

Appendix A-1 – Services to be Provided
Children’s Council of San Francisco
Early Care and Education Integrated Services
July 1, 2022 to June 30, 2025

1) DEFINITIONS

0-5 Continuity	Eligible population families who lose subsidy eligibility for state funding may continue in care until their child reaches kindergarten with the support of local funding
AP	Alternative Payment state contracted child care vouchers: AP Agencies are those public or private non-profit agencies contracting with California Department of Education to administer child care voucher programs
CAPP	California Alternative Payment Program
CARES 3.0	Compensation and Retention Early Educator Stipend
Case Management	A continuum of support for families from the beginning of the child care navigation and enrollment process through referral to other child care options. In the case of FCS case closure or termination of Bridge Program funding enhanced case management also includes trauma-informed coaching for providers as appropriate to ensure a successful child care placement.
CDE	California Department of Education
CDSS	California Department of Social Services
CPAC	Childcare Planning and Advisory Council
CBO	Community-based organizations, including Family Resource Centers
DEC	San Francisco Department of Early Childhood
DEC Fully Funded (MRA funded)	DEC fully funded enrollments through an MRA Funding Agreement with an ELFA Qualified Provider
DHS	San Francisco Department of Human Services, a division of HSA
Early Learning SF (ELSF)	Early Learning SF (ELSF) is a centralized eligibility and waiting list designed to assist families in connecting with quality early care and education options.

ECE	Early care and education
ELFA	San Francisco Early Learning for All System, which are local funds: 1) fully funded at the ELFA calculated rate, 2) tuition credit rate, or 3) are an enhancement to a state or federally subsidized child, to reimburse at the ELFA calculated rate. DEC may determine, over time, changes in costs or tiers for ELFA reimbursement.
ELFA-Tuition Credit	Early Learning for All Tuition Credit provides families with children ages 0-5 a tuition credit (equal to 50% of the ELFA fully funded rate) who earn above 110% AMI up to 150% AMI. The full tuition credit is applied to the provider's published rate.
ELFA-Voucher	Early Learning for All vouchers for which the city is paying the full tuition at the ELFA calculated rate.
ELFA-Gap	Early Learning for All (ELFA) Gap provides local funding to cover the "gap," when one exists, between the state's Regional Market Rate (RMR) for vouchers and the local ELFA voucher rate, should one exist.
Families Rising (FaR)	Families Rising (FaR) is a San Francisco mayoral initiative (formerly P500) that seeks to prevent the transfer of poverty from one generation to the next by providing meaningful pathways up and out of poverty, and by building an integrated and comprehensive system of care
FCS	Family and Children's Services. ECE for families in the At-Risk, CPS and Foster Care system in San Francisco; including the Emergency Child Care Bridge State Program.
HSA	San Francisco Human Services Agency
Low-Income	Families at or below 110% of the Area Median Income as determined by the California Department Education
Maximum Reimbursable Amount (MRA)	The Maximum Reimbursable Amount (MRA) is the maximum amount an ELFA qualified center can earn, as established in the FY 2022-2023, 2023-24 Funding Agreements, through a mix of DEC Fully-Funded, Tuition Credit and Title 5 ELFA Gap enrollments, calculated at the current ELFA rates. The MRA total funding for each center is based on the program's projected enrollments for the current fiscal year.. MRA funding is to support enrollments through in-classroom instruction.
Program Year Continuity	Low-income families who lose state subsidy eligibility may continue in care until the end of the program year, typically prior to fall through an ELFA Bridge payment
QRIS	Quality Rating and Improvement System established by the State of California and adopted by San Francisco as a standard of quality. CA-QRIS Rating Matrix is only applicable to State Preschool funded Title 5 Programs.
QRIS State Quality Block Grant	CDE funded state stipends for quality in Title 5 contracted settings. Also, the basis for a local program for non-state contractors participating in the quality system.

Resource and Referral	Assisting parents in finding child care that best meets their family needs through the provision of robust, up-to-date information regarding licensed providers
San Francisco Citywide Plan for Early Care and Education	The San Francisco Board of Supervisor’s approved Early Care and Education plan to align early education goals, frameworks, funding, and outcomes targeting children birth through age five
Title 5 Gap (MRA funded)	DEC gap funding for Title 5 eligible enrollments where the Standard Reimbursement Rate (SRR) is below the ELFA rate through an MRA Funding Agreement with an ELFA Qualified provider
Trustline	TrustLine is a database of license-exempt providers that have cleared criminal background checks in California. It’s the only authorized screening program of in-home caregivers in the state with access to fingerprint records at the California Department of Justice and the FBI.

2) PURPOSE

The purpose of this grant is to provide Early Care and Education Integrated Services. Children’s Council of San Francisco (“The Grantee”) is central to the implementation of the DEC Citywide Plan for Early Care and Education (ECE), through the effective leveraging of state and federal child care subsidy opportunities for families and supporting the Early Learning for All (ELFA) goals of continuity of care and choice in high quality care options for families.

A critical feature of the Citywide ECE plan is to ensure school readiness for all birth-to-5 children living in San Francisco. This includes effectively leveraging local, state, and federal child care funding for San Francisco families to have broad access to high quality, ECE programs. The plan also focuses on “continuity of care” to ensure children maintain their ECE enrollments until kindergarten; along with, supporting and empowering families and their programs with information to choose and maintain a high quality, ECE option that best suits their needs.

3) PRIORITY POPULATIONS

The San Francisco child care system serves the needs of families with children 0-5 with a focus on low-income families and a particular emphasis on providing targeted supports to families who continue to experience ongoing systemic inequities and racial discrimination.

4) LOCATION AND ACCESSIBILITY OF SERVICES

Grantee shall provide services in multiple languages (including, but not limited to: Spanish, Chinese, and English), in-person, by phone, email and online during the hours of at least 9:00 AM-5M PM Monday — Friday. Extended evening hours on a case by case as needed, will be broadly advertised to families and programs. In-person services will be at 445 Church Street, San Francisco, California 94114, at DEC-funded programs and at other designated locations for on-site support, group trainings, or information sharing.

5) COMMUNICATIONS AND MESSAGING

Grantee will work closely with DEC to ensure messaging alignment with respect to Grantee’s communications with ECE programs, community and government agencies, stakeholders, parents, and other members of the public.

6) DESCRIPTION OF SERVICES – EARLY CARE AND EDUCATION RESOURCE & REFERRAL AND SUBSIDY ADMINISTRATION.

Grantee will provide the following services:

A. Family and Provider Experience

- i) Grantee will streamline all relevant aspects of Family-Program Support (R&R) and ECE Case Management subsidy system administration to improve the experience for all families and child care providers served. The activities include, but are not limited to the following:
 - (1) Minimize points of contact (when possible) for each family and program when transitioning from a service/process within different teams/departments.
 - (2) Responsiveness to families and programs happens between 24-48 hours after being contacted from the time of first contact to enrollment in a child care program, the targeted wait time for enrollment time is no more than 3 weeks.
 - (3) Promote greater utilization of its online "Care Portal" which allows providers and parents to easily access attendance sheets, explanations of payments and other required documents.
 - (4) Work to simplify what and how parents must report to make it easier for families to enroll in or maintain their ECE services.
 - (5) Improve online provider reporting, automating child eligibility screening and enrollment, and attendance tracking that could then be linked to payment calculation, billing, and reporting.

