, CA 95820

California Human Development
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Sacramento, CA 95820

California Institute of Jewelry Training
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West Sacramento, CA 95691

California State Library
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Sacramento, CA 95814

California State University, Sacramento
College of Continuing Education
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Cameron Park, CA 95682

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Sacramento, CA 95814

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California Gang Violence Prevention
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Sacramento, CA 95820

California Human Development
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Sacramento, CA 95820

California Job Journal
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California School Management Group,
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Ontario, CA 91764-5570

California State University
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3403
Sacramento, CA 95819-6111

California State University
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Sacramento, CA 95819-6103

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Sacramento, CA 95834

California Dept. of Housing and
Community Development
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California Hispanic Commission on
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California Human Development
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Sacramento, CA 95820

California Indian Manpower
Consortium, Inc.
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Sacramento, CA 95834

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Sacramento, CA 95814

California Security Training Academy
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California State University, Sacramento -
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Sacramento, CA 95819

California State University, Sacramento
Regional & Continuing Education
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Carole Ellison & Associates
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Mill Valley, CA 94941

Catholic Charities of Sacramento
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Sacramento, CA 95818

CELL, Inc.
Lisa Miller

CELL, Inc.
Travis Brown

Center for AIDS Research Education and Service
Robert Kamrath
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Sacramento, CA 95814

Center for Employment Training
Ezequiel Guzman
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Sacramento, CA 95828

Center for Employment Training
Mary Jane Smith
701 Vine Street
San Jose, CA 95110

Center for Employment Training
Hermelinda Sapien
701 Vine Street
San Jose, CA 95110

Center for Employment Training
Carlos Lopez
701 Vine Street
San Jose, CA 95110

Center for Employment Training
Greg Williams
701 Vine Street
San Jose, CA 95110

Center for Fathers and Families
Rick Jennings, II
2100 Del Paso Blvd., Suite A
Sacramento, CA 95815

Center for Land-Based Learning
Mary Kimball
5265 Putah Creek Road
Winters, CA 95694

Center for Multicultural Cooperation
Nicole Jarred
1331 Garden Highway
Sacramento, CA 95833

Center Unified School District
Alyson Collier
3401 Scotland Drive
Antelope, CA 95843

Child Abuse Prevention Council
(CAPC), Sacramento Co
Sheila Anderson
4700 Roseville Road, Suite 102
North Highlands, CA 95660

Child Action, Inc
Lynn Patten
9800 Old Winery Place
Sacramento, CA 95827

Child Quest International, Inc
Marcia Slacke
1060 N 4th Street, Suite 200
San Jose, CA 95112

CirclePoint
Michele McCormick
135 Main Street, Suite 1600
San Francisco, CA 94105

City of Rancho Cordova-Economic
Development Department
Curt Haven
2729 Prospect Park Dr.
Rancho Cordova, CA 95670

City of Rancho Cordova-Economic
Development Department
Megan McMurtry
2729 Prospect Park Dr.
Rancho Cordova, CA 95670

City of Sacramento, Dept. of Parks and
Recreation
Monica Blanco
5699 S. Land Park Dr.
Sacramento, CA 95822

City of Sacramento, Dept. of Parks and
Recreation
Robert G. Overstreet
915 I Street, 5th Floor
Sacramento, CA 95814

Collaboration of Creations, Inc.
Kat Givens
3119 Prince Henry Drive
Sacramento, CA 95833

Community College Foundation, The
Silvia Molina
1901 Royal Oaks Drive, Suite 100
Sacramento, CA 95815

Community College Foundation, The
Tara Martinez
1901 Royal Oaks Drive, Suite 100
Sacramento, CA 95815

Community Connection Resource Center
Anita Paredes
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San Diego, CA 92103

Community Health & Student Support
Services - Learning Support Unit
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5735 47th Avenue
Sacramento, CA 95824

Community Services Center
Robert Clark
5810 Pecan Avenue
Orangevale, CA 95662

Community Services Planning Council
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909 12th Street, Suite 200
Sacramento, CA 95814

Compassionate Friends
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Sacramento, CA 95816

