

SACRAMENTO EMPLOYMENT AND TRAINING AGENCY (SETA)

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**SACRAMENTO COUNTY REFUGEE SERVICES PLAN
FOR THE PROVISION OF
REFUGEE SOCIAL SERVICES (RSS) AND RSS SET-ASIDE
FUNDED SERVICES TO REFUGEES
(DRAFT)**

PROGRAM YEARS

2023-2024, 2024-2025 and 2025-2026

**SUBMITTED TO:
OFFICE OF REFUGEE PROGRAMS BUREAU (RPB)
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS)
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APPROVED BY THE SETA GOVERNING BOARD: "Pending Approval"

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BACKGROUND/OVERVIEW

The Sacramento Employment and Training Agency (SETA) is a joint powers agency of the city and county of Sacramento. On May 10, 1983, the Sacramento County Board of Supervisors authorized SETA to act on behalf of the county to plan and administer the U.S. Department of Health and Human Services (HHS), Administration for Children and Families (ACF)--Office of Refugee Resettlement (ORR) Targeted Assistance (TA) grant. In 1988, when AB 2635 transferred the management responsibilities of the ORR Refugee Social Services (RSS) funds to the county, SETA was designated by the Sacramento County Board of Supervisors to administer the funds. The purpose of the funds is to provide direct services intended to result in the economic self-sufficiency and reduced public assistance dependency of refugees, asylees, Special Immigrant Visa (SIV) holders, Cuban/Haitian entrants, and certified victims of trafficking through employment.

In June, 2018, counties received a notification from the California Department of Social Services (CDSS), Refugee Programs Bureau (RPB), the State's administrator of the RSS funds, that ORR combined the RSS and TA programs into the Refugee Support Services (RSS) program to create service, tracking and reporting efficiencies.

Under the current RSS program, allocations to states are based on arriving populations in the most recent 12-month fiscal year so that the funding will best serve the current populations and improve the ability of the states and counties to respond to shifting arrival patterns. Before allocating to counties, RPB applies a secondary formula to RSS based on adult refugees on cash aid and different weights applied according to the length of time the refugees on aid have been in the country. Numbers are adjusted for asylees and secondary migrants.

In addition to the RSS grant program, SETA is also the grant recipient of U.S. Department of Labor (DOL), Workforce Innovation and Opportunity Act (WIOA) funding, U.S. DHHS, ACF—Head Start, and Community Services Block Grant (CSBG) programs. SETA also receives a variety of grants from the California Employment Development Department (EDD), the California Department of Corrections and Rehabilitation (CDCR), and numerous other organizations.

This plan was developed in preparation for the continuance of RSS and RSS Set-aside services in Sacramento County beyond the current plan cycle set to end September 30, 2023. The new plan covers the next three-year period beginning October 1, 2023 and ending September 30, 2026.

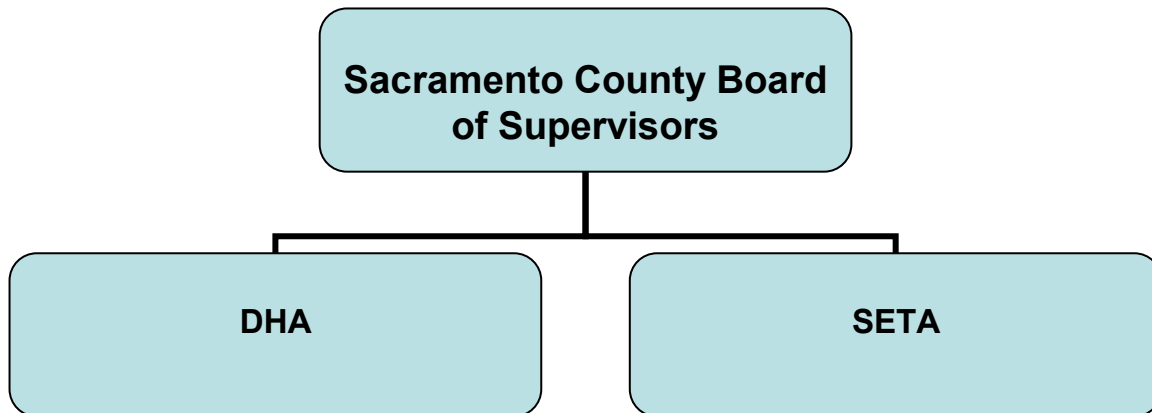
RSS service providers procured under a Request for Proposals (RFP) process may be funded for the full, three-year planning period if annual contractual performance levels are met and funding is available.

I. County Refugee Program Administration

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

The SETA Workforce Development Department, in collaboration with the Sacramento County Department of Human Assistance (DHA), is responsible for the RSS grant planning, the

procurement of service providers, RSS funded service delivery, program oversight, and accountability and reporting. SETA's Fiscal Department is responsible for fiscal monitoring and claims reimbursements. DHA provides cash assistance, refers refugees to SETA for employment services, and is responsible for imposing sanctions on non-exempt mandatory California Work Opportunity and Responsibility to Kids (CalWORKs) and Refugee Cash Assistance (RCA) recipients for non-participation/non-cooperation.



II. Description of the County’s Refugee Program

A. Funding Sources

Recognizing the needs of refugees in acculturation and meeting economic self-sufficiency, SETA will utilize the majority of RSS funds for employment-related services. These components are designed to assist newly arrived refugees in the RCA, CalWORKs, and General Assistance (GA) programs, and unemployed and underemployed refugees who have been in the country for less than five years, in getting a job.

B. General Program Description

Employment services for refugees over the next three-year period will be provided through Vocational English-as-a-Second Language (VESL) combined with Employment Services (ES), through ES (Stand Alone), through English Language Learner (ELL) Workforce Navigator, through VESL combined with On-the-Job Training (OJT), or through VESL combined with Vocational Training (VT). As reflected this plan includes service components (VESL/OJT and VESL/VT) that are higher cost components, therefore, funding of these service components is contingent upon RSS allocations to Sacramento County on a year-to-year basis.

In addition to employment services, funding levels and priorities permitting, SETA may offer non-employment services, referred to as Social Adjustment and Cultural Orientation (SA & CO). SA & CO services 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 Job Center (SWJC) system.

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 ensure to the maximum extent possible that funded service providers hire bicultural and bilingual women to support service delivery.

Dependent on RSS funding levels, not all CalWORKs and eligible non-cash refugees will be served under the RSS funded programs. If funding is limited, and enrollment into RSS is limited to RCA participants, CalWORKs and non-cash aid refugees still eligible for RSS grant services will be directed by the RSS providers to other workforce development and education programs available through the SWJC system, including the county CalWORKs program, WIOA program, adult education, and/or other employment and social service programs.

RCA Employment Services System

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

Sacramento County is mandated to serve all non-exempt RCA applicants or recipients. All RCA clients are required to register with a RSS-funded employment service provider. Prior to enrollment, an Agency Participant Agreement is reviewed with a refugee in the participant's native language to ensure the participant understands service obligations prior to signing the agreement. The agreement includes the purpose of the agreement, the provider's obligations, participation standards, the participant's obligations, the length of participation, and supportive services. Complaint/grievance procedures are also explained in the participant's native language. The refugee participant's Family Self-Sufficiency Plan (FSSP) is developed, which contains the description of services to be provided to all employable, adult family members, the activities that will be undertaken by the participant in order to achieve short and long-term employment and earnings goals, indicates barriers that may be faced by the participant in reaching those goals, and identifies other needs of the participant.

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

RCA or GA participants enrolled in SETA's RSS program will receive program services and supports through the ninetieth day following first placement into unsubsidized employment. Periodic "check-ins" by RSS providers will continue through the 12th month from date of enrollment into RSS to capture required information to identify and connect participants to additional services, if deemed appropriate, as well as to collect the 12-month "follow-up" data elements required

by the newly expanded FSSP.

CalWORKs Employment Services System

The CalWORKs program was implemented in Sacramento in January 1998. As the administrator of WIOA funds, SETA has collaborated closely with the Sacramento County DHA in designing programs to serve non-exempt CalWORKs recipients, including refugees. Non-exempt CalWORKs recipients in Sacramento, therefore, are served through many different programs, such as WIOA, CalWORKs, and RSS. Due to RSS funding limitations, some CalWORKs refugees will be served in the County CalWORKs program. In developing the programs serving CalWORKs recipients, SETA follows DHA's regulations and reporting requirements.

The CalWORKs Employment Services System provides employment-related services to mandatory, as well as non-mandatory, employable CalWORKs refugees in the county. Non-exempt mandatory CalWORKs refugees will be referred from DHA to SETA's funded RSS providers. Clients will be advised of individual rights and responsibilities prior to referral. When referred to a service provider, prior to enrollment, the Participant Agreement will be explained and agreed to by the participant.

The Participant Agreement includes the purpose of the agreement, the provider's obligations, participation standards, the participant's obligations, and the length of participation. Failure of the participant to participate/cooperate will result in non-cooperation/non-participation and will be reported to the DHA for good cause determination.

CalWORKs participants enrolled in SETA's RSS program will receive program services and supports through the ninetieth day following first placement into unsubsidized employment. Periodic "check-ins" by RSS providers will continue through the 12th month from date of enrollment into RSS to capture required information to identify and connect participants to additional services, if deemed appropriate, as well as to collect the 12-month "follow-up" data elements required by the newly expanded FSSP.

C. RCA and CalWORKs Compliance

SETA assures that the provision of RSS-funded activities and services to mandatory and voluntary CalWORKs Welfare-to-Work (WTW) participants and RCA recipients will be in accordance with CalWORKs WTW and RCA requirements (including those regarding program participation flow, good cause determination, sanctioning, and supportive services) specified in the Manual of Policy and Procedures Section 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidance issued by CDSS.

CDSS Required Assurances are incorporated under section VIII of this plan.

Certification

This plan has been developed in coordination with DHA and in accordance with the appropriate federal, state and county regulations, specifically the County Plan Guidelines issued by CDSS. All applicable regulations and federal notices will be followed during implementation and execution of the plan.

D. County Planning Process

On March 6, 2023, SETA held a virtual public hearing to solicit input for the three-year RSS Plan, PYs 2023-24 through 2025-26. In developing the plan, SETA coordinated with the CDSS, the Sacramento County DHA, the Sacramento Works, Inc. (SWI), Sacramento's Local Workforce Development Board (LWDB), local refugee resettlement agencies, refugee service providers, Mutual Assistance Associations (MAAs), community-based organizations (CBOs), other local public and private entities in the refugee resettlement stakeholders, and the refugee community.

Attendees at the hearing provided the following input for consideration in the development of the new plan:

1. Primary goals of newly arriving refugees are to attain or improve English language proficiency, adjust socially, and obtain employment.
2. Transportation continues to be a major challenge for refugees in Sacramento. The public transportation system is difficult to understand and navigate. Discounted bus passes from Regional Transit, and the use of Uber and Lyft would be helpful.
3. Teaching students with multiple levels of English language ability in one VESL class is difficult. Conversely, learning English in a multiple level class is challenging for the students. Eight months of instruction for an RCA refugee is an insufficient amount of time for most refugees to become sufficiently proficient in English. It would be beneficial if daily VESL was offered with no holiday breaks. Social adjustment and cultural orientation integrated into the VESL instruction would be helpful.
4. There is a continued need to assist refugees with housing, culturally appropriate and intermittent childcare, immigration, legal and medical appointments, translation and interpretation, and other services.
5. Need for extended services, especially mental health services, to address the trauma many refugees have experienced. Trauma has been observed in children and youth in the Sacramento schools. When accessing health care, refugees also experience cultural and language barriers.
6. There is a need for extended case management and SA&CO provided by the local refugee resettlement agencies beyond the 90 days mandated. Employment service providers often assist with acculturation issues and are not funded for it.
7. There is a continued need for career development services to meet the unique needs of professional refugees and SIVs, including translation of transcripts and credentials, advanced ESL, long-term career pathways development, and entrepreneurship/self-employment training. More investment in vocational training sensitive to culture, as well as seeking Integrated Education and Training (IET) opportunities through Adult Education, whereby Adult Basic Education (ABE), such as English language instruction, is embedded in the vocational training curriculum to support accelerated learning and success.
8. Reduce the time it takes for a CalWORKs recipient to access supportive services from DHA.
9. Utilize RSS funding to reimburse participants on the cost to replace Employment Authorization Documents, and other immigration documents as a support service.

10. For RSS program improvement, consider the following: 1) utilizing RSS funds for the provision of the initial support services for CalWORKs recipients in absence of immediate support from DHA; 2) expanding the human-centered design model by offering a tiered approach to completing the required RSS program forms and intake processes, including plan development, to help build rapport with participants rather than intimidate them with heavy, “up front” paperwork; 3) continuing to promote the integrated resource team (IRT) model to ensure cross-system collaboration/coordination of service delivery; 4) for participants pre-literacy in their native language, reducing the amount of required job search activity over a two-week period to better align the requirement to a participant’s ability, and increasing the activity as the participant progresses; and 7) continuing to promote the centralized service delivery model.

