

COUNTY OF SAN DIEGO REFUGEE SUPPORT SERVICES PLAN FFY 2024-2026



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Executive Summary

The 2024-2026 Refugee Support Services (RSS) Plan is a three-year plan that provides the framework for the provision of employment and supportive services to refugees in San Diego County. The County of San Diego (County) prepares a plan every few years and the previously submitted plan for federal fiscal years (FFY) 2020-2022 was called the “Refugee Employment Services” Plan. However, the name of the plan was changed to better align with the additional non-employment related services provided with the funds. The County Health and Human Services Agency (HHSA) has administrative responsibility for the RSS program and manages services through contracted service providers. Within HHSA, the Department of Homeless Solutions and Equitable Communities, Office of Immigrant and Refugee Affairs (HSEC-OIRA) was established on June 8, 2021, by the San Diego County Board of Supervisors, to build on existing refugee programs and establish a priority of devoting County resources to the community, regardless of immigration status.

HSEC-OIRA developed the RSS Plan in preparation for the continuance of RSS services in the county beyond the current plan cycle, which ended September 30, 2022. The new RSS Plan covers the next three-year period, October 1, 2023, through September 30, 2026. The RSS Plan was created through data analysis of refugee arrival trends, local economic factors, program evaluation data, and feedback from local refugee stakeholders. Direct input on RSS programs and services was gathered from various refugee collaborative meetings and surveys administered to refugee clients and community partners, including refugee service providers. Additional feedback on unique needs for newly arrived refugee residents was obtained through a separate community forum conducted by HSEC-OIRA on May 20, 2023.

According to the California Department of Social Services Refugee Programs Bureau, San Diego is a designated refugee-impacted county. Current data reports available from local resettlement agencies indicate that between October 1, 2018, and June 30, 2023, 3,980 newly arriving refugees and Special Immigrant Visa holders resettled in the county, making San Diego County the third largest recipient of refugee arrivals in California, behind Sacramento and Los Angeles counties during this period. These statistics do not include secondary migration, where refugees who initially arrive in another county or state, relocate to San Diego County for any reason. The rich cultural heritages of newcomers contribute to the county’s cultural diversity. In addition, the region has a variety of service agencies, which individually and jointly provide services to the refugee community. HSEC-OIRA is an active and proud partner in these efforts through participation in local refugee coalitions such as the San Diego Refugee Forum, El Cajon Collaborative, and by remaining engaged in State, federal, and other meetings as needed.

While the San Diego County provider network offers significant support to newly arriving refugees, achieving self-sufficiency in a short time remains difficult. Factors such as limited English language proficiency, cultural barriers, and lack of transportation and work experiences limit immediate employment opportunities. The regional cost of living

coupled with low-paying, entry-level employment pose additional barriers to self-sufficiency for refugees within the first five years of arrival to the United States.

Although employment services are the primary focus of the RSS Plan, extensive data gathered by HSEC-OIRA indicated the need to consider other services. In an effort to provide resources and support to newly arriving refugee families working towards self-sufficiency, the RSS includes the following components as designated by the Office of Refugee Resettlement funding regulations: employment; vocational English language training; translation and interpretation services; information and referral services; outreach services; social adjustment services; case management services; citizenship and naturalization preparation services; on-the-job training; self-care and emotional wellness education; housing assistance; social, emotional and cultural coordination; and older refugee services. HSEC-OIRA will also seek additional funding opportunities to enhance these services and will work with other stakeholders to improve services to best meet the needs of immigrant and refugees, individuals and families.

I. County of San Diego Refugee Program Administration

The Refugee Support Services (RSS) Program is administered with federal funding from the Office of Refugee Resettlement (ORR) provided to the County of San Diego (County) Health and Human Services Agency (HHSA) through the California Department of Social Services (CDSS) Refugee Program Bureau (RPB). HHSA RSS is monitored by the Department of Homeless Solutions and Equitable Communities (HSEC), Office of Immigrant and Refugee Affairs (HSEC-OIRA). The Director of HSEC-OIRA is the County Refugee Coordinator and leads a team consisting of a Chief, Health Planning and Program Specialist, Program Coordinator, Administrative Analysts III and II, Community Health Workers, and Office Assistants, and provides oversight of RSS programs and funding, and serves as the central point of contact for refugee resettlement matters for HHSA.

HSEC-OIRA strives to connect the County to service providers and other local government partners that work with the refugee population. HSEC-OIRA manages and monitors Vocational English-as-a-Second Language contracts with partner organization, International Rescue Committee. HSEC-OIRA works closely with Self-Sufficiency Services (SSS), which is a department within HHSA that administers the CalWORKs/Employment Services (commonly referred to as Welfare-to-Work (WTW)) programs. HSEC-OIRA administers most of the Refugee Employment Services (RES) funding through the WTW program to enhance employment services to refugee families participating in WTW; however, there are additional program components administered through contracts within HSEC, Office of Equitable Communities (OEQC), and other HHSA departments including Behavioral Health Services (BHS). These programs include Work Readiness Exchange training, and Elder Multicultural Access and Support Services for the older refugee population.

Although HSEC-OIRA does not administer all the ORR funding for refugee services coming to the region, it does actively partner and collaborate with other ORR funding recipients. For example, HSEC-OIRA staff works with the County's Refugee Health and

Cure TB Coordinator, housed within HHSA, Public Health Services (PHS), and with local Resettlement Agencies (RAs) responsible for resettlement and placement activities, and employment services for single adults or couples with no children.

Additionally, HSEC-OIRA provides information and resources to immigrants and refugees and referrals to partners that provide essential services such as: CalWORKs, CalFresh, Medi-Cal enrollment, housing support, employment services, aging and independence services, behavioral health services, and immigration services. HSEC-OIRA serves as a hub for public questions and connection to County and community resources.

Department of Homeless Solutions and Equitable Communities

The RSS Plan supports the County's vision of a just, sustainable, and resilient future for all, specifically those communities and populations in San Diego County that have been historically left behind, as well as our ongoing commitment to the *Live Well San Diego* vision of supporting a region that is Building Better Health, Living Safely, and Thriving. The *Live Well San Diego* vision was adopted by the San Diego County Board of Supervisors in 2010 to align the efforts of County government, community partners and individuals to help all residents be healthy, safe, and thriving.

Driving this vision forward, HHSA has a robust service network serving over 3.3 million residents through its many departments including SSS, Child and Family Well-Being, PHS, BHS, Housing and Community Development Services, and County Aging & Independence Services. The *Live Well San Diego* vision includes three components: Building Better Health, Living Safely, and Thriving. Building Better Health, adopted on July 13, 2010, focuses on improving the health of residents and supporting healthy choices; Living Safely, adopted on October 9, 2012, focuses on protecting residents from crime and abuse, making neighborhoods safe, and supporting resilient communities; and, Thriving, adopted on October 21, 2014, focuses on cultivating opportunities for all people to grow, connect, and enjoy the highest quality of life.

Live Well San Diego encompasses community engagement on all levels. It starts with individuals and families who are leading efforts to be healthy, safe, and thriving, and grows through County-community partnerships to convene work groups, conduct program activities, and leverage each other's resources and capabilities to improve the health, safety, and overall well-being of residents throughout the county. HHSA operates a regional service delivery system that recognizes the geographically and socially diverse assets and needs of each region. There are six HHSA designated regional service areas: Central, North Central, East, North Coastal, North Inland, and South.

HSEC includes OIRA, the Office of Homeless Solutions, and OEqC. Since its creation in 2021, HSEC's three offices have worked collaboratively and with other County departments to address economic and social inequalities, further advancing the County's vision of a just, sustainable, and resilient future for all. The mission of HSEC is to help the community achieve better coordination of existing and new County homeless and equitable community efforts, serve as a central point of collaboration for outside partners to ensure equity among all San Diegans, and reduce homelessness in the region. This is

accomplished through fostering collaboration between internal and external County partners and developing and administering innovative programs that support key focus areas including: homelessness, housing, multi-generational programming, and economic inclusion. HSEC-OIRA, along with the Community Action Partnership within HSEC-OEqC, advances efforts that make economic participation and success attainable for some of the regions' most vulnerable populations, including newly arriving refugees and immigrants. Immigrants and refugees are integral parts of the fabric of San Diego County and have unique sets of needs related to their transitions into new communities.

The immigrant and refugee community are part of the economic engine that keeps the economy strong and brings rich cultural diversity to the region. Connecting these families and individuals to vital information, services, and resources in various languages and in a culturally competent manner, is critical to the region's health, safety, and economic future. HSEC-OIRA incorporates listening sessions, forums, workgroups, steering committees, and surveys to collect community input. The data collected is incorporated into program designs to better serve the needs of refugee and immigrant communities.

HSEC-OIRA is helping communities achieve equity and recognizes the impacts inequitable policies have, particularly on immigrant and refugee communities. HSEC-OIRA is dedicated to fostering communities that are welcoming to new residents by aligning regional efforts for greater community impact. By being a leader in refugee affairs, HSEC-OIRA provides services, referrals, resources, and information to new community members throughout the county. According to U.S. Census data, as of 2020, over 22% of San Diegans were born in another country, but historically, many immigrants and refugees in the county were denied services based on their immigration status, due to misguided policies based on misinformation and false narratives about refugees and immigrants seeking to make San Diego County their home. As a result of these policies, many remain disconnected and unaware about services they are eligible for and are afraid that engaging with governmental entities could expose them to unnecessary risks. The purpose of HSEC-OIRA is to help create a sense of belonging and welcoming for all San Diegans.

As the county continues its legacy as one of the top three California counties to take in the refugees, HSEC-OIRA will prioritize providing services and resources to immigrants and refugees, regardless of immigration status, in creative ways. In outreach and relationship building, HSEC-OIRA will provide connections to available resources and share critical information about legal rights, education, and general resources for those immigrants and refugees making their home in the county. HSEC-OIRA will remain connected directly to the community by engaging stakeholders for feedback on the needs of the community. HSEC-OIRA staff will continue to become experts on issues related to immigrants and refugees and contribute to the larger County community of stakeholders working together to improve the lives of all immigrants and refugees.

Welcome Center and Partners

On March 1, 2023, HSEC-OIRA inaugurated a Welcome Center in National City, to provide a safe, trauma-informed, culturally responsive, inclusive space for immigrants and

refugees. The Welcome Center facilitates access to multilingual and culturally responsive information, guidance, referrals, and program enrollment assistance for immigrants, asylum seekers, refugees, and other community members regardless of immigration status. The Welcome Center hosts various community partners including San Ysidro Health, Alliance for African Assistance, Jewish Family Service, SBCS, and the Bilateral Safety Corridor Coalition. HSEC-OIRA also continues to host and plan for additional listening sessions throughout the county to learn about the trends and needs of immigrant and refugee communities in order to bring additional partners to other shared spaces.

II. Description of San Diego County Refugee Programs

A. Funding Sources

Refugee programs are funded through federal allocations that flow from the Office of Refugee Resettlement (ORR) through the California Department of Social Services (CDSS) Refugee Program Bureau (RPB). The programs are restricted to specific activities that support employment and services to help newly arrived refugee families and longer-term refugees, who have been in the country for less than five years, achieve self-sufficiency. The County of San Diego (County) receives a Refugee Support Services (RSS) funding allocation, including funding for specific groups. These specific groups include Services for Older Refugees in addition to one time funding allocations for Afghanistan Refugee Support Services and Afghanistan Services to Older Refugees through the Afghanistan Supplemental Appropriations Act and Ukrainian Refugee Support Services and Housing Assistance for Ukrainians through the Additional Ukraine Supplemental Appropriations Act.

B. General Program Description

Refugee Resettlement Process

A refugee is someone who has fled their homeland and cannot return because of persecution based on religion, race, nationality, political opinion, or membership in a particular social group. The refugee resettlement process to the United States (U.S.) begins with the United Nations High Commissioner for Refugees (UNHCR), which conducts biometric checks, medical screenings, in-person interviews with applicants, while simultaneously collecting biographic data as individuals are in their home countries. Refugees selected for resettlement to the U.S. are referred to the U.S. Department of State, which then selects refugees out of the group referees, to be considered for resettlement to the U.S. Refugees referred for resettlement in the U.S. complete additional security screenings through various governmental agencies, including the Federal Bureau of Investigation, U.S. Department of State, U.S. Department of Homeland Security, and U.S. Citizenship and Immigration Services (USCIS).

Placement in communities throughout the country is coordinated by the U.S. Department of State Bureau for Population, Refugees and Migration (PRM), which works with nine non-governmental National Resettlement Agencies (RAs) to make travel arrangements and provide resettlement services for newly arriving refugees. Initial resettlement services

provided by RAs include help with accessing housing; applying for Social Security Cards and drivers' licenses; enrolling for children in school; and assistance accessing community services and public assistance programs such as CalFresh, Medi-Cal, and CalWORKs.

San Diego County Refugee Support Services Programs

In accordance with the Refugee Act of 1980, the intent of RES programs is to assist newly arrived refugee families with achieving self-sufficiency through employment, with the primary goal of obtaining employment within 12 months of arrival to the U.S. Due to the significant reduction in national refugee arrivals, the federal government expanded its primary focus beyond those who have arrived in the county within the last year to include those who have been in the U.S. less than 5 years, are either employed or unemployed, and are in need of services to attain economic independence. To achieve this goal, the RSS Plan incorporates a comprehensive approach to address the employment needs of refugees, prioritizing culturally and linguistically appropriate services that are in accordance with all applicable federal, State, and county laws, amendments, regulations, and guidelines for the next plan cycle (2024-2026).

In the county, refugee families with children who are eligible for the CalWORKs program can receive up to 60 months of cash assistance and help with employment services through the Welfare to Work (WTW) program. The County coordinates employment services through WTW to ensure participating refugee families have access to services that best meet their needs for obtaining their first job in the U.S. and/or working towards upgrading their employment through increased wages, hours, or benefits. Although WTW is limited to 60 months of employment services, refugees can access services through self-sufficiency programs for up to 60 months after their arrival to the U.S. Additional services are offered outside of WTW through separate contracts but are coordinated to ensure access to both aided (those who receive CalWORKs or WTW) and non-aided participants (those who do not receive services but are still eligible to receive services).

Single adults and couples without children are not eligible for CalWORKs but can be provided up to 12 months of cash assistance through the Refugee Cash Assistance (RCA) program. Currently, these individuals access employment services through the San Diego Newcomers Project (SDNP), a Comprehensive Resettlement Collaborative program, which provides employment services, social and acculturation services, and case management for up to 60 months after arrival to the U.S. The RCA and SDNP programs are administered by Catholic Charities Diocese of San Diego, a local RA, through funding it receives directly from RPB. Catholic Charities is the primary contact for this program with RPB and currently has subcontracts with two local RAs, Jewish Family Service and International Rescue Committee, to provide RES to single adults or couples with no children under 18. Although the County does not have administrative oversight of RCA or SDNP, staff from HSEC-OIRA and the RAs meet throughout the year to discuss issues related to refugee resettlement, including employment services, arrival trends and best practices for helping refugees integrate into their new communities.