Consumer Action
221 Main Street, Suite 480
San Francisco, CA 94105

Consumers Self-Help Center
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Sacramento, CA 95821

Cordova Community Food Locker
Melanie Rochin
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Rancho Cordova, CA 95670

County of Sacramento, DHHS Dept. of
Public Health
Bernice Walton
7001-A East Parkway, Suite 600B
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Sacramento Occupational Advancement Resources (SOAR) Joseph Cantrelle 8031 Fruitridge Road, Suite F Sacramento, CA 95820	Sacramento Public Library Anne Marie Gold 828 I Street Sacramento, CA 95814	Sacramento Regional Conservation Corps Andi Liebenbaum 8460 Belvedere Ave., Suite 7 Sacramento, CA 95826
Sacramento Regional Conservation Corps Dwight Washabaugh 8460 Belvedere Ave., Suite 7 Sacramento, CA 95826	Sacramento Regional Transit District Mike Wiley P O Box 2110 Sacramento, CA 95812-2110	Sacramento Regional Transit District Mike Mattos P O Box 2110 Sacramento, CA 95812-2110
Sacramento Self Help Housing John Foley P.O. Box 188445 Sacramento, CA 95818	Sacramento Sierra's Building & Construction Trade Council Matthew Kelly 2840 El Centro Road, Suite 107 Sacramento, CA 95833	Sacramento Society for the Blind Betty Graham 2750 24th Street Sacramento, CA 95818
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San Juan USD, WIA/YY-OY Gretchen Hatfield 3738 Walnut Avenue Carmichael, CA 95608	Santa Clara County Valley Transit Authority Steve Johnstone 3331 N. First Street, Building B San Jose, CA 95134-1927	SATI of Sacramento, Inc. Stella Ilchenko 6916 Sunrise Blvd., Suite I Citrus Heights, CA 95842
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Michael Ann Sparks
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SKYLAB Youth Production Studio
Jim Vetter, Youth Dev. Program Director
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Slavic Community Center of Sacramento, Inc.
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St. Matthew's Food Closet
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James Toner
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Carmichael, CA 95608

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Lori Strumpf
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Valley Vison
Bill Mueller

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Remie Diva
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Sacramento, CA 95811

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Marthea Thompson, Dean of Education
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Western Truck School
Michael Darling, VP/Operations
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Women's Empowerment
Valerie Dixon, Director of Community
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Western Truck School
Karen Trefz
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West Sacramento, CA 95798-0393

Women's Civic Improvement Club of
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Edenausegboye Davis
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Sacramento, CA 95817

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Public Relations Dept.
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Sacramento, CA 95825

Yolo County Department of
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Youth Development Network
Adrian Ruiz, Exec. Director
P.O. Box 269003
Sacramento, CA 95826

Volunteers of America
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WEAVE, Inc.
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Wellspring Women's Center
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Western Pacific Truck School
Greta Nord/Maralyn Chavez
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Sacramento, CA 95823

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Community Services
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Woodland, CA 95776

Yolo County Probation Dept.
Don L. Meyer
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Woodland, CA 95776

Youth Development Network
Vicki Stockbridge
P.O. Box 269003
Sacramento, CA 95826

ATTACHMENT E

LETTERS FROM THE PUBLIC HEARING

- A Bhutanese refugee resettled in Sacramento County
- Asian Resources, Inc.
- County of Sacramento DHHS Health Education Unit
- Hmong Women's Heritage Association, Inc./Slavic Assistance Center, Inc./Southeast Asian Assistance Center, Inc.
- Lao Family Community Development, Inc.
- Sacramento City Unified School District

March 7, 2011

Michelle O'Camb, Program Officer
County Refugee Coordinator
Sacramento Employment and Training Agency
925 Del Paso Blvd, Suite 100
Sacramento, CA 95815

Attention: Mary Jennings, Michelle O'Camb and Public Hearing Committee.

Subject: Submitting input to RESS and TA Programs.

On behalf of Bhutanese Refugees Community in Sacramento, California and on our own behalf we the under signed Bhutanese Refugee representatives would like to take this opportunity to thank Sacramento Employment and Training Agency (SETA) for providing this prime opportunity to present here with the problems and difficulties faced by the Bhutanese Refugee Community.