B. Family Resource & Referral (R&R)

- i) The Grantee will, through the Resource and Referral services, enhance the experience of eligible families, and connect them to quality ECE options that meet their needs; and that informs parents of the types of financial city support for ECE. Local R&R funding must also be directed to promote R&R services to be culturally and linguistically relevant to meet the needs of eligible families. The Grantee agencies should collaborate with other local, regional, and state organizations and with other key system stakeholders and initiatives that are critical to the local ECE system.
- ii) As proposed by the Grantee, their delivery of services approach will meet the needs of families, providers, and children in several ways. Grantee will use a multi-tiered + family centered case management model that:
 - (1) Enhances the experience of eligible families and connects them to quality ECE options and enrollment funding that meet their needs.
 - (2) Local R&R funding must also promote R&R services that are culturally and linguistically relevant to meet the needs of families. The Grantee agencies should collaborate with other local, regional, and state organizations and with other key system stakeholders and initiatives that are critical to the local ECE system.
 - (3) Will help all low-income families define and articulate their child care setting preferences, which will facilitate matches with subsidized care openings.
 - (4) Uses a child care case management approach with priority populations that ensures follow-up on next steps, identifying barriers, refining Family Profiles, and connecting families to additional community resources, as needed, to support the needs of the whole family.

- (5) Is research-informed and comprehensive outreach approach to maximize priority population family engagement.
- (6) The multi-tiered model will aim to enhance the relationships with programs and use technology to ensure real-time vacancy information is used to provide “best Fit” child care referrals.

iii) **R&R Family Support:**

- (1) Develop, document, and implement an approach that prioritizes families based on needs and prioritized populations. Prioritized population families are offered based on need, comprehensive referral services with proactive follow-up over a specified period.
- (2) With Resource and Referral as the guiding point, ensure a seamless and integrated service delivery model across its internal departments to provide comprehensive family support services to low-income families based on their goals. These services meet families where they are and offer flexible and individualized support that affirms and builds on families’ strengths.
- (3) Counsel families in person, over the phone, via email, via text, and through other methods (e.g., mobile applications, etc.) about the child care support systems, eligibility, and types of child care providers, the Early Learning SF (ELSF) process, and related services available. Counseling should be culturally responsive and available in the languages of the prioritized populations and responsive to the schedules of the populations served.
- (4) Refer prioritized population families to social services and supports beyond child care, such as, but not limited to, Family Resource Centers for parenting classes/support groups, food assistance, housing, employment, health, financial support or management, and other needs.
- (5) Grantee will maintain and continuously improve on-line, printed, etc., information available that supports families’ ability to find and pay for child care that meets their needs.
- (6) Specific information available will include types and costs of care, types of and eligibility for financial assistance and, if available, indicators of quality care.

iv) **R&R Community Outreach:**

- (1) Engage in coordinated outreach and communication to maximize its engagement of Prioritized Population families.
- (2) Work with community-based organizations that work with the Prioritized Population (e.g., Family Resource Centers, neighborhood clinics and hospitals, family resource centers, recreation centers and parks, churches, Women Infant Children Clinics, San Francisco Public Library, etc.) so they have child care information on-hand and knowledgeable staff who know how to refer families to the Grantee for more information about child care, assistance in finding child care and support in connecting to child care subsidies.
- (3) Utilize a variety of on-going outreach strategies, not limited to text-messaging, email, social media, and direct mail campaigns to specific neighborhoods to engage families. Determine the return-on-investment including measured impacts to services and customer satisfaction for implemented communication and outreach strategies.

v) **R&R Remote Co-Location Support:**

- (1) Grantee will remotely support CalWORKs intake recipients to maximize engagement with Prioritized Population families, prepare them for the child care search experience, and support their ability to meet their basic needs. Pursuant to EC 8352(a), DEC reserves the right to resume colocation of services at the county welfare department's case management office if remote R&R services provide insufficient support to families.
- (2) Services will be provided to CalWORKs clients in their primary language which at a minimum includes English, Spanish, Chinese, Vietnamese, and Russian.
- (3) Coordinate with HSA the exchange of family information and conduct a timely follow-up to connect with families and:
 - (a) Pre-screen non-CalWORKs families for alternative child care subsidies as needed,
 - (b) Inform families about the SF Diaper Bank services and coordinate the timely and on-going distribution of diapers at 445 Church Street as part of the Help a Mother Out's San Francisco Diaper Bank (SFDB)
 - (c) Provide comprehensive R&R services and follow-up services to all families with the goal of maximizing engagement with families, preparing families for child care search experience and supporting families to meet their ECE needs.
 - (d) In close collaboration with HSA, conduct child care workshops and/or webinars to JobsNOW participants at DEC-HSA. (In-person once full services resume at HSA). Presentation will include specifics on the child care selection to starting care, ECE options for San Francisco Families, provider types and customized TA for clients, and connections/referrals to other community services needed by each family.

C. First Aid Training

- i) Grantee will ensure CPR and First Aid training is available to child care providers, in their home language and/or provide translation as needed. Grantee will enter all trainings for programs (regardless of funding source) and their attendees' participation into the California ECE Workforce Registry per the protocol supplied by DEC.

D. Child Care Access, Enrollment & Case Management Services

i) **Integrated Family-Child Care Case Management:**

- (1) Grantee will work across its internal departments to provide integrated child care case management services for eligible families to assist them in accessing and maintaining quality early education experiences.
- (2) Grantee will provide case managed families with ongoing support and regular check-ins as family circumstances may change or their experiences over time with an early education provider may provide the Grantee with important information to better assist the family with their developing needs and circumstances.
- (3) Grantee will record case notes for every case managed family interaction to ensure they capture detailed information regarding the family's situation, needs, and recommended next steps.
- (4) Grantee will communicate with families 30 & 90 days after enrollment to ensure placement is a good fit and gather feedback on the family's child care search experience. This information will be compiled into an annual report providing

insights for DEC and Grantee with key information for prospective policy and planning adjustments.

ii) Family Choice & Fiscal Leveraging:

- (1) Grantee will balance family choice and fiscal leveraging. On one hand, Grantee will counsel families on all applicable subsidized care options, emphasizing the importance of quality. Likewise, at certification, Grantee will screen families for state/federal subsidies to attempt to use those funds to support families, whenever possible.

iii) Continuity of Care:

- (1) Continuity of care is a key component of the DEC's design of programs and policies that support families' and children's consistent engagement in quality early learning experiences. If a family loses a state or federal subsidy:
 - (a) Grantee will work with DEC to enroll children in an ELFA-Voucher. Grantee will closely track the reasons families lose state or federal subsidy eligibility, with increased attention on those who fall out of eligibility at recertification.

iv) Emergency Back-Up and Rapid Response Care:

- (1) Grantee will promote the Emergency Back-Up/Mildly Ill child care services to CalWORKs and other DEC designated eligible families by connecting them at intake with the contracted service provider - currently Family Support Services (FSS) - for pre-registration.
- (2) Grantee will maintain close communication with CalWORKs and FSS to help identify and assist SWAT families in need of Emergency Back-up child care services.