Eligible Populations

RES programs within the umbrella of RSS provide employment related services for eligible populations 16 years of age or older, who have been in the U.S. 60 months or less and meet the criteria in the table below. Additional RSS funds provide non-employment related services to participants based on County identified needs. Participants in older adult refugee programs must also meet the criteria for the populations described in the table below and must also be 60 years of age or older.

| Population | Description |
|----------------------------------|--|
| Refugee | Individuals who have been granted “refugee status” by the U.S. Department of State while outside the U.S. These refugees are unable to return to their countries of origin because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion. |
| Asylee | Individuals who are found to be unable to return to their country of nationality because of persecution or a well-founded fear of persecution. To become an asylee a person must go through an immigration hearing or court process and be granted asylum by the court or by USCIS. Applicants seeking asylum are either in the U.S. or at a U.S. port of entry. They may enter as students, tourists, for business or are without documents, and fear that they will be persecuted if they return to their home country. |
| Cuban/Haitian Entrants | Nationals of Cuba and Haiti who are in the U.S. and are granted parole status or any other national of Cuba or Haiti who has not been entered into a final, non-appealable, and legally enforceable order of deportation or exclusion. |
| Certain Amerasian | Certain individuals from Vietnam who are admitted to the U.S. as immigrants pursuant to Section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988. |
| Human Trafficking Victims | Victims of modern-day slavery which includes young children, teenagers, men, and women. Victims of human trafficking who are subjected to force, fraud, or coercion for the purpose of sexual exploitation or forced labor. The Trafficking Victims Protection Act of 2000 made adult victims of severe forms of trafficking who have been certified by ORR, eligible for benefits and services to the same extent as refugees. Certified victims of human trafficking may be eligible for 60 months of refugee program services beginning with the date the individual is certified by ORR. Victims of severe forms of trafficking who are under 18 years of age are also eligible for benefits to the same extent as refugees, but do not need to be certified. They are |

| Population | Description |
|--|---|
| | issued a letter of eligibility from ORR and receive 60 months of refugee program services beginning with the date the individual is certified by ORR. |
| Special Immigrant Visa Holders | For their service to the U.S. government in Iraq and Afghanistan, certain Iraqis and Afghans are granted Special Immigrant (SIV) status overseas by the U.S. Department of State and are admitted to the U.S. by the U.S. Department of Homeland Security. The U.S. Department of State, in conjunction with voluntary agencies and ORR, assist with the resettlement and integration of SIVs into the U.S. An SIV is eligible for the same ORR benefits, services, and for the same time period as a refugee, from the first day the SIV arrives in the U.S. |
| Afghan Humanitarian Parolees | Parole allows an individual, who may be inadmissible or otherwise ineligible for admission into the U.S., to be paroled into the U.S. for a temporary period. The Immigration and Nationality Act (INA) allows the Secretary of the U.S. Department of Homeland Security to use their discretion to parole any noncitizen applying for admission in the U.S. temporarily for urgent humanitarian reasons or significant public benefit (INA section 212(d)(5)). Certain Afghan individuals have been or will be granted humanitarian parole by the U.S. Department of Homeland Security, in response to their need for rapid evacuation and relocation under Operation Allies Welcome. Some of these humanitarian parolees (based on date of entry to the US) are eligible to apply for mainstream benefits (like CalFresh or Medi-Cal), resettlement assistance, and other benefits available to refugees. |
| Ukrainian Humanitarian Parolees | Ukrainian humanitarian parolees paroled into the U.S. between February 24, 2022, and September 30, 2023, are eligible to apply for mainstream benefits, resettlement assistance, and other benefits available to refugees (with the exception of the initial resettlement program customarily referred to as the U.S. Department of State's Reception and Placement program), until the end of their parole term. These individuals' spouses or unmarried children under the age of 21 who are paroled into the U.S. after September 30, 2023, are also eligible to apply for these benefits. |

C. CalWORKs and Refugee Cash Assistance Compliance

The County ensures that the provision of activities and services to mandatory and voluntary CalWORKs Welfare to Work (WTW) participants and RCA recipients, funded by ORR monies and allocated by CDSS, will be expended in accordance with CalWORKs WTW and RCA requirements (including those regarding program participation flow, good cause determination, sanctioning, and supportive services) specified in the Manual of

Policy and Procedures Sections 42-700 and 69-200, respectively and other applicable CalWORKs and RCA policy guidance issued by CDSS.

Newly arrived RCA single adult refugees and couples who do not qualify for CalWORKs participate in SDNP for 12 months and receive employment services for up to five years. Refugee families with children who are CalWORKs eligible enter the County's assistance program without first receiving cash or employment services from SDNP. The County will use CalWORKs single allocation funding to serve refugee CalWORKs clients, specifically for supportive services (e.g., transportation, childcare, etc.).

D. County of San Diego Planning Process/Needs Assessment

In developing the RSS Plan, HSEC-OIRA conducted a needs assessment process that included the following actions:

- Outreach to community stakeholders to collect input regarding refugee employment needs and satisfaction levels with current RSS services,
- Input through surveys focused on:
 - Current and former RSS participants,
 - Community stakeholders involved in serving newly arrived refugees, and
- Review of community level data, including labor market data.

HSEC-OIRA Stakeholder Surveys

To ensure that the voice of the customer was captured in the RSS Plan, HSEC-OIRA administered surveys to RSS participants and other refugee stakeholders between May 12 and June 16, 2023. Two surveys were used to collect feedback:

- **Client surveys** asked for feedback on level of satisfaction with the County's refugee employment and support services and feedback on priorities related to types of services most needed by newly arriving refugees looking for employment; and,
- **Community surveys** focused on refugee service providers and other stakeholders asking for feedback on barriers to refugee employment in the County and opportunities for improvements to services region-wide.

Client Surveys

Client surveys were administered virtually using a Smartsheet form, and in-person at a provider site where clients were attending employment related workshops funded by the RES program. There was a total of 85 client surveys completed by RSS clients. The goal of administering the surveys in-person at the workshop was to explain the purpose of the surveys, ensure clients were comfortable with providing feedback, answering questions or providing clarifications, and training providers on encouraging clients to fill out the digital surveys. The engagement with providers administering the surveys allowed us to overcome potential barriers (e.g., language, culture, gender norms) with reaching clients. For example, staff who share the same cultural background as participants are often well-

positioned to administer the surveys with cultural and trauma-informed sensitivity. All clients were active WTW participants, generally within the first year of arrival to the U.S.

The online surveys were confidential and anonymous. This method allowed newcomer families who otherwise may have been concerned their responses would jeopardize their services or harm their cases, to respond with honest feedback on their experiences and needs. All surveys were provided in English, Spanish, Arabic, Farsi, Pashto, and Russian. Clients' responses indicated the most important services requested by participants are:

- English language training
- Referrals to childcare
- Job search
- Referrals to transportation
- How to use computers
- Acculturation
- Help with resumes

Regarding satisfaction levels with current RSS services, most clients indicated they were happy overall with services they received. Opportunities for improvement identified included computer and technological literacy, after school care for children, information and referral services for health care, job applications, and resume assistance. The most underutilized services according to client surveys were information and referrals for behavioral health services (e.g., treatment and resources for mental health and alcohol/drug issues). The full survey and demographic data of all respondents is available in **Exhibit 1** to this Plan.

HSEC-OIRA will work with its providers on ways to bolster needed services provided through RSS and opportunities to improve areas identified in survey results. HSEC-OIRA recognizes cultural barriers exist among refugee populations regarding the use of behavioral health services, which may impact customers' perception of the need for services and perceived stigma in accessing them. HSEC-OIRA will continue to work with community partners on how best to provide culturally and linguistically appropriate education and outreach to refugee populations regarding behavioral health services.

Community Surveys

Community surveys were administered on-paper and online using Smartsheet links promoted by HSEC-OIRA through a variety of community collaborative networks and social media, including but not limited to:

- The San Diego Refugee Forum (meets on a monthly basis) comprised of a cross sector of 60+ refugee service providers including:
 - Resettlement agencies,
 - Ethnic based service organizations,
 - School districts,
 - Nonprofit organizations,
 - Local and federal government agencies, and

- Community members.
- El Cajon Collaborative (meets on a monthly basis) meetings, comprised of members of various local agencies serving the East Region
- Countywide regional community leadership meetings led by HSEC-OEqC Regional Community Coordinators (RCCs) and regional newsletters
- Translation, Language, Culture & Connection Work group meetings led by the North Central Region RCC
- County of San Diego libraries network and County Communications Office

A total of 65 community surveys were completed by stakeholders involved in serving newly arriving refugees. Most of the respondents to the online survey identified themselves as service providers and full demographic data of all community respondents is available in **Exhibit 1**.

Overall, community respondents identified the following top barriers to employment for refugees: lack of English language training, lack of supportive services (e.g., transportation and childcare, etc.), lack of employment history, work experience, and cultural differences. Similarly to the client survey, community survey respondents rated work experience and English language training low and indicated room for improvement when it comes to referrals to behavioral health services.

External Community Needs Assessments

HSEC-OIRA staff strives to collaborate with community partners on how to support refugees resettled to the region. Refugees are served collectively through the regional network of service providers, consisting of the four local Refugee RAs, Ethnic Based Service Organizations, local school districts, law enforcement agencies, social service providers, and other local government agencies including different departments within the County and other local jurisdictions. HSEC-OIRA is a proud partner among the region's stakeholders and looks for opportunities to collaborate through both formal and informal gatherings and to receive feedback on issues related to refugee resettlement.

Over the past two years, HSEC-OIRA has held multiple convenings with key stakeholders to gather input on specific needs and general immigrant and refugee programs and services, utilizing translation services to ensure the community was able to provide feedback in preferred languages. Gathering input has included convening task forces, public meetings, work groups, and community listening sessions. Between December 2021 and July 2023, a total of 34 public facing engagements have taken place with approximately 1,047 stakeholders (duplicated) providing input on countywide needs and solutions. Feedback has been carefully documented and compiled from RAs, cities, immigrant and refugee-serving organizations, and community members.

Community input highlighted the challenges present during the resettlement and adjustment period when families arrive in the county and are connected to services to support a path to healing and self-sufficiency. The community also highlighted the lack of knowledge of, and access to, resources in different parts of the county for immigrant and refugee communities that have resided in the county for decades. During four listening

sessions held specifically to ask about the needs of the community, residents identified needs for support with:

- Enrollment in public assistance programs,
- Employment services,
- Legal and immigration services,
- Language assistance (e.g., interpreters, language classes),
- Health services (including behavioral health), and
- Parenting resources (childcare, school enrollment).

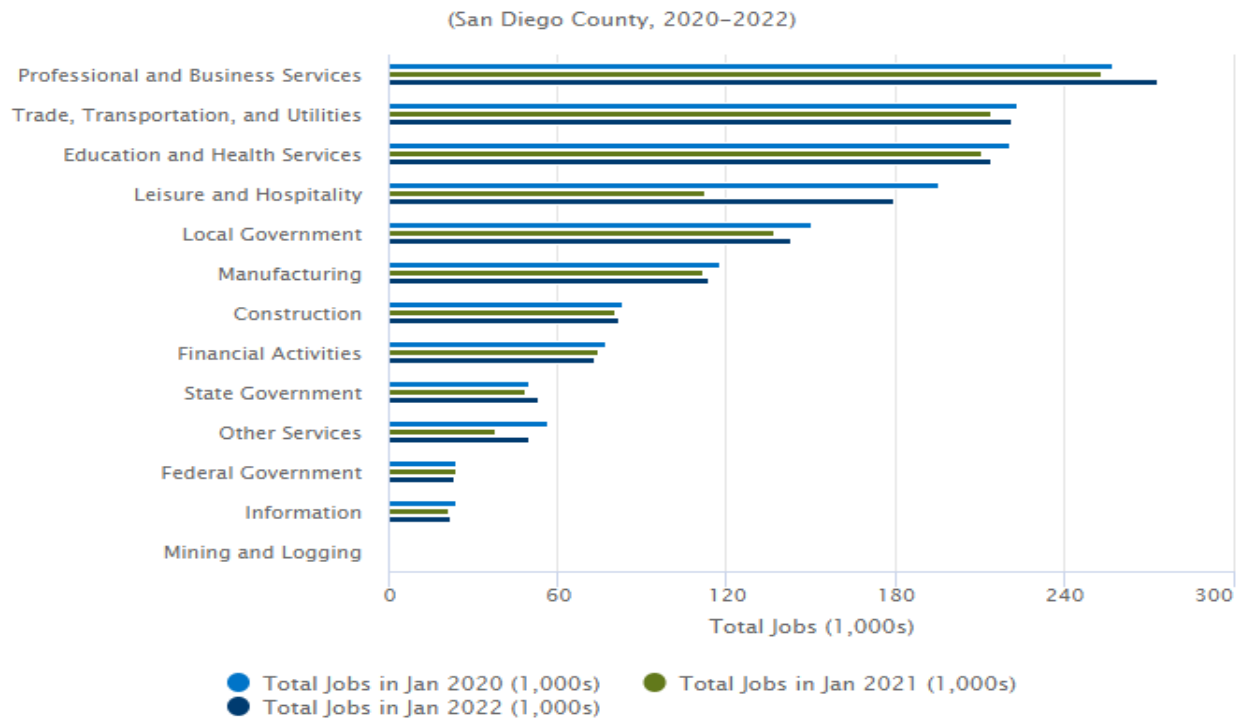
Labor Market Information

According to the California Employment Development Department, the county's preliminary unemployment rate in February 2023 was 3.7%, up from 2.9% in December of 2022. This compares with an unemployment rate of 4.3% throughout the state in February 2023 and 3.6% for the nation during the same period. The current unemployment rate demonstrates the region is slowly climbing its way back from recession lows; however, income is not static, as low wage paying jobs are on the rise. The current county unemployment rate translates to 1,610,800 in the labor force, 1,551,000 employed, and 59,800 unemployed.

As depicted in Table 1 on the following page, the top employment sectors that saw the most gains in the county were in the leisure and hospitality industries between 2021 and 2022, but also include other entry-level industries ideal for refugees, such as professional and business services, trade and transportation, and education and health services (more information is available on the US Census Bureau website: www.census.gov).

Table 1.

In San Diego County, leisure and hospitality saw the greatest increase in jobs between 2021 and 2022



Data Source: Bureau of Labor Statistics, U.S. Department of Labor, Occupational Employment Statistics, 2022

A January 20, 2023, report, titled “Pathways for Immigrants” published by the San Diego Workforce Partnership (SDWP) discussed a partnership with Walmart for an innovative initiative to help upskill workers in retail and improve their English fluency, opening more pathways for immigrants in retail jobs. To address the language and skill gaps employers experience from workers, and provide opportunities for under and unemployed workers, the above-mentioned report recommends that the workforce system focus more on career development opportunities such as training and apprenticeships to provide individuals with hands-on, on-the-job training to increase knowledge, skills, and abilities for these positions.

SDWP identified 72 priority occupations categorized by education level and including construction field jobs, sales agents, police, fire, and ambulance dispatchers, electrical repairers, and transportation security screeners that should experience growth in the county, providing at least 63 openings a year and projected to grow by at least 6.5% annually. There are countless strategies for examining the labor market demand and variables to consider, but according to SDWP, priority jobs had three criteria: be projected to have higher than average five-year growth, higher than the median number of annual openings, and pay at least \$15.99 at the entry level. Priority jobs pay at least 90% of workers \$16 an hour or more.

According to recent 2021 estimates by the U.S. Census Bureau, the County of San Diego is home to 3,286,069 residents. 22.4% of the region's total population is foreign-born, with 737,696 residents, higher than the national average of 14%. Out of that, 33.2% of those are between the ages of 25 to 44 years old, a large number for the workforce. According to the Public Policy Institute of California's January 2023 fact sheet, "Immigrants in California", 71% of California's immigrants have completed high school, compared to 93% of U.S.-born California residents. A third (33%) of California's foreign-born residents have a bachelor's degree, compared to 39% of U.S.-born residents.

However, according to the March 2021 fact sheet, titled "Immigrants and Education in California," in 2019, 29% of working-age immigrants in California had not graduated from high school, compared to 7% of U.S.-born Californians. Immigrants make up a large share of workers in industries that typically require little formal education, including agricultural production and the hospitality industry, accounting for 75% of California workers with less than a high school degree. This constitutes the need to increase access to education in the immigrant and refugee population to promote upward economic mobility. Many individuals have difficulties obtaining certification/recognition for their previous professional careers in their home countries, forcing them to take entry level, low paying positions and underutilizing their experience and professional skills for positions in industries that need skilled workers.

Refugee youth face additional challenges when it comes to attaining higher education. Upon arrival to the U.S., these youth must learn a new language, culture, and catch up to the standards of their American peers. These challenges are again faced when entering the workforce with limited education, training, and apprenticeship opportunities.

How Proposed Employability Services Relate to Local Labor Market Information

Based on the labor market information presented above, there are several strategies that HSEC-OIRA will continue to utilize to meet the needs of the increasingly diverse refugee population in the region, and if funding is available, will be incorporated into current employability services.

Employment focused services to assist refugees with acculturating to their new workforce surroundings, case management services, and employment related workshops will continue to be integrated with the CalWORKs/WTW program. WTW service providers work closely with local employers, such as educational institutions, hotels, restaurants, and training providers to link refugee clients with training and employment opportunities to meet the demands of the employers and employees.

