Farmworker Resource Center Workgroup

SECOND MEETING

Date: Friday, July 29, 2022
Session 1

- Welcome
- Review FRC Program Framework
  - Key Service Areas Identified
  - Best Practices
- Review of FRC Grant Application Evaluation Indicators and Metrics

Session 2

- FRC Grantee Program Evaluation Standards and Metrics
- Public Comment
<table>
<thead>
<tr>
<th>Date</th>
<th>Session 1: Introduction</th>
<th>Session 2: Develop grant applications indicators &amp; metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 23, 2022</td>
<td>Develop program framework</td>
<td></td>
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<tr>
<td></td>
<td>Review program framework discussion</td>
<td></td>
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<td>Review grant application indicators &amp; metrics</td>
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<td>Session 2: Develop grantee evaluation standards &amp; metrics</td>
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<td>July 29, 2022</td>
<td>Session 1: Review program framework discussion</td>
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<td>Review grant application indicators &amp; metrics</td>
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<td>Session 2: Develop grantee evaluation standards &amp; metrics</td>
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<tr>
<td>August 18, 2022</td>
<td>Public Meeting</td>
<td></td>
</tr>
<tr>
<td>September 15, 2022</td>
<td>Session 1: Incorporate public comments</td>
<td></td>
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<tr>
<td></td>
<td>Finalize grantee evaluation standards &amp; metrics</td>
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</tr>
</tbody>
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WELCOME
PROGRAM FRAMEWORK REVIEW
• Grantees must work with local or statewide CBOs in order to develop the center.
• Grantees must provide 25% of center’s funding under the program.
• Center must provide services in English and Spanish and is encouraged to provide services in other languages as requested by the relevant CBOs.
• Center must provide an assessment of the population it would serve which includes an assessment of the languages other than English or Spanish that would be accommodated by the center.
• Center must maintain a cost-effective database that can:
  ✓ Track number and type of calls received,
  ✓ Referrals made,
  ✓ Claims filed,
  ✓ Monitor local trends.
• Center may provide services through traditional brick and mortar locations or mobile outreach depending on local need.
Key Service Areas Identified at Workgroup Meeting 1:

- Labor and employment rights and legal services
- Employment assistance and advocacy
- Education access and support
- Financial assistance
- Citizenship and immigration legal services
- Health and human services
- Emergency supportive services and referrals
- Referrals to local and state agencies and CBOs
Hallmarks and Best Practices of High-Quality Centers:

• Create welcoming central hub for farmworker services that is culturally and linguistically sensitive and appropriate for the community

• Build deep, lasting relationships with clients to foster trust and demonstrate commitment

• Perform multi-faceted outreach campaigns in-person and online

• Provide warm hand-offs when referrals are made
  • Staff that make the call to the referral agency with client
  • Goal of client having established referral rather than just a name and phone number
Hallmarks and Best Practices of High-Quality Centers (continued):

- Center scheduling that accommodates long work hours of farmworkers
- Farmworkers should have a voice in center design and direction
- Center and staff that have strong relationships with agencies that serve farmworkers and with farmworkers’ employers
- Local contact numbers instead of generic “800” numbers
- Deep connections with CBOs
- Demonstrated ability to identify, recruit, and retain quality volunteers
Open Discussion

Program Framework

• Additional services to consider?
• Potential challenges/opportunities
• Other considerations
GRANT SIZE AND NUMBER
REVIEW OF FRC GRANT APPLICATION EVALUATION INDICATORS AND METRICS
Proposed Application Evaluation Criteria

Evaluation Categories Discussed at FRC Workgroup Meeting 1:

• Experience Performing Outreach and Providing Similar Client Services
• Organizational Capacity
• Trusted Community Partners and Leveraging Resources
• Experience Conducting Community Needs Assessment
• Client Demographic and Service Tracking
Outreach and Client Services

Recommendations for Proposed Evaluation Criteria:

• Demonstrated operational readiness and expertise in conducting, budgeting, and implementing similar scale outreach and services

• Emphasis on experience performing outreach and providing services in appropriate languages other than English

• Current outreach and client services provided to county’s farmworker community

• Proposed outreach methods (physical, digital, written, audio, video, etc.) with explanation for why chosen methods will be the most effective. Preference given to one-on-one client contact methods

• How the effectiveness of outreach strategies will be evaluated and connected to client service outcomes

• Anticipated client services based on current understanding of the needs and challenges of farmworkers

