



# 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





# Workgroup Timeline

June 23, 2022

Session 1: Introduction  
Develop program framework  
Session 2: Develop grant applications indicators & metrics

July 29, 2022

Session 1: Review program framework discussion  
Review grant application indicators & metrics  
Session 2: Develop grantee evaluation standards & metrics

August 18, 2022

Public Meeting

September 15, 2022

Session 1: Incorporate public comments  
Finalize grantee evaluation standards & metrics





# WELCOME





# PROGRAM FRAMEWORK REVIEW





# AB 941 Requirements

- 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



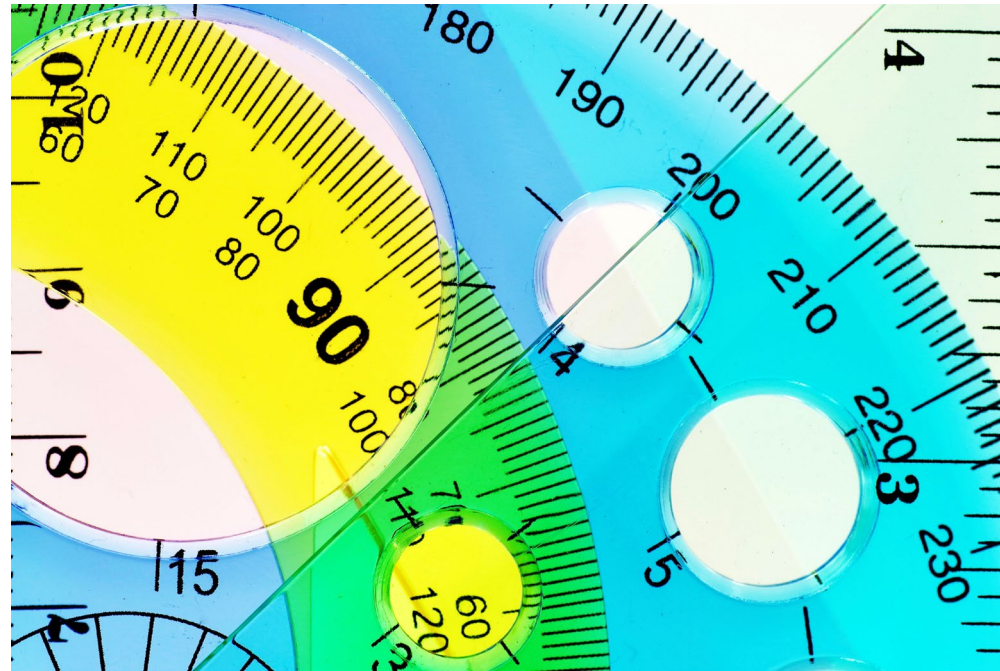


# GRANT SIZE AND NUMBER





# REVIEW OF FRC GRANT APPLICATION EVALUATION INDICATORS AND METRICS





## 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?



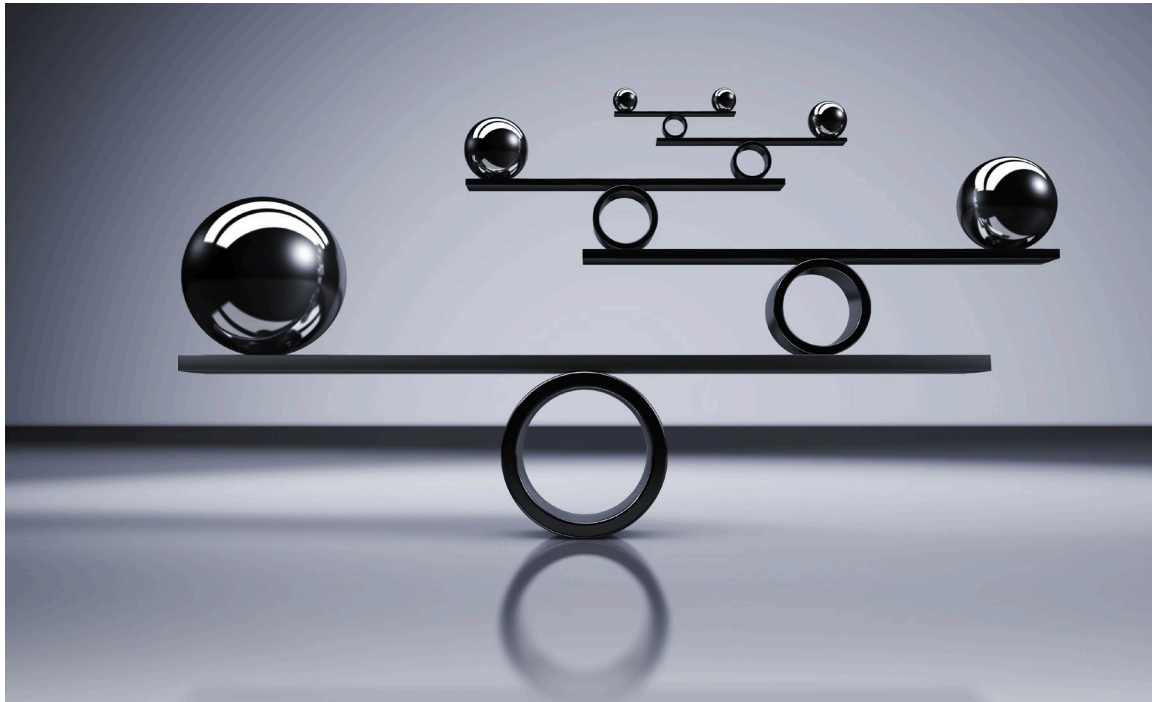