Identification of Target Populations

Applying RSS grant priorities, the target populations for Sacramento County as of February 2023 are refugees from the countries of origin noted below. This information was gathered from the U.S. Department of Populations, Refugee and Migration’s (PRM) Worldwide Refugee Admissions Processing System (WRAPS) report, and information shared by RPB and Sacramento resettlement agencies. Target populations are as follows:

- Afghan
- Iraqi
- Syrian
- Refugees from Former Soviet Nations, including Armenia, Kazakhstan, Ukraine, Belarus, Moldova, and Russia.

The majority of *refugee* arrivals in the past five years (2018 to 2022) have been from Middle Eastern countries, including Iraq, Iran, Syria, and Afghanistan, with moderate numbers from Eastern European countries, such as Russia, Armenia, Moldova, Uzbekistan, Kazakhstan, Belarus, and the Ukraine.

The basic needs of the newly arrived refugees are social adjustment and acculturation services, English language training, basic and vocational education and training, ancillary supports, such as transportation assistance, and job placement and retention services. Trauma-informed care and cultural adjustment continue to be primary needs of the arriving populations, especially as seen with the Middle Eastern populations over the last 5 years.

In the last quarter of FFY 21, there was an emergency evacuation of approximately 85,000 Afghans from Afghanistan as the U.S. military departed the country. With the passing of the Afghanistan Supplemental Appropriations Act by Congress on September 30, 2021, Afghan evacuees paroled into the U.S. under Operation Allies Welcome became eligible to receive federal benefits to the same extent as refugees for the term of their parole, or March 31, 2023, whichever was later. At the completion of resettlement processing from select military bases across the U.S. known as “Safe Havens”, Afghan Humanitarian Parolees (AHPs) began to arrive in Sacramento County under PRM’s Afghan Placement Assistance (APA) program and received reception and placement services from the local refugee resettlement agencies participating in the APA program. Approximately

3,500 AHPs resettled in Sacramento under the APA, not including those that arrived in Sacramento through secondary migration.

On March 24, 2022, President Biden committed to resettling 100,000 Ukrainians displaced by the invasion of the Ukraine by Russia. On April 21, 2022, the U.S. Citizenship and Immigration Services (USCIS) announced the Uniting for Ukraine (U4U) Program, which provides a pathway for Ukrainian citizens and immediate family members (spouse and children) to enter the U.S. as humanitarian parolees for a period of up to two years. Those participating in U4U must have a U.S. government-vetted U.S.-based supporter who agrees to provide financial support for the duration of their stay. On May 21, 2022, President Biden signed into law the Additional Ukraine Supplemental Appropriations Act (AUSAA), 2022, authorizing ORR to provide resettlement assistance and other federal benefits to the same extent as refugees to specific Ukrainian populations and non-Ukrainian individuals displaced from Ukraine. These populations were eligible to receive ORR and mainstream federal benefits (e.g., Temporary Assistance for Needy Families (TANF), Medicaid, Supplemental Nutrition Assistance Program, and Supplemental Security Income). This included humanitarian parolees who arrived under the U4U Program if they resettled during the eligibility timeframe.

Through March 7, 2023, 116,000 U4U Ukrainians have been paroled into the U.S. with over 25,000 applications approved for California with over 8,000, or 24 percent, approved for sponsorships in Sacramento County.

Prior to the launch of the Department of Homeland Security's (DHS) U4U program, a significant number of Ukrainians were paroled into the U.S. through entrance at U.S. borders. As a county with a significant, pre-existing Ukrainian population, Sacramento became a beacon for thousands of the non-U4U Ukrainian and non-Ukrainian HPs. Anecdotal estimates range from 8,000 to 20,000 arriving in Sacramento starting as early as February 2022.

Although the needs of the Afghan and Ukrainian HPs are consistent with those of refugees, there are some additional challenges experienced. Afghan and Ukrainian HPs have experienced significant delays in obtaining Employment Authorization Documents (EADs) and Social Security Numbers due to these two immigration statuses receiving work authorization with the passing of legislation by Congress, resulting in the submission of extremely large numbers of requests for EADs and Social Security Numbers, which have overwhelmed USCIS and Social Security Administration operations making it difficult to issue timely EADs and Social Security Numbers. Further exacerbating the issue are Ukrainian HPs ineligibility for Reception and Placement program services, resulting in individuals having to navigate complex resettlement and social service systems without formal assistance.

SETA was a founding member of the Sacramento Rescue & Restore Victims of Human Trafficking Coalition. The coalition was founded in 2007 in partnership with Opening Doors and the U.S. Attorney's Office Eastern District of California. In April 2009, SETA was awarded funding through a cooperative agreement with the U.S. Department of Health and Human Services, Office of Refugee Resettlement (ORR) to build the Rescue & Restore Victims of Human Trafficking (VOT) Regional Program to raise public awareness of trafficking and increase the

identification of victims. In July 2014, SETA stepped aside from the management of the Coalition and administration of the local ORR VOT to enable Opening Doors, Inc., an active partner in the Coalition, to take the reins in managing the Coalition and administering the ORR funded program. SETA is still a member of the Coalition, bringing refugee employment services and resources, including those available through the SWJC system, to the table to ensure VOTs are aware of education, training and employment opportunities available to them.

SETA also participates on the Sacramento Refugee Forum led by the local refugee resettlement agencies, which convenes refugee services stakeholders on a quarterly basis, including RSS funded service providers, local refugee resettlement agencies, DHA, County Refugee Health, refugee impacted school districts, and the public. The refugee forum helps to build relationships between stakeholders, address local/regional issues, avoid duplication/gaps in service from resettlement through employment, provide training opportunities, and otherwise coordinate service delivery.

Labor Market Analysis –

Sacramento's unemployment rate for December 2023, as posted by the California Employment Development Department was 4.5%, which increased from 3.6% from December 2022. The current unemployment rate translates to 728,900 in the labor force, 696,300 employed, and 32,500 unemployed.

Market Information website containing U.S. Bureau of Labor Statistics' current Employment Statistics (CES), March 2022 benchmark, and Quarterly Census of Employment and Wages (QCEW) in industry employment, the industry sectors chosen to be targeted by SETA and the SWI are further supported. The data indicates that the Government Industry sector in the Sacramento Metropolitan Statistical Area (MSA) continues to be the largest sector, estimated to reach 243,800, a 2.4% increase from 2018-2028. Second largest industry sectors indicated are in the Educational, Health Care, and Social Assistance sectors estimated to reach 189,400 by 2028, a 18.5% increase from 2018. Third, is the Trade, Transportation, and Utilities sector estimated to reach 168,900 by 2028, a 5.6% increase. Fourth, is the Professional and Business Services sector estimated to reach 148,400, a 11.2% increase. Fifth, is the Leisure and Hospitality sector estimated to reach 121,000, a 14.1% increase. Finally, sixth is the Construction sector estimated to reach 71,500 by 2028, an estimated 10.9% increase.

According to the U.S. Census Bureau statistics, 32.4% of Sacramento County residents are English Language learners (ELL). The newly arrived refugees are characterized by having limited English proficiency, unfamiliarity with a new society and lack of or limited transferable skills in the U.S. labor market. Therefore, regardless of the labor market in the region, refugees still find it difficult to compete with the general population in high skilled jobs.

In consideration of the current and projected labor market data, and based on an analysis of, and experience with, trends in regional business activity, as well as historical refugee employment, SETA has listed the following occupations from the eight high demand industry sectors noted previously that are target occupations for refugees in Sacramento County:

- Personal Care Aides
- Combined Food Preparation and Serving Workers, Including Fast Food
- Cashiers
- Bookkeeper/Accountant
- Automotive Service Technician
- Automotive Body Repair Technician
- Clerk (Stock, Grocery, Filing)
- Food Service Worker
- Housekeeping
- Medical Office Assistant
- Laborers and Freight, Stock, and Material Movers
- Construction
- Air Conditioning/Heating/Refrigeration Technician
- Janitorial Service Worker
- Customer Service Representatives
- Retail Salespersons
- Office Clerks, General
- Waiters and Waitresses
- Management and Analysts
- Engineers
- Translators
- Truck Drivers
- Home Health Care Worker
- Janitors and Cleaners
- Stock Clerks and Order Fillers
- Welding/Fabrication Occupations

Many refugee and SIV arrivals in the past five years have been educated professionals, specifically in the fields of medicine, translation/interpretation, and engineering. In Sacramento County, there is a need for these types of industry specific and transferrable skills in all of the identified In-demand industry sectors. Due to increasing immigrant and refugee populations, there is a high need for translation/interpretation services throughout all industry sectors, especially those that serve immigrant and refugee populations and the general public. The last five program years have seen translation/interpretation related placements in Healthcare and Social Assistance, Education, Security, Electrician, and other industry sectors including positions as para educators, teaching assistants, and medical translators.

Some professional refugees have experienced difficulties in returning to their occupational fields due to barriers in obtaining credential translation, verification, and recertification. In the medical field, where re-certification faces the most barriers, medical professional refugees and SIVs have begun their career pathways as Phlebotomists after short-term training, and continue training on the job to work their way into becoming physician's assistants or entering other medical occupations.

E. Additional Information

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

III. Description of Service Components and Service Priorities

SETA receives RSS formula funding and provides education, training, employment, supportive and retention services, including case management to refugees, asylees, SIVs, and certified victims of human trafficking under the program. Over the next three-year period, cash aid and non-cash aid participants will be served under VESL/ES, VESL/OJT, VESL/VT, ES (Stand Alone), or ELL Workforce Navigator services. Some participants may participate in OJT or VT through leveraged WIOA-funded, CalWORKS-funded, or discretionary grant-funded programs, and will be co-enrolled, if appropriate.

SETA will also provide other employability services including transportation and interpreter services, employability assessment services, skills recertification, assistance in obtaining employment authorization documents, and other services that relate to employment through RSS or other leveraged resources, such as WIOA or CalWORKS.

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

With the exception of SA&CO services, all participants served by RSS funds must be in the country 60 months or less.

Services to Older Refugees (SOR) funded under the RSS Set-aside grant, is intended to serve refugees 60 years of age and older by connecting them to services serving elderly populations, including connecting them to the local Area 4 Agency on Aging, with a special emphasis on the provision of citizenship services.

All non-exempt RCA recipients are required to enroll in employment programs within thirty days of receipt of aid.

Priorities of Service -

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

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

Service Components -

The RSS program consists of the following components:

- Assessment
- Family Self-Sufficiency Plan (FSSP)
- Vocational English-as-a-Second Language/Employment Services (VESL/ES) – English Language Training and Employment Services
- Vocational English-as-a-Second Language/On-the-Job Training (VESL/OJT) – Earn and Learn Opportunities
- Vocational English-as-a-Second Language/Vocational Training (VESL/VT) – English Language and Technical and Vocational Skills Training
- Employment Services (ES) Stand Alone
- English Language Learner (ELL) Workforce Navigator
- Social Adjustment and Cultural Orientation (SA&CO) – Non-employment Services
- Services to Older Refugees
- Supportive Services
- 90-Day Job Retention
- Six and 12-Month Follow-up Assessment

1. Assessment

All participants will receive a comprehensive assessment. Areas to be assessed include English language proficiency, work experience, skill levels, interests, academic levels, occupational skills, aptitude, financial resources and support service needs. Assessment is ongoing throughout a refugee's participation in the program and is essential in identifying any additional barriers that they may need to overcome in order to successfully complete their employment services plan and enter and retain employment.

For RSS-enrolled participants with family sizes greater than one, as feasible, providers will assess and identify the needs of each family member in the household, including children, and document the needs of the other family members in participant records. The needs of children in a household shall be obtained by interviewing the adults in the household, not the children. Depending on the assessed needs of family members, providers will make referrals to services and resources, as appropriate.

2. Family Self-Sufficiency Plan (FSSP)

The development of a participant Family Self-Sufficiency Plans (FSSP) aligns with the comprehensive assessment of the participant skills, abilities, needs, barriers, goals, and individual employability plan (IEP). It is during the development of the FSSP that service providers determine the services and supports needed to assist participants in reaching self-sufficiency. All vulnerabilities identified during assessment will be noted as barriers in FSSPs, and service strategies established address those barriers, as well as those of family members, throughout the course of participation in the RSS program.

At a minimum, the FSSPs will include the following:

- Comprehensive initial assessment for each family member in the household,

- including children
- Family or individual's budget that includes itemized expenses and source(s) of income and earnings that contribute to a family's ability to achieve economic self-sufficiency
- Individual Employability Plans (IEP) for employable adults(s)
- English language ability and education level
- Short- and long-term goals
- Follow-up assessments of program at six and 12 months from date of enrollment in RSS.