Since 2008 Bhutanese Refugees were here in the Sacramento. Till now more than 50 families comprising more than 250 individuals have landed in this County out of around 40,000 Bhutanese Refugees resettled in the U.S since 2007. This number is increasing day by day in Sacramento. The above stated refugee community is known for laborious, sincere, dedicated and skillful refugees in the world as per the UNHCR reports. They lived in refugee camps in Nepal for more than 18 years and remained unformed and untouched with the outside world. Since right from the refugee camps they landed here in this advanced world with entirely new way of life, new environment, new system and new working procedure most of them are frustrated and have become helpless even to manage their individual living.

Due to their long stay in the refugee camps, more than 80% of them have no English at all. And, majority of them are women and children. So far, the Refugee resettlement agencies involved in receiving these refugees are International Rescue Committee and Opening Door. Since the Opening Door has no Match-Grant program the refugees arriving through them are facing lots of problems and most of them had to move to other states. The hard hit families are those RCA cases as single or marriages without children under 18 years of age. Because their Cash Aid terminates after Eight months of arrival in the states as a result having no sources to pay for the rent most of them are compelled to move to the other states to sharing the housing or apartment with their friends and relatives.

The newly arrivals have major problems even in responding the paper-works to the county, other offices and to schedule the medical appointments due to the lack of English Language.

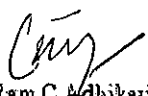
We thought of conducting some Traffic rules and road safety related programs so as to help the new arrivals, but due to the lack of needful resources and funding for developing papers works in their language we have become helpless. If some of the agencies could have assisted us in this regard we would move ahead in educating them.

Our community would be thankful to SETA and other involved agencies if some programs are made available to address the above problems for these newly resettled Bhutanese refugees in Sacramento.

The only facilities being received till now includes Food stamps and Cash Aid from Sacramento county and some limited ESL classes from Bach Viet Association, and to those falling under Match-Grant program, International Rescue Committee (IRC) provides some training on Resume writing and seeking jobs and to those match-grant clients has search job. Bach Viet Association helps in finding some jobs only to those falling under Welfare Cal-works individuals.

Thanks.
With Regards,

Rup N Pokharel
Bhutanese Community Representative
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Sacramento, Ca 95821
Phone: 9169682078
e-mail: rnpokharel.1990@gmail.com


Ram C Adhikari
Bhutanese Community Representative
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Sierra Health Foundation

Mary Jennings
Sacramento Employment and Training Agency
925 Del Paso Blvd.
Sacramento, CA 95815

March 29, 2011

Dear Ms. Jennings:

As SETA develops its upcoming three-year plan for the provision of RESS and TA services, Asian Resources, Inc. (ARI) would like to offer some thoughts and feedback to help inform your plan.

ARI has partnered with SETA over the last three decades to provide meaningful and impactful programs to the refugee and immigrant communities of Sacramento County. As part of our long-history and experience in working with these groups, we would like to offer the following thoughts:

- 1) **Refugee/Career Center Survey**—SETA, in partnership with several refugee-serving community-based organizations including ARI, have developed a survey tool to assist in creating a more favorable experience for refugees in the One Stop Career Centers. It is our hope that this tool can be used to survey One Stops and Refugee Service providers to create a system that works for all jobseekers. It is also our hope that consideration will be given to the data gathered from these surveys as they relate to SETA's three year plan.
- 2) **Adult Work Experience**—In the past, ARI has implemented the Adult Work Experience for refugee participants and this component has served as a viable vehicle to self-sufficiency. Given the dismal economic climate and unemployment rate, we hope that SETA will consider re-instating an Adult Work Experience component for refugees to help in their career development.
- 3) **Refugee Scholarships**—ARI also previously implemented a Refugee Scholarships program which reaped wonderful results for refugees who were interested in education and training opportunities. Currently, refugees must go through the One Stop system to access scholarships though this process can sometimes be intimidating as refugees feel unwelcome or uncomfortable and/or are lost in the maze of programs and services. Allowing skilled refugee providers to offer scholarship ensures equity in the refugee's ability to access resources.
- 4) **ESL Classes**—Amidst the huge cuts to education made throughout our County, ARI has been heavily impacted by the cuts made to Adult Education in particular. Five years ago, ARI enjoyed strong partnerships with the San Juan Unified School District and Sacramento City Unified School District Adult Education Department