Additional Recommendations from review of priority ranking table?
Organizational Capacity

Recommendations for Proposed Evaluation Criteria:

• Proposed operating budget for farmworker resource center
• Description of budget and program development process and priorities
• Current or proposed staffing and/or partnerships that will help in the delivery of the proposed activities with a specific emphasis on partnerships and staffing that will assist in reaching those individuals with Limited English Proficiency and non-English speaking individuals including noncitizen farmworkers
• Proposed staff classifications, position descriptions, and service model
• County administrative resources (i.e., accounting, contracting, human resources, legal etc.) designated to support program
• County ability to provide services at locations and at times according to farmworkers schedules (i.e., at work sites, evenings, weekends etc.)

Additional Recommendations?
Partnerships & Resources

Recommendations for Proposed Evaluation Criteria:

• History of engagement and collaboration with organizations affecting and serving county’s farmworkers

• Names and locations of all community partner(s) to be engaged

• Purpose for each partnership

• Plans to coordinate with:
  ✓ Public benefits agencies;
  ✓ Employers in the agricultural industry;
  ✓ Public, Private, and Faith-based organizations;
  ✓ Social services programs;
  ✓ Legal services providers

• How the partner(s) identified will help the applicant achieve proposed program goals

• Documentation of existing partnerships with CBOs, other private partners, or neighboring counties (i.e., letters of support, MOUs, etc.)

Additional Recommendations?
Population Assessment

Recommendations for Proposed Evaluation Criteria from Workgroup Meeting 1:

• Experience investigating and assessing the needs of targeted demographic groups within the county
• How county will collect and include data specific to the needs of their farmworker communities
• Languages in which county anticipates performing population assessment
• County’s capacity to conduct a population assessment in appropriate languages
• Existing county resources and data available to support or augment the population assessment process
• Agricultural employers to be contacted as part of the population assessment
• How county will analyze data collected
• How will the results of the population assessment inform the development of programs and services
• How county will assess the needs of the farmworker population and adjust outreach and programs on an ongoing basis

Additional Recommendations?
Recommendations for Proposed Evaluation Criteria:

• Strategies to use data to analyze and improve program performance. Describe methods, frequency, and goals of data analysis.

• Steps county will take to establish and utilize a database which tracks:
  ✓ Number and type of calls received,
  ✓ Referrals made,
  ✓ Claims filed,
  ✓ Local trends,
  ✓ Client Demographic Information

Additional Recommendations?
GRANT AWARDEE EVALUATION
As stewards of public resources, it is essential that CSD confirm that grantees can demonstrate adherence to all AB 941 grant requirements including:

- Completion of population assessment
- Development of programs and services aligned with identified needs
- Outreach and services provided at least in English and Spanish
- County compliance with 25% program support requirement
- Expenditure of all grant funds within the contract term
- Funds utilized for allowable grant activities
- Maintenance of service tracking database
- Safeguarding of all client personally identifiable information
- Flexibility of program structure

Other key considerations?
Organizational Capacity:

• Necessary staffing and partnerships to facilitate support of service delivery

• Ability to reach those individuals with Limited English Proficiency and non-English speaking individuals

How might CSD confirm and evaluate?
Grantee Evaluation

Population Assessment:
- Timely completion of population assessment
- Needs identified in the farmworker community
- Services and programs provided to address identified needs

How much time should be allotted for population assessment?

How can grantees confirm that population assessment informed program and service develop?

How best to evaluate grantee follow through in providing needed services and programs?
Grantee Matching Funds:

- County compliance with 25% program support requirement

What type of documentation should CSD require to confirm adherence to this requirement?
Expenditure of Grant Funds:

- Expenditure of all grant funds within the contract term
- Funds utilized for allowable grant activities

How often should grantees provide fiscal updates?

How often and how many line-items transactions should be evaluated?
Service Database:
• Number and type of calls received,
• Referrals made,
• Claims filed,
• Monitor local trends,
• Client demographic Information

How best to confirm grantee records and evaluate required data elements?
How many client files or services should be reviewed?
PUBLIC COMMENT
Stakeholder Meeting:
• August 18, 2022
• Via Zoom
• Time: 9:00 am to 12:00 pm

Next Workgroup Meeting:
• September 15, 2022
• Ventura County
  Pacific Conference Room
  800 S. Victoria Avenue
  Ventura, CA 93009
• Time: 9:00 am to 12:00 pm
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