v) State/Federal Child Care Subsidy Administration:

Grantee will administer CalWORKs Stage 1, CalWORKs Stage 2, CAPP (CAPP-HSA), Family and Children's Services (FCS), and Families Rising (FaR) child care subsidy programs. Grantee will adhere to all federal, state, and local program requirements, policies, and laws related to the administration of these programs. Confidentiality requirements will be followed; however, state law permits the sharing of information between APs, R&Rs, Early Learning SF and Contractors for the purpose of administering CalWORKs child care. Child care services will be administered with the following program-specific considerations:

(1) CalWORKs Stage 1

- (a) Building on information provided to families at their CalWORKs orientations, Grantee will conduct timely in-person or virtual intake appointments with all families referred to Grantee for CalWORKs Stage 1 subsidized child care, providing additional counseling about their child care options and establishing a relationship to provide ongoing family assistance while they are receiving services.
- (b) Grantee will communicate regularly with HSA CalWORKs as needed to ensure the highest level of service delivery.

(2) CalWORKs Stage 2

- (a) Grantee will guide families through the transition from CalWORKs Stage 1 into CalWORKs Stage 2 using specific knowledge of the family’s circumstances and eligibility requirements to provide tailored support to ensure a seamless transition in services.
- (b) Grantee will provide ongoing services to help families maintain their eligibility, per state regulations—calculating changes in income and family fees, authorizing changes in child care when hours of activities change, requesting third-party documentation, etc.—and transitioning families into CalWORKs Stage 3 at the end of their Stage 2 eligibility period.
- (c) Grantee will provide child care case management services over time to help families understand their child care options as their children grow, while connecting families to other community resources that can help them on their path toward self-sufficiency.

(3) CAPP-DEC

- (a) Grantee will utilize monthly subsidy enrollment and expenditure projections to determine the number of CAPP enrollments needed each month to fully utilize the dollars available under the HSA state CAPP contract. When CAPP-HSA slots are available.
- (b) Grantee will select families from the 1) FCS emergency Child Care Bridge, 2) FCS –CPS cases and 3) the San Francisco Waitlist in priority order, as determined by CDE, and use the Family Profile to conduct “pre-screening” interviews, ensuring that all information is current, and as needed, informing parents about ELFA options, including which providers have openings.
- (c) Grantee will certify and enroll the family into the CAPP program and help them find a provider if they do not already have one. Once enrolled, Grantee will provide ongoing services to help families maintain their eligibility, including periodic recertifications in accordance with state rules. As with CalWORKs Stage 2 families.
- (d) Grantee will provide case management services over time and connect families to other community resources that can help on their path toward self-sufficiency.

(4) Continuity of Care for CalWORKs Stage 2 and CAPP

- (a) If a CalWORKs Stage 2 or CAPP family loses their eligibility, the Grantee will certify that the reason for losing eligibility could not be resolved per state regulations and will work with DEC to determine eligibility for any child under five for an ELFA-Voucher.
- (b) If the family is determined to be eligible and funding is available for an ELFA-Voucher, the Grantee will work to ensure the child’s seamless transfer to an ELFA-Voucher.
- (c) Grantee will leverage state funding by timely prioritize CAPP State funding for ELFA families that may need before and after school care after their children turn 5 years old and are enrolled in a preschool or elementary school program.

(5) Family and Children's Services (FCS)

- (a) Grantee's FCS child care navigator team will work to ensure families with an open San Francisco CPS case are successful in linking to local, state, and federally funded quality ECE child care programs.
 - (i) Grantee will help families understand their child care program options and types of ECE programs available, particularly ELFA Qualified programs and will provide FCS families with specific referrals to ELFA Qualified programs with openings that meet the families' unique preferences and the children's developmental needs.
 - (ii) Grantee will also enroll children on the San Francisco waitlist and connect with the local Head Start/Early Head Start agencies to coordinate enrollment in a state or federally funded programs, honoring parental choice.
 - (iii) Once a child is placed in care, Grantee will follow-up at least once every quarter with families and their ECE programs to ensure a successful enrollment and good fit for the child. In cases where the child is placed with a family member outside of San Francisco or outside of California, Grantee will continue to provide personalized assistance in coordinating the paperwork process and facilitating payments to child care providers in those locations.

(b) Foster Care Bridge Program

- (i) Grantee will be responsible for the implementation and ongoing administration and county/state reporting for the Emergency Child Care Bridge Program for Foster Children (Bridge Program) as described in The California Department of Education's All County Letter (ACL) 17-109 and subsequent updates. Grantee will administer all three components of the program:
 1. Emergency child care voucher: Eligible families may receive a time-limited child care voucher or payment to help pay for child care costs for foster children birth through age 12, children with exceptional needs, and severely disabled children up to age 21. All vouchers and payments must be paid in accordance with the SF ELFA reimbursement rate ceilings for child care payment rates.
 2. Child care navigator:
 - a. Each eligible family will be assigned to a child care navigator. The navigator will assist with finding a child care provider, securing a child care placement, completing child care program certifications, and developing a plan for long-term child care appropriate to the child's age and needs.
 - b. Eligibility for navigator services shall not be contingent on a child's receipt of a child care payment or voucher. At least 6 months prior to FCS case closure or termination of Bridge Program funding, the

Grantee's FCS child care navigators will connect eligible children with continued services through age five utilizing ELFA-City, CalWORKs, CAPP, Head Start/Early Head Start or other Title 5 funding.

3. Trauma-informed care training and coaching:
 - a. Grantee will develop a Logic Model FCS trauma informed care training to ensure that all childcare programs participating in the Bridge & FCS Programs will receive access to trauma-informed care training. The logic model will be reviewed at least once annually. Childcare providers will also receive access to coaching and be connected to community resources available to assist them in applying training curriculum and learn strategies for working with children in foster care.

(c) Data Reporting:

- (i) Grantee will code FCS child care services as requested by DEC, HSA, and/or CDSS to ensure proper tracking and invoicing for state and federal claiming purposes. HSA shall identify the status of the eligibility and case status and the Grantee will pay and bill according to the reported status.
- (ii) Grantee will also be required to submit data and outcomes using the Emergency Child Care Bridge Program for Foster Children report (CCB 18). The CCB 18 report includes data on Bridge Program vouchers eligibility and enrollment, type of voucher placements and child care settings, the length of time receiving voucher, and transition information. The data also includes the number of referrals to, and families served by, child care navigators and the number of trauma-informed care trainings held.

(6) Families Rising (FaR)

- (a) Grantee will offer early child care subsidy engagement services for all FaR families. Early engagement services include introduction to the subsidy system, overview of the Quality Rating Improvement System, customized list of child care referrals and enrollment into one of our parenting workshops (such as Choosing Child Care).
- (b) Grantee will administer FaR subsidies (State/Local) to ensure continuity of care and continually assess each family's eligibility for federal or state-funded programs to avoid any gaps in service. FaR Grantee will also collaborate with FaR Mobility Mentors and CalWORKs Case Managers to ensure successful child care placements and provide any updates to parents' participation.