The Vocational English-as-a-Second Language (VESL) program provides a multi-tiered approach to assist refugee participants with increasing their English language skills while learning job-specific vocabulary and skills to prepare refugees with limited English proficiency to obtain employment and become self-sufficient. The VESL program focuses on a small number of industries that answer current labor market needs (hospitality, food service/preparation, and retail). If approved, additional opportunities will be explored to

offer more industry specific training for in-demand occupations and/or to meet the needs of employers with the need for skilled employees.

Additionally, HSEC-OIRA will continue to explore additional ways to partner with local training and education providers, including the local Workforce Development Board, to address the need for a fast track English language trainings, re-licensing and certifications of foreign-educated refugees, skills training opportunities, and bridging the gap of little to no work experience within the U.S. that many refugees face when looking for employment leading to self-sufficiency.

E. Additional Information

San Diego County Community Profile

The county is the southernmost major metropolitan area in the state of California. The region covers 4,261 square miles extending 75 miles along the Pacific Coast from Mexico to Orange County and inland 75 miles to Imperial County along the international border shared with Mexico. 2021 estimates by the U.S. Census Bureau indicate that San Diego County is home to 3,286,069 residents as the second largest county by population in California and the fifth largest county by population in the nation (U.S. Census Bureau, Vintage 2022 Population Estimates).

Cost of Living

The cost of living in the county has increased in recent years. According to a 2022 worldwide Cost of Living survey conducted by the Economist Intelligence Unit (eiu.com), San Diego City ranks as the seventeenth most expensive city to reside in throughout the U.S. A primary reason for the high cost of living in San Diego County is the cost of housing with a median home value of \$770,000 in January of 2023, which is more than two times the national median of \$383,000. According to an April 2022 Kiplinger report compiled by the Council for Community and Economic Research (c2er.org), the City of San Diego remained one of the most expensive housing markets in the U.S.

Housing costs are only one part of a family budget. According to the Economic Policy Institute, the basic annual family budget for two working parents with two children in the county is over \$110,000 (www.epi.org). This takes into account necessities such as utilities, childcare, transportation, and food.

Refugee Resettlement

According to data collected from the four RAs, 9,617 refugees resettled in the county (including asylees, Special Immigrant Visa holders, Cuban/Haitians, and trafficking and crime victims) between the period of Federal Fiscal Years (FFY) 2020-2023 as of June 30, 2023, which makes it one of the top refugee resettlement sites in the state. Most refugees resettled in the San Diego region during that time came from Afghanistan, Haiti, Cuba, Syria, Iraq, Democratic Republic of Congo, Burma, South Sudan, Ukraine, and Guatemala. The region also continues to be home to other refugee populations from

across the globe, including individuals and families from other countries in Africa, the Middle East, and Southeast Asia.

Table 2 below lists the top countries of origin of San Diego County refugees from 2020 to 2023:

| Table 2: Top Refugee Arrivals to San Diego FFY 2020 – 2023 (October 1, 2020 – June 30, 2023) | |
|---|-----------------------|
| Country of Origin | Total Arrivals |
| Haiti/Cuba | 4,717 |
| Afghanistan | 4,011 |
| Syria | 365 |
| Iraq | 185 |
| Democratic Republic of Congo | 92 |
| South Sudan | 27 |
| <i>*Data from the Resettlement Agencies in San Diego County</i> | |

According to the HHS Office of Business Intelligence, as of June 2023, there were 13,155 individuals including Amerasian Entrants, refugees, asylees, Cuban/Haitian Entrants, and trafficking and crime victims with an entry date into the U.S. of five years or less, accessing public assistance benefits in the county. These individuals reside primarily in two HHS geographic service areas:

- 43% (5,655) reside in East Region, which consists of several cities including El Cajon, La Mesa, Spring Valley, and Santee. Additionally, 61% (3,446) of refugees accessing public assistance benefits in East Region are from Afghanistan.
- 35% (4,610) reside in Central Region, which consists primarily of the City of San Diego. The refugee population accessing public assistance benefits in Central Region is more diverse than East Region, with the two largest groups coming from Haiti (2,717) and Other (981).

III. DESCRIPTION OF SERVICE COMPONENTS

| Service | Description of Services | Programs |
|-------------------|---|--|
| Employment | <p>At a minimum, services will include the following:</p> <ul style="list-style-type: none"> • A comprehensive assessment and creation of an individually tailored employment plan; • Assistance in eliminating employment barriers; • Assistance with job search and application, preparing a resume, and practicing for job interviews; • Assistance with enrollment into education programs, language and skills training, and connection to workforce development | <ul style="list-style-type: none"> • Welfare To Work (WTW) • VESL Language (VESL) • Work Readiness Exchange (WRE) |

| | | |
|---|--|--|
| | opportunities, and referrals to social and mental health services. | |
| Vocational English Language Training | <p>Appropriate English language training will be provided to participants through a variety of avenues:</p> <ul style="list-style-type: none"> • WTW case managers refer clients to English as a Second Language (ESL) Training; include it in their job clubs, workshops, and employment focused activities. • VESL provides training in the context of job search and employment. • WRE includes additional practice with the English language. | <ul style="list-style-type: none"> • WTW • VESL • WRE |
| Case Management | Case management services for employment are designed to prepare participants to obtain, retain, and upgrade employment. | <ul style="list-style-type: none"> • WTW • VESL • WRE |
| On-the-Job Training | <p>On-the-Job Training (OJT) provides participants the opportunity to learn skills while gaining work experience at the same time. OJT provides financial assistance to the employer while they simultaneously train the participant for the position they hold at their business/organization.</p> <p>The overall goal of OJT is to place participants in unsubsidized employment once training is complete; employers are encouraged but not required to hire the participant upon completion of their training.</p> | <ul style="list-style-type: none"> • WTW • VESL |
| Other Employability Services | <p>The following services will be provided to refugee participants to assist in overcoming barriers and challenges in obtaining and retaining employment:</p> <ul style="list-style-type: none"> • Translation and Interpretation Services: These services will be provided to refugee participants with limited English proficiency to assist with accessing employment and other essential services. • Conflict Management Training: Training to support acculturation by teaching participants a multitude of life skills that support job readiness, retention, and advancement by increasing communication and problem-solving skills needed for self-sufficiency and success in the workplace. • Skill Recertification: Training and/or services to assist refugee participants with existing | <ul style="list-style-type: none"> • WTW • VESL • WRE |

| | | |
|---------------------------------------|--|---|
| | <p>professional degrees, licenses, or certificates, practice their professions in the U.S. by helping to get participants relicensed or certified. These services are only available to participants that are employed.</p> <ul style="list-style-type: none"> • Childcare/Transportation: When necessary for participation in employability services and other essential services to help overcome employment barriers and employment retention challenges by accessing needed mainstream services. | |
| <p>Non-Employment Services</p> | <p>The following services are not directly related to overcoming employment barriers, yet assist refugees in having healthy, safe, and thriving lives, which leads to self-sufficiency:</p> <ul style="list-style-type: none"> • Translation and interpretation services. • Information and Referrals: HSEC-OIRA and the Welcome Center serve as a one-stop shop, along with various local community organizations, for information and programs, and services including resettlement, financial assistance, food and nutrition assistance, medical insurance enrollment, health education, and legal assistance in a culturally sensitive manner to everyone regardless of immigration status. • Outreach Services: HSEC-OIRA adopted a Community Health Worker (CHW) model to reach the community and facilitate access to services. CHWs role is to engage with and connect individuals, families, care, and community organizations to increase individuals' knowledge and self-sufficiency through a range of activities such as outreach, community education, social support, and advocacy. • Conflict Resolution and Education: Training housing industry professionals, including but not limited to landlords, property managers, and other organizations, in an effort to educate and remove barriers to renting to refugees from Afghanistan and other countries. • Mental Health, Emotional Wellness and Self-Care: Culturally sensitive educational programs for children and families in Pashto, Farsi and | <ul style="list-style-type: none"> • WTW • VESL • HSEC-OIRA Welcome Center • Landlord Education • Behavioral Health Services |

| | | |
|--|--|--------------|
| | <p>Dari provided by community Afghan leaders, health educators/navigators and/or cultural brokers, to extend support and responsive intervention to prevent acute and chronic negative mental health outcomes.</p> <ul style="list-style-type: none"> • Social Adjustment: Assessment and short-term counseling, health-related services (scheduling appointments, obtaining services), and home management services (household budget, home maintenance, tenant rights). • Citizenship and Naturalization Services: Civics instructions to prepare participants to apply for, interview and become citizens; applications for legal permanent residence; and assistance with any needed waivers and interpretation services. | |
| <p>Services to Older Refugees & Older Afghan Refugees</p> | <p>Cultural and linguistically appropriate, peer-based, outreach and engagement services are provided to support and increase access to care for the older refugee population in the County. The Elder-Multicultural Access and Support Services (EMASS) Program is administered through a contract with the Health and Human Services Agency (HHS), Behavioral Health Services.</p> <p>EMASS provides the following services:</p> <ul style="list-style-type: none"> • Education and advocacy; • Peer mentoring support; • Transportation services to and from medical and mental health appointments; • Social, recreational and acculturation activities; • Assistance with and referrals to social service needs; • Screening for public assistance programs and benefits. | <p>EMASS</p> |

Racial Impact Equity

HSEC-OIRA recognizes the impacts of inequitable policies on the immigrant and refugee communities. According to the American Civil Liberties Union of San Diego and Imperial Counties, over 20% of San Diegans were born in other countries and speak 68 different languages. HSEC-OIRA is committed to serving all refugees and immigrants regardless of immigration status in a culturally and linguistically appropriate manner. Through its contractors, HSEC-OIRA provides trauma-informed care to all eligible participants in RSS programs and emphasizes the need to advance racial equity through programs that serve refugees, asylees, victims of human trafficking, unaccompanied minors, humanitarian parolees, and others. HSEC-OIRA prioritizes:

- Engaging stakeholders that are representatives of the refugee community being served through regional listening sessions,
- Requiring qualitative surveys from all providers assisting the refugee and immigrant population,
- Language translation and interpretation efforts to increase bilateral communication with the refugee population,
- Collaboration with internal and external partners to identify program success and progress.

IV. Budgets

The Refugee Support Services (RSS) Plan includes a separate budget for each funding source the County of San Diego (County) receives, and any carryover and augmentation funding available for services for the current RSS Plan. The budgets show an amount for every component offered for each program and an amount for administration costs. Due to the current federal fiscal year (FFY) 2023 budget being completed prior to the completion of the FFY, the most current budget has been included on the following page as recommended by the Refugee Programs Bureau. Updated budgets will be replaced at the next update. The Services to Older Adults (SOR) is also included as part of the RSS allocation as a set aside for use in serving older refugees as well one time funding allocations for Afghanistan Refugee Support Services and Afghanistan Services to Older Refugees focused on serving refugees from Afghanistan.

County of San Diego RSS FFY 2022-2023 Budget

| | Components | *Amount | Percentage |
|----|---------------------------------------|--------------------|-------------------|
| 1. | EMPLOYMENT SERVICES | \$2,501,361 | 48.00% |
| | a. Employment Services | \$1,876,020 | 75.00% |
| | b. Case Management | \$625,340 | 25.00% |
| 2. | OTHER EMPLOYABILITY SERVICES | \$1,928,132 | 37.00% |
| | a. VESL/ELT | \$1,156,879 | 60.00% |
| | b. VESL/OJT | \$17,353 | 0.90% |
| | c. VESL/Employment Services | \$443,470 | 23.00% |
| | d. Other: WRE | \$233,304 | 12.10% |
| | e. Set-Aside for elderly refugees | \$77,125 | 4.00% |
| | SERVICES SUBTOTAL | \$4,429,493 | |
| 3. | COUNTY ADMINISTRATION | \$781,675 | 15.00% |
| | | | |
| | TOTAL FFY 22/23 RSS ALLOCATION | \$5,211,168 | |

* In the table, the sum individual amounts may not total due to rounding.

RSS 20-05 Grant period FFY 10/01/2019-9/30/2022 (extended to 9/30/2023)

RSS 21-05 Grant period FFY 10/01/2021-9/30/2023

ORSA 20-05 Grant period FFY 10/1/2020-9/30/2022 (extended to 9/30/2023)

ORSA 21-05 Grant period FFY 10/1/2021-9/30/2022 (extended to 9/30/2023)

SOR 22-05 Grant period FFY 10/1/2022-9/30/2024

ASA & ASOR Allocation Budgets (FFY 2023):

| Component | FFY 2022-2023 Allocation (ASA22-03 & ASOR22-04) |
|---|--|
| 1. NON-EMPLOYMENT SERVICES | \$1,700,000.00 |
| a. Other: BHS, Housing, SECV | \$1,700,000.00 |
| | |
| 2. OTHER NON-EMPLOYMENT SERVICES | \$538,022.00 |
| a. Other (ASOR) | \$538,022.00 |
| | |
| SERVICES SUBTOTAL | \$2,238,022.00 |
| | |
| 3. COUNTY ADMINISTRATION | \$394,945.00 |
| | |
| TOTAL | \$2,632,967.00 |

V. Annual Services Plan

The Annual Services Plan (ASP) is required by the Office of Refugee Resettlement (ORR) to be completed at the start of each Federal Fiscal Year as a condition for the award of grant funds. The ASP reflects the current services provided to refugees in the county and the total dollar amount to provide services to the eligible service populations from the following ORR funding sources: Refugee Support Services; Services to Older Refugees and Afghanistan Refugee Support Services and Afghanistan Services to Older Refugees.

In accordance with Refugee Programs Bureau requirements, the most current ASP from 2022 has been included as **Exhibit 2**.

VI. Annual Outcome Goal Plan

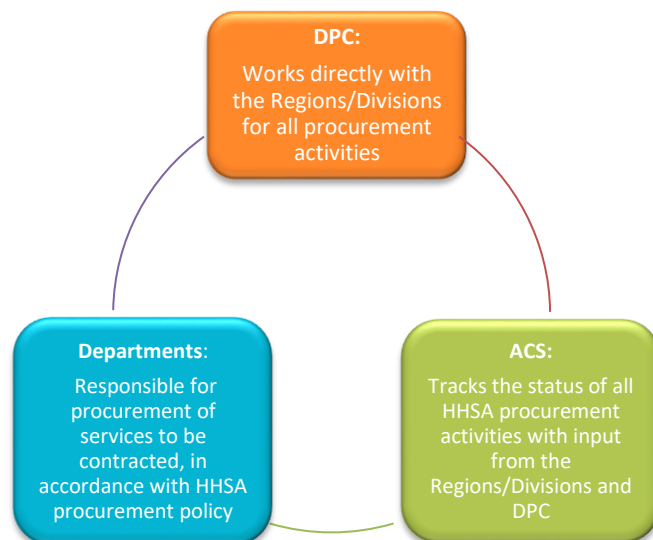
The Annual Outcome Goal Plan (AOGP) is required to be completed at the start of each Federal Fiscal Year (FFY). The AOGP requires the County of San Diego to set service targets for the upcoming FFY aimed at improving upon the previous year's actual outcomes. Targets must be realistic, taking into consideration knowledge of the local job market and economic environment. Other considerations include employability characteristics and/or limitations of the anticipated caseload for employment services and the various forces that impact a client entering employment. In accordance with Refugee Programs Bureau requirements, the most current AOGP from 2022 has been included as **Exhibit 3**.

VII. Appendices

A. County of San Diego Procurement Process

The County of San Diego (County) provides Refugee Support Services (RSS) administered through competitively procured contracts managed by County Health and Human Services Agency (HHSA), Department of Homeless Solutions and Equitable Communities, Office of Immigrant and Refugee Affairs (HSEC-OIRA), in collaboration with the County Department of Purchasing and Contracting (DPC) and Agency Contract Support (ACS).

The mission of DPC is to provide the most efficient and effective delivery of quality goods and services to County departments to ensure the purchase of services is conducted in accordance with policies established by the San Diego County Board of Supervisors (Board), and conforms to



federal regulations. The procurement policy includes a provision for determining that services can be provided more economically efficient by an independent contractor than by County staff prior to contracting for services. ACS provides additional coordination and oversight of contracting processes for HHSA programs. The services and programs described within the RSS Plan for Federal Fiscal Years 2024-2026 will be operationalized in contracts with the service providers selected through the competitive procurement process or criteria where exemptions and exceptions may be used as defined by the Board Policy A-87.