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

This component will be offered over the next three-year period and is designed to provide VESL in concurrence with 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, job search techniques, 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.

The ES component is aimed at providing direct employment assistance services to cash aid and non-cash aid refugees. The following services are available under this component

ES shall include the following:

- a. Employability assessment testing and counseling
- b. Labor market information/occupational career and vocational exploration
- c. Job Readiness program, which includes
 - Job search assistance
 - Job seeking skills training
 - Upward mobility
 - Employee rights
 - Job interviewing/resume writing
 - Job holding and survival skills training
 - Employer rights (layoff)
- d) Job development and job placement in which the service provider will develop service strategy plans for refugee job search activities. In the development of

these plans, all reported employable family members will be included. At a minimum, the service provider will require the participant 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 participant in the plan.
- Every two weeks, identify the names, addresses and phone numbers of three businesses (which the participant has not previously contacted) offering the type of job in which the participant is attempting to obtain. Documentation of those job search efforts must be brought to the on-site visit with the job developer every two weeks.

In addition, each service provider will:

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

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

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

This component, which will only be offered over the next three-year period if funding levels are sufficient, 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 Job Readiness.

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 participant case file. Programs are required to comply with SETA's OJT policies and procedures and implement SETA's standardized contract.

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

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

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.

Due to the diversification of identifiable skills among the refugee, SIV and asylee population, VT programs must be in occupations which are projected to be high-demand in the region. As mentioned previously, the SWI has identified and approved eight high demand industry sectors in the region. The goal of VT providers will be to ensure vocational training provided to participants will result in the attainment of industry-valued credentials/certificates ensuring participants possess the skills necessary to be competitive in the current labor market. Agencies who do not propose vocational training in the high demand industry sectors approved by the SWI will be required to justify the demand for the proposed occupation in Sacramento.

The VESL curriculum must include a minimum of 40 hours of Job Readiness and requires each participant to submit 10 employment applications with at least three employers every two weeks. After training is completed, the service provider must provide job development and placement services to assist participants in obtaining unsubsidized jobs, followed by 90 days of job retention and follow-up services

The length of training for a VESL/VT program shall be an average of 480 hours.

6. Employment Services (ES) Stand Alone

The ES Stand Alone component will be offered over the next three-year period and is aimed at providing direct employment assistance services to cash aid and non-cash aided refugees. The following services are available under this component:

ES shall include the following:

- a) Employability assessment testing and counseling;

- b) Labor market information/occupational career and vocational exploration;
- c) Job Readiness program, which includes
 - Job search assistance
 - Job seeking skills training
 - Upward mobility
 - Job interviewing/resume writing
 - Job retention skills training
 - Employer rights (layoff)
 - Employee rights
- d) Job development and job placement: The service provider will develop service strategy plans for refugee job search activities. In the development of these plans, all reported employable family members will be included. At a minimum, the service provider will require the participant 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 participants in the plan and
 - Every two weeks, identify the names, addresses and phone numbers of three businesses (which the participant has not previously contacted) offering the type of job in which the participant 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 participants with seeking employment without supervision;
- Develop unsubsidized jobs with private and public sector employers; and
- Introduce refugees to the SWAJCC system and its services, specifically for additional job development and placement assistance services.

Service time includes the length of the program from the participant'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.

7. English Language Learner (ELL) Workforce Navigator -

The ELL Workforce Navigator program is intended to establish RSS-funded navigators that will enhance the integration and the embedding of RSS services within the Workforce Innovation and Opportunity Act (WIOA), Titles I and II, Workforce Development and Adult Education, and increase collaboration with Title IV, Department of Rehabilitation, and other federal and state funded programs.

ELL Workforce Navigators must be co-located full-time at an SWJC, an Adult Education campus, or a combination of the two. ELL Workforce Navigators will assist refugees in navigating workforce system services through enhanced coordination/integration with the WIOA Title I, SWJCs, California Adult Education Program (CAEP) and WIOA Title II programs, and other workforce development programs and services. At a minimum,

Navigators will ensure access and connect refugees to the following services, as deemed appropriate:

- VESL instruction
- Adult Basic Education (ABE)
- High school completion/equivalency
- Career exploration and labor market research
- Career pathways exploration and development
- Vocational training
- Support services
- Job placement and retention services

In addition, refugees served under this activity will be provided Job Readiness instruction, such as review of American work ethics, employment seeking techniques and strategies, identifying employers, review of employer expectations, employer/employee rights, resume preparation, job interviewing, upward mobility, vocational terminology, use of tools and equipment, and safety procedures must be provided to all refugees participating in this activity.

Key Components:

- **Establishing RSS-funded ELL Workforce Navigators** to serve as job coaches, mentors, and champions that can better assist refugees navigate Sacramento's workforce development and education systems and assist them with obtaining employment, and to serve as a liaison in connecting participants to supportive services.
- **Conducting targeted outreach and increasing accessibility to workforce services for refugee populations** with utilizing a "no wrong door" approach.
- **Increasing Alignment/Integration and Co-enrollment in WIOA Title II Adult Education** - In addition to co-enrollment of participants in RSS and WIOA Title I and II, Navigators will take opportunities to co-enroll refugees in other federal, state, and local funded programs as applicable.
- **Coordinating Integrated Resource Teams (IRTs) and Supportive Wrap-around Services** for refugees by assembling case team members that work together to identify and overcome participant hurdles. IRTs are intended to create networks of partners that web services and resources together to assist refugees in achieving success.
- **Building on existing partnerships, such as CBOs** to assist in locating refugees, in learning cultures and challenges of refugee populations, in leveraging resources, and in harnessing best practices on how to better engage and better serve adult refugees. Additionally, Navigators will work with their existing partners to identify areas where alignment organically exists such as in participant eligibility and intake processes, the administering of assessments, and the development of participant plans.

- **Seeking out Integrated Education and Training (IET) opportunities for refugees**, which is different from traditional, sequential participation in adult literacy and vocational training - Navigators will identify and utilize education and training opportunities for participants where Adult Basic Education (ABE) and/or Adult Secondary Education is embedded with vocational skills training to accelerate the success of refugees.

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

These services are directed at assisting refugees to understand and effectively utilize daily living skills and problem-solving skills. Services may be provided on an individual basis, in workshops or through the use of print or electronic media. Services may include any of the following:

- a. Translation/Interpretation;
- b. Crisis Intervention;
- c. Individual/Group Counseling;
- d. Information/Access to other services, including:
 - CalWORKs/SSI – an understanding of public assistance programs and the participant’s rights and responsibilities as an applicant/recipient.
 - Personal Finance – Financial literacy including, banking, taxes, interest, contract purchases (e.g., home mortgages), identity protection.
 - Housing – Landlord/tenant relations, leases, rental agreements, home mortgage issues (e.g. foreclosure avoidance), utilities and utility deposits, appliance usage, safety, maintenance and local housing standards.
 - Health – Mental health and health services needs and referral to the programs available to address those needs, provide information regarding program requirements and methods of accessing such programs.
 - Education – Provide information regarding organizations and the content of educational programs, their operations and availability, rights and responsibilities of administrators, teachers, parents and students in those programs.
 - Legal – Role of law enforcement agencies, local/state/federal laws structured to protect citizens and civil rights. Safe vehicle operation, consumer protection, and fish and game laws.
 - Human Relations – Appropriate interaction with employer and co-workers, how to avoid and/or deal with neighborhood conflicts, family conflicts, parent/child conflicts, generational conflicts, etc.
 - Small Business – Information provided may include how to develop a business plan, marketing of a business, licensing and regulatory requirements, and how to apply for a small business loan from the Small Business Administration (SBA) or from other government and non-government organizational assistance programs.
 - Citizenship/Naturalization – Information on citizenship/immigration issues including an understanding of the application process, availability of classes, and rights and responsibilities as a citizen/resident.

- Sacramento Works Job Centers (SWJC) System– Information on services available through the SWJC system
- Youth and Refugee School Impact Grant (RSIG) services to assist refugee youth.
- Childcare resources that are culturally appropriate and will meet refugee parent needs.
- Public Transportation System/Driver Education – Information and referrals to agencies that can assist with use of the public transportation system and educating individuals on driving/operating a vehicle in California.
- Local Customs.

9. **Services for Older Refugees (SOR)**

The RSS Set-aside SOR program, provides services to eligible participants 60 years of age or over, and consists of the following components:

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

a. Citizenship/Naturalization Services: Older participants 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.

b. Linking Older Refugees to the Local Area 4 Agency on Aging (A4AA) and Referral to Other Services: Older participants 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 health fairs/free health screening programs. In addition, translated information will be provided on low-income energy assistance, Universal Lifeline Telephone Service, citizenship eligibility, transportation, nutrition, elder abuse and prevention, etc. Interpretation and limited transportation to citizenship classes and other appointments will be provided, if needed.

10. **Supportive Services**

The purpose of supportive services is to ensure that there are necessary supports for clients to achieve their goals. Supportive services are essential and are designed to facilitate participation of participants in training activities, job search and retention of employment. Specific supportive services to be provided include, but may not be limited, to 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 participants to the available resources for personal therapy/counseling
 - f. Assistance in obtaining employment authorization documents.
 - g. Credential Translation and Evaluation and Skills Recertification: Activities that provide information, reimbursement, and refer participants to available resources to verify and translate diplomas, degrees, and other professional certifications, and/or to obtain skills recertification.

To the greatest extent possible, supportive services will be provided through leveraged resources.

Supportive services for RCA and GA participants are administered by the employment service provider (some restrictions apply for GA recipients). *Supportive services for CalWORKs participants will be paid by the County DHA under the CalWORKs single allocation funding.*

11. 90-Day Job Retention

The 90-Day Retention measure is obtained when a participant is employed on the 90th day following a job placement date with the same or another employer. Job retention can be one of the greatest challenges for vulnerable populations. Through IRTs, RSS providers and their partners from different systems (e.g., education, workforce, rehabilitation) can efficiently address challenges as they arise and assess interventions that may be needed to ensure participant successes in retaining their jobs. Interventions could be additional supportive services, counseling, and conflict resolution with employers.

12. Six and 12-Month Follow-Up Assessments

Six and 12-month follow-up assessments will be conducted by providers for all participants from their dates of enrollment into RSS. Follow-up assessments will include:

- An assessment of the progress and outcomes towards meeting the short- and long-term goals set in the FSSP
- Identification of any new barriers hindering participant progress towards goals
- Employment status (date of employment, full- or part-time, number of months employed, hourly wage) – employment outcomes for other family members 16 years of age and older will also be documented in case record
- A revised IEP if participant is still enrolled in RSS at time of follow-up, if appropriate

Six- and 12-month follow-up assessments may be attempted for RSS participants no longer enrolled, but are not required. If outreach is attempted and a participant is found to be unemployed, they may be re-enrolled in RSS and/or referred to other services and resources for assistance, as deemed necessary.

Six- and 12-month follow-up assessments will be conducted on all family members, and referrals and follow-up activities provided, if deemed necessary.

IV. Racial Impact Equity

Racial equity is a central part of SETA's RSS program, and how RSS providers operate and deliver services. SETA is committed to helping individuals served in the RSS program achieve self-sufficiency and reach their full potential in the U.S. Culturally and linguistically appropriate services that are trauma-informed are at the core of SETA's RSS programs ensuring that all eligible population receive the critical resources and guidance needed for successful integration into Sacramento communities.

All participants served in the RSS program come from marginalized communities, and as individuals finding refuge in the U.S. following displacement from their own, often experience economic disparities and inequities at arrival. Taking additional steps to advance equity through programs that serve refugees, Asylees, SIVs, victims of human trafficking, and humanitarian parolees, SETA is committed to:

- Valuing the life experiences of the individuals that are served and hired by communities, organizations and groups that receive funding from SETA by designing programs that tap into already existing skills, targeting needs of the refugee population, and conducting case management services through a lens of understanding the unique experiences and qualities that the refugee population brings to the U.S.
- Filling the gap of understanding of refugee populations that may be overlooked by exploring the facilitation of a periodic refugee survey that provides quantitative data to inform equity-based decision making, and frequent monitoring of programs to determine outcomes.
- Address the growing needs of some of Sacramento's most marginalized groups, including refugee LGBTW+ populations.
- Explore the creation and implementation of a Learning Agenda, which is a research and evaluation method that increases communication and input from service providers and other boots on-the-ground partners best positioned to identify gaps and equity-focused concerns to address needs and eliminate barriers to services.
- Explore institutionalizing equity objects in the RSS program by revising or expanding delegate agreements and program guidelines that support adequate feedback mechanisms, include the perspectives of those with "lived experiences", and are inclusive of all eligible populations without regard to race, religion, nationality, sex (including gender identity and sexual orientation), or political opinion.