(7) Local Child Care Subsidy Administration

- (a) **Early Learning for All System:**
 - (i) Grantee will administer the local Early Learning for All System (ELFA) child care program in partnership with Wu Yee Children's Services' ELFA administration work.

- (ii) Grantee will closely coordinate services and seamlessly integrate data and reporting with Wu Yee Children's Services.

(b) ELFA-City (Voucher):

- (i) Grantee will administer ELFA-Vouchers. For ELFA- Vouchers, Grantee will use monthly projections to determine the amount of funding available and enroll families accordingly of off ELFAF or via other DEC approved processes (e.g., two-way enrollment) following DEC's priority enrollment policies.
- (ii) Grantee will certify families as eligible for ELFA-Voucher and manage the full subsidy administration process for both family and program. To ensure families who lose eligibility for state or federal subsidy programs can maintain continuity of care in their ELFA program, Grantee will work with the family and program to obtain an ELFA-Voucher.
- (iii) Depending on the needs and preferences of each family, the Grantee will develop a full understanding of the family's circumstances, including early learning goals for their children, helping to guide them on their journey through the early education system and ultimately elementary school enrollment.

(c) Coordination with Homeless Child Care Case Management Grantee (Compass Family Services):

- (i) For homeless families waiting on Early Learning SF, seeking child care services, and/or receiving ELFA-Vouchers, the Grantee will work with Compass Family Services to determine funding availability and process provider payments. The grantee will maintain regular communication around trends in homeless families' ability to secure child care.
- (ii) Grantee will collaborate closely with Compass Family Services to ensure efficient and effective child care subsidy enrollments.

(d) ELFA-Gap on State Voucher:

- (i) Grantee will calculate and administer ELFA-Gap funding for all state vouchers. ELFA-Gap payments will be made directly to child care providers, calculated based on enrollments documented through the subsidy voucher database (CC3).
- (ii) Child enrollment data with specific funding types, hours, rates, and attendance will be pulled from the system with the rates for each child compared to the applicable ELFA (Center and FCC) rate, as specified by DEC.
- (iii) The ELFA-Gap payment will be adjusted for changes in the base rate paid by state or federal subsidies.
- (iv) To streamline support and reporting, the calculation and distribution of ELFA-Gap payments will be calculated and issued monthly based on actual enrollment reported in the subsidy data systems.

(8) Compliance and Monitoring:

- (a) Monitor child care subsidy eligibility, authorization, and utilization as prescribed by CDE policies and procedures in addition to any Alternative Payment Monitoring Unit (APMU) auditing standards and recommended best practices.
- (b) Monitor compliance internally utilizing state procedures for compliance monitoring to maintain grant performance within state error rate level.

(9) QRIS Block Grant for Title 5 CSPP Programs

- (a) In coordination with DEC, grantee will distribute, the Quality Rating Improvement System (QRIS) Block Grant awards for Title 5 CSPP Funded Programs based on the locally established funding formula to support eligible CSPP programs who are rated at Tier 4 and 5.

7) DESCRIPTION OF SERVICES – WORKFORCE COMPENSATION

A. Grantee will provide the following services:

- i) Grantee will distribute the Compensation and Retention Early Educator Stipends (CARES 3.0) biannually from FY22 through FY25.
- ii) The early educator stipends are specifically to address Early Care and Education (ECE) workforce retention and compensation pressures in city-funded early learning programming.
- iii) Children’s Council will work with DEC to assess program measures, including stipend uptake, issuance challenges, and stipend effects on the ECE workforce. In addition, the grantee will provide the following:
 - (1) Applicant support:** Grantee will support stipend applicants with creating CA ECE Registry profiles and navigating the portal to update their profile and documentation required for the stipend application including the W9 form and degree/coursework transcripts.
 - (2) Employer admin access support:** Grantee will support with outreach and guidance to administrators and family child care providers within the ELFA network to gain employer admin access and maintain updated staffing rosters on the registry.
 - (3) Payment processing for stipends:** Grantee will work across its internal departments to complete payment processing activities including W9 TIN checks, payment list development, payment disbursement and reissuance request management.
 - (4) W9 communication and outreach:** Grantee will email W9 guidance to all returning applicants at the start of each application period and follow-up with applicants should TIN checks result in errors.
 - (5) Tax form disbursement:** Grantee will disseminate 1099 tax documents and manage reissue requests as requested by recipients.
 - (6) Recipient compliance monitoring of FY 2023-24 Memorandum of Understanding Agreement for the Early Education Salary Support Grant Phase 1 and San Francisco Early Care (MOU) and Education Workforce Development & Compensation**

Initiatives Pash 2: Grantee will track recipient require activities outlined in the MOU Agreement. Inform DEC of any corrective action requested of recipients by Grantee.

8) DESCRIPTION OF SERVICES – EARLY LEARNING SF FAMILY SUPPORT

- A. Grantee will support families' application to and use of Early Learning SF to secure quality child care.
- B. Grantee will assist families in developing a profile and articulating preferences for care. Grantee will monitor activity within the system, and as families are matched with possible programs, follow-up with families via email, text, or phone calls, as appropriate, to support family exploration of options and progress toward enrollment in subsidized child care.
- C. New families assigned to the Grantee will have their ELSF application reviewed and be contacted for any additional information needed in accordance with agreements made at the ELSF Implementation meetings.
- D. Grantee will support to look for child care through manual referral.
- E. When a family applies to Early Learning SF and is assigned to Grantee, Grantee will reach out to screen them for eligibility for other state-/federally funded subsidy programs (such as CalWORKs) and conduct an in-depth phone interview to update eligibility and need information. If a family has been selected for a slot Grantee will contact the family to assist them in selecting a program and when necessary, provide a "warm handoff" to subsidy staff to facilitate an enrollment.
- F. For Center-MRA enrollments, Grantee will monitor Center-MRA vacancy reporting to support ELFA centers in appropriately maximizing MRA funding through enrollments.
- G. Grantee will support data integrity by, updating family applications, inactivating applications, and merging duplicates. All family applications assigned to Grantee will be updated as often as needed or at least quarterly. Grantee will also update individual family profiles outside of scheduled process as staff become aware of new information.
- H. Online Information: Grantee will maintain and continuously improve information available that supports families' ability to find and pay for child care that meets their needs.
- I. Specific information available will include types and costs of care, types of financial assistance, and indicators of quality care.

9) DESCRIPTION OF SERVICES—NUTRITION SERVICES

- A. Grantee will work with providers through the Child and Adult Care Food Program (CACFP) and Healthy Apple Program to support adoption of nutrition and physical activity practices aligned with the Health, Nutrition and Physical Activity CA-QRIS Pathways to address prevention of diet-sensitive chronic diseases and sugary drink consumption, among other topics related to nutrition and physical activity, with the goal of reducing rates of childhood obesity.
- B. Grantee will:
 - i) Conduct and coordinate all activities related to CACFP implementation and monitoring functions, including:
 - (1) Recruit, advise and connect programs to CACFP for partial reimbursement of healthy meals and snacks served to children in their care.
 - (2) Administer funding (pass-through) for food for young children to programs.