B. County of San Diego Monitoring Process

In accordance with HHSA's Contract Administrative Management policy, each department has the overall responsibility for administering service contracts, including performance of required monitoring activities; contractor orientations; periodic meetings with provider groups; compliance and quality assurance monitoring of contract Statements of Work/Performance Work Statements/Statements of Outcomes provisions; and review and approval of contractor invoices. All functions are conducted in compliance with County standards and practices. Contract administration is aligned with Strategic Planning and Operational Planning processes. Contract monitoring and control, which is essential for ensuring that HHSA receives what it pays for, is used to verify compliance with contract requirements. County Contracting Officer Representatives (CORs) are responsible for their respective contracts. ACS has lead responsibility for fiscal audits of contractors, conducting special audits of contractors/contracts, and monitoring contractor compliance with insurance requirements.

At the start of each contract year, the COR completes a monitoring assessment and creates a monitoring plan specific to each contract. The monitoring plan contains the activities that will be conducted throughout the contract period to ensure that the contractor is in compliance with all contract requirements, services are being delivered at an acceptable level of quality, outcomes and objectives are on-track to be met, and the program is having the anticipated impact on the target population. The monitoring plan outlines the level and extent of monitoring, the method that will be used to monitor a contract, and how the activity will be documented.

HSEC-OIRA staff collects and analyzes the data and information that is submitted by all RSS funded service providers to ensure accuracy and validity. This data and information is used to complete all required Refugee Program Bureau reports and data requests. While the monitoring for the Welfare to Work (WTW) contracts is conducted by staff in HHSA Self-Sufficiency Services, HSEC-OIRA completes an additional monitoring visit each year to specifically review a sample of refugee participant casefiles to ensure that all RSS requirements for eligibility and documentation are being met.

California Department of Social Services County Guidelines

The County assures it is and will comply with the reporting requirements detailed on Page 18 and 19 of the California Department of Social Services (CDSS) County Guidelines,

pertaining to frequency of monitoring, submission of reports, 90-day follow-ups on employed participants, and corrective action related to program deficiencies.

Family-Self-Sufficiency Plan

The County has been using the Family Self-Sufficiency Plan (FSSP) for every refugee that is employment ready. Service providers develop FSSPs for anyone who receives employment related services. The plan addresses each family's need from the arrival date until they become self-sufficient. The plan includes the following:

- A. Determination of the income level a family would have to earn to exceed its cash aid and become self-sufficient,
- B. Comprehensive initial assessment for each family member in the household including children,
- C. A strategy timetable for obtaining a level of family income through placement in employment at sufficient wages levels,
- D. Employability plan for every employable member of the family,
- E. A plan to address barriers to self-sufficiency,
- F. Short- and long-term goals,
- G. Determination of English language ability and education level for each family member, and
- H. Follow-up assessment of program at six (6) and twelve (12) months from the date of enrollment.

VIII. Required Assurances

The County of San Diego assures the 2024-2026 Refugee Support Services Plan was developed in accordance with:

- California Department of Social Services (CDSS) Manual of Policies and Procedures:
 - Refugee Resettlement Program Regulations – Division 69, Chapter 69-200,
 - Cuban/Haitian Entrant Program – Division 69, Chapter 69-300,
 - Trafficking and Crime Victims Assistance Program – Division 70, Chapter 70-100, and
- Purchase of Services Regulations – Division 23, Chapter 23-600.
- Code of Federal Regulations – Title 45 – Public Welfare:
 - Refugee Resettlement Program – 45 CFR Chapter IV, Part 400,
 - Cuban/Haitian Entrant Program – 45 CFR Chapter IV, Part 401,
 - Uniform Administrative Requirements – 45 CFR Subtitle A, Part 74, and
- Federal Procurement Standards – 45 CFR Subtitle A, Part 92.
- CDSS County Refugee Program Guidelines.
- California Welfare and Institution Code Section 10850 – Confidentiality of Record.

IX. San Diego County Board of Supervisors Resolution

On September 26, 2023, the San Diego County Board of Supervisors approved the resolution to submit the FFY 2024-2026 Refugee Support Services Plan.

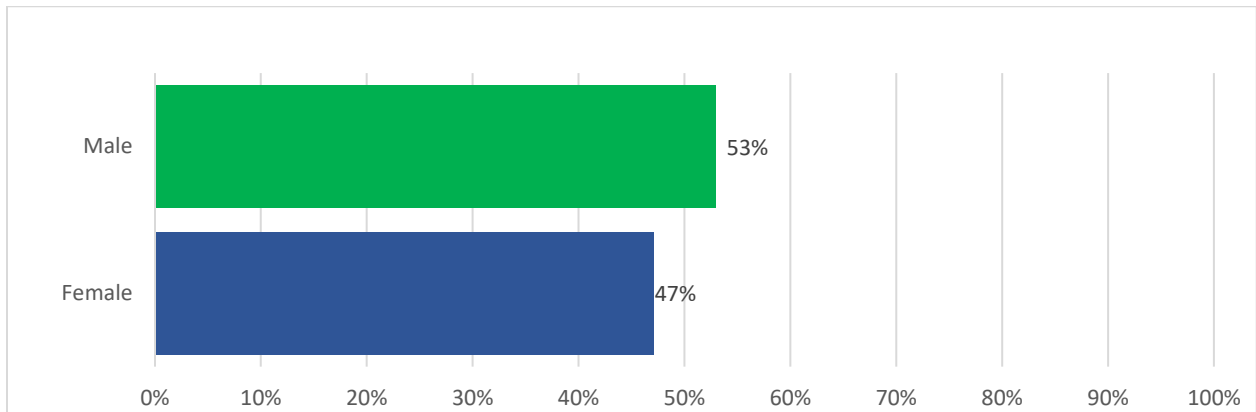
X. Optional County Information

Exhibit 1. Survey Results Detail

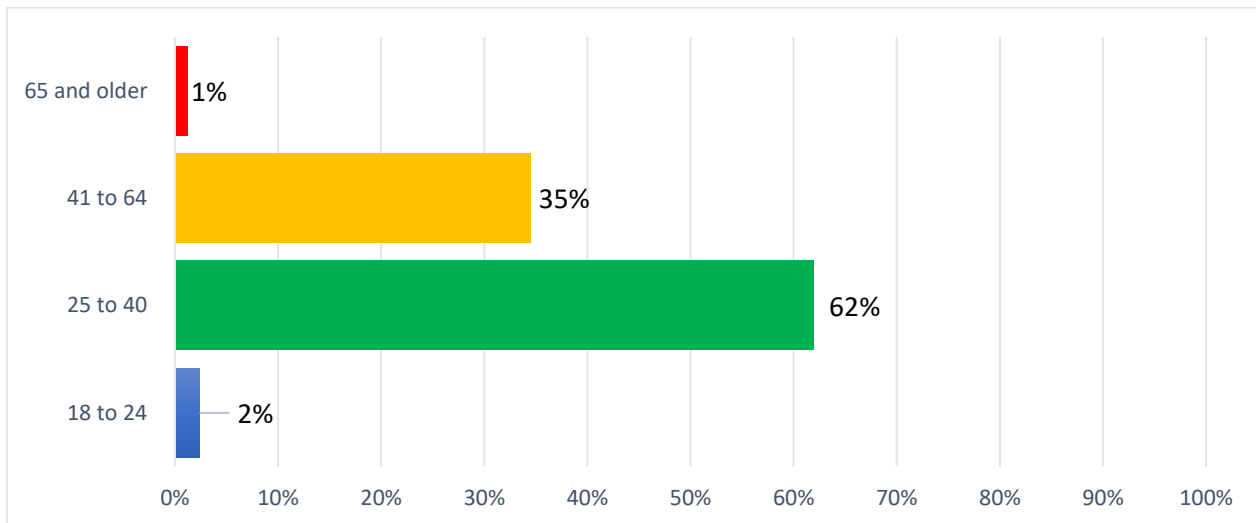
Client Surveys

Client Survey Demographics - Respondents were asked to provide demographic data to help identify who was responding to the survey; below are charts representing the responses of 85 survey participants.

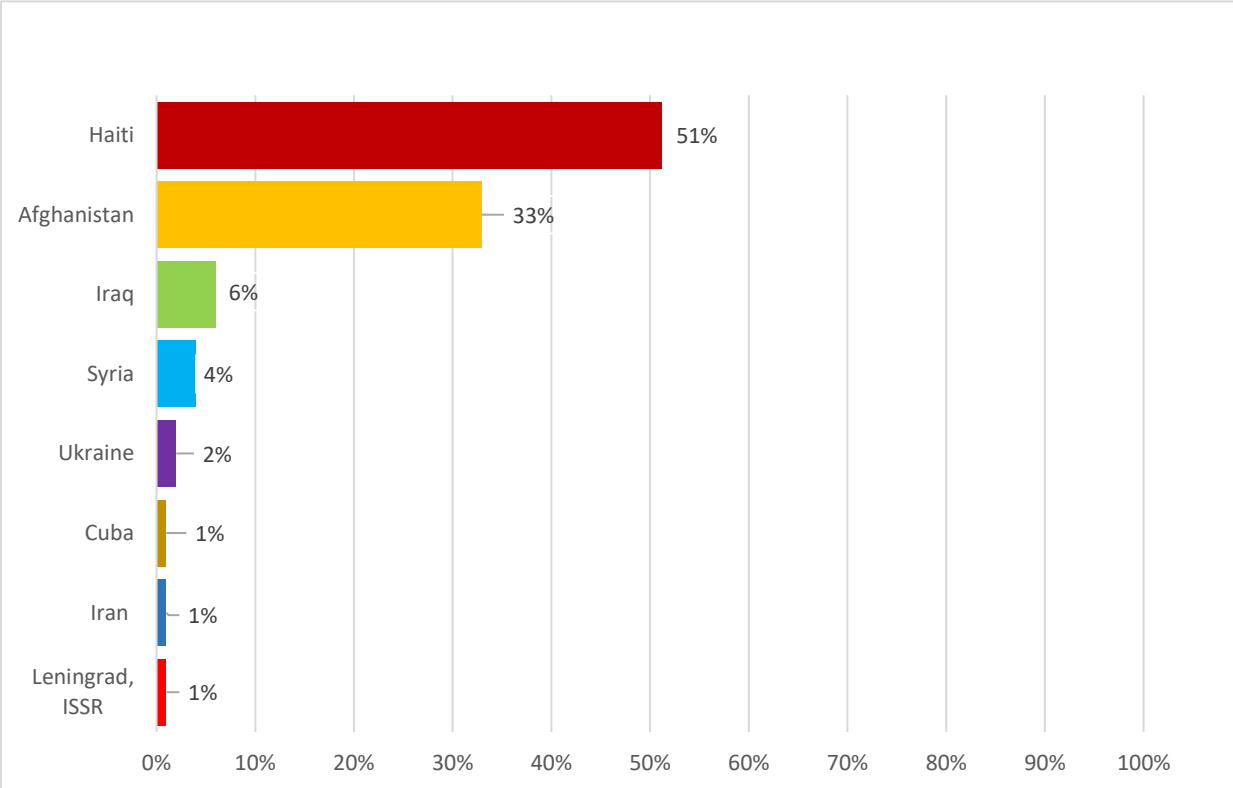
Client Survey Question – Male/Female



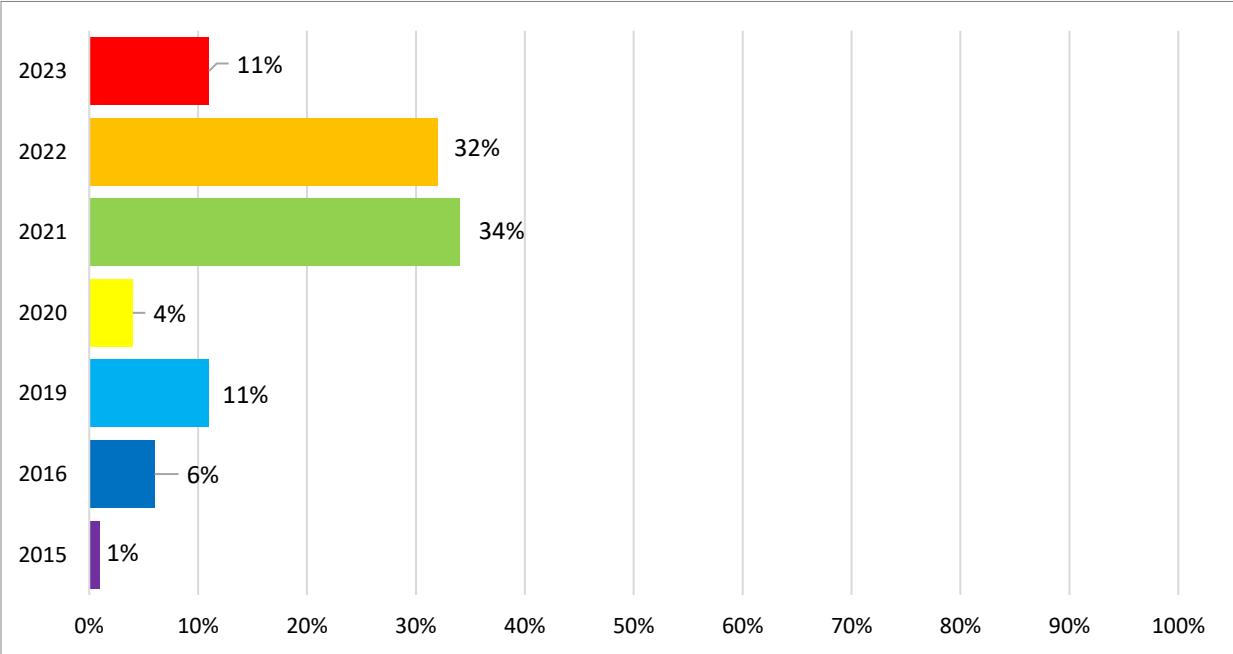
Client Survey Question – Age



Client Survey Question - I was born in:

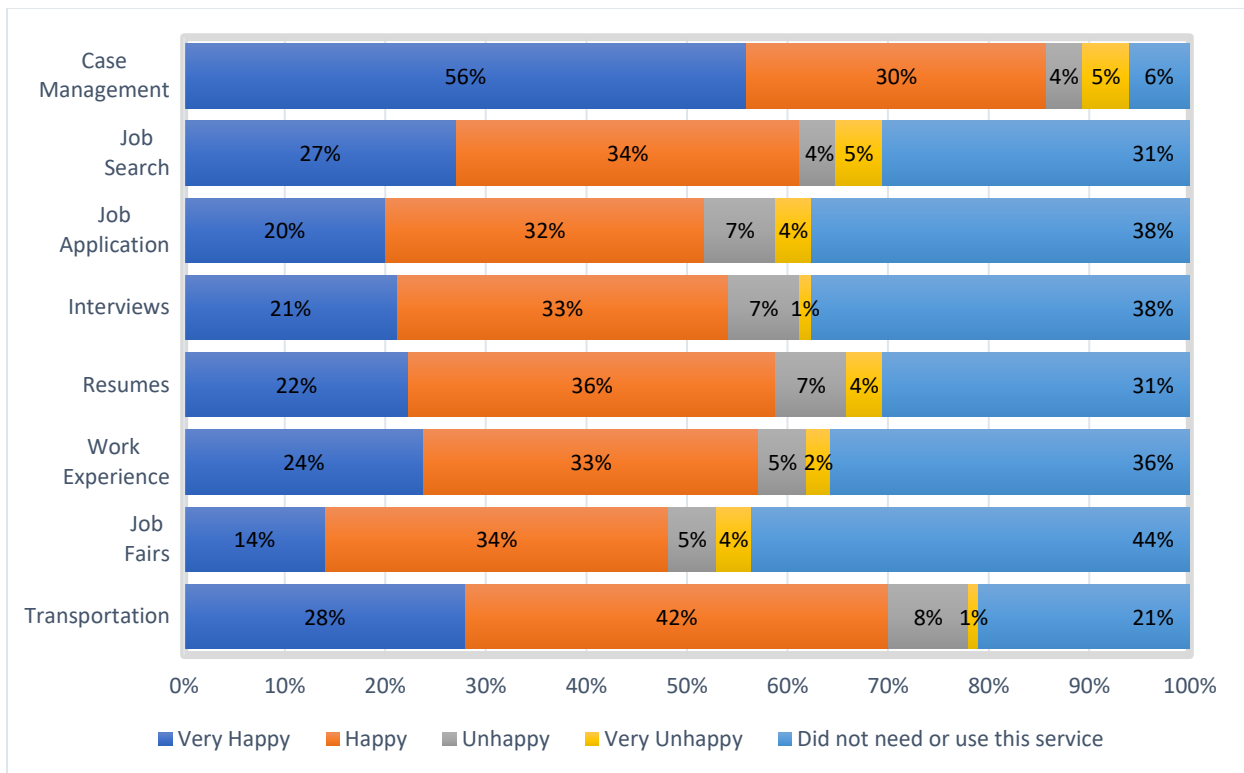


Client Survey Question - I arrived to the United States in:

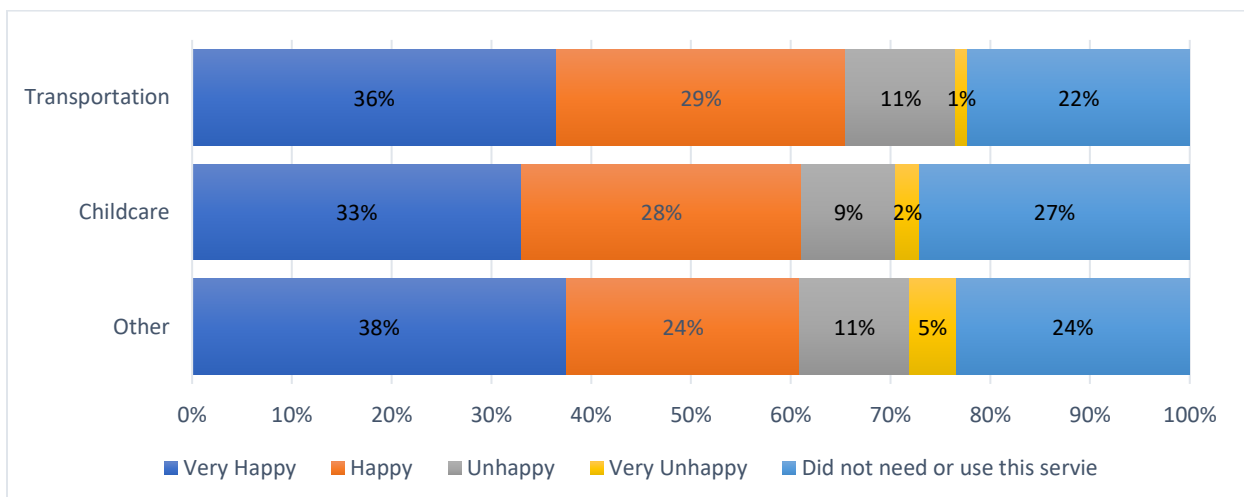


Client Survey Satisfaction of Services and Top Services - The following set of questions asked each client what their satisfaction level is/was for various employment and supportive services they received or were receiving; clients could rate their satisfaction as “very happy”, “happy”, “unhappy”, “very unhappy”, or “did not need or use this service”.

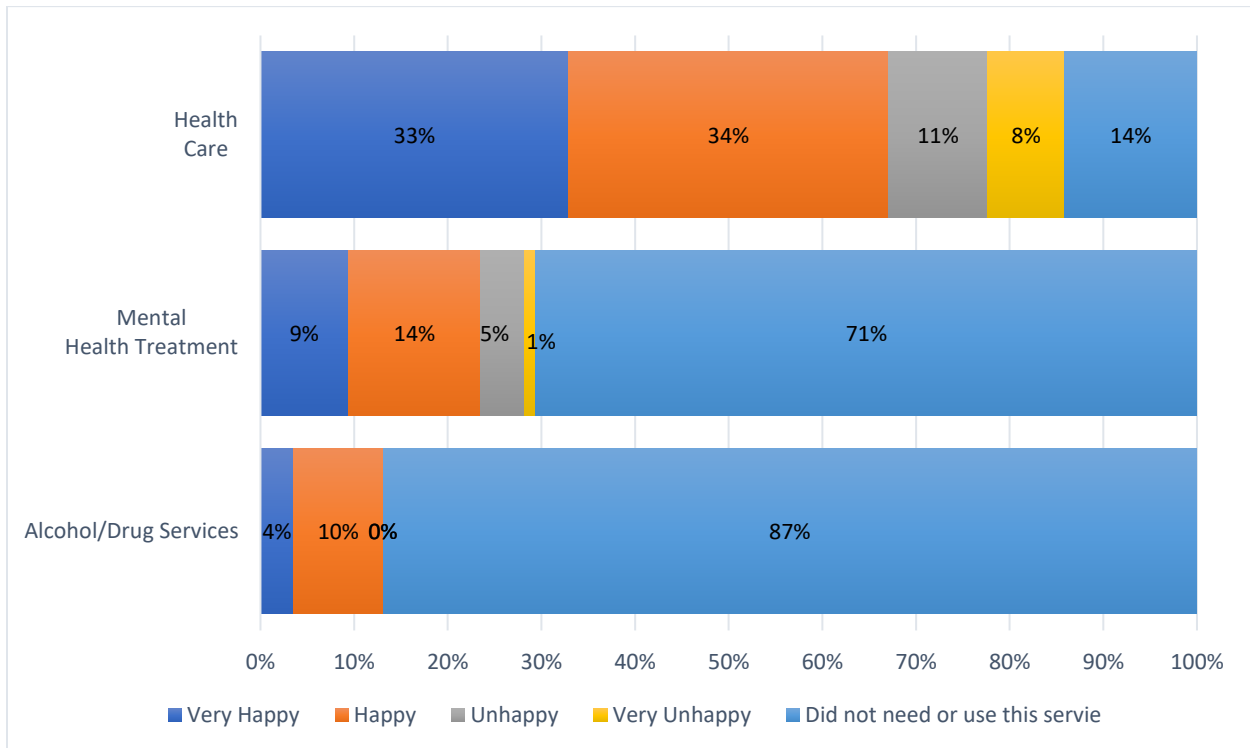
Client Survey Question - How happy are you with the *EMPLOYMENT* services you receive(d)?



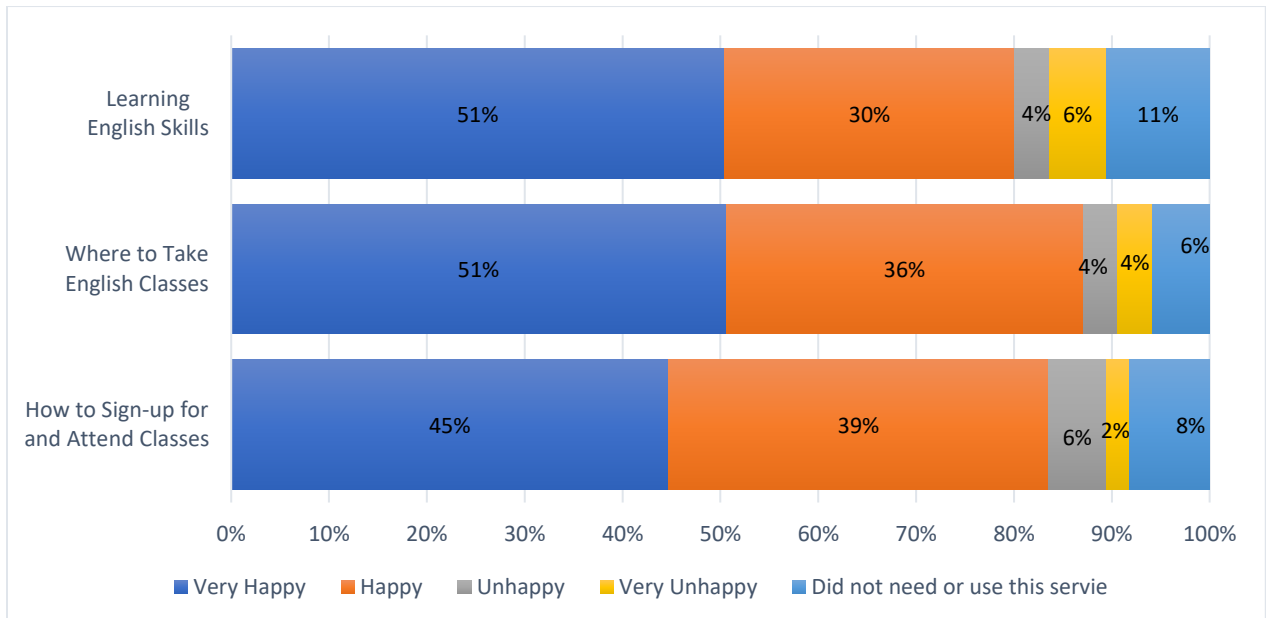
Client Survey Question - How happy are you with the *SUPPORTIVE* services you receive(d)?



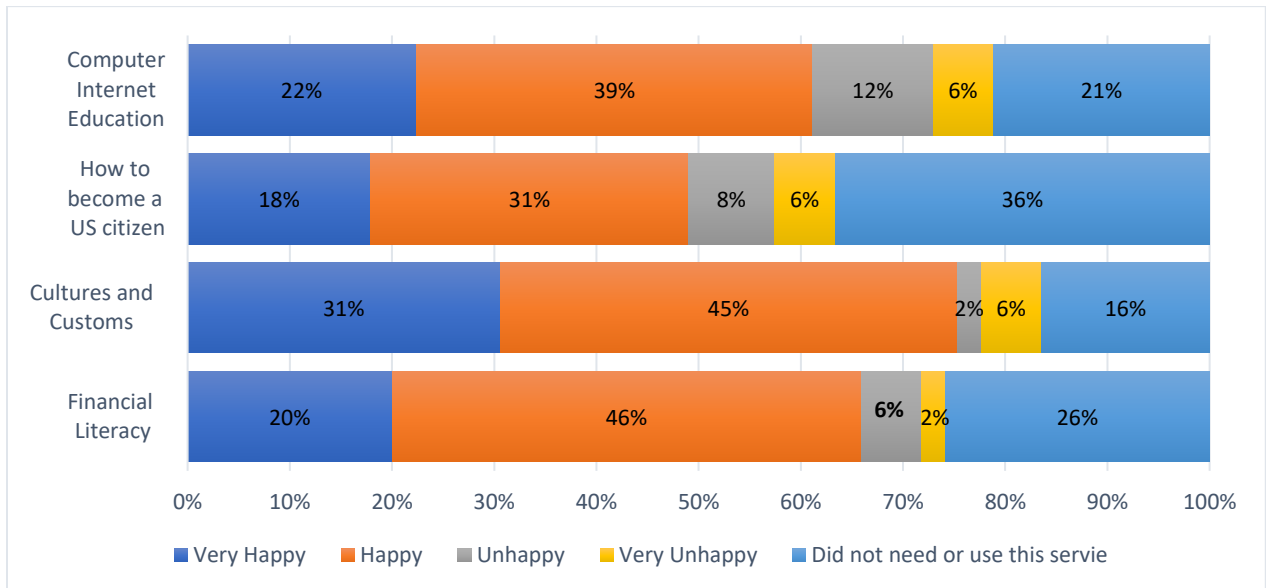
Client Survey Question - How happy are you with the INFORMATION AND REFERRAL services you receive(d)?



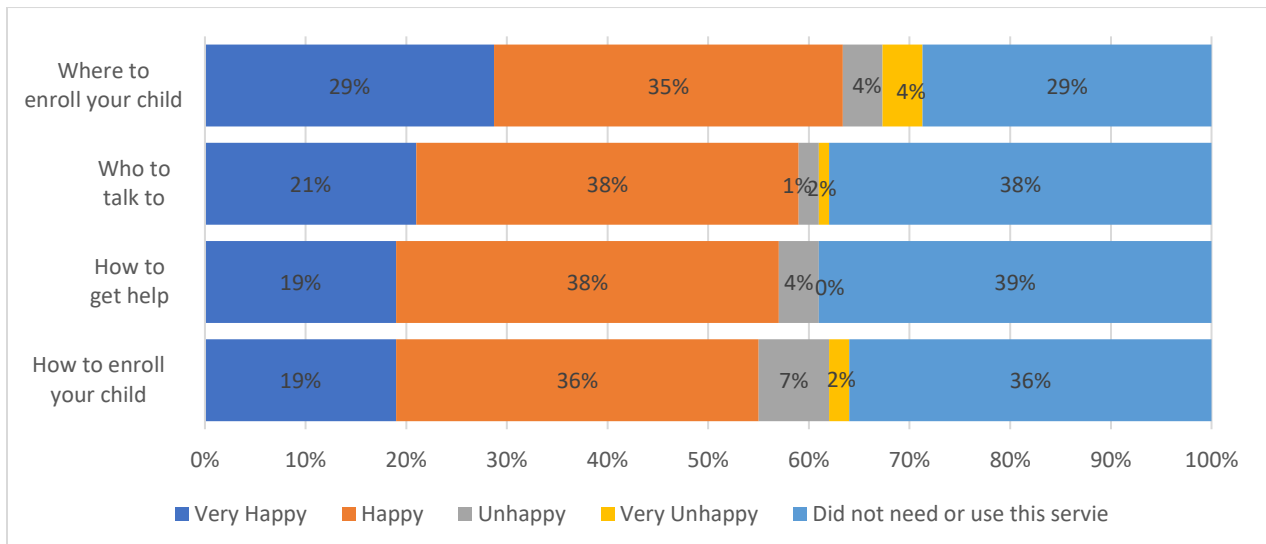
Client Survey Question - How happy are you with the ENGLISH LANGUAGE services you receive(d)?



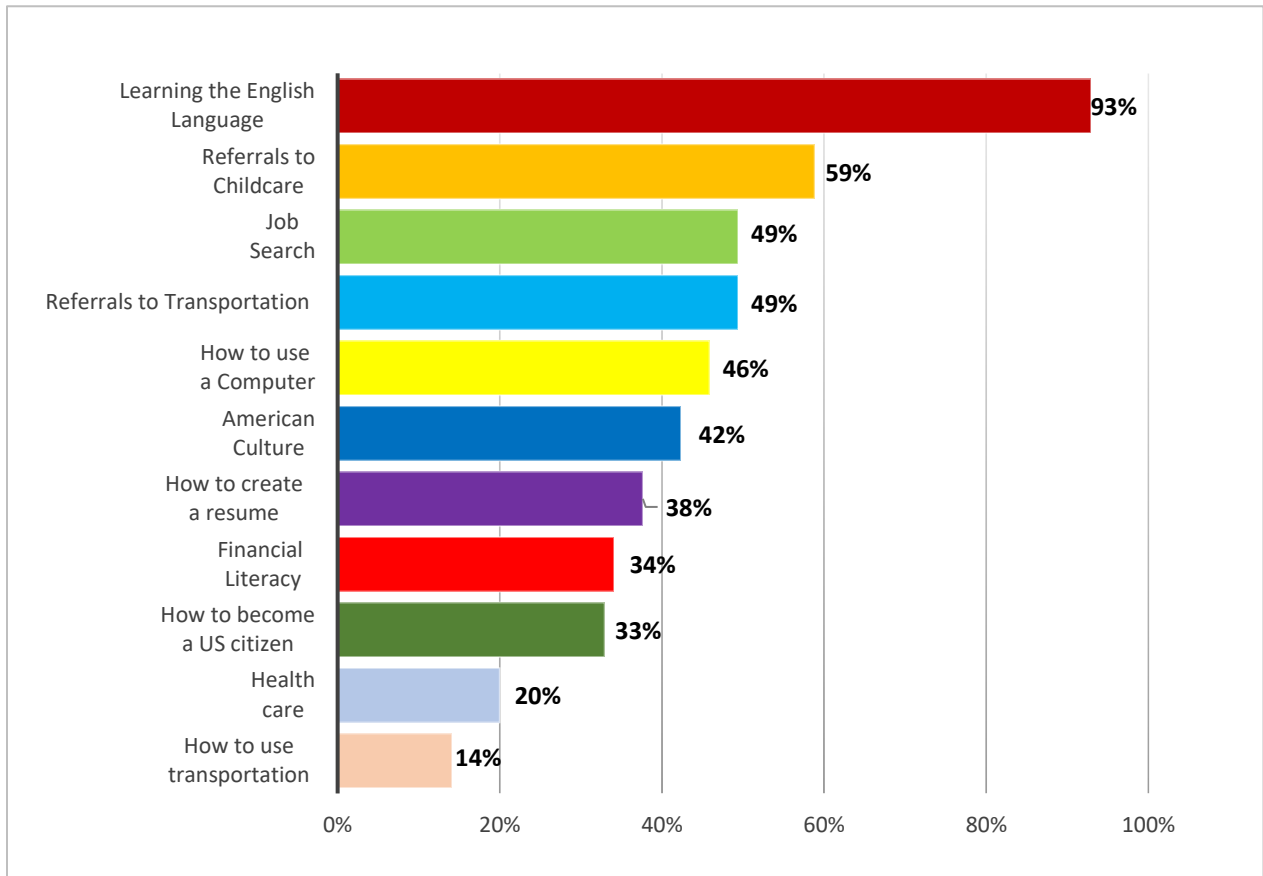
Client Survey Question - How happy are you with the OTHER NEEDS services you receive(d)?