V. **Budgets**

A. **Summary of Projected RSS FY 2023-2024 Allocation**

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Employment		
• VESL/ES	\$3,594,300	47%
• ES Stand Alone	1,631,295	21%
• VESL/OJT	1,598,320	21%
• ELL Workforce Navigator	837,350	11%
• VESL/VT	0	0%
Case Management		
• Referral/Verification	0	0%
Other		
• SA & CO	<u>0</u>	<u>0%</u>
Subtotal Services	\$7,661,265	100%
County Administration	1,351,988	
Total Projected Allocation for County	\$9,013,253	

V. **Budgets** (continued)

C. **Summary of Projected RSS Set-aside Services to Older Refugees, PY 2023-2024 Allocation**

<u>Component</u>	<u>Amount</u>	<u>Percentage</u>
Citizenship Services and Other Services	<u>\$100,000</u>	<u>100%</u>
Subtotal Services	\$100,000	100%
Unallocated Amount*	43,540	
County Administration @ 15%	25,331	
Total Allocation for County	\$168,871	

*This amount will be carried over into PY 2024-25 to mitigate volatility in year-over-year service level funding. If final allocation is different, this budget will be modified accordingly.

V. **Budgets** (continued)

D. **Summary of Projected RSS, PY 2023-2024 Carryover Allocation**

Final, additional, carryover allocations will be determined after the close of PY 2022-2023.

VI. ANNUAL SERVICE PLAN

Annual Service Plan <i>(Instructions/additional details are under each section as applicable.)</i>					ORR-6 OMB Control No. 0970-0036 Expires 03/31/2023
1. State/Grantee:	CA/Sacramento	2. Fiscal Year:	2023	3. Date:	11/10/2022

Fields 1 - 3 Instructions

1. State/Grantee: If the RRP is State-administered, enter the name of the State submitting the report. If the RRP is administered by a Replacement Designee, enter the name of the agency submitting the report. (Note: States that operate county or locally-administered programs of refugee resettlement must submit a separate ASP for each local jurisdiction receiving ORR funds from the social service formula program. These States must also submit a consolidated ASP for the State.)

2. Fiscal Year: Enter the Federal Fiscal Year for which the Annual Service Plan is being submitted. Due to differences in State contracting cycles, **ORR does not specify that the contract period coincide with the Federal Fiscal Year (FFY). Instead, this information is to reflect each State's 12-month period of services under contract effective at the beginning of a FFY, October 1, regardless of when that period begins and ends. All reported information is related to the various ORR-funded services.**
Contract modifications occurring after November 30 that change the amount of funding or number of program participants targeted for priority services must be reported to ORR as a revised ASP or in the Schedule A: Program Narrative of the subsequent ORR-6 Performance Report.

3. Date: Enter the date that the report is completed.

4. Previous FFY Report (Program Participants) 45 CFR §§ 400.154 and 400.155	Total FY Unduplicated
a) Employment	3154
b) Employability assessment	3154
c) On-the-job training	225
d) English language instruction	1593
e) Vocational Training	
f) Skills recertification	
g) Day care for children	
h) Transportation	1569
i) Translation and Interpreter Services	3154
j) Case management	3154
k) EAD assistance	
l) Information and referral	3154
m) Outreach services	3154
n) Social adjustment	
o) Citizenship and naturalization	
ASA RSS services only	
p) ASA housing	
q) ASA immigration-related legal assistance	
5. Total Unduplicated	3154

4. Previous FFY Report (Program Participants) Instructions

In this section, report the number of program participants by service type as provided in the previous FFY (October 1 – September 30) through RSS (including ASA-funded RSS (“ASA RSS”)) funding under both 45 CFR §§ 400.154 and 400.155.

Definitions of authorized services are as follows:

- a) Employment:** Employment services are direct services provided in accordance with an employability plan that assist an employable adult in preparation for, development of, placement in, or maintenance of employment, as defined in 45 CFR § 400.154(a).
- b) Employment assessment:** Employment assessment services, including aptitude and skills testing.
- c) On-the-job training:** Includes on-the-job training provided at the employment site and is expected to result in full-time, permanent, unsubsidized employment with the employer who is providing the training.
- d) English language instruction:** Includes English language instruction, with an emphasis on English as it relates to obtaining and retaining a job.
- e) Vocational training:** Vocation training should be short-term designed to teach refugees specific job-related skills that prepare them for a specific job or type of employment, such as driver education, nurse’s aide, electronic assembly, or power sewing.
- f) Skills recertification:** Skills recertification services provided when such training meets the criteria for appropriate training in 45 CFR § 400.81(b).
- g) Day care for children:** Day care for children received when necessary for participation in an employability service or for the acceptance or retention of employment; or when necessary for participation in a service other than employability.
- h) Transportation:** Transportation services provided when necessary for participation in an employability services or for the acceptance/retention of employment; or when necessary for participation in a service other than an employability service.
- i) Translation and Interpreter Services:** Translation and interpretation services provided to refugees in connection with employment or employability services; or when necessary for a purpose other than in connection with employment and as part of an employability plan.
- j) Case management:** Case management services defined as the determination of specific service(s) to which to refer a refugee; and, may be related to active participation as part of the individual employability plan, referral to such service(s), and tracking of the refugee’s participation in such services; or may be for a purpose other than in connection with employment or participation in employability services.
- k) EAD assistance:** Assistance in obtaining Employment Authorization Documents (EADs).
- l) Information and referral:** Includes information and referral to other services for participants.
- m) Outreach services:** Includes activities designed to familiarize refugees with available services, to explain the purpose of these services, and facilitate access to these services.
- n) Social adjustment:** Social adjustment services include emergency services, health related services and home management services.
- o) Citizenship and naturalization:** Preparation services for citizenship and naturalization, including English Language training and civics instruction to prepare refugees for citizenship, application assistance for adjustment to legal permanent resident status and citizenship status, assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization, and the provision of interpreter services for the citizenship interview.
- p) ASA housing:** Enter the number of participants receiving ASA RSS housing assistance.
- q) ASA immigration-related legal assistance:** Enter the number of participants receiving ASA RSS immigration-related legal assistance.

5. Total Unduplicated: Enter the unduplicated number of participants that received the appropriate services. Same participant could have received multiple services, in this section provide unduplicated number of participants across all services.

6. Previous FFY report services participation (45 CFR §§ 400.154 and 400.155)	Total Number
a) Report number of service participants at the end of FFY who are 0-12 months since arrival in the US	2326
b) Report number of service participants at the end of FFY who are 13-60 months since arrival in the US	828

7. Previous FFY set-aside programs services participation	RSI	SOR	YM	RHP	Other
a) Report number of service participants at the end of FFY who are 0-12 months since arrival in the US		5			
b) Report number of service participants at the end of FFY who are 13-60 months since arrival in the US		116			

7. Previous FFY set-aside programs services participation Instructions

Enter the total unduplicated number of all RSS (including ASA RSS) set-asides service participants for each set-aside program (Refugee School Impact [RSI], including ASA-funded RSI [ARSI]); Services to Older Refugees [SOR], including ASA-funded SOR [ASOR]; Youth Mentoring [YM], including ASA-funded YM [AYM]; Refugee Health Promotion [RHP], including ASA-funded RHP [ARHP], or any other future program) who are 0-12 months and 13-60 months in the U.S. at the end of FFY.

Plan for upcoming FY	9. Grant	10. Contracted Amount by Funding Source	11. Program Participants			12. Type of Agency and Percent of Funds									
			8. Description of State-provided or Contracted Services	0-12 Month	13-60 Month	Total Number	A. State or County	B. Mutual Assistance Association	C. Refugee Agency	D. Community College	E. Adult Basic Education	F. Non Profit Organization	G. School District	H. Area Agency on Aging	I. Other
a. Employment Services	RSS	\$6,561,345	1,246	1,246	2,492			38%		21%	41%				100%
b. English Language Instruction	RSS				0										0%
c. On-the-Job Training	RSS	\$1,638,320	100	100	200			28%			72%				100%
d. Vocational Training	RSS				0										0%
e. ASA Housing	RSS				0										0%
f. ASA Immigration-Related Legal Assistance	RSS				0										0%
g. Other Services	RSS				0										0%
	RSS-RSI				0										0%
	RSS-SOR	\$50,000	6	119	125					100%					100%
	RSS-YM				0										0%
	RSS-RHP				0										0%
	Other					0									0%

Plan for upcoming FY Instructions

Contracted Amount by Funding Source

By category of service and then by funding source, enter the total amount of ORR funds (including ASA RSS and ASA-funded RSS set-asides) used to fund all services or contracts in effect as of October 1 of the current year.

For example, if a State has the following:

- Two RSS-funded contracts and one ASA RSS-funded contract for employment services (\$100,000, \$100,000, and \$125,000),
- Two RSS-funded contracts for interpretation (\$50,000 and \$30,000),
- One RSS-funded contract for transportation (\$30,000), and
- One RSI-funded contract for teacher training (\$25,000) and one ARSI-funded contract for parent orientation (\$25,000),

Enter:

- a. Employment Services RSS: \$325,000
- e. Other Services (which includes interpretation/translation) RSS: \$110,000
- e. Other Services RSS-RSI: \$50,000

Note: Applicable funding sources include RSS (base formula funding, including ASA RSS), RSI (including Early RSI and ARSI), SOR (including ASOR), YM (including AYM), RHP (including ReMHI and ARHP), or Other. These are entered under column **9. Grant**.

Program Participants

By category of service, enter the target number of ORR-eligible participants in the U.S. less than a full 12 months and from 13 months to 60 months to be served under existing contracts. The total target number of ORR-eligible participants to be served under existing contracts by category of service will auto-calculate.

Type of Agency and Percent of Funds

By category of service, indicate the type of agency providing the services and the percentage of the total contracted amount for each service allocated to that type of agency.

For example, if a State has employment services contracts totaling \$325,000, of which

- \$100,000 is contracted to a Mutual Assistance Association
- \$125,000 to a Refugee Agency, and
- \$100,000 to a Community College,

Enter in the Type of Agency and Percent of Funds field in the row for Employment:

- 8. B. Mutual Assistance Association: 31%
- 8. C. Refugee Agency: 38%
- 8. D. Community College: 31%
- 8. J. Total (automatically calculated): 100% (*should always be 100%*) .

Definitions of each category of service are as follows:

a) Employment Services: Employment services are direct services provided in accordance with an employability plan that assist an employable adult in preparation for, development of, placement in, or maintenance of employment, as defined in 45 CFR § 400.154(a) ONLY.

b) English Language Instruction: English language instruction for non-native English speakers is a course of instruction in English with an emphasis on acquisition of survival and employment-related reading, writing, listening, and speaking skills.

c) On-The-Job Training (OJT): On-the-Job Training is placement of an employable adult refugee in subsidized employment, funded by ORR for a period of time not to exceed six months, after which the employer has agreed to hire the OJT trainee in permanent unsubsidized employment.

d) Vocational Training: Vocational training is training of a short-term duration designed to teach refugees specific job-related skills that prepare them for a specific job or type of employment, such as nurse's aide, electronic assembly, or power sewing.

e) ASA Housing: ASA housing is emergency/short-term and long-term housing for Afghans who arrived under Operation Allies Refuge/Operation Allies Welcome (OAR/OAW) utilizing ASA RSS funds.

f) ASA Immigration-Related Legal Assistance: ASA immigration-related legal assistance is immigration-related legal assistance to Afghans who arrived under OAR/OAW utilizing ASA RSS funding.

g) Other Services: Other Services includes RSS-funded (including ASA RSS-funded) employment-related services, such as interpretation/translation, transportation, or child care. In addition, Other Services may include activities such as case management (the determination of which service[s] to refer a refugee to in accordance with an employability plan, referral to such service[s], and tracking of the refugee's participation in such services), and programming under RSI (including Early RSI and ARSI), SOR (including ASOR), YM (including AYM), and RHP (including Refugee Mental Health Initiative [ReMHI] and ARSI). The Other category should be used if ORR provides specific funding for services in addition to those already listed under 8.g.