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5709 Stockton Blvd.
Sacramento, CA 95824
p: 916.454.1892
f: 916.454.1895

Broadway Career Center
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p: 916.324.6202
f: 916.324.6230

Citrus Heights Office
7640 Greenback Lane
Citrus Heights, CA 95610
p: 916.745.4313
f: 916.745.4314

asianresources.org

Administration
3709 Stockton Blvd
Sacramento, CA 95824
p: 916.454.1392
f: 916.454.1595

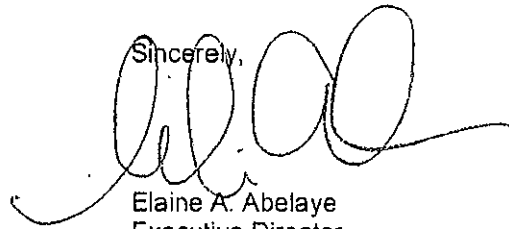
Broadway Career Center
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Citrus Heights Office
7640 Greenback Lane
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and both offered ESL instructors to assist our clients in increasing their English literacy. Today, due to budget cuts, ARI leverages other resources to facilitate one of the FEW free ESL classes available to immigrants and refugees. Classes are held DAILY at ARI's Citrus Heights Office and Main Office. In order to continue to offer the same level of quality instruction, we request that resources are available to continue our instruction with no charge to our clients.

Thank you in advance for your consideration of our thoughts and ideas. We look forward to our continued partnership with SETA and to our continued service to the refugee community.

Sincerely,

A handwritten signature in black ink, appearing to read 'Elaine A. Abelaye', with a long horizontal flourish extending to the right.

Elaine A. Abelaye
Executive Director

SETA Refugee Programs, Public Consultation Meeting Follow-UP

The County of Sacramento DHHS Health Education Unit received funding from the State of California Refugee Program to provide education to refugees with a chronic disease diagnosis or risk factors for chronic diseases. The chronic diseases targeted are diabetes, high blood pressure, obesity, and heart disease.

When a refugee enters this country, they are given two appointments at the refugee clinic. The first appointment is a health screening where they are asked about their medical history and are given the necessary immunizations. The second visit is with a physician who spends a minimum of forty-five minutes going over their history and gives them a comprehensive health exam. After this, the refugee is provided contact information of local clinics to make an appointment with a primary health provider where they will receive on-going care. Many times the medical assistants will make an appointment for them, or if the patient needs to wait, they are given a list and the VOLAG will help them.

In addition to these basic services provided at the clinic, a health educator, (HE) resides at the Refugee Clinic on Tuesdays and Thursdays to provide chronic disease counseling for those refugees needing this service. The funding for this service will end in June 2011. In addition to this initial counseling, the HE provides a follow-up phone call approximately one month after the initial session. This follow-up call provides staff information about how the refugees are managing the system as well as how they are managing their chronic disease. The State Refugee Program receives this information to make changes necessary to improve the program. The HE found many challenges that the refugees are facing. These challenges include:

- Many times the refugee is unable to attend their primary care appointment. This can be due to transportation problems, language barriers, or a disconnect in the timeline when they receive their MediCal card. Very often they are covered, but they do not have their card yet and do not have command of the English language to negotiate the system. If they are told by the primary care provider that they are not covered, the appointment is cancelled and there is no follow-up because they may not tell their case worker at their VOLAG.
- The refugee clinic physician spends a great deal of time going over everything with the refugee. However, when they visit their new primary care physician, time constraints and language barriers may cause their needs not to be met entirely or all of their medical problems to not be disclosed.
- Most refugees are currently arriving from Iraq and they are afraid to disclose much because they are in fear of being sent back and then executed. This creates a barrier and some of their needs have been expressed during the course of the follow-up call that the Health Educator conducts. At this point, when the HE contacts the VOLAG case worker, they are surprised at this new information that the refugee had not revealed before, and they then take the necessary steps to help them.