Client Survey Question: How happy are you with the information/assistance you received about SCHOOLS?



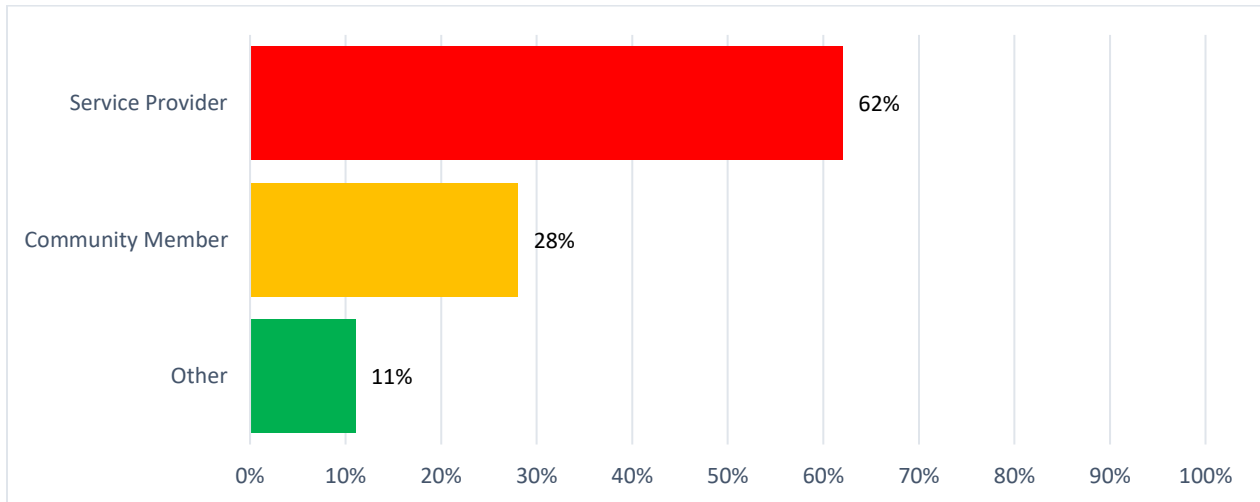
Client Survey Question: *What are the top 5 services that are most important or that you would like help with?*



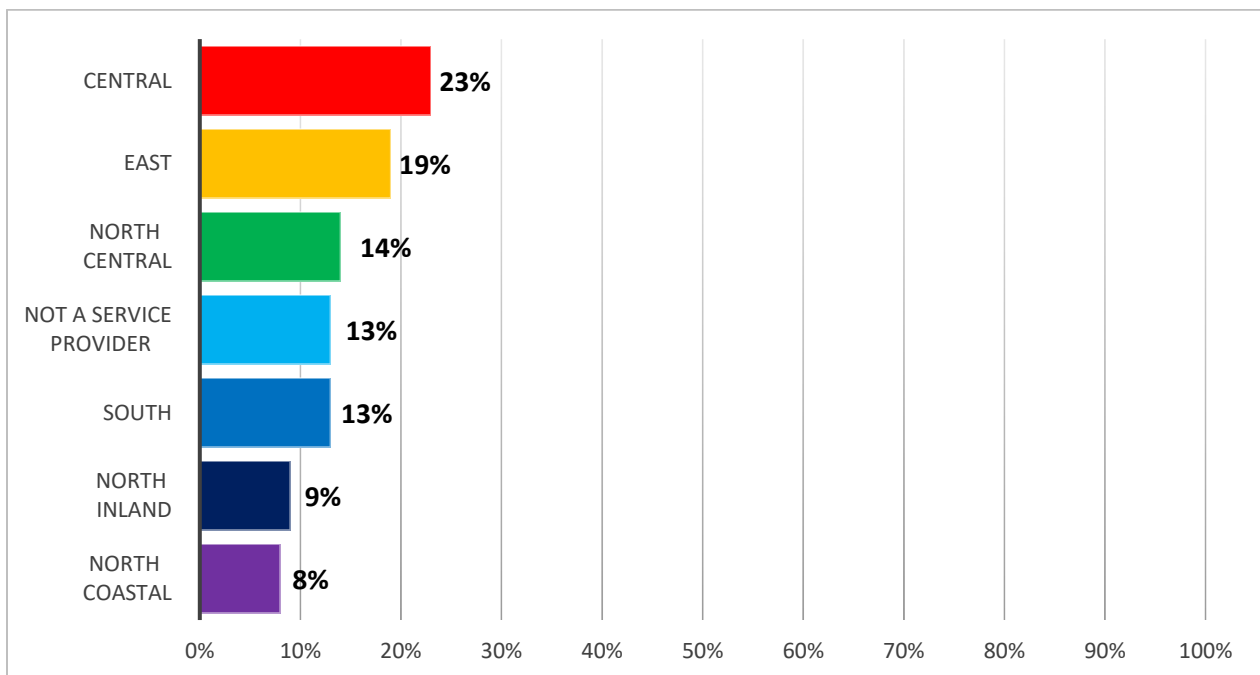
Service Provider Surveys

Service Provider Demographics - Respondents were asked to provide demographic data to help identify who was responding to the survey. Below are charts representing the responses of the 65 provider and community member survey participants.

Service Provider Question - *Are you a service provider or community member?*

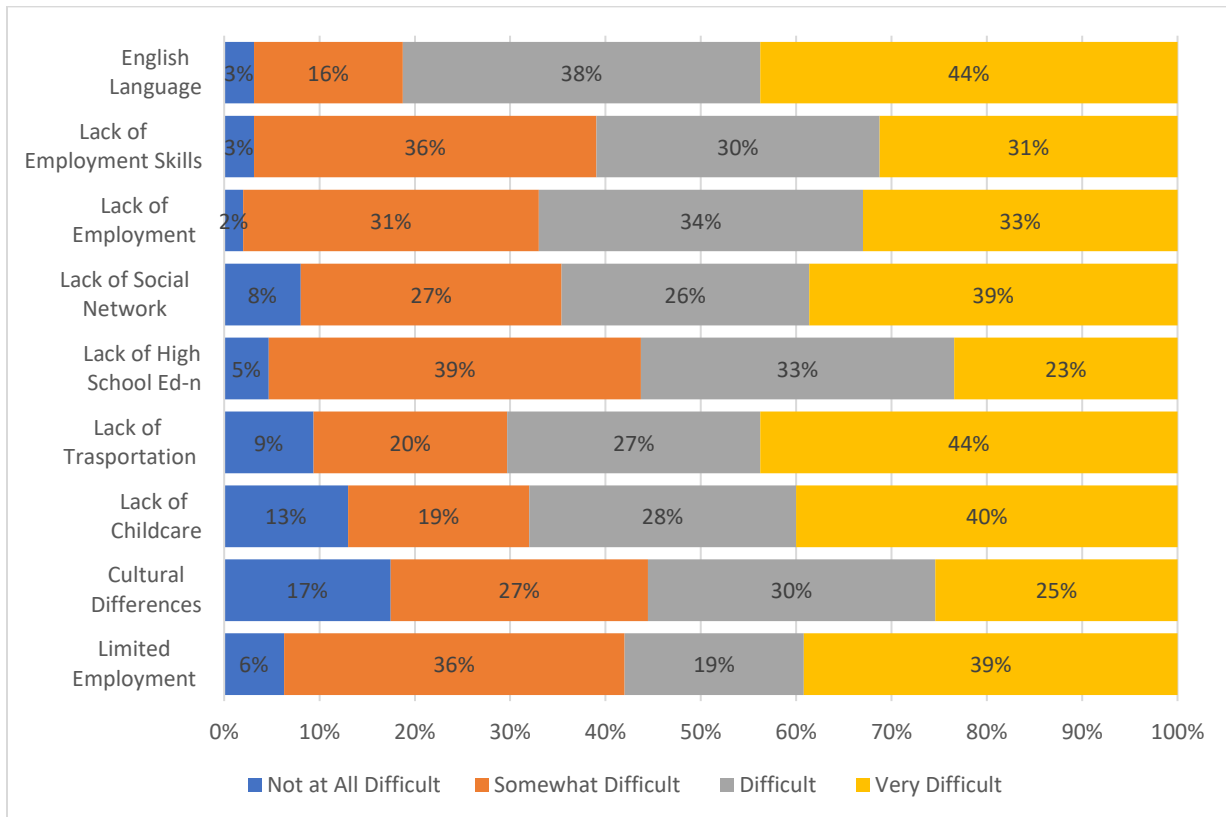


Service Provider Question - *If you are a service provider, what HHSA region(s) do you provide services in?*



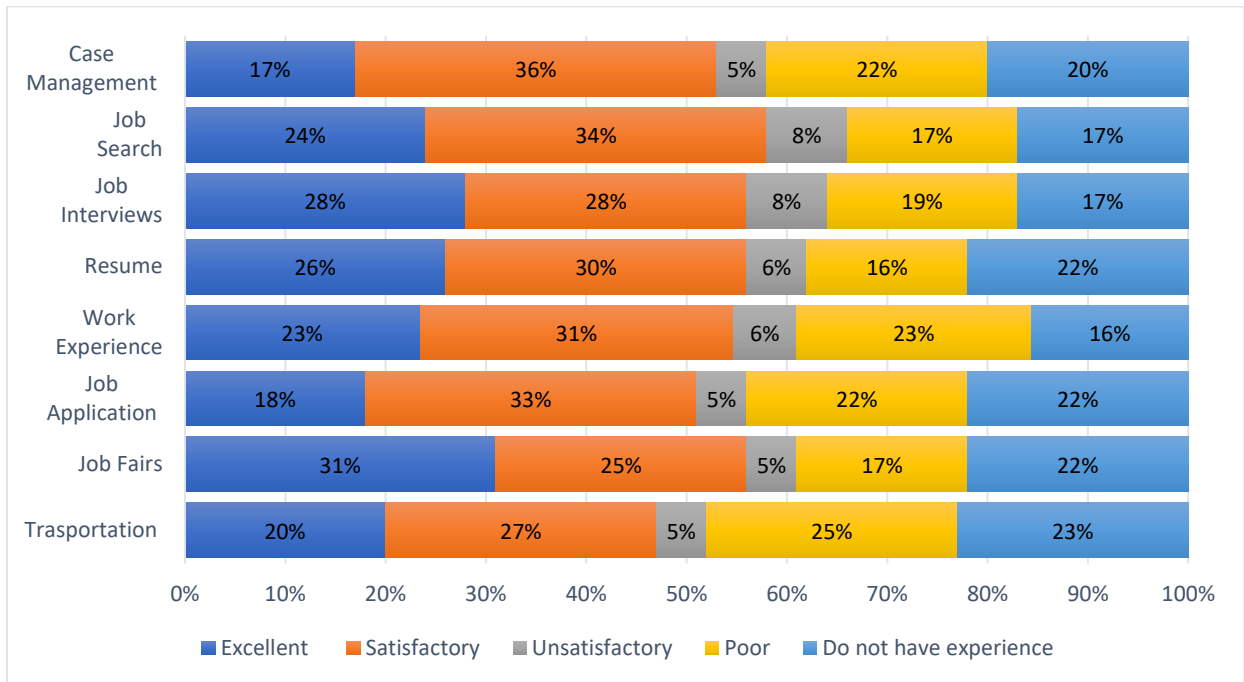
Service Provider Barriers - Respondents were asked to rate how difficult the following barriers were for refugees trying to obtain employment on a scale from 1 to 4, with 1 being “not at all difficult”, 2 being “somewhat difficult”, 3 being “difficult”, and 4 being “very difficult.” The graph below shows the results of this question.

Service Provider Question - On a scale from 1 to 4, please rate how difficult the following barriers make it for refugees to obtain employment.

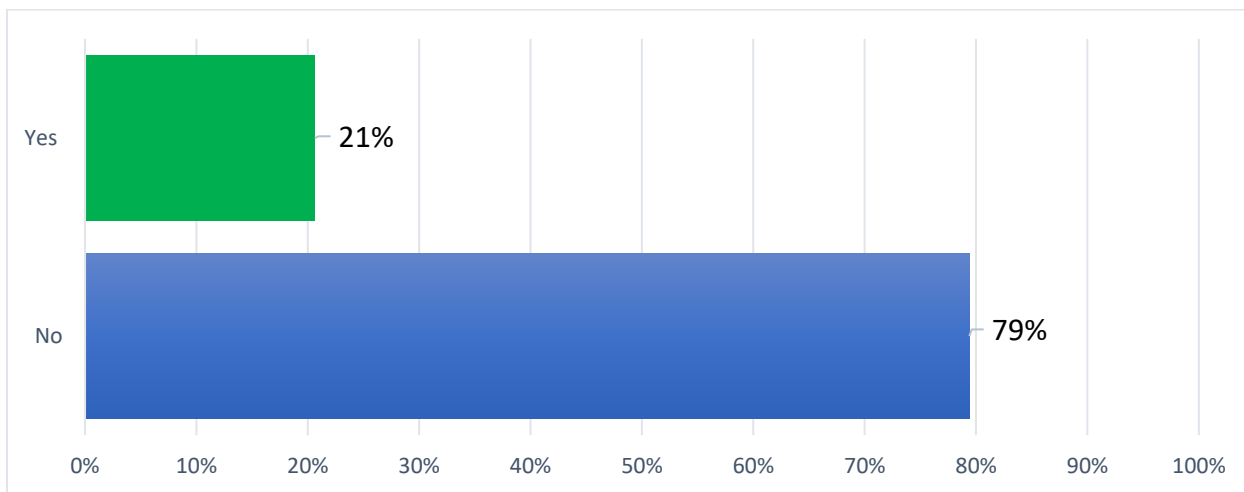


Service Provider Satisfaction of Services - The following set of questions asked each respondent to rate their satisfaction level for various employment services refugees currently receive in the county; respondents could rate their satisfaction as “excellent”, “satisfactory”, “unsatisfactory”, “poor”, or “do not have experience with these services.”

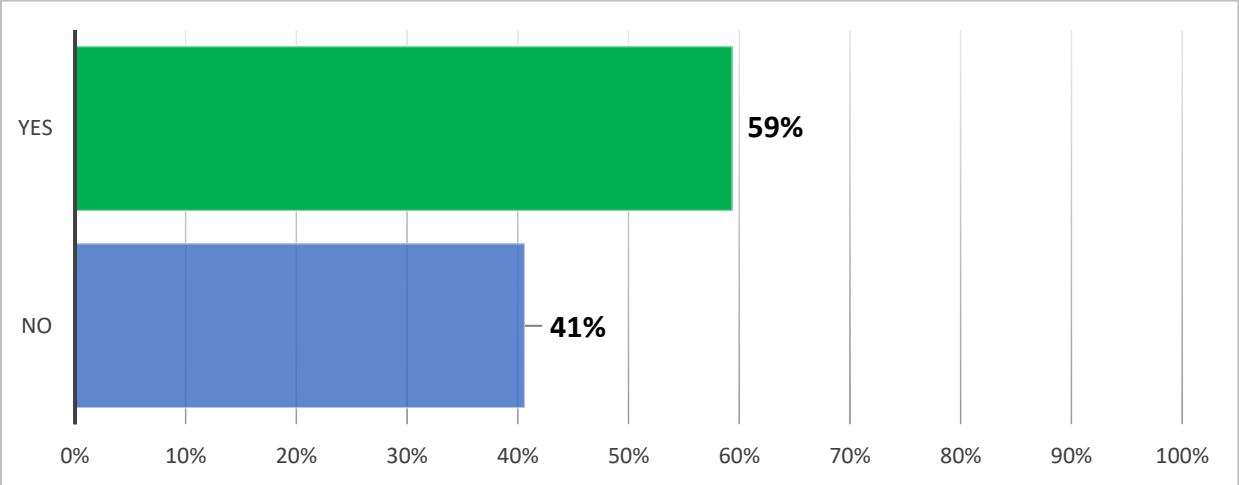
Service Provider Question - How would you rate the quality of the following employment services refugees receive?