VII. ANNUAL OUTCOME GOAL PLAN

**ANNUAL OUTCOME GOAL PLAN
FY 2023
PERFORMANCE GOALS AND ACTUALS**

State or County: **Sacramento**

FY 2022 GOAL FY 2022 ACTUAL FY 2023 GOAL

1. Caseload

TANF Recipients	1,165	880	807
RCA Recipients	815	1,281	1,077
No Federal Cash Assistance	932	993	808
Total	2,912	3,154	2,692

2. Entered Employment

Full Time	1,536	86%	1,592	84%	1,452	86%
Part Time	240	14%	295	16%	245	14%
Total	1,776	61%	1,887	60%	1,697	63%

2a. TANF Recipients Entered Employment

Full Time	497	80%	401	74%	382	75%
Part Time	125	20%	141	26%	127	25%
Total	622	35%	542	29%	509	30%

2b. RCA Recipients Entered Employment

Full Time	400	90%	554	88%	535	90%
Part Time	44	10%	79	12%	59	10%
Total	444	25%	633	34%	594	35%

2c. No Federal Cash Assistance Entered Employment

Full Time	639	90%	637	89%	535	90%
Part Time	71	10%	75	11%	59	10%
Total	710	40%	712	38%	594	35%

Cash Assistance Recipients Placed In Employment

1,066	1,175	1,103
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3. Federal Cash Assistance Terminations

TANF Recipients	135	55%	74	44%	83	50%
RCA Recipients	110	45%	96	56%	83	50%
Total	245	23%	170	14%	166	15%

4. Federal Cash Assistance Reductions

TANF Recipients						
RCA Recipients						
Total						
	0	0%	0	0%	0	0%
5. Entered Full Time Employment Offering Health Benefits						
TANF Recipients	100	30%	132	25%	148	30%
RCA Recipients	100	30%	230	43%	148	30%
No Federal Cash Assistance	132	40%	171	32%	197	40%
Total	332	22%	533	33%	493	34%

**ANNUAL OUTCOME GOAL PLAN
FY 2023
PERFORMANCE GOALS AND ACTUALS**

State or County: Sacramento

FY 2022 GOAL	FY 2022 ACTUAL	FY 2023 GOAL
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6. Average Hourly Wage of Refugees Entering Full Time Employment

\$ 16.40	\$ 17.77	\$ 17.95
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7. 90-Day Retention Rate

Percentage	90%	92%	90%
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7a. 90-Day Retention Rate Calculator

Unduplicated # of Retentions	1,564	Unduplicated # of Entered Employments	1,700
Total	1,564	1,700	

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 2022 Actual	FY 2023 Proposed
Refugee Support Services Funding	\$ 9,398,893	\$ 8,199,665
Afghan Supplemental Allocation		
Covid-19 Supplement Funding		
Total Liquidated Funding	\$ 9,398,893	\$ 8,199,665
Cost per Entered Employment	\$ 4,980.87	\$ 4,831.86

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	<u>Michelle O'Camb</u>	Title	<u>Manager, Workforce Development</u>
Telephone Number	<u>(916) 263-3868</u>	Email	<u>michelle.ocamb@seta.net</u>

Deadline for submission

The completed FY 2020 Annual Outcome Goal Plan: Performance Goals and Actuals and Performance Narrative should be submitted via email to rpbreports@dss.ca.gov by **October 31, 2022**.

For Office of Refugee Resettlement use only:

Date submitted: _____

Submission type: Initial Revision

Status: Approved In process - clarification needed

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 RSS administrative budgets are in accordance with 45 CFR Part 95, Subpart E, the county cost allocation plan.”
- “That all requested salaries and fringe benefits for county administration and for services the county is proposing to deliver directly reflect the current county wage and benefit scales.”
- “That the county will comply with all statistical/fiscal reporting requirements on a timely basis.”
- “That RSS services will be provided in accordance with individual employability plans for each refugee and that such employability plans shall be, where applicable, part of an overall family self-sufficiency plan.”
- “That refugee women will have the same opportunities as refugee men to participate in all refugee-funded services, including job placement services.”
- “That the county will comply with the requirements governing the targeted population priorities contained in Section III 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 RSS-funded services in accordance with 45 CFR 400.147.”
- “That RSS funds will be used primarily for employability services which directly enhance refugee employment potential, have specific employment objectives, and are designed to enable refugees to obtain jobs with less than one year’s participation in RSS-funded services.”

- “That except for referral, interpretation, naturalization/citizenship, and other social adjustment services, eligibility for RSS services will be limited to refugees who have been in the U.S. 60 months or less.”
- “That the county will take into account the reception and placement services provided by resettlement agencies in order to assure the provision of seamless services that are not duplicated.”
- “That to the maximum extent feasible, bilingual/bicultural women are used on service agencies’ staffs to ensure adequate service access by refugee women.”
- “That where applicable, strategies for multiple wage earner cases and for helping employed refugees remain employed or move to better employment will be utilized.”
- “That to the maximum extent feasible, RSS funded services must be provided in a manner that are culturally and linguistically compatible with a refugee’s language and cultural background.”
- “That non-exempt RCA clients will be required to participate in employment services within 30 days from receipt of aid.”
- “That the county will ensure that in the procurement of services from MAA providers that not less than 51 percent of the MAA Board of Directors are refugees or former refugees and that both refugee men and women are included.”
- “That the priority for funding will be given to MAAs for RSS funds not put into CalWORKs.”
- “That the delivery of RSS 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 RSS supportive services payments made to RCA recipients participating in RSS-funded services.”
- “That the county’s procurement process will be carried out in accordance with the provisions of the Management and Office Procedures, Purchase of Services, (Chapter 23-600) section of DSS EAS Manual; and that the procurement process will provide for priority consideration for funding refugee community-based organizations which demonstrate the capacity, comparable to that of other competitors who qualify for funding, to implement the proposed services.”
- “That the RSS-funded RCA Services System will include the following activities:
 - Verification/documentation of refugee status;
 - Determination of eligibility for services;
 - Assessment of refugee service needs;
 - Development of a client employability plan which meets the requirements of section 400.79 of the Federal Refugee Regulations;
 - Six and 12-month follow-up assessments;
 - 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-up 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.”
- “That the county will use CalWORKs single allocation funding to serve refugee CalWORKs clients, especially for supportive services (e.g., childcare and transportation).”

X. **COUNTY BOARD OF SUPERVISORS RESOLUTIONS**

APPROVED
BOARD OF SUPERVISORS

Date May 10, 1983

MAY 10 1983

BOARD OF SUPERVISORS

[Handwritten Signature]
C. J. [unclear]

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

REFUGEE TARGETED ASSISTANCE GRANT
(New-Item-Concept 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, securing and distributing a Federal allocation of funds into a Refugee Targeted Assistance Grant in the amount of \$1.187 million. We further recommend 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:

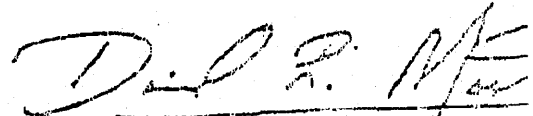
During March, 1983, the Federal administration announced the availability of special funds, the Targeted Assistance Grant, to support employment services for refugees. The total amount to be allocated nationwide is \$20 million. In order to receive part of this allocation, communities must be considered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

Sacramento is considered eligible for \$1.187 million in Targeted Assistance Grant funding. This amount may be adjusted downward if other communities 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 proposed activities, number of clients to be served, and how the proposed activities will be integrated or coordinated with existing services. Participation of SETA in the planning and application processes is vital, since the Agency has an important role in the development of training programs for Sacramento.

SETA is currently involved with the Private Industry Council in the 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


DANIEL R. MARTIN

APPROVAL RECOMMENDED:


BRIAN R. KILMER
County Executive

DSW:dc

cc: County Executive
Welfare Director
SETA Director

(37674)

RESOLUTION NO. 88-2388

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

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

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

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

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

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

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

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

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

On a motion by Sacramento County Board of Supervisors member, I. CUI
seconded by J. STRENG, the foregoing resolution was passed and
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



[Signature]
 Clerk of the Board of Supervisors

RECEIVED - ADMINISTRATIVE SERVICES
 COUNTY OF SACRAMENTO
 SEP 27 1988

SEP 27 1988

[Signature]
 COUNTY CLERK

FILED

SEP 27 1988

BOARD OF SUPERVISORS
 BY [Signature]
 CLERK OF THE BOARD

The foregoing is a correct copy of a resolution adopted by the Board of Supervisors, Section 2, Article 4, Chapter 1, Code of Ordinances.

[Signature]
 Dated SEP 27 1988

X. COUNTY PLAN ADENDUMS

Addendum #1: Continued Impact of COVID-19

Addendum #2: Strategic Co-Enrollment

Addendum #3: Afghan Services to Older Refugees (ASOR)

Addendum #4: Impact of Influx of Ukrainian Humanitarian Parolees
and Adjustments Made

ADDENDUM #1

CONTINUED IMPACT OF COVID-19

The impact of stay-at-home orders and social distancing due to COVID-19 back in March 2020, has caused economic activity across the United States to come to a near-halt. In Sacramento County, the pandemic has had an economic impact on all, impacting low-income communities more significantly. According to Opportunity Insights Economic Tracker, which tracks the economic impacts of COVID on people, business, and communities across the United States in real-time, employment for Sacramento County's High Income (>\$60K) earners increased by 1.7 percent between January 2020 and September 2020, Middle Income (\$27K-\$60K) earners decreased by 5.5 percent, and Low Income (<\$27K) earners decreased by an astonishing 31 percent. Also, according to the November 20, 2020 Employment Development Department's Labor Market Information, the Sacramento Region's unemployment rate had increased from 3.3 percent to 7.6 percent, with total job losses totaling 68,700. The Leisure and Hospitality sector was hardest hit with a year-over-year decline of 24,900 jobs. Trade, Transportation, and Utilities fell by 12,500 jobs. Education and Health services declined by 11,900 jobs, with most in healthcare and social assistance. Two industries reported year-over-year growth: Financial Services and Professional Business services added 2,800 jobs. All of this indicates that jobs requiring less education and/or are entry level in nature have been disproportionately hit. As a result, it can be deduced that refugees, who tend to work in part-time, low-wage jobs, were disproportionately impacted by COVID—19, experiencing high job losses. This was further supported by the fact that unemployment among refugees is often three times the national average, according to the Annual Report to Congress, ORR Fiscal Year 2017.

Affordable housing continues to be a challenge to refugees, and was exacerbated by the pandemic. According to the Annual Report to congress, ORR, Fiscal Year 2017, refugees living in the U.S. are disproportionately affected by high rent, as 93 percent of refugees rent, as opposed to own property. Along with the rest of California, Sacramento is a fast-growing rental market and the median rent for a two-bedroom apartment is currently \$1,629. As a result, refugees were not earning enough to stay afloat and faced high payments for back rent and utilities as the rental moratorium was lifted.

Also, the abrupt shift to remote work and education due to COVID-19 forced many to quickly adapt to new technological situations, obtain digital access, and improve digital skills, which was difficult for populations with a weak foundation of online knowledge and experience. It further highlighted the importance of digital access and skills for employment and adult education for all populations, and also brought to light the digital divide/inequities. Digital access is defined as an individual's ability to obtain tools such as computers and smartphones, as well as consistent connection to the internet. Access to technology equipment coupled with digital literacy is critical to finding and keeping a job, as well as accessing educational programs. According to Migration and Information Source's September 3, 2020 article, *The Digital Divide Hits U.S. Immigrant Households Disproportionately During the COVID-19 Pandemic*, the gap in access to communications technology is often larger for people of color, those with lower incomes, and those with lesser levels of education making refugees especially vulnerable to digital inequities.

Expansion of use of RSS Funds and Use of the RSS COVID-19 Supplemental Funds

Consistent with Refugee County Letter's (RCL) No. 20-01, 20-03, and 20-06, Sacramento County expanded the use of Refugee Support Services (RSS) funding, and implemented the use of RSS COVID-19 Supplemental funding for housing, utilities, and technology assistance, and digital literacy for refugees who are experiencing financial hardships due to the pandemic. The funding was intended to provide direct relief to eligible refugees in the form of emergency payments for housing and utility expenses, as well as to provide computer equipment needed for participation in RSS-funded education, training, and employment activities.

The expanded use of RSS funds for supportive services is consistent with the following factors as outlined in RCL 20-03:

- Will not substantially result in an absence of funding to provide other crucial employability and support services
- Will directly improve the likelihood of client employment and self-sufficiency
- Does not supplant other available funding that could be used for the same purpose
- Will be dispensed based on financial need and according to a justification for the provision of service

The use of the RSS COVID-19 Supplemental funding was consistent with the following requirements outlined in RCL 20-06:

- Does not supplant other available funding that could be used for the same purpose.
- Only one adult per household may receive housing and/or utility assistance
- Housing and utility assistance can only be provided for current needs and cannot be provided to pre-pay future housing and/or utility expenses
- Assistance provided must be based on Sacramento County's fair market value
- Assistance per client may not exceed \$5,000 per program year (PY)

SETA policy guidance was developed and issued on RSS COVID-19 Supplemental services on December 3, 2020, and a meeting held with providers to review the memorandum and accompanying documents. The memorandum defines policies and procedures for the provision of housing, utilities, and technology supports under the Refugee Support Services (RSS) COVID-19 Supplemental funding for Sacramento County refugees who were experiencing financial hardships due to the pandemic.