- (3) Provide resources, training, and coaching in English, Spanish, and Chinese on CACFP operations, federal requirements, and meal patterns to support compliance and success.
- ii) Coordinate and administer all activities related to Healthy Apple Program implementation, including:
 - (1) Work with each participating programs around goal setting to improve practices.
 - (2) Provide resources, training and coaching in English, Spanish and Chinese to help programs meet goals and covering a variety of topics, including:
 - (3) Drafting and implementing a Wellness Policy to enhance the nutrition and physical activity environment.
 - (4) Integrating outdoor/nature play into existing curricular plans.
 - (5) Strategies for maintaining positive eating practices during Covid-19
 - (6) Engage in recognition and celebration of programs who have demonstrated excellence in their nutrition and physical practices.
 - (7) Collaborate with cross-sector health and food security-focused agencies and initiatives such as Department of Public Health, SF Food Security Task Force, San Francisco Children and Nature Collaborative and others.

10) DESCRIPTION OF SERVICES – HELP DESK

- A. Grantee will provide technical support to ECE programs and CBOs on their required or encouraged use data systems. In general, the Grantee will:
 - i) Orient ECE programs and CBOs to these systems, help trouble-shoot problems, identify capacity gaps, and design and deliver one-on-one and group supports to address identified needs. All support will be offered in Chinese, Spanish and English. The grantee will prioritize support to ELFA-qualified programs.
 - ii) Utilize feedback and experience to guide continuous program improvement, including reducing redundancies, streamlining processes, and reducing the administrative burden on ECE programs.
- B. **Data Systems:**
 - i) Grantee will assist Programs funded with MRA funding to comply with DEC’s reporting requirements including, but not limited to, enrollment, DRDP assessments, and any additional information designated by DEC. Grantee will assist all MRA funded programs to report this information in DEC Enrollment Tracking System (DETS).
 - ii) California ECE Workforce Registry: Grantee will provide support to all ELFA-qualified programs and their staff to report and track staff roles, qualifications, and education information; all non-DEC funded, licensed ECE programs are encouraged to use the system and can access the state Help Desk services directly from the Registry office.
- C. **Early Learning SF (ELSF):**
 - i) The Grantee will support ELFA programs’ use of the ELSF system to report timely and accurate vacancy information, screen families timely, and ensure families’ status is routinely updated and current.

- ii) Grantee will provide support to all ELFA-qualified programs (including Title 5) seeking to enroll children with ELFA subsidies to use the system to identify eligible children. **On-Demand Technical Assistance.** The Grantee will:
 - (1) Provide timely and responsive technical support via phone and email. At minimum, support will be available Mondays – Fridays from 8:30 AM – 5:00 PM, one evening a week and will be broadly advertised to programs. Extended evening and/or weekend hours will be available as needed.
 - (2) Provide in-person support to users at various public venues, including DEC’s all-partner meetings, conferences and ECE program gatherings.
 - (3) Will increase active participation at ELFA Qualified Program round tables and/or will lead a program update at least twice a year.
 - (4) Based on data trend analysis, the contractor will:
 - (a) Identify areas where programs need additional support.
 - (b) Provide one-on-one and group coaching to ensure identified ELFA-Qualified programs meet reporting requirements.
 - (c) Communicate process and systems recommendations to DEC, and support adoption of refinements, as needed and appropriate.

D. California ECE Workforce Registry:

- i) The Grantee will provide phone and email support DEC-funded and non-DEC funded ECE programs and their staff in creating and updating profiles, utilizing reports, and taking advantage of additional features as they become available, underscoring the importance of accurate and up-to-date information. Recipient will actively engage with assigned DEC persons about unmet deliverables or challenges with timeline.
- ii) Recipient will participate in regularly scheduled and ad-hoc project tracking meetings with assigned DEC persons.
- iii) Recipient will work with persons DEC has assigned as program contact, including the coordination and management of specific deliverables and timelines.
- iv) Grantee will provide detailed invoicing (outlining key deliverables) to CARES Analyst for approval prior to payment.

E. Group and Individual Trainings:

- i) The Grantee will plan, advertise, and conduct group and individual training sessions in person at Children’s Council and/or other designated, accessible locations and/or virtually. Regularly occurring group trainings will be scheduled at least three months in advance and the contractor will keep an updated schedule of trainings available on its website, in addition to sharing it with DEC to post on their website. Trainings will include:
 - (1) Database overview trainings
 - (2) On-demand trainings responding to individual user needs
 - (3) Proactive trainings responding to trends in ECE programs’ needs/DEC’s direction.

F. Coordination, Research and Communications:

- i) The Grantee will:

- (1) Participate in coordination efforts with DEC and its partners to ensure streamlined and effective delivery of technical assistance and training.
- (2) Research ECE programs' questions or challenges, flag emerging issues with the data systems for DEC, and develop materials as needed for trainings.
- (3) Create and maintain up-to-date tip sheets and other online materials, such as training videos and resources, on both its website and for DEC to post on its website, as needed or directed by DEC. All user support materials will be available in English, Spanish and Chinese.
- (4) Staff will include the DEC logo on all related communications (tip sheets, email signatures, website pages, etc.) and will announce at all trainings and/or meetings that Help Desk services are funded by DEC. For any communications related to the new wait list, the contractor will adhere to branding guidelines that DEC provides. Build and maintain relationships with:
 - (a) CBOs to promote awareness of Early Learning SF and encourage them to support families with applying.
 - (b) City-funded ECE programs to increase awareness of Early Learning SF as a mechanism to fill vacancies.

G. Data Integrity.

- i) The Grantee will:
 - (1) Generate monthly reports for children enrolled in the ELFA system to inactivate the application in ELSF for children currently enrolled (unless family is waiting for an alternative space) with an ELFA program. This activity should be in coordination with the other ISA Grantee.
 - (2) Run a weekly report in Early Learning SF that identifies vacancies reported and enter that information as appropriate into their R&R database so that information can be used for referrals beyond Center-MRA, ELFA Voucher, and Title 5 vacancies.

H. Participation Agreements:

- i) As instructed by DEC, Grantee will execute, amend, and terminate all Participation Agreements. Grantee will track insurance certificates and other relevant or DEC specified documents related to funding agreements, grants, stipends, etc.

I. Support Tracking and Reporting. The Grantee will track all technical assistance offered and regularly share analysis and trends with DEC and share reports monthly with DEC. The contractor will track data on: names of staff and affiliated organization served, language, data system, brief description of issue, and date of assistance requested, date and location of assistance delivered, a description of any follow-up if needed, and a description of any issues related to software or other issues beyond the scope of the Help Desk support.

i) **Continuous Improvement of Services.**

- (1) The Grantee will:
 - (a) Seek to continuously improve the efficacy, efficiency, and user experience of all the contracted services and will participate in meetings with DEC staff to share observations and reflections on the quality, timeliness and effectiveness of the

contracted services, and ideas about how to improve early care and education programs' understanding of the data systems, enhance data integrity, and improve the data systems and related processes.

- (b) Participate in a variety of efforts aimed to better support DEC-funded programs, as needed, and directed by DEC, such as focus groups with users of the data systems, advisory committees, and other user input efforts.
- (c) Customized reporting provides opportunities to maximize resources. Grantee is encouraged to seek customized data analysis and reporting such as dashboards to access "live data" and curated analysis of metrics. Along with innovative ways of analyzing the data, Grantee should use this information to seek and formulate opportunities for collaboration and provide systems recommendations.