# GRANT AWARDEE EVALUATION





# Key Considerations



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?**





## 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?**



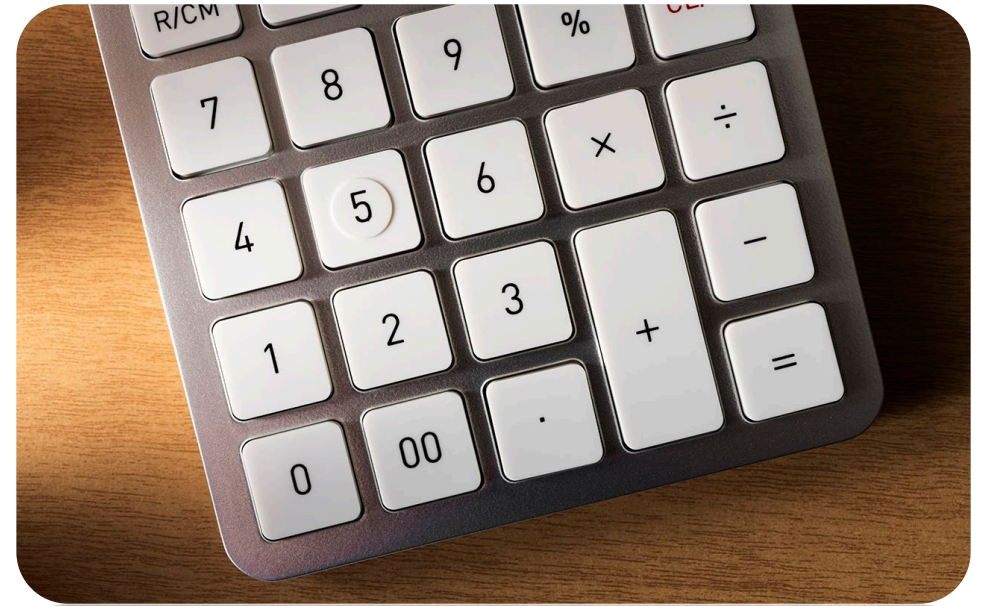


## Expenditure of Grant Funds:

- 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





## Deputy Director

- Leslie Taylor – [Leslie.Taylor@csd.ca.gov](mailto:Leslie.Taylor@csd.ca.gov)

## Managers

- Wilmer Brown, Jr. – [Wilmer.Brown@csd.ca.gov](mailto:Wilmer.Brown@csd.ca.gov)
- Stephanie Williams – [Stephanie.Williams@csd.ca.gov](mailto:Stephanie.Williams@csd.ca.gov)

## Project Analysts

- James Scott – [James.Scott@csd.ca.gov](mailto:James.Scott@csd.ca.gov)
- D. Heide Ruegsegger – [Heide.Ruegsegger@csd.ca.gov](mailto:Heide.Ruegsegger@csd.ca.gov)
- Shiella Maria Rivera Flores – [Shiella.RiveraFlores@csd.ca.gov](mailto:Shiella.RiveraFlores@csd.ca.gov)

General Email: [FarmworkerResourceCenter@csd.ca.gov](mailto:FarmworkerResourceCenter@csd.ca.gov)