All clients were assessed for financial need prior to the provision of RSS COVID-19 Supplemental support services. In addition, to determining financial need, providers had to provide justification for the support through a declaration by the client that they have experienced one of the two following financial hardships to be eligible for RSS COVID-19 Supplemental funded housing, utility and technology assistance:

- Loss of income caused by the COVID-19 pandemic due to job loss or job disruption (e.g., reduction in work hours, furlough, temporary layoff)
- Inability to secure a job or earn a sufficient income to meet household needs

Additionally, if specifically seeking technology assistance, clients had to further declare one of the following to be eligible to receive RSS COVID-19 Supplemental funded technology:

- Required to telework, but do not have the necessary equipment
- Does not have the necessary equipment to enable me to participate in virtual/remote learning, or to conduct online job search efforts, including applying for job opportunities

All documentation collected to demonstrate need, to justify service, and validation documents to process support payments were maintained in client records.

Sacramento County fully expended its \$717,359 RSS COVID-19 Supplemental funding on direct services using none of the funding on administrative costs. The funding resulted in a total of 788 refugees receiving a total of 863 of the following supports:

- Housing – 568
- Utilities – 37
- Technology – 258

ADDENDUM #2

STRATEGIC CO-ENROLLMENT

In an effort to ensure service alignment for refugees with multiple partner programs, SETA has integrated its RSS program within its SWJC system. The SWJC system is home to 13 Job Centers. At each SWJC, refugees can access employment, training, education, social services, unemployment insurance, and financial assistance under many different programs such as the Workforce Innovation and Opportunities Act (WIOA), California EDD, Vocational Rehabilitation, Community College, WTW, Head Start, and CSBG.

SWJCs are geographically distributed throughout the County and work to assist low-skilled job seekers secure “middle skills” jobs in high demand industry sectors through education, training, job placement and retention services available through the SWJC system.

The integration of refugee, employment, and support services in the SWJC system has provided a comprehensive roadmap and approach for refugees being resettled in Sacramento County. The immediate needs of refugees are purposefully integrated from start to finish beginning with assistance from the local resettlement agencies in finding housing, navigating public assistance supports and healthcare offered by the Sacramento County’s DHA, and finishing with finding employment through services offered by SETA’s RSS funded employment service providers. Services include intensive case management intended to assist program participants navigate through education, training, job development soft skills, and English language skills development to find not only employment, but pathways toward careers and self-sufficiency.

The integration of SETA’s RSS program within the SWJC system supports co-enrollment strategies as outlined in the California Employment Development Department (EDD) Workforce Services Directive 19-09 that enables greater efficiencies in service delivery, and the leveraging of resources for maximum benefit to SWJC system participants, including RSS refugees. Through strategic co-enrollment, SETA is able to align, coordinate, and integrate programs, services, and resources, where appropriate, in order to help participants obtain jobs that ensure both long-term economic self-sufficiency, as well as economic security. Although robust co-enrollment within the SWJC system exists, SETA continues to explore the development and implementation of a strategic co-enrollment policy that would provide the “formal” foundation for strategic co-enrollment throughout the SWJC system. Key elements include:

- Integrated Service Delivery and use of the Integrated Resource Team (IRT) model
- “No wrong door” Access
- Shared intake, plan development, and case management
- Identification of common success indicators
- Continuous expansion of partnerships
- Continuous improvement

Currently, under the RSS program, the integration of the services begins with SETA requiring funded service providers to introduce and provide orientation to all enrolled participants on SWJC system services and resources, including the physical provision of a tour of a job center. Through WIOA funding and other SWJC system resources, vocational training and subsidized employment opportunities can offer refugee professionals a pathway to recertify, and/or re-enter occupations within their industry sector. Partners within the SWJC, including WIOA Title II and CAEP partners, offer adult basic education and high school completion and equivalency

services, as well as Career Technical Education courses that result in the attainment of industry-valued credentials in the field of study. WIOA Title II and CAEP services can be especially beneficial for the English Language Learner (ELL) population who possess low English language proficiency and/or are basic skills deficient in their native language.

ADDENDUM #3

SERVICES TO OLDER AFGHAN REFUGEES

Since August 2021, Sacramento has become home to well over 5,000 Afghans resettled under the Operation Allies Welcome (OAW) Afghan Placement Assistance (APA) program, which includes Afghans 60 years of age and above. Older refugees face similar challenges experienced by U.S. born individuals 60 and over. However, their challenges are usually exacerbated due to the traumatic departure from their home country and resettlement in a new country and culture. Many face the following challenges:

- Inability to advocate for themselves due to cultural and language barriers
- Chronic physical and mental health
- Depression, anxiety, isolation, loneliness, and the feeling of helplessness
- Lack of reliable support systems, such as relatives and networks
- Reluctance to participate in activities within the local community
- Inability to perform daily living activities
- Difficulty purchasing food and/or preparing meals
- Difficulty speaking and learning English
- Trouble obtaining or using transportation
- Lack of planning for both short- and long-term health care
- Lack of awareness of mainstream services that are available
- Limited access to entitlements and/or public benefits
- limited access to appropriate health and social service agencies
- little or no income

Funding

SETA received one-time Refugee Support Services (RSS) Set-aside funding in the amount of \$250,000 for Services to Older Refugees (ASOR) from Afghanistan arriving in the U.S. between July 31, 2021 and September 30, 2023 aimed at increasing the integration and independent, healthy living for older Afghan refugees.

In January, 2023, SETA issued a Request for Proposals (RFP) to solicit and secure an organization to provide ASOR services that support the integration and wellness of Afghans 60 years of age and above, including gaining access to mainstream aging services so they may live independently for a longer period of time. SETA is currently in the midst of the procurement process. The ASOR award will be announced following the April 6, 2023, SETA Governing Board meeting. The awardee of this funding will implement programs/activities that pursue the following three objectives:

- Create opportunities that enable older Afghans to live independently as long as possible
- Promote the physical and mental health and wellness of older Afghans
- Promote the long-term financial stability of older Afghans to prolong healthy, independent living

ASOR Services

The awardee will have the capacity to engage the older Afghans in the community most in need, and ensure that services are culturally and linguistically appropriate.

The awardee will provide access to the following allowable ASOR services either directly and/or through referral:

- Physical/Mental Health and Wellness
- Food and Nutrition Education
- Socialization and Community Engagement
- Public Transportation Education
- Legal Services
- Public Benefits Assistance
- Other identified service needs promoting program objectives

Physical/Mental Health Care and Wellness - Services that address physical and mental health concerns, provide education, and promote a healthy, independent lifestyle. Services may include routine physical health screenings, physical fitness programs, mental health screening and referral to licensed mental health counselors, or peer counseling/mentorship, whichever is deemed appropriate, increasing mental health literacy, and organizing wellness groups.

Food and Nutrition Education – Services may include information on food/nutrition assistance and how to apply to access benefits, educational workshops that provide information about food and nutrition and their ties to overall health and wellness, including how to prepare meals, and how to locate and navigate grocery stores, foodbanks, and farmers' markets.

Socialization and Community Engagement – Services may include Bingo, performing arts, yoga, sporting events and lessons, opportunities to volunteer, card games, crafts, connection to community centers and local markets, museums and parks, and other opportunities for clients to participate in social activities while addressing social isolation and loneliness.

Public Transportation Education – Services that promote the independent and safe travel of clients by ensuring they are provided education on Sacramento's public transit systems, including how to access and paying fares, education on Uber and Lift and how to set up accounts, pedestrian/street crossings, trip planning, and travel awareness and safety.

Legal Services – Services may include informational workshops and referral to legal services that can assist with estate planning, identifying a healthcare proxy, writing a living will, explaining personal rights, and in preventing identity theft and consumer fraud.

Public Assistance Benefits – Services may include providing information and assistance in accessing and applying for important public benefits, such as Supplemental Nutrition Assistance Program (SNAP), Supplement Security Income (SSI), and Cash Assistance Program for Immigrants (CAPI), the state-funded program designed to provide monthly cash benefits to aged, blind, and disabled non-citizens who are ineligible for SSI/State Supplementary Payment (SSP) solely due to their immigration status.

Other Identified Service Needs – Other allowable services could include, but are not limited to, linking clients to intergenerational activities, information and referral to home, adult day, and respite care, and education around elder abuse prevention.

Client Service Documentation and Tracking

The ASOR awardee will be required to record/document and track all services provided to clients in individual client case records.

ADDENDUM #4

INFLUX OF UKRAINIAN HUMANITARIAN PAROLEES AND ADJUSTMENTS MADE

On March 24, 2022, President Biden committed to resettling 100,000 Ukrainians displaced by the invasion of the Ukraine by Russia. On April 21, 2022, the U.S. Citizenship and Immigration Services (USCIS) announced the Uniting for Ukraine (U4U) Program, which provides a pathway for Ukrainian citizens and immediate family members (spouse and children) to enter the U.S. as humanitarian parolees for a period of up to two years. Those participating in U4U must have a U.S. government-vetted U.S.-based supporter who agrees to provide financial support for the duration of their stay. On May 21, 2022, President Biden signed into law the Additional Ukraine Supplemental Appropriations Act (AUSAA), 2022, authorizing ORR to provide resettlement assistance and other federal benefits to specific Ukrainian populations and non-Ukrainian individuals displaced from Ukraine to the same extent as refugees. These populations were eligible to receive ORR and mainstream federal benefits (e.g., Temporary Assistance for Needy Families (TANF), Medicaid, Supplemental Nutrition Assistance Program, and Supplemental Security Income). This included humanitarian parolees who arrived under the U4U Program if they resettled during the eligibility timeframe.

Through March 7, 2023, 116,000 U4U Ukrainians have been paroled into the U.S. with over 25,000 applications approved for California. Over 8,000, or 24 percent, are approved sponsors in Sacramento County.

Prior to the launch of the Department of Homeland Security's (DHS) U4U program, a significant number of Ukrainians paroled into the U.S. through entrance at U.S. borders. As a county with a significant, pre-existing Ukrainian population, Sacramento became a beacon for thousands of the non-U4U Ukrainian and non-Ukrainian HPs. Anecdotal estimates range from 8,000 to 20,000 arriving in Sacramento starting as early as February 2022.

Although the needs of Ukrainian HPs are consistent with those of refugees, there are some additional challenges experienced. Afghan and Ukrainian HPs have experienced significant delays in obtaining Employment Authorization Documents (EADs) and Social Security Numbers due to these two immigration statuses receiving work authorization with the passing of legislation by Congress, resulting in the submission of extremely large number of requests for EADs and Social Security Numbers, which have overwhelmed USCIS and Social Security Administration operations making it difficult to issue timely EADs and Social Security Numbers. Further exacerbating the issue are Ukrainian HPs' ineligibility for Reception and Placement program services, resulting in individuals having to navigate complex resettlement and social service systems without formal assistance.

As a result of the unprecedented high volume of Ukrainian HP arrivals, and overall increase in Sacramento County's refugee population within an extremely short period of time, Sacramento's refugee resettlement service delivery network has been overwhelmed with delays in appointments for medical screenings under the Refugee Medical Assistance (RMA), in intake appointments for benefits under the Refugee Cash Assistance (RCA), and in enrollment into employment services under the Refugee Support Services (RSS) program. Through January 31, 2023, RSS providers in Sacramento County have reached 225 percent of planned service levels.

Response to Impact

To mitigate delays in enrollments in the RSS program, and in order to maintain a high quality of employment services and avoid any potential delays in RCA benefits, on February 20, 2023, SETA temporarily implemented priority of service to RCA refugees, resulting in a temporary referral and enrollment moratorium for all non-RCA refugees. This moratorium is set to expire April 30, 2023, unless extension is deemed necessary.

In addition, in early January 2023, and to ensure quality of service, there was a temporary hold on referrals and enrollments for one RSS provider who is located in the North area of Sacramento, home to a large Ukrainian population, and who is at 480 percent of planned enrollments through January, 2023. The hold will be lifted once the RSS provider has capacity to accept new referrals and enrollments.

These two actions taken are unprecedented. SETA will continue to work closely with DHA to monitor the status of the moratorium, and will immediately notify RSS and DHA team members when it is appropriate to lift the moratorium.

During the moratorium:

- Non-aided refugees will be connected to other programs, services and resources by RSS providers, including those offered by the SWAJCC system
- offered at the local job centers.
- Afghan refugees and HPs will be referred to programs specifically funded to serve Afghans, such as those funded by CDSS-RPB.
- CalWORKs refugees with Welfare to Work (WTW) plans will be referred to other approved providers and schools.
- CalWORKs and non-cash aided refugees enrolled RSS prior to the moratorium will not be terminated from RSS.