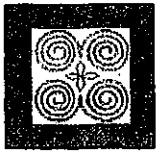
SETA Refugee Programs, Public Consultation Meeting Follow-UP

- Many of the refugees from Iraq have post traumatic stress disorders that are not being treated. Many also have shrapnel injuries that have not been treated (removed) and are unable to work until the wounds are taken care of.
- It has been difficult to work with refugees who have anchor families because they do not know the resources and services available for refugees as well as the VOLAGS. It has been the experience when the HE contacted the VOLAG about such a refugee, she was told that the refugee has an anchor family and the HE needs to speak with them not the VOLAG caseworker.

On paper, the services available for refugees seem to cover all of the bases. However, through no fault of any one entity, the reality paints a different picture. The follow-up phone conversations have revealed that because of the complications of the Health Care System, language barriers, transportation issues, and fear-related issues, many refugees particularly from the Arab states feel isolated and their needs are not being met. Through follow-up phone calls, the HE can provide the following services:

- If the refugee has not connected with a primary care physician the HE will make necessary arrangements, and provide resources to remedy the individual problems the refugee has finding a primary care physician.
- After the refugee is in the US for a period of time and is more settled he/she is more likely to disclose information that was not initially disclosed due to fear of being returned to the country of origin. The HE can help with those newly defined needs by providing referrals and resources.
- When refugees resettle in Sacramento and have anchor families, the HE can help by providing resources that the anchor families may not know about.

If there is discretionary funding available, it would be very helpful to the refugees for the HE to provide education and resources regarding healthy lifestyles in the US and to continue monthly follow-up calls to find refugees who have fallen through the cracks and are not receiving the necessary health care that they need.



Hmong Women's Heritage Association

*Serving Hmong Women
and
their families*

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Interim Executive Director

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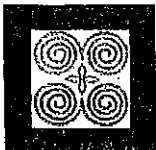
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Mai Yang
Mai Thao Vang
Mai Xi Lee
Victor Bonanno
Ken Larson
Ruth Burgess



April 6, 2011

Mary Jennings, Refugee Program Supervisor
Sacramento Employment and Training Agency
925 Del Paso Blvd., Suite 100
Sacramento, CA 95815

Dear Ms Jennings,

Thank you for the opportunity to provide input into the planning process for the Refugee Employment Social Services (RESS) and Targeted Refugee Assistance (TA) funds. We are representing the current providers of Social Adjustment and Cultural Orientation (SA/CO), and Older Refugee Discretionary Services (ORD) programs.

Our concerns are several: although SETA has generously allowed a portion of RESS funds for SA/CO programs, the needs are continuing and all of us are over-enrolled for these programs due to funding cuts. Many refugee adults are still applying for citizenship and need language access to housing, immigration, legal and medical appointments. Refugees from the former Soviet Union did not receive any orientation to a new life in the U.S. and have adjustment concerns and problems that need experienced bilingual assistance.

The newer Hmong refugees from Wat Tham Krabok are beginning to need mental health services. This is just one example of how refugees encounter difficult problems even after years of residence in the U.S. The recent housing market collapse has caused refugees from all ethnic backgrounds to lose their homes, and many have been targeted by unscrupulous scams that take advantage of their situation. Without language skills or advocates, these refugees and their families suffer more financial losses.

Older refugees will probably never have the language proficiency that will enable them to directly access social security, health care and other services on their own. As refugees enter MediCare, it becomes another new system to navigate. Our agencies are the trusted resource for older people of all ethnic backgrounds.

