ACCESS TO OPPORTUNITY

COMMUNITY-BASED SERVICES

Strategy Description

This strategy supports community-based nonprofit organizations to provide a variety of skill building and service connection resources to San Francisco residents. While the Housing Place-Based Services strategy (see page 97) focuses on services for residents of HOPE SF, RAD, HOPE 6 and SRO developments specifically, the Community-Based Services strategy seeks to support and coordinate services within particular neighborhoods and/or for specific populations within the city.

In MOHCD's previous funding cycle, we grouped these services into two different program areas, Service Connection and Foundational Competencies (also referred to as Skill Development). In order for projects to be able to use both service methods in conjunction, and to provide more comprehensive services to meet the goal of increasing clients' economic self-sufficiency, we have combined them into one service strategy.

Grant funding available through this strategy will support one or more (or any combination) of the following eligible activities:

- Life skills workshops, training and/or classes (including digital literacy);
- Academic skills training that leads to high school diploma attainment, GED and/or enrollment in post-secondary programs;
- English as a Second Language (ESL) classes, which lead to further advancement opportunities in English proficiency through linkages to City College ESL programs;
- Workplace skills training that removes basic barriers to employment and leads to further training opportunities through OEWD sector-specific job training programs, or to other City and non-City job training programs;
- Enhanced information and referral services;
- Service connection;
- Short-term case management; and
- Case coordination.

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Strategy Description (continued)

A more detailed description of each of these eligible activities is available on the following pages. Grant funding can support staffing costs, facility or venue costs, materials and supplies, consultant fees, and any other costs associated with these eligible activities.

We will prioritize proposals that coordinate eligible activities for a particular target population and/or neighborhood. We encourage collaborative proposals, and for applicants to include as part of their coordination plan Memorandums of Understanding (MOUs) or similar agreements with subcontractors and other partners serving the same target population and/or neighborhood. We also strongly encourage applicants to coordinate with key partners including the OEWD's Neighborhood Access Points, City College and other academic and educational institutions, First 5 San Francisco's Family Resource Centers, and other resource system hubs funded by the City and/or private philanthropy.

Life Skills Workshops, Training and/or Classes
Client receives individual (including mentorships), group or online training in communication, time management, problem solving, planning, leadership development, digital literacy, and other life skills needed to effectively navigate community, educational and/or workplace environments and challenges.

Academic Skills Workshops, Training and/or Classes
Client receives individual (including tutoring), group or online training, workshops or assistance with academic subject matter that leads to high school diploma attainment, GED and/or enrollment in post-secondary programs.

English as a Second Language (ESL) Workshops, Training and/or Classes
Client participates in ESL training that has a written and standardized curriculum. This can be individual (including tutoring), group, workshop and/or online training. Applicants must show linkages to City College's ESL program, and demonstrate the

need for basic ESL training to be provided by the grantee rather than directly through City College programs. This activity is designed to prepare participants for entry into City College's ESL program. Appropriate services include basic ESL and VESL courses, field trips to the City College campus, introductions to City College professors and staff to ensure comfort, and assistance navigating City College course enrollment.

Workplace Skills Workshops, Training and/or Classes
Workplace skills training that removes basic barriers to employment and leads to further training opportunities through OEWD sector-specific job training programs, or to other City and non-City job training programs. MOHCD will not fund projects that provide job training or placement, but rather ones that remove barriers and prepare clients for enrollment and success in formal job training programs.

Enhanced Information and Referral Services
Client receives assistance to support them with navigating a range of options to make the most informed service decisions, and is connected to an appropriate referral service that allows them to care for themselves, or work to overcome setbacks. Enhanced information and referral is provided in response to a specific client request. Enhanced information and referral services include information giving/sharing, appropriate service referral, and advocacy. In addition, these services ensure that the client is aware of the opportunities available to them, and establishes adequate follow-up procedures (within two week of referral) with the goal of ensuring that the client successfully connects to the service(s) needed.

Service Connection
Service connection involves assessing needs and providing resources or referrals to clients on an "as needed" basis. Service connectors assess clients' immediate goal(s) and provide different types of resources or referrals to an individual or family depending on their in-the-moment needs. Service connection may also include community engagement activities, such as community outreach and enhanced information and referral.

COMMUNITY-BASED SERVICES

Strategy Description (continued)

Unlike case management, service connection does not focus on assessing or addressing the recurrent or root issues of challenges clients may experience.

Short-Term Case Management
This is not intended to be intensive or clinical case management, but rather shorter-term case management which results in an attainable, goal-oriented Individual (or Family) Service Plan. It includes a client intake process to assess needs, individual or family services planning, regular meetings and follow up with the client, and enhanced information and referral to and/or placement in services.

The project meets clients where they are based on the origin of need. It helps clients take small achievable steps (based on the client's capability) to fulfill their needs and build their skills towards achieving self-sufficiency. Staff track progress toward service plan goals through follow up and make plan adjustments as needed. They assist clients with meeting the goals outlined in the service plan by providing information and referral to other services as appropriate.

Clients who require long-term or intensive case management services can be referred out to another service provider that specializes in more intensive case management.

Case Coordination
Case Coordination allows staff to coordinate and support a client who has multiple service providers with the implementation of the different Individual Service Plans. Case coordination prevents duplication and excessive demands on the client, and streamlines the coordination of the different resources.

Staff convene case consultation meetings or phone conferences with service providers to develop a case coordination plan, which is shared with the client as a roadmap for how to effectively meet their service goals.

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Key Metrics

Here are some suggested outcomes to include in your proposal:

Outcome Metric
# of residents successfully connected to appropriate services through enhanced information and referral
# of residents whose short-term goals are successfully addressed through service connection
# of residents who develop an Individual Service Plan (ISP) through case management
# of residents who complete at least 50% of their ISP goals through case management
# of residents who engage in coordinated services among multiple providers through case coordination
# of residents who develop specific life skills, as identified through assessment
# of residents who develop specific academic skills, as identified through assessment
# of residents who obtain a high school diploma or GED
# of residents who enroll in a post-secondary educational program
# of residents who achieve significant progress in ESL development
# of residents who enroll in a City College ESL program
# of residents who remove one or more barriers to job training and/or employment
# of residents who enroll in a OEWD sector-specific job training program

Feel free to expand on these, or offer other measures of success in your proposal.

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Applicant Qualifications

- Applicants must be nonprofit organizations whose purpose or mission is to provide services to vulnerable populations in San Francisco.

- Applicants must have the ability to provide culturally competent and humble services in appropriate languages for the communities being served, and history of effectively serving those communities.

- MOHCD will not fund projects that provide job training or placement, but rather ones that remove barriers and prepare clients for enrollment and success in formal job training programs.