XI. ADDITIONAL COUNTY INFORMATION

Attachment A: Current RSS Provider List

Attachment B: Procurement Process

Attachment C: Monitoring Process

Attachment D: Integration in the Sacramento Works America's Job Centers of California (SWAJCC) System and Model

Attachment E: SWAJCC Site List

Attachment F: Refugee Program Flow Chart

Attachment G: Refugee Stakeholder Meetings

Attachment H: List of Attendees of March 6th Public Input Meeting

Attachment I: Comments Received – 30-Day Public Comment Period

ATTACHMENT A
CURRENT RSS PROVIDER LISTING

CURRENT RSS AND RSS SET-ASIDE PROVIDER LIST

ATTACHMENT A

RSS Provider	Contact Person, Title	Address	City	Phone	Funding Source	Funding Amount	Client Type	Service Type
Asian Resources	Reiji Baloyos - Interim Executive Director	5750 Sunrise Blvd., Ste. 100	Citrus Heights	(916) 745-4313	RSS	\$ 1,258,700	Cash aid and Non-cash	Employment Services
Bach Viet Association	Mel Demoff -Executive Director	1050 Fulton Avenue, Ste. 110	Sacramento	(916) 481-0340	RSS	\$ 2,438,360	Cash aid and Non-cash	Employment Services
Elk Grove Unified School District	Gina Wandell - Program Administrator	8401 Gerber Road	Sacramento	(916) 793-2325	RSS	\$ 383,250	Cash aid and Non-cash	Employment Services
Folsom Cordova Community Partnership	Robert Sanger - Executive Director	10826 Gadsten Way	Rancho Cordova	(916) 294-9107 ext. 840503	RSS	\$ 447,700	Cash aid and Non-cash	Employment Services
Folsom Cordova Adult School Refugee Program	Rhonda Balmain - Principal	10850 Gadsten Way	Rancho Cordova	(916) 294-9106	RSS	\$ 128,100	Cash aid and Non-cash	Employment Services
International Rescue Committee	Tristan Hudak - Senior Manager, Direct Services	2020 Hurley Way #395	Sacramento	(916) 482-0120	RSS	\$ 1,348,820	Cash aid and Non-cash	Employment Services
Lao Family Community Development	Wathone Oo - Program Manager	7171 Bowling Dr. Ste., #1120	Sacramento	(916)-393-7501	RSS	\$ 1,852,300	Cash aid and Non-cash	Employment Services
Sac. City Unified School District Adult Refugee Program	Eileen Prince - Manager III	5451 Lemon Hill Ave.	Sacramento	(916) 395-5805 ext. 701059	RSS	\$ 237,900	Cash aid and Non-cash	Employment Services
Slavic Assistance Center	Roman Romaso - Executive Director	2117 Cottage Way	Sacramento	(916) 925-1071	SOR	\$ 100,000	Cash aid and Non-cash	Info/Referral, Citizenship/Naturaliz
Twin Rivers Unified School District Refugee Program	Tanya Praest - Prinicipal	5703 Skvarla Avenue	McClellan	(916) 566-2785 ext. 25141	RSS	\$ 804,455	Cash aid and Non-cash	Employment Services
<i>TBD</i>					<i>ASOR</i>	<i>\$ 250,000</i>	<i>Cash aid and Non-cash</i>	<i>Health & Wellness Activities</i>

ATTACHMENT B

PROCUREMENT PROCESS

Services are procured through a Request for Proposals (RFP) process, which is developed with the input of the public and interested parties involved in refugee resettlement in Sacramento County. Following approval of the RFP by the SETA Governing Board, the RFP is released to the public, including planning calendar. An offeror's conference is held to answer all questions related to the RFP.

Proposals are evaluated by a team comprised of SETA and DHA staff based on the evaluation criteria outlined in the RFP, including program goals and objectives, program management, service delivery system, program design, demonstrated ability to provide service, budget summaries, and demonstrated performance. Staff funding recommendations are advisory only and are presented to the SETA Governing Board for final approval. The RFP contains provisions for protest procedures to resolve procurement disputes. SETA adheres to the provisions of 54954.2 and 54954.3 of the California Government Code, generally known as the Brown Act, and members of the public may address the SETA Governing Board on any matter under the Board's 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 include in the RFP a Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion, Lower Tier Covered Transactions and a Certification Regarding Lobbying.

ATTACHMENT C

MONITORING PROCESS

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

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

- The extent to which program goals are being met
- Appropriateness of fiscal expenditures and accuracy of reported fiscal data
- Accuracy of reported statistical data
- Accuracy of determination of refugee status
- Extent to which priority groups are served
- Extent to which the FSSPs have been developed for each employable family member
- Extent to which six and 12-month follow-up assessments are conducted from date of program enrollment.

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 semi-annual basis SETA reports to the CDSS, RPB through the RS-50 reporting process.

In compliance with the referral and sanction procedures for mandated participants, an electronic participant tracking system is utilized to track mandatory clients referred by the County DHA. Information on participant 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 participant in a language the participant understands. In addition, Complaint/Grievance Procedure materials have been translated in many different languages for program use.

SETA assures that all limited English proficient individuals will receive language assistance when they access services, and no refugee, SIV, asylee, or certified victim of human trafficking shall be subject to discrimination on the basis of sex, color or national origin as provided under Title VI of the Civil Rights Act of 1964.

ATTACHMENT D

INTEGRATION IN THE SACRAMENTO WORKS **AMERICA'S JOB CENTERS OF CALIFORNIA (SWAJCC) SYSTEM AND MODEL**

As mentioned previously, the SWJCs are physical sites, which offer services for job, education and training seekers that include, but are not limited to eligibility self-screening, resource referral, job service/employment information, labor market information, intake/assessment and unemployment insurance. Services for employers consist of a directory of services, job applicant data bank, resource referral, labor market information, economic development, and rapid response and plant closure assistance. The SWJC system is home to 13 Job Centers.

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

The integration of refugee, employment, and support services in the SWJC system has provided a comprehensive roadmap and approach for refugees being resettled in Sacramento County. The immediate needs of refugees are purposefully integrated from start to finish beginning with assistance from the local resettlement agencies in finding housing, navigating public assistance supports and healthcare offered by the Sacramento County's DHA, and finishing with finding employment through services offered by SETA's RSS funded employment service providers. Services include intensive case management intended to assist program participants navigate through education, training, job development soft skills, and English language skills development to find not only employment, but pathways toward careers and self-sufficiency.

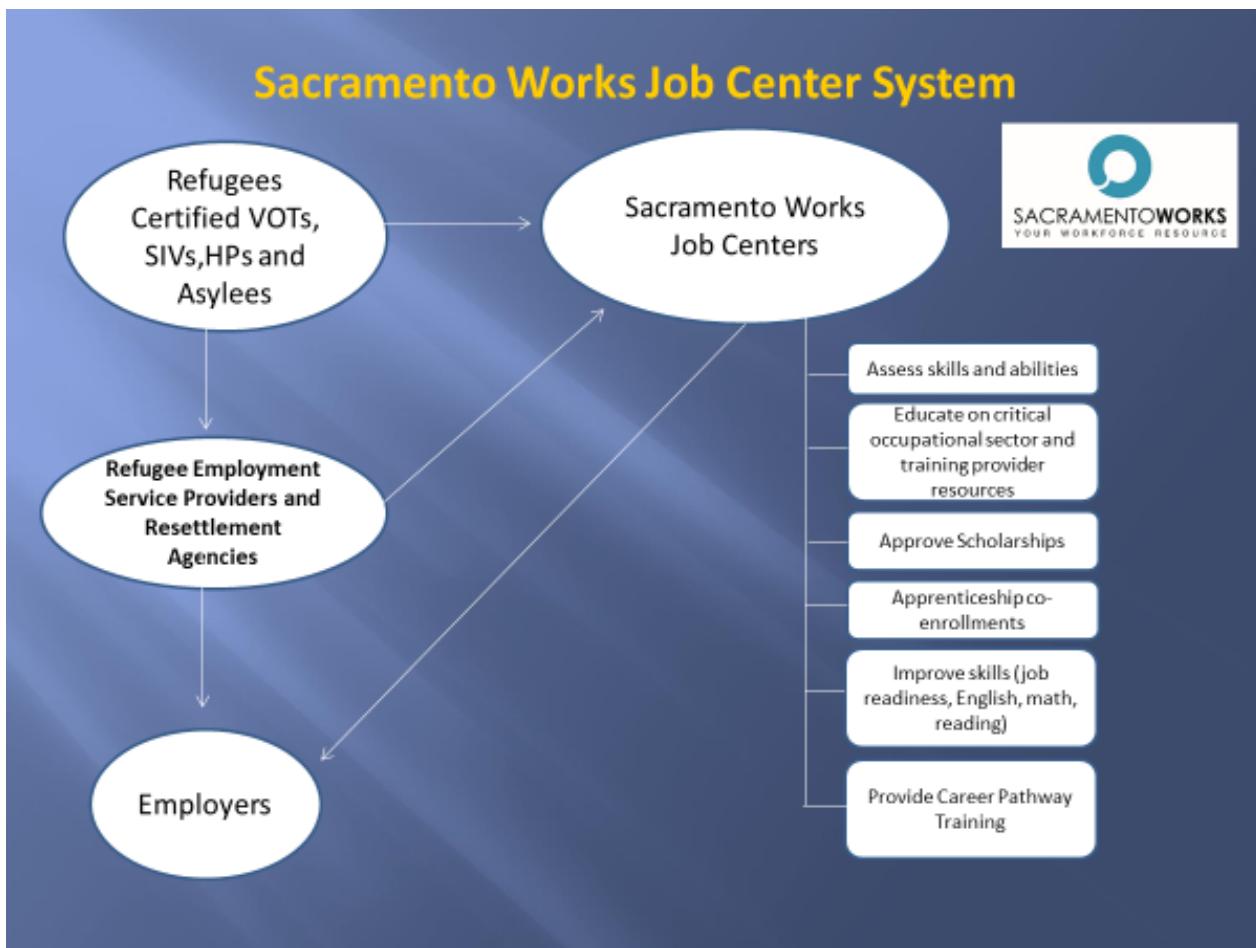
At each SWJC, in addition to education, training and employment services, refugees can access social services, unemployment insurance, and financial assistance under many different programs such as the Workforce Innovation and Opportunities Act (WIOA) discretionary grant programs, California EDD, Vocational Rehabilitation, Community College, Head Start, and CSBG.

SWJCs are geographically distributed throughout the County and work to assist low-skilled job seekers secure "middle skills" jobs in high demand industry sectors through education, training, job placement and retention services available through the SWJC system. The integration of SETA's RSS program within the SWJC system supports co-enrollment strategies that enable greater efficiencies in service delivery, and the leveraging of resources for maximum benefit to refugee participants. Through strategic co-enrollment, SETA is able to build upon aligning, coordinating, and integrating programs, services, and resources, where appropriate, to assist participants obtain jobs that ensure both long-term economic self-sufficiency, as well as economic security. Although robust co-enrollment within the SWJC system is occurring, which includes RSS-funded participants, SETA is exploring the development and implementation of a strategic co-enrollment policy that will provide the "formal" foundation for strategic co-enrollment throughout the SWJC system. Key concepts will include:

- Integrated Service Delivery
- Increased Access
- Continuous improvement

- Partnerships

Currently, under the RSS program, the integration of the services begins with SETA requiring funded service providers to introduce and provide orientation to all enrolled participants on SWJC system services and resources, including the physical provision of a tour of a job center. Through WIOA funding and other SWJC system resources, vocational training and subsidized employment opportunities can offer refugee professionals a pathway to recertify, and/or re-enter occupations within their industry sector. Partners within the SWJC, including WIOA Title II and CAEP partners, offer adult basic education and high school completion and equivalency services, as well as Career Technical Education courses that result in the attainment of industry-valued credentials in the field of study. WIOA Title II and CAEP services can be especially beneficial for the English Language Learner (ELL) population whom possess low English language proficiency and/or are basic skills deficient in their native language.



ATTACHMENT E

SWJC SITE LIST

Sacramento Works, Inc.