11) DESCRIPTION OF SERVICES – ADDITIONAL INTEGRATED SERVICES

- A.** Grantee will provide the following:
 - i) Issue all State child care Notices of Action regarding changes in eligibility. All families will be given reasonable notice of action as required by State regulation.
 - ii) Fingerprint (using the TrustLine system) all license-exempt care providers, including related license-exempt caretakers in accordance with State law. No child care payment shall be made until the provider is criminally cleared through the TrustLine process and all retroactive TrustLine clearance time limits shall be administered in accordance with State policy.
 - iii) Ensure there are signed confidentiality agreements for all its staff and members of collaborating agencies' staff that have access to publicly funded families' information.
 - iv) In the event of a declared emergency, Grantee's staff may be engaged as part of the city's response to the disaster/declared emergency. Grantee agrees to ensure their staff receive city Emergency Response training, to be planned and delivered in coordination with the HSA Emergency Response Coordinator.

12) DESCRIPTION OF SERVICES – FISCAL INTERMEDIARY

- A.** Distribute various funds on behalf of and under the specific direction of DEC to ECE programs and individuals. Additionally, these responsibilities include but are not limited to tracking and reporting on payments and tax information, determining funding eligibility, customer payment support, ad-hoc data reporting, and the development and maintenance of the data systems necessary to facilitate accurate and timely payments and reporting.

13) SERVICE AND OUTCOME REPORTING OBJECTIVES – *Unless stated otherwise, each of the following objectives will be reported bi-annually in January and July. The report will be comprehensive and, where appropriate, include supporting back up documentation, narratives, and data.*

- A. Multi-Tier service delivery approach**
 - i) Service Objective:**
 - (1)** Grantee will assess families at entry point to assign tier based on family need and will provide appropriate tiered service.

ii) Outcome Objective:

- (1) Grantee will report the number of families served in each tier of service. Data points to be included in the report include, but not limited to
 - (a) Priority population
 - (b) Income
 - (c) Service Tier received

B. Prioritization of Family's Needs

i) Service Objectives:

- (1) Grantee will support low-income families' articulate preferences for child care setting, which will facilitate matches with subsidized care openings.
- (2) Grantee will case manage families, especially of priority populations emphasizing assisting those families that need follow-up on next steps, and for whom barriers were identified so they can be connected to community resources.

ii) Outcome Objectives:

- (1) Grantee will report on families receiving a subsidy 30 and 90 days after enrollment to ensure care selection was a good fit and positive service experience.
- (2) Annually, Grantee will share insights from families reporting dissatisfaction with child care placement with DEC to inform ongoing system improvements.
- (3) Grantee will report on families served and type of other service referral to other community-based organizations provided.
- (4) Annually (in July), Grantee will share insights from families reporting dissatisfaction with child care placement with DEC to inform ongoing system improvements.
- (5) Grantee will report on families served and type of other service referral to other community-based organizations provided.

C. Community Outreach:

i) Service Objectives:

- (1) Grantee will develop interactive and meaningful outreach strategies that focuses on building relationships with Families, Programs and the ECE community members.
- (2) Grantee's Outreach strategies must center on connecting and interacting with families and programs to building relationships, cultivating awareness, and ensuring actions and services are purposeful.

ii) Outcome Objectives:

- (1) Grantee will develop and/or refine its Community Engagement Strategy (Outreach) to focus, primarily, on making sure that families and programs know about and can navigate services provided by Grantee.
- (2) Annually (in July), Grantee will survey Tier 3 families to assess the efficiency of the Outreach Strategy and make sure the outputs of the outreach plan are meeting the needs of the family.
- (3) As part of the data analysis, a list of community outreach recommendations and action items to implement, refine, or discontinue based on an evaluative framework.

- (4) Grantee will report on the number of programs receiving CPR/First Aid training (by language) and the outreach efforts made to contact programs needing new or recurring certification, including, but not limited to:
 - (a) Outreach-communication strategy used to invite program participation.
 - (b) Modality of the training.
 - (c) Participants impact and satisfaction survey.

D. Family Supports – Internal Systems Integration:

i) Service Objectives:

- (1) Grantee will aim to streamline relevant aspects of the Resource and Referral and Child Care subsidy system administration and service delivery, to improve families and programs experience.
- (2) Grantee will provide high quality service to all clients by ensuring R&R and Subsidy systems and processes plan for, anticipate, and allow for efficiencies, regulatory compliance, and continuous improvement— establishing practices that meet the needs of families and their children.

ii) Outcome Objectives:

- (1) Grantee will provide access to all families and programs a visual diagram of the grantee’s service offerings and support pathways.
- (2) Annually (in July), Grantee will update the diagram of “path to services”, if needed, to ensure families and programs know where, who, what services they can receive from grantee.
- (3) Grantee will provide a report on plans to continuously improve the integration of services.

E. Trauma Informed training and coaching

i) Service Objective:

- (1) Grantee will design and implement a Trauma Informed Training and Coaching support for all Early Care and Educators supporting families enrolled in the FCS/Bridge Program. Access and training modules will follow local and state research based best practices and delivered in multiple languages according to the ECE educators’ needs.

ii) Outcome Objectives:

- (1) Grantee will ensure each family referred to the FCS/Bridge program are authorized by the local HSA. By the end of each contract year, grantee will report on the number of families, children and ECE programs served.
- (2) Using a child-family-care provider focus, grantee will provide enhanced child care information, and placement services in-and-out of County. By the end of each contract year, grantee will report on the number of families, children and ECE programs served in and out of county, or state.
- (3) Each family and child served in this program will have an ECE care plan. Grantee will follow up with the family 30 and 90 days after child care placement. Grantee will report on % of families that change ECE program. By the end of each quarter,

grantee will report on the number of contacts made with ECE programs to offer Trauma Informed Training coaching and assistance to programs.

- (4) end of each quarter, grantee will report on the number of contacts made with ECE programs to offer Trauma Informed Training coaching and assistance to programs.
- (5) Grantee will offer at least 2 Trauma Informed Trainings and Coaching, annually, to all programs serving families in the FCS/Bridge Programs.
- (6) Annually (in July), Grantee will request feedback from families and programs to assess the satisfaction of services provided and to measure its impact on the family and child.