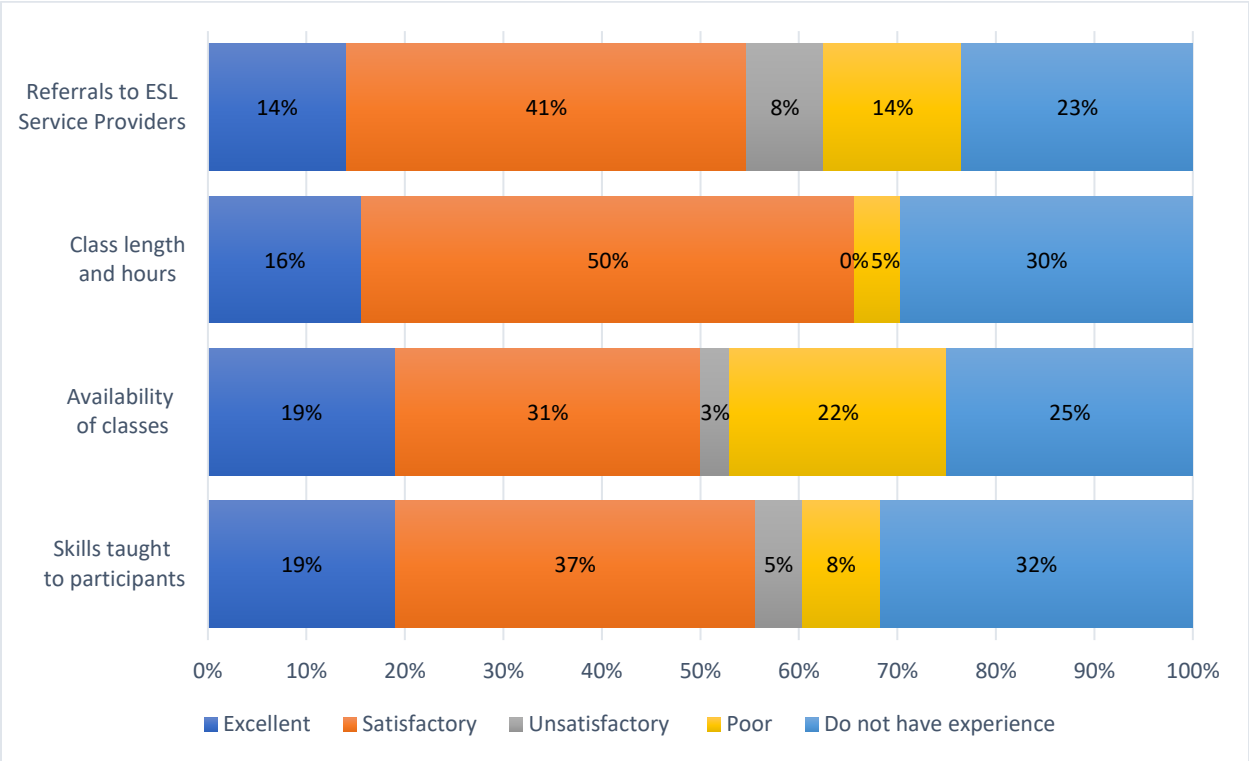
Service Provider Question - Are you an English-As-A-Second Language (ESL) services provider?



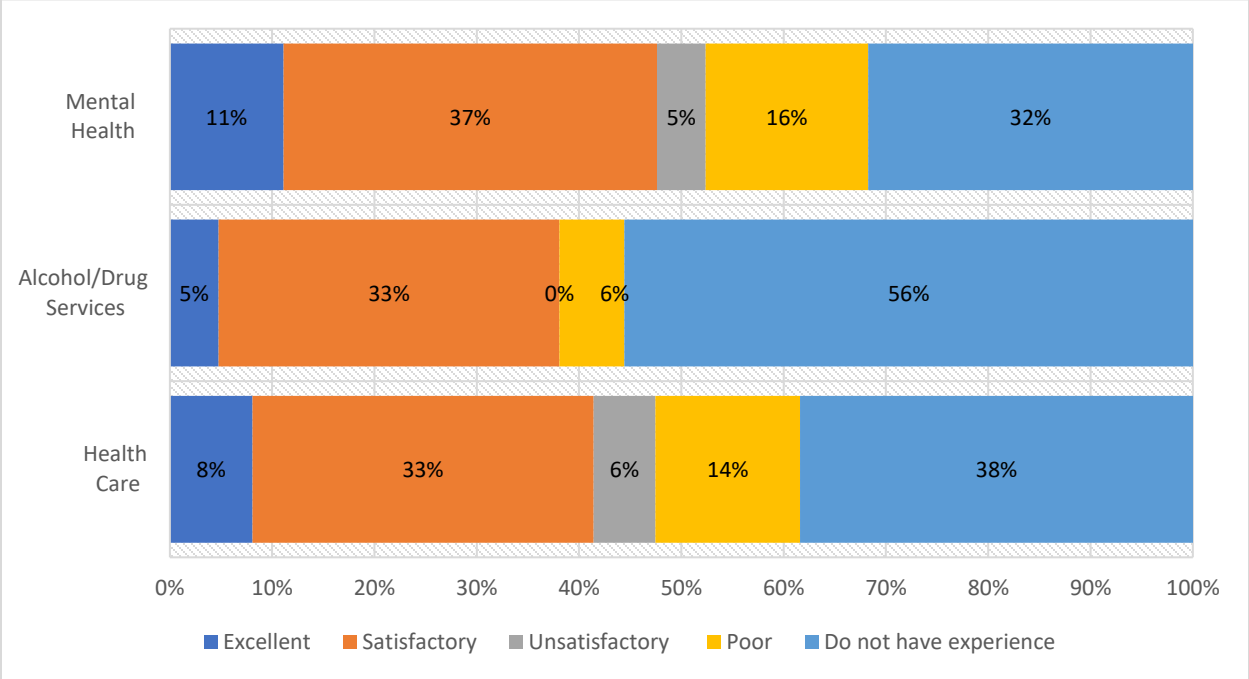
Service Provider Question - Do you refer refugee clients to ESL service providers?



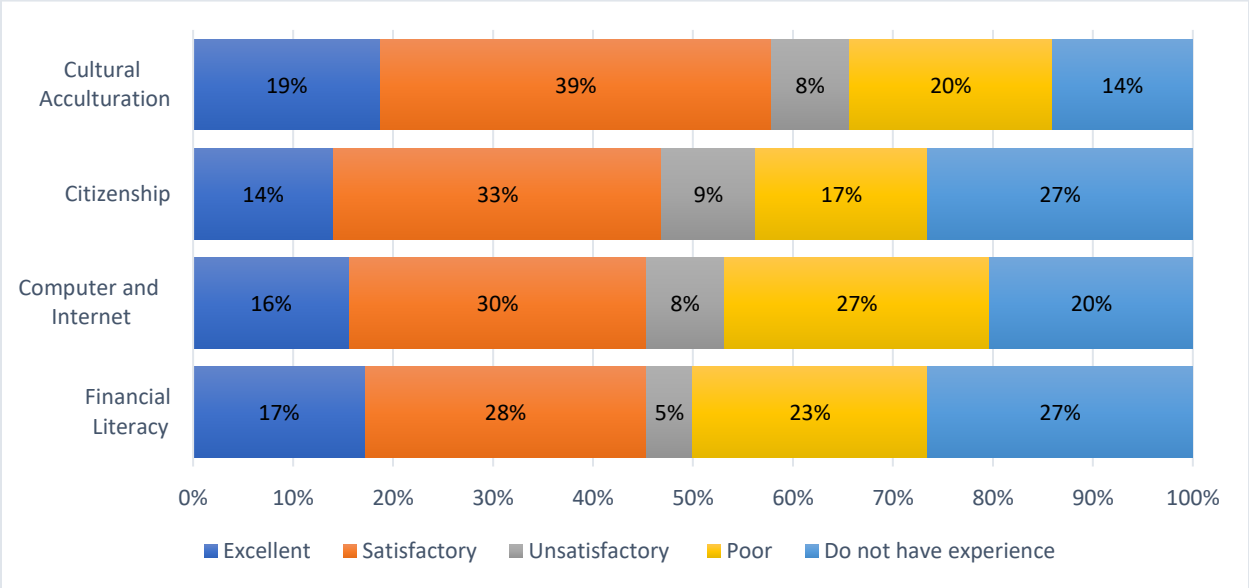
Service Provider Question - How would you rate the quality of the following ESL services refugees currently receive?



Service Provider Question - How would you rate the quality of the INFORMATION or REFERRAL services refugees receive(d)?



Service Provider Question - How would you rate the quality of the following OTHER services refugees receive(d)?



Service Provider Question - How would you rate the quality of the following SUPPORTIVE services refugees receive(d)?

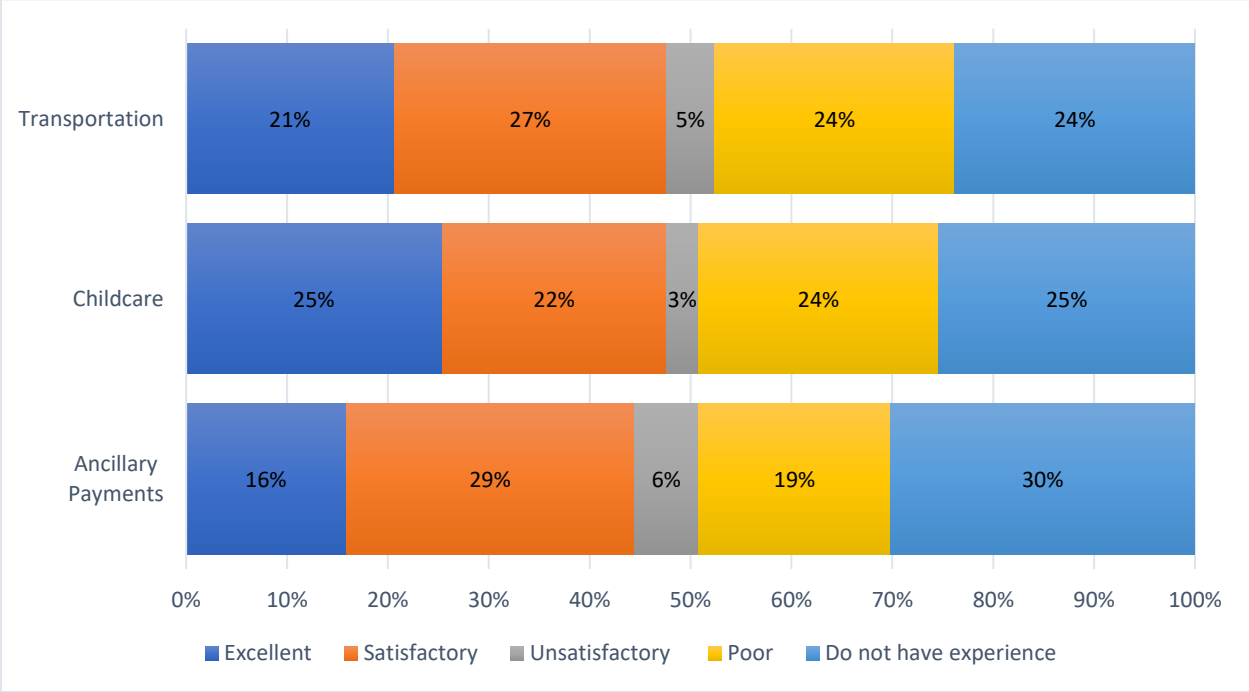


Exhibit 2. Annual Services Plan

| | | | | | |
|---|------------|------------------------|------|---|------------|
| Annual Service Plan (Instructions/additional details are under each section as applicable.) | | | | ORR-6 OMB Control No. 0970-0036 Expires 03/31/2023 | |
| 1.State/Grantee: | California | 2. Fiscal Year: | 2022 | 3. Date: | 10/31/2022 |
| Fields 1 - 3 Instructions | | | | | |
| <p>1. State/Grantee: If the RRP is State-administered, enter the name of the State submitting the report. If the RRP is administered by a Replacement Designee, enter the name of the agency submitting the report. (Note: States that operate county or locally-administered programs of refugee resettlement must submit a separate ASP for each local jurisdiction receiving ORR funds from the social service formula program. These States must also submit a consolidated ASP for the State.)</p> <p>2. Fiscal Year: Enter the Federal Fiscal Year for which the Annual Service Plan is being submitted. Due to differences in State contracting cycles, <i>ORR does not specify that the contract period coincide with the Federal Fiscal Year (FFY). Instead, this information is to reflect each State's 12-month period of services under contract effective at the beginning of a FFY, October 1, regardless of when that period begins and ends. All reported information is related to the various ORR-funded services.</i></p> <p>Contract modifications occurring after November 30 that change the amount of funding or number of program participants targeted for priority services must be reported to ORR as a revised ASP or in the Schedule A: Program Narrative of the subsequent ORR-6 Performance Report.</p> <p>3. Date: Enter the data that the report is completed.</p> | | | | | |
| 4. Previous FFY Report (Program Participants) | | | | Total FY Unduplicated | |
| 45 CFR §§ 400.154 and 400.155 | | | | | |
| a) Employment | | | | 824 | |
| b) Employability assessment | | | | 824 | |
| c) On-the-job training | | | | 11 | |
| d) English language instruction | | | | 360 | |
| e) Vocational Training | | | | 0 | |
| f) Skills recertification | | | | 0 | |
| g) Daycare for children | | | | 0 | |
| h) Transportation | | | | 41 | |
| i) Translation and Interpreter Services | | | | 56 | |
| j) Case management | | | | 0 | |
| k) EAD assistance | | | | 0 | |

| | |
|---|-------------|
| l) Information and referral | 5 |
| m) Outreach services | 150 |
| n) Social adjustment | 50 |
| o) Citizenship and naturalization | 7 |
| ASA RSS services only | 0 |
| p) ASA housing | 0 |
| q) ASA immigration-related legal assistance | 0 |
| 5. Total Unduplicated | 1766 |

4. Previous FFY Report (Program Participants) Instructions

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

Definitions of authorized services are as follows:

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

b) Employment assessment: Employment assessment services, including aptitude and skills testing.

c) On-the-job training: Includes on-the-job training provided at the employment site and is expected to result in full-time, permanent, unsubsidized employment with the employer who is providing the training.

d) English language instruction: Includes English language instruction, with an emphasis on English as it relates to obtaining and retaining a job.

e) Vocational training: Vocation training should be short-term designed to teach refugees specific job-related skills that prepare them for a specific job or type of employment, such as driver education, nurse’s aide, electronic assembly, or power sewing.

f) Skills recertification: Skills recertification services provided when such training meets the criteria for appropriate training in 45 CFR § 400.81(b).

g) Day care for children: Day care for children received when necessary for participation in an employability service or for the acceptance or retention of employment; or when necessary for participation in a service other than employability.

h) Transportation: Transportation services provided when necessary for participation in an employability service or for the acceptance/retention of employment; or when necessary for participation in a service other than an employability service.

i) Translation and Interpreter Services: Translation and interpretation services provided to refugees in connection with employment or employability services; or when necessary for a purpose other than in connection with employment and as part of an employability plan.

j) Case management: Case management services defined as the determination of specific service(s) to which to refer a refugee; and, may be related to active participation as part of the individual employability plan, referral to such service(s), and tracking of

the refugee's participation in such services; or may be for a purpose other than in connection with employment or participation in employability services.

k) EAD assistance: Assistance in obtaining Employment Authorization Documents (EADs).

l) Information and referral: Includes information and referral to other services for participants.

m) Outreach services: Includes activities designed to familiarize refugees with available services, to explain the purpose of these services, and facilitate access to these services.

n) Social adjustment: Social adjustment services include emergency services, health related services and home management services.

o) Citizenship and naturalization: Preparation services for citizenship and naturalization, including English Language training and civics instruction to prepare refugees for citizenship, application assistance for adjustment to legal permanent resident status and citizenship status, assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization, and the provision of interpreter services for the citizenship interview.

p) ASA housing: Enter the number of participants receiving ASA RSS housing assistance.

q) ASA immigration-related legal assistance: Enter the number of participants receiving ASA RSS immigration-related legal assistance.