America’s Job Centers of California (AJCC)

SITE LOCATION	PHONE	PUBLIC ACCESS HOURS	ORIENTATIONS	LANGUAGES
Asian Resources AJCC 2411 Alhambra Blvd., Ste. 110 Sacramento, CA 95817	P: (916) 324-6202 F: (916) 324-6230	M-F 8:00 - 4:30	Walk-in Basis MON-FRI @ 8:00-3:00 p.m.	English, Hmong, Bisayan, Spanish, Vietnamese, Russian, Pashto, Farsi, Turkish, Cantonese, Ukrainian, Lao, Thai, Tagalog, Punjabi, Urdu, Dari
PRIDE Industries AJCC (Crossroads) 7011 Sylvan Road, Suite A Citrus Heights, CA 95610	P: (916) 676-2540 F: (916) 721-0288	M-W-F 9:00-4:30	Walk-in Basis MWF	English, Russian, Spanish,
Elk Grove – South County AJCC▪ 8401 A Gerber Road Sacramento, CA 95828	P: (916) 793-2319 F: (916) 689-3470	M-TH 8:30 - 4:00 F 8:30 -12:00 TH-until 7P during school yr.	WED @ 10 a.m.	English, Spanish, Cantonese, Farsi, Dari, Pashto, Urdu, Hindi
Folsom Cordova AJCC 10826 Gadsten Way Rancho Cordova, CA 95670	P: (916) 294-9107 F: (916) 361-8683	M - Th 9:00 - 3:00 F (Call) 9:00 - 12:00	Walk-in Basis M-TH @ 9:00-4:30 p.m. Call for Appointment FRI @ 9:00 -12:00 p.m.	English, Spanish, Russian, Dari, Farsi, Hindi, Armenian, and Arabic, Ashanti
Florin AJCC ▪ 3801 Florin Road, Suite 107 Sacramento, CA 95823	P: (916) 282-0711	M-TH 8:30 - 4:30 Appointment Only F 8:30 - 12:00 Virtual Only	Walk-in Basis & TUES @ 9:00 a.m. Virtual	English, Cantonese, Mandarin, Hmong, Spanish
Fruitridge Community Collaborative 4625 44 th Street Sacramento, CA 95820	P: (916) 435-6760	M–TH 8:30 – 4:00 F 8:30-12:00 By Appointment	Call for Appointment	English, Spanish
Galt AJCC ▪ 1000 C Street, Ste. 100 Galt, CA 95632	P: (209) 744-7702 F: (209) 744-7719	M-TH 8:30 - 5:00 F 8:30 - 1:00	MON @ 9:00 a.m. (Must Pre-Register)	English, Spanish
Greater Sacramento Urban League AJCC 3725 Marysville Boulevard Sacramento, CA 95838	P: (916) 286-8600 F: (916) 614-9001 Resource Room: P: (916) 286-8623	M, T, TH 9:00 - 4:00 W 9:00 - 4:00 Walk in Basis	Call for Appointment (must pre-register)	English, Spanish

ATTACHMENT E
LANGUAGES

SITE LOCATION	PHONE	PUBLIC ACCESS HOURS	ORIENTATONS	LANGUAGES
Hillsdale AJCC *■ 5655 Hillsdale Blvd., Ste. 8 Sacramento, CA 95842	P: (916) 263-4100 F: (916) 263-4076	M-TH 8:30 - 4:30 F 8:30 - 12:00 Virtual Only	Walk-In Basis Monday - Thursday	Russian, Spanish, Ukrainian, America Sign Language <i>(by referral.)</i>
La Familia AJCC 5523 34 th Street Sacramento, CA 95820	P: (916) 452-3601 F: (916) 452-7628	M 9:00 - 5:00 T-F 9:00 - 5:00	2 nd and 4 th WED Call 1:30-2:30 In Person Walk In Welcome	English, Spanish
Lao Family Community Development, Inc. 3205 Hurley Way/7171 Bowling 1120 Sacramento, CA 95864/95823	P: (916) 359-2788 P: (916) 393-7501 F: (916) 640-8899	M, T, W, Th 9:00-4:00 F Appointment Only	Walk-In Basis @ WED 9:00 12:00	English, Farsi, Dari, Pashto, Arabic, Russian, Hmong, Spanish, Lao, Burmese
Sac City Unified School District AJCC 5451 Lemon Hill Avenue Sacramento, CA 95824	P: (916) 395-5802 F: (916) 433-2635	M-TH 8:30 - 3:30 F 8:30-11:00 Call for an appointment Only	WED @9:30 AM Call for Appointment FRI @8:30-11:00	Russian, Spanish, Vietnamese, Cantonese, Urdu, Farsi, Pashto, Dari, Hindi, Ilocano, Persian

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

* BIC located at these sites.



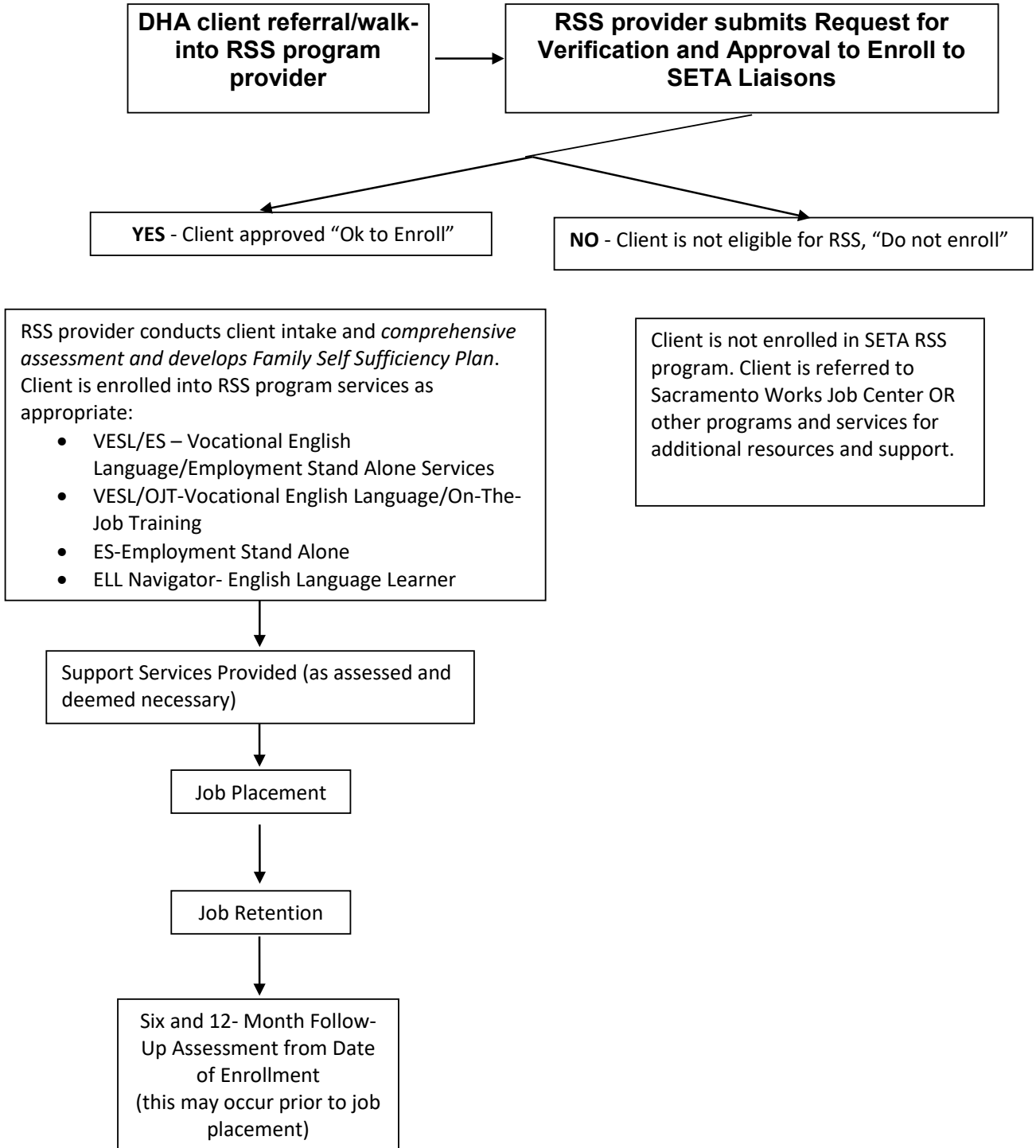
SACRAMENTOWORKS

A proud partner of America's Job
Center of CaliforniaSM Network

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities. Call 711 for relay services.

ATTACHMENT F

RSS PROGRAM FLOW CHART



ATTACHMENT F

RSS PROGRAM FLOW CHART (continued)

Program Duration

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

- The ninetieth day following initial employment
- Cash aid participant is non-cooperative and the RSS provider has notified DHA via RS3A
- Cash aid participant has documented health problems and is exempted by DHA
- Participant has moved out of Sacramento County and the move is verified by DHA or SETA
- Participant requests termination
- Participant is deceased, incapacitated, incarcerated, or institutionalized
- Participant becomes a U.S. Citizen
- 60-month eligibility for RSS services has expired
- Temporary immigration status expires, such as Humanitarian Parolee status

ATTACHMENT G
REFUGEE STAKEHOLDER MEETINGS

1. Number stakeholder meetings during the last 12 months	Two RA quarterly consultations, two CRC quarterly meetings, and numerous other statewide and county stakeholder meetings and convenings were held over the last 12-month period.
2. Meetings and Dates	<ol style="list-style-type: none"> 1. Statewide Zoom Meeting- SAC State Advisory Council – April 18,2022 2. Sacramento - RA Third Quarter Consultation on June 14, 2022, 3. Statewide Zoom Meetings– Ukrainian Statewide Bi-weekly Convening started August 3, 2022 to December 7, 2022. 4. Sacramento –RA Fourth Quarterly Consultation - September 13, 2022 5. Statewide Zoom Meeting – CRC Quarterly Meeting – September 27, 2022 6. Statewide Zoom Meeting – CRC Quarter Meeting – December 15, 2022 7. Virtual Public Input Meeting for new 3-Year RSS Plan – March 6, 2023 8. Statewide Zoom Meeting - SAC State Advisory Council – March 9,2022 9. Sacramento – RA FY23 Q2 Quarterly Consultation Meeting – March 14, 2023 10. Statewide Zoom Meetings – Monthly and ongoing Workforce Services for Refugees and Immigrations convenings facilitated by the Labor and Workforce Development Agency and Employment Development Department ensuring the state workforce system’s preparedness to serve newly arriving Afghan and Ukrainian HPs
3. Stakeholders who attended	State Refugee Coordinator, State Refugee Health Coordinator, Local Governance, Local and/or Public Health, Welfare and Social Services, Public Safety Officials, Public Education, Resettlement Agencies, Workforce Services Partners (EDD and State Labor Agency)
4. Main issues discussed in the meetings	<ul style="list-style-type: none"> • Resettlement Agency reports in Sacramento County • State Refugee Coordinator/State Refugee Health Coordinator updates <ul style="list-style-type: none"> - Arrival updates - Challenges to Resettlement - Delays in issuance of EAD and Social Security Cards - Humanitarian Parolees, Lack of Housing, Documentation of Eligibility for public benefits, state and federal programs - Temporary Restrictions - Housing • Challenges with successful resettlement, receiving and serving actual and projected arrivals, obtaining social security cards, issuance of CalWORKs benefits without social security number receipt • School Updates, SETA Employment Services/ Adult School Updates • Aspects of Integration to support refugee participation • Law Enforcement updates • Local Governance updates • Match Grant and Preferred Communities updates • New programs, announcements, best practices • Ukrainian Humanitarian Parolees- challenges, enrollments, benefits, impact of absence of Reception and Placement program services. • Upcoming meetings

ATTACHMENT H
LIST OF ATTENDEES OF MARCH 6TH PUBLIC INPUT MEETING

Attendee Name	Name of Organization
Herly Phonhlamuongdy	Lao Family Community Development
Nisar Hoshmand	Lao Family Community Development
Doris Cortez	Folsom Cordova Community Partnership
Hannah Messick	Solvera Consulting
Janelle Fite	World Relief Sacramento
Teresa Cunningham	World Relief Sacramento
Adriana Russell	Folsom Cordova Adult School
Amie Tukana	SETA
Rachel Sattel	SETA
Alex Granchukoff	SETA
Benjamin Murti	SETA
Linda Thao	SETA
Yalda Hadi	SETA
Michelle O'Camb	SETA
Sahar Ahmadi	Lao Family Community Development
Arash Borhany	Second Chance Education Inc.
Vasseliki Vervilos	Twin Rivers Unified School District Refugee Program
Hashim Zahir	Elk Grove Unified School District
Mel Demoff	Bach Viet Association
Kerry Ham	Solvera Consulting
Sadia Rajput	SCLC Sacramento Cultural & Linguistic Center
Gina Wandell	Elk Grove Unified School District
Isabel Zeuthen	Sacramento County Department of Human Assistance
Logan Przybyla	Sacramento County Department of Human Assistance
Farhad Noorzada	Asian Resources Inc.
Oo Wathone	Lao Family Community Development
Angela Thao	Bach Viet Association
Mark Dandeneau	World Relief Sacramento
Rawash Yar	International Rescue Committee
Craig Collins	SCLC Sacramento Cultural & Linguistic Center
Angelica Atkinson	Sacramento County Department of Human Assistance
Cathi Aurich	Sacramento County Department of Human Assistance
Rejie Baloyos	Asian Resources Inc.
Angela Rodriguez	Elk Grove Unified School District
Khairullah Bigzadah	World Relief Sacramento
Alondra L. Thompson	Sacramento County Behavioral Health Services
Hilda Khairallah	Refugee Enrichment and Development Association REDA
Serge Lee	California State University, Sacramento, College of Health and Human Services
Laura Leonelli	Slavic Assistance Center

ATTACHMENT I

COMMENTS RECEIVED – 30-DAY PUBLIC COMMENT PERIOD

No comments have been received as of April 17, 2023. The public comment period ends April 26, 2023. If comments are received by April 26, 2023, those comments will be reported to the Board.