F. State/Federal Funded Programs ECE Administration

i) Service Objectives:

- (1) Grantee will implement a child family -centered system to ensure all families unique preferences and each child's development needs are prioritized.
- (2) Grantee will administer local, state, and federal funded child care subsidy program and will adhere to all program requirements, policies and laws related to the administration of programs.
- (3) Grantee will support all eligible families using a comprehensive and seamless child care case management and counseling about their child care options and focusing on strengthening a relationship for on-going assistance during their participation in the programs.
- (4) Grantee will serve the following average of monthly families and children (These numbers may be adjusted by DEC, as needed, during the contract term to reflect changes in funding or projected enrollments):
 - (a) **CalWORKs Stage 1: 942 children**
 - (b) **Ca1WORKs Stage 2: 389 children**
 - (c) **California Alternative Payment Program: 148 children**
 - (d) **Early Learning for All System (ELFA): 1,100 children**
 - (e) **Family and Children's Services/Foster Care Bridge: 96 children**
 - (f) **Backup/Mildly ill care: registering a minimum of 350 families with Family Support Services back up care program.**
- (5) Grantee will conduct bi-annual provider meetings to provide information and request input on topics related to subsidy administration. Grantee will conduct post-event surveys to assess helpfulness of topics and gain insights into improving future meetings.
- (6) Grantee will establish a robust and seamless child care case management system to support Homeless at-risk families to ensure successful linkages to local, state and federally funded programs.
- (7) Grantee will provide monthly projections and revenue reports based on program budget allocations.

ii) Outcome Objectives:

- (1) Annually (in July), Grantee will submit a report containing the following:
 - (a) Program feedback data on satisfaction with subsidy administration services.
100% of active ELFA Program programs will be reached out to and grantee will

secure at least a 65% response rate. Survey results will indicate an increase in satisfaction level from previous survey results where issues or dissatisfaction with service delivery was reported. Report will include a summary of action plan for improvements based on feedback received.

- (2)** Annually (in July), Grantee will submit a report containing the following:
 - (a) Annually (in July), Grantee will provide Family feedback data on the impact of services received. The report will include child age, zip code, and type of provider to the extent this information is provided by the family responding to the survey. At least 80% of families will report that services had a positive impact.
 - (b) Annually (in July), Grantee will provide program feedback data on the satisfaction with subsidy administration services. 100% of active ELFA Program programs will be reached out and grantee will secure at least a 65% response. Report will include a summary of action plans for improvements based on the feedback received.
- (3)** Grantee will report on #s and % families served and receiving an ECE-Care Plan as part of their certification intake. Plan includes, but not limited to:
 - (a) Number of child care referrals provided and zip codes.
 - (b) Child-family Needs Assessment.
 - (c) Child's Ages and Stages Information.
 - (d) Invitation and/or participation to parenting workshops or other parent training available.
 - (e) School District enrollment information.
 - (f) Program quality indicators and what to look for in a program.
 - (g) Child Care Subsidy Policies – Parent's Rights and Responsibilities.
- (4)** Grantee will update as needed all parent and program policies and procedures handbooks and will make them available to all families and programs participating in any program.
- (5)** Annually (in July), Grantee will provide a service delivery plan that supports a robust and seamless child care case management system for support Homeless at-risk families.

G. Help Desk

i) Service Objectives:

- (1)** Grantee will develop a robust "ECE Help Desk" support service to focus on end-users, making sure that technical issues, information flow, administrative logistics and user (customer) concerns are addressed and resolved.
- (2)** In General, grantee will ensure that ECE Help Desk staff are trained on troubleshooting, diagnosing problems and provide high quality user service while responding to queries via, chat, email, phone or in person to at least 1200 hours in a fiscal year.
- (3)** Grantee will ensure the Compensation and Retention of Early Care Educator Stipends (CARES 3.0) are distributed timely and accurately, in the agreed upon

timeline, to eligible participants as approved by DEC. Grantee will also provide regular information to DEC about programs' measures, including stipends uptake.

(4) DEC about programs' measures, including stipends uptake.

ii) **Outcome Objectives:**

(1) Grantee will survey Help Desk users to gauge satisfaction with services provided and gain insights into opportunities for improvement. Grantee will achieve 85% on a 4 out of 5 on a 5-point scale for the following indicators:

(a) Likelihood of recommending Help Desk services to a friend or colleague.

(b) Ease of obtaining the support needed.

(c) The staff member was knowledgeable about their issue.

(2) Annually (in July), Grantee will seek to increase provider satisfaction levels determined by annual survey results.

(3) Grantee will report on participant feedback to measure if the training met the participant's goals and expectations. At least 85% of the attendees will provide a rating of 80% satisfaction or above.

(4) Grantee will provide an assessment as directed by the ECE CARES Analyst of the data accuracy of the CA ECE Workforce Registry, ELSF and other Data systems approved/used by DEC. The policies and procedures for this assessment should be contained in the Grantee's data-integrity action plan.

(5) Grantee will review its data-integrity action plan bi-annually.

(6) Grantee will provide, as directed by the ECE CARES Analyst, a detailed Help Desk report reflecting the type of support provided, and the resolution rate of support, along with the satisfaction of services provided. These reports will include all CARES and CA ECE Workforce Registry inquiries in every language and communication mode provided by the Help Desk staff.

(7) By the end of each stipend round (twice a year), Grantee will provide the ECE CARES Analyst with a detailed Help Desk report reflecting the type of support provided, and the resolution rate of support, along with the satisfaction of services provided. These reports will include all CARES and CA ECE Workforce Registry inquiries in every language and communication mode provided by the Help Desk staff.

(8) Grantee will provide, as directed by the DEC CARES Analyst, a baseline report on the status and compliance of each participating program's staffing rosters on the CA ECE Registry. Including that all programs (FCC and Center-based, except for SFUSD) have a program administrator with employer admin access. Grantee will seek to show increases in program compliance and participation regarding complete entry of their staffing rosters into the CA ECE Registry.

(9) Grantee will submit a report of checks mailed after the end of each round in the form of a finalized payee list, with indications of changes to payment profiles over the course of the round (updated name, address, or tax information).

(10) Grantee, as directed by the DEC CARES Analyst, will develop and provide a bi-annual webinar or live attendance training/Informational session to Center Administrators and Family Child Care Providers in the ELFA Network. The content of these sessions will include an overview of employer admin access and support with

maintaining employer rosters in the registry, including employment information and training/coursework records.

- (11) Grantee will contact the administrator or provider participating in the CARES programs bi-annually to solicit feedback about support and information provided. The results of each feedback session will show that services satisfaction increased by 20% from the original baseline.

H. Nutrition Service Objectives

i) Service Objectives:

- (1) Grantee will sponsor 200 Family Child Care Homes and 100 educators in the Healthy Apple Program to support adoption of nutrition and physical activity practices aligned with the Health, Nutrition and Physical Activity CA-QRIS Pathways to address prevention of diet-sensitive diseases and other topics related to nutrition and physical activity, to reduce childhood obesity rates.
- (2) Grantee will report federal/state dollars leveraged, a minimum of \$1 million per year, to support participating Family Child Care homes to provide healthy meals and snacks to the children in their care.

ii) Outcome Objectives:

- (1) 85% of participating providers will claim they serve healthier meals to the children in their care because they participate in the CACFP.
- (2) 85% of Healthy Apple participants will maintain or improve their practices related to physical activity and nutrition as measured by adoption of Healthy Apple Best practices.
- (3) Grantee will develop, coordinate, and offer six (6) trainings and/or workshops related to nutrition, physical activity, and/or outdoor/nature play.
- (4) Grantee will develop and distribute six (6) health and nutrition newsletters, which will include information, resources, and tools to improve the nutrition and physical activity environment of facilities.
- (5) 80% of educators will report that participating in the Healthy Apple Program has improved the nutrition and physical activity environment of their child care program.
- (6) 85% of educators will report that their knowledge of early child care best practices has increased since participating in the Healthy Apple Program.