Respectfully,

Mayxay Xiong
Hmong Women's Heritage Association

2245 Florin Road, Sacramento, CA 95822
Phone: 916-394-1405 Fax: 916-392-9326 Website: www.hmongwomenheritage.org



SOUTHEAST ASIAN ASSISTANCE CENTER

April 6, 2011

Mary Jennings, Refugee Program Supervisor
Sacramento Employment and Training Agency
925 Del Paso Blvd., Suite 100
Sacramento, CA 95815

Dear Ms Jennings,

Thank you for the opportunity to provide input into the planning process for the Refugee Employment Social Services (RESS) and Targeted Refugee Assistance (TA) funds. We are representing the current providers of Social Adjustment and Cultural Orientation (SA/CO), and Older Refugee Discretionary Services (ORD) programs.

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Older refugees will probably never have the language proficiency that will enable them to directly access social security, health care and other services on their own. As refugees enter MediCare, it becomes another new system to navigate. Our agencies are the trusted resource for older people of all ethnic backgrounds.

We submitted most of these comments at a public hearing held at SETA on 3/7/11. We ask that these issues be considered when the RESS and TA proposals are being developed this year.

Sincerely,

Laura Leonelli
Executive Director

Roman Romaso, Executive Director
Slavic Assistance Center



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March 4, 2011

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

Kathy C. Rothberg
Executive Director

Michelle O'Camb, Program Officer
County Refugee Coordinator
Sacramento Employment and Training Agency
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Re. Input for Refugee Employment Social Services (RESS) and Targeted Assistance (TA) Programs.

Attention: Mary Jennings, Michelle O'Camb and Public Hearing Committee:

We are presenting these comments as input to the Refugee Employment Social Services (RESS) and Targeted Assistance (TA) Programs. 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.

Each of the new arrival of refugee resettled in Sacramento areas and California are facing similar cultural difficulty with learning to cope with the inability to speak English or speak very little English and struggle to find job.

This languages barrier impacts with their ability to find housing, causes tension between Landlord and Tennant, completing the welfare application, food stamp and medical forms, health care history, childcare needs, transportation, banking and etc..

The recent arrival of new refugees to Sacramento areas are Bhutanese, Burmese, Karen, Iraqi, Afghani and some others. The current RESS and TA has not fully responded to meeting the needs of those new arrival in Sacramento County.

Specific priority services to be carried out are the followings:

- The SA/CO services need to be reach out to the new arriving refugees of Bhutanese and Burmese communities in Sacramento county.
- Both RESS and TA funds allocated to Sacramento County have been reduced, but has to provide services for a growing number of refugee.
- We asked RESS and TA Public Hearing and Planning Committee to reprioritize to serving these newly arrived refugees.

Services Provided: Employment: EASTBAY Works Affiliate One-Stop Business & Career Center * On the Job Training * CalWORKs Employment * Refugee Employment * Housing and Financial Education: Multilingual Homeownership & Foreclosure Intervention Center * Rental Housing Assistance * Financial Education & Counseling * Economic and Asset Development: Individual Development Savings Account (IDA) * Small Business Assistance * Community Center and Commercial Revitalization Development * Affordable Housing Development * VITA Tax/EHC Service * Family Support Services and Social Adjustment: CCC Hand to Hand Collaborative * Lead Paint Awareness Education * Refugee Healthy Marriage Program * Adult ESL/Vocational ESL * Asian American Special Crime Victim Assistance * Citizenship Support Services * Information and Referral * Youth: WIA Youth Summer and Year-Round Services * Seniors: Elder Support Services

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April 7, 2011

Mary Jennings
WDA Supervisor--Refugee Program
925 Del Paso Blvd., Suite 100
Sacramento, CA 95815

RE: SETA's Three Year Plan

Dear Ms. Jennings:

This is a response to your request for input to the RFP for Refugee. Thank you for this opportunity to give input to the new proposal.

Personally, I would like to go back to providing transportation to the students attending my school. Even though it was a lot of work, I felt that it helped the student stay on track and have allegiance to our program and school.

I also think that the One-Stop Centers are good for the student who has an ELP of 5 or more. The clients who just arrive are not able to communicate in English nor is there staff to translate and connect with the client at the One-stop.

If you have any questions regarding this memo, please contact me at matrangj@sac-city.k12.ca.us or call (916) 524-1725.

Sincerely,

Jacqueline Matranga,
Coordinator

cc: John Miller
Donna Philp