I. Parent Caregiver Education Services

i) Service Objectives:

- (1) Facilitate family/caregiver engagement events to build capacity for resilience via peer support networks and other protective factors for parents and caregivers (e.g., New and Expecting Moms Group, Playgroups, Educator Roundtables).
- (2) Workshops, activities, and Toy and Book Lending Library to engage low-income and subsidized children and parents/caregivers through play, opportunities to learn and practice developmental skills, and access to skills- and confidence-building resources.

- (3) Serve as an additional entry-point to child care services by identifying low-income families and providing a warm hand-off to R&R services. As well as connecting families to other social services throughout San Francisco.
 - (4) Grantee will design and implement 30 children and family/caregiver engagement events annually using research-based best practices. Engagement events and toy and book lending library will be promoted to low-income/subsidized families and caregivers.
- ii) **Outcome Objectives:**
- (1) Grantee will report on # of self-reported low-income families served in parent and caregiver education engagement events and type of resources shared.
 - (2) Grantee will share a summary on % of participating low-income parents and caregivers that improved their parenting skills and child development knowledge because of participation in parent and caregiver activities.

J. Parent Voices Outreach & Family Support Services

i) **Service Objectives:**

- (1) Facilitate family/caregiver engagement events to build capacity for resilience via peer support networks and other protective factors for parents and caregivers (e.g., monthly meetings, online peer support groups, monthly food bank, small group discussions, retreats, etc.).
- (2) Workshops, activities, and field trips to engage low-income parents/caregivers of children to learn about the subsidy system and how their experience of it is shaped by policymakers, supporting opportunities to learn and practice story telling skills, and access to skills- and confidence-building resources.
- (3) Serve as an additional entry-point to child care services by identifying low-income or vulnerable families with young children and providing a warm hand-off to R&R services. As well as connecting families to other social services throughout San Francisco.
- (4) Grantee will design and implement 10 children and family/caregiver engagement events annually using trauma-informed best practices. Engagement events will be out in the community with a target audience of low-income and vulnerable families and caregivers with young children, with a particular focus on engaging BIPOC community members. All low-income or vulnerable families/caregivers will be connected to R&R services.

K. Outcome Objectives:

- i) Grantee will report on # of low-income/subsidized families served in parent and caregiver education engagement events and referred to R&R services.
- ii) Grantee will share a summary on % of participating low-income parents and caregivers that improved their knowledge of child care and other social services available to the community because of participation in parent and caregiver activities.

14) *Monitoring Activities*

- 1. Program Monitoring: Program monitoring will include review of case files, Grantee development and training activities, program policies and procedures, accessibility and

cultural competence of program materials, job descriptions, reporting requirements, client data tracking and back-up documentation for reporting progress towards meeting service and outcome objectives.

2. Fiscal Compliance and Grant Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subgrants, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

15) Reporting Requirements - Any change in state reporting requirements shall supersede the following grant requirements.

A. Monthly R&R Administration Reports

- i. Provide a monthly report (no later than the 15th day following the end of the reporting month) of the number of families provided comprehensive Tier service counseling and referral services that includes, but it's not limited to:
 1. **Tier 1: All Families** - Standard R&R Counseling Services will provide:
 - a. information on the types, costs, and options for child care.
 - b. information on quality indicators.
 - c. assistance structuring a child care search and creating a Family Profile.
 - d. an overview of supports we provide related to child development and parenting, and referrals to child care providers.
 2. **Tier 2: Low-Income Families** - Tier 2 families receive additional services, including:
 - a. For pre-screened families eligible for a subsidy, staff explain subsidy options, enrollment process, required documentation and timelines.
 - b. Staff will work with all families to develop Family Profiles, which will help them articulate their preferences for care, rank the importance of those preferences, and facilitate better matches with subsidized care openings.

B. Monthly Subsidy Administration Reports

- i) Grantee will provide a copy of the CDD 801A monthly population report.
- II) Grantee will provide a copy of the CW115 and 115A reports for State reporting. Grantee will generate two-parent family data and other state required data.
- III) Grantee will provide a copy of the monthly CDFS 9500-AP claims report submitted to CDE for the HSA Stage 2 and CAPP Contracts.
- IV) Provide a detailed monthly summary report on subsidy child care projections and enrollments that illustrates the achievement of the subsidy Service Objectives identified above.
- V) Grantee shall be responsible for all state and federal reporting requirements including, but not limited to unduplicated child counts, type of care received, cases where no care was available, federal and non-federal child care cases and state contract renewal

application processes. Coding for fiscal claiming will be maintained and modified as state policy changes require.

- VI)** Grantee shall be responsible to submit data and outcomes using the Emergency Child Care Bridge Program for Foster Children report (CCB 18).
- VII)** Grantee shall comply with all state reporting requirements and changes in reporting per state deadlines.

C. Grantee shall submit for DEC's/HSA's review and approval, prior to submission to the state, all state contract audit reporting related to Stage 1, CaWORKs 2, HSA-CAPP, CRET, and CLPC. Additionally, Grantee shall provide DEC/HSA a copy of such final annual audit report.

D. DEC and/or HSA shall provide Grantee with copies of all updated and signed state contract letters, claims, and other financial information as well as All County Letters, Contract Letters, Applications for Refunding, and other communications from the California Department of Social Services and the California Department of Education.

E. Bi-annual Reporting

Unless stated otherwise, each of the Service & Outcome objectives will be reported bi-annually in January and July. The report will be comprehensive and, where appropriate, include supporting back up documentation, narratives, and data.

F. Special Reporting

- i) Grantee will produce subsidy system ad hoc reports relevant for child care planning and policy purposes with reasonable notice.
- ii) Grantee will participate in evaluation requests pertaining to activities funded by this grant. This will include, but not be limited to, collection of data on funded activities and participants, analysis of data and reporting of findings. The data to be collected may include but not be limited to demographic information, service utilization information, measurement of outcomes associated with participation in funded activities. The data may be requested of clients, Grantee, and other stakeholders of the funded activities. Grantee may be requested to participate in evaluation activities designed by DEC.

G. Audit Response

- i) Grantee will produce and submit corrective action plans related to any state and local audits, including, but not limited to, APMU (Alternative Payment Monitoring Unit reviews.)

Monthly subsidy projection reports and 115 reports are to be submitted via email to the following:

- Ingrid Mezquita, Executive Director (Ingrid.Mezquita@sfgov.org)
- Armando Zapote, Access & Enrollment Manager, Early Learning Division, (Armando.Zapote@sfgov.org)
- Jason Holthe, Principal Analyst, Early Learning Division (Jason.Holthe@sfgov.org)
- Brenda Taylor, Senior Financial & Budget Manager, Finance Division (Brenda.Taylor@sfgov.org)
- Anthony Tyson, Contracts Manager, (Anthony.Tyson@sfgov.org)

CARES 3.0 Reports are due to be submitted via email to:

- Susan Jeong, Workforce Initiatives Manager, (susan.jeong@sfgov.org)

All reports including Monthly, Bi-Annual, and Annual Reports will be entered into the Contracts Management System (CARBON). Contact information is above for assistance with reporting requirements or submission of reports.