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

| 6. Previous FFY report services participation (45 CFR §§ 400.154 and 400.155) | Total Number |
|---|---------------------|
| a) Report number of service participants at the end of FFY who are 0-12 months since arrival in the US | 212 |
| b) Report number of service participants at the end of FFY who are 13-60 months since arrival in the US | 1,554 |

| 7. Previous FFY set-aside programs services participation | RSI | SOR | YM | RHP | Other |
|---|------------|------------|-----------|------------|--------------|
| a) Report number of service participants at the end of FFY who are 0-12 months since arrival in the US | 0 | 0 | 0 | 0 | 0 |
| b) Report number of service participants at the end of FFY who are 13-60 months since arrival in the US | 0 | 464 | 0 | 0 | 0 |

7. Previous FFY set-aside programs services participation Instructions

Enter the total unduplicated number of all RSS (including ASA RSS) set-asides service participants for each set-aside program (Refugee School Impact [RSI], including ASA-funded RSI [ARSI]); Services to Older Refugees [SOR], including ASA-funded SOR [ASOR]; Youth Mentoring [YM], including ASA-funded YM [AYM]; Refugee Health

Promotion [RHP], including ASA-funded RHP [ARHP], or any other future program) who are 0-12 months and 13-60 months in the U.S. at the end of FFY.

| Plan for upcoming FY | 9. Grant | 10. Contracted Amount by Funding Source | 11. Program Participants | | | 12. Type of Agency and Percent of Funds | | | | | | | | | |
|--|----------|---|--------------------------|-------------|--------------|---|----------------------------------|-------------------|----------------------|--------------------------|----------------------------|--------------------|-------------------------|----------|----------|
| | | | 0-12 Month | 13-60 Month | Total Number | A. State or County | B. Mutual Assistance Association | C. Refugee Agency | D. Community College | E. Adult Basic Education | F. Non-Profit Organization | G. School District | H. Area Agency on Aging | I. Other | J. Total |
| 8. Description of State-provided or Contracted Services | | | | | | | | | | | | | | | |
| a. Employment Services | RSS | \$2,000,000 | 81 | 743 | 824 | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 100% | 100% |
| b. English Language Instruction | RSS | \$1,058,262 | 124 | 236 | 360 | 0% | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 100% |
| c. On-the-Job Training | RSS | \$32,336 | 7 | 4 | 11 | 0% | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 100% |
| d. Vocational Training | RSS | \$0 | 0 | 0 | 0 | 0% | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 100% |
| e. ASA Housing | RSS | \$0 | 0 | 0 | 0 | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 100% |
| f. ASA Immigration-Related | RSS | \$0 | 0 | 0 | 0 | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |

| Plan for upcoming FY | 9. Grant | 10. Contract ed Amount by Funding Source | 11. Program Participants | | | 12. Type of Agency and Percent of Funds | | | | | | | | | | | |
|----------------------|----------|--|--------------------------|-----|-----|---|------|----|----|----|------|----|----|----|----|----|------|
| Legal Assistance | | | | | | | | | | | | | | | | | |
| g. Other Services | RSS | \$143,634 | 0 | 107 | 107 | 0% | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 100% |
| | RSS-RSI | \$0 | 0 | | 0 | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | RSS-SOR | \$66,075 | 0 | 464 | 464 | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 100% |
| | RSS-YM | \$0 | 0 | 0 | 0 | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | RSS-RHP | \$0 | 0 | 0 | 0 | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | Other | \$0 | 0 | 0 | 0 | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |

| |
|--|
| <u>Plan for upcoming FY Instructions</u> |
| <u>Contracted Amount by Funding Source</u> |
| By category of service and then by funding source, enter the total amount of ORR funds (including ASA RSS and ASA-funded RSS set-asides) used to fund all services or contracts in effect as of October 1 of the current year. |
| For example, if a State has the following: |
| <ul style="list-style-type: none"> • Two RSS-funded contracts and one ASA RSS-funded contract for employment services (\$100,000, \$100,000, and \$125,000), • Two RSS-funded contracts for interpretation (\$50,000 and \$30,000), • One RSS-funded contract for transportation (\$30,000), and • One RSI-funded contract for teacher training (\$25,000) and one ARSI-funded contract for parent orientation (\$25,000), |
| Enter: |
| <p>a. Employment Services RSS: \$325,000</p> <p>e. Other Services (which includes interpretation/translation) RSS: \$110,000</p> <p>e. Other Services RSS-RSI: \$50,000</p> |
| <u>Note:</u> Applicable funding sources include RSS (base formula funding, including ASA RSS), RSI (including Early RSI and ARSI), SOR (including ASOR), YM (including AYM), RHP (including ReMHI and ARHP), or Other. These are entered under column 9. Grant . |
| <u>Program Participants</u> |
| By category of service, enter the target number of ORR-eligible participants in the U.S. less than a full 12 months and from 13 months to 60 months to be served under existing contracts. The total target number of ORR-eligible participants to be served under existing contracts by category of service will auto-calculate. |
| <u>Type of Agency and Percent of Funds</u> |
| By category of service, indicate the type of agency providing the services and the percentage of the total contracted amount for each service allocated to that type of agency. |
| For example, if a State has employment services contracts totaling \$325,000, of which |
| <ul style="list-style-type: none"> • \$100,000 is contracted to a Mutual Assistance Association • \$125,000 to a Refugee Agency, and • \$100,000 to a Community College, |
| Enter in the Type of Agency and Percent of Funds field in the row for Employment: |
| <ul style="list-style-type: none"> • 8. B. Mutual Assistance Association: 31% • 8. C. Refugee Agency: 38% • 8. D. Community College: 31% • 8. J. Total (automatically calculated): 100% (<i>should always be 100%</i>). |
| <u>Definitions of each category of service are as follows:</u> |
| <u>a) Employment Services:</u> Employment services are direct services provided in accordance with an employability plan that assist an employable adult in preparation |

for, development of, placement in, or maintenance of employment, as defined in 45 CFR § 400.154(a) ONLY.

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

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

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

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

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

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

End of Annual Service Plan Form.

Exhibit 3. Annual Outcome Goal Plan

| ANNUAL OUTCOME GOAL PLAN | | | | | | | |
|--|--|-------------------------|------------|-----------------------|------------|---------------------|------------|
| FY 2023 | | | | | | | |
| PERFORMANCE GOALS AND ACTUALS | | | | | | | |
| State or County: | | San Diego County | | | | | |
| | | FY 2022 GOAL | | FY 2022 ACTUAL | | FY 2023 GOAL | |
| 1. Caseload | | | | | | | |
| TANF Recipients | | 790 | | 539 | | 620 | |
| RCA Recipients | | 0 | | 0 | | 0 | |
| No Federal Cash Assistance | | 45 | | 79 | | 90 | |
| Total | | 835 | | 618 | | 710 | |
| 2. Entered Employment | | | | | | | |
| Full Time | | 74 | 25% | 120 | 32% | 124 | 32% |
| Part Time | | 222 | 75% | 254 | 68% | 258 | 68% |
| Total | | 296 | 35% | 374 | 61% | 382 | 54% |
| 2a. TANF Recipients Entered Employment | | | | | | | |
| Full Time | | 61 | 23% | 95 | 30% | 109 | 30% |
| Part Time | | 206 | 77% | 221 | 70% | 254 | 70% |
| Total | | 267 | 90% | 316 | 84% | 363 | 95% |
| 2b. RCA Recipients Entered Employment | | | | | | | |
| Full Time | | 0 | 0% | 0 | | 0 | |
| Part Time | | 0 | 0% | 0 | | 0 | |
| Total | | 0 | % | 0 | % | 0 | % |
| 2c. No Federal Cash Assistance Entered Employment | | | | | | | |
| Full Time | | 13 | 45% | 25 | 43% | 30 | 44% |
| Part Time | | 16 | 55% | 33 | 57% | 38 | 56% |
| Total | | 29 | 10% | 58 | 16% | 68 | 18% |
| Cash Assistance Recipients Placed In Employment | | 267 | | 316 | | 363 | |

| 3. Federal Cash Assistance Terminations | | | | | | |
|---|------------|------------|------------|------------|------------|------------|
| TANF Recipients | 50 | 100% | 34 | 100% | 40 | 100% |
| RCA Recipients | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 50 | 19% | 34 | 11% | 40 | 11% |
| 4. Federal Cash Assistance Reductions | | | | | | |
| TANF Recipients | 200 | 100% | 281 | 100% | 319 | 100% |
| RCA Recipients | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 200 | 75% | 281 | 89% | 319 | 88% |
| 5. Entered Full Time Employment Offering Health Benefits | | | | | | |
| TANF Recipients | 44 | 100% | 52 | 100% | 55 | 100% |
| RCA Recipients | 0 | 0% | 0 | 0% | 0 | 0% |
| No Federal Cash Assistance | | 0% | | 0% | | 0% |
| Total | 44 | 59% | 52 | 43% | 55 | 44% |

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

State or County: **San Diego County**

| | FY 2022 GOAL | FY 2022 ACTUAL | FY 2023 GOAL |
|--|-----------------|-------------------|-----------------|
|--|-----------------|-------------------|-----------------|

| | | | |
|---|-----------------|-----------------|-----------------|
| 6. Average Hourly Wage of Refugees Entering Full Time Employment | \$ 14.21 | \$ 15.01 | \$ 15.25 |
|---|-----------------|-----------------|-----------------|

| | | | |
|--------------------------------------|------------|---------------------------------------|------------|
| 7. 90-Day Retention Rate | 85% | 92% | 95% |
| Percentage | | | |
| 7a. 90-Day Retention Rate Calculator | | | |
| Unduplicated # of Retentions | | Unduplicated # of Entered Employments | |
| Total | 296 | 322 | |

The previous actual Retention Rate is calculated by dividing the total unduplicated number of retentions by the total unduplicated number of entered employments from July of the previous CY through June of the current CY.

| | | |
|--|-----------------------|-------------------------|
| 8. Office of Refugee Resettlement Funding | FY 2022 Actual | FY 2023 Proposed |
| Refugee Support Services Funding (RSS20-05+RSS21-05) | \$ 5,455,062 | \$ 3,972,184 |
| Afghan Refugee Support Services Supplement | \$ - | \$ 2,000,000 |
| Total Liquidated Funding | \$ 5,455,062 | \$ 5,972,184 |
| Cost per Entered Employment | \$ 14,585.73 | \$ 15,633.99 |

Agency Point of Contact

Please provide the name, title and contact information for the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.

| | |
|----------------------|---|
| First and Last Name | Title |
| Lenda Hanna | Admin Analyst |
| Telephone Number | Email |
| (619)670-1701 | lenda.hanna@sdcounty.ca.gov |

Deadline for submission

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

For Office of Refugee Resettlement use only:

Submission type: Initial Revision Status: Approved In process - clarification needed Date submitted: _____

Exhibit 4. County Board of Supervisors Resolution

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Exhibit 5. Current RSS Provider List

| RSS Provider List | | | | | | | | | |
|---|------------------|----------------------------------|------------------------------|---------------------|---|----------------|------------------------|-------------------------|--|
| Provider name | Contact person | Title | Email | Phone | Address | Funding source | Funding amount | Cash Aided or Non-Aided | Service Type |
| Public Consulting Group/East & South regions | Saif Alkaheem | Program Manager | Salkaheem@pcgus.com | (619) 270-4065 | 151 Van Houten Ave, El Cajon, CA 92020 | RSS | \$1,900,000 | Cash Aided | employment services, information, and referrals |
| Public Consulting Group/Central region | Jessica Skidmore | Program Manager | Jskidmore@pcgus.com | (619) 270-4137 | 4389 Imperial Ave, San Diego, CA 92113 | RSS | | Cash Aided | employment services, information, and referrals |
| Equus Workforce Solutions | Ariadna Ramos | Reporting & Performance Director | Ariadna.Ramos@EquusWorks.com | (760) 208-9781 | 613 W Valley Pkwy #200, Escondido, CA 92025 | RSS | \$100,000 | Cash Aided | employment services, information, and referrals |
| International Rescue Committee-Vocational English-As-A-Second Language (VESL), Central region | Rayan Kaskos | Senior Workforce Supervisor | Rayan.Kaskos@rescue.org | (619) 440-6208 x225 | 5348 University Ave., Ste.205 San Diego, CA 92105 | RSS | \$650,000 | Cash Aided/Non-Aided | employment services, VESL |
| International Rescue Committee-Vocational English-As-A-Second Language (VESL), East region | Rayan Kaskos | Senior Workforce Supervisor | Rayan.Kaskos@rescue.org | (619) 440-6208 x225 | 131 E Main St. Ste 205, El Cajon, CA 92020 | RSS | \$200,000 | Cash Aided/Non-Aided | employment services, VESL |
| National Conflict Resolution Center/Work Readiness Exchange | Brittney Ochira | Senior Project Manager | Bochira@ncrconline.com | (619) 238-2400 x225 | 530 B Street, Suite 1700 San Diego, CA 92101 | RSS | \$143,634 | Cash Aided/Non-Aided | behavioral health services |
| National Conflict Resolution Center/Landlord Education Program | Brittney Ochira | Senior Project Manager | Bochira@ncrconline.com | (619) 238-2400 x225 | 530 B Street, Suite 1700 San Diego, CA 92101 | ASA | \$242,310 | Cash Aided/Non-Aided | informational, educational |
| Union of Pan Asian Communities /EMASS | Velia Gitari | Program Manager | Vgitari@upacsd.com | (619) 540-5853 | 1031 25th St. San Diego, CA 92102 | SOR/ASOR | \$53,173/ \$538,022 | Cash Aided/Non-Aided | behavioral health services, information, and referrals |
| San Ysidro Health Center/CMSS | Shadi Haddad | Program Manager | Shadi.haddad@syhealth.org | (619) 540-5853 | 1031 25th St. San Diego, CA 92102 | ASA | \$50,000 | Cash Aided/Non-Aided | behavioral health services, information, and referrals |
| Jewish Family Services/ Breaking Down Barriers | Shadi Haddad | Program Manager | Shadi.haddad@syhealth.org | (619) 540-5853 | 1031 25th St. San Diego, CA 92102 | ASA | \$75,000 | Cash Aided/Non-Aided | behavioral health services, information, and referrals |

ASA: Afghanistan Supplemental Appropriation
 RSS: Refugee Support Services
 SOR: Services for Older Refugees
 ASOR: Afghan Services for Older Refugees
 VESL: Vocational English-As-A-Second Language

Exhibit 6. Refugee Stakeholder Meetings

| Refugee Stakeholder Meetings | |
|---|--|
| Stakeholder meetings in the last 12 months | 3 CRC quarterly meetings, monthly community collaborative meetings, state technical assistance calls. |
| Meetings and Dates | <ol style="list-style-type: none"> 1. San Diego Refugee Forums (12); 8/16/2022, 9/20/2022, 10/18/2022, 11/15/2022, 12/20/2022, 1/17/2023, 2/21/2023, 3/21/2023, 4/18/2023, 5/16/2023, 6/20/2023, 7/18/2023. 2. El Cajon Core Team Collaborative Meetings (12); 8/16/2022, 9/20/2022, 10/18/2022, 11/15/2022, 12/20/2022, 1/17/2023, 2/21/2023, 3/21/2023, 4/18/2023, 5/16/2023, 6/20/2023, 7/18/2023. 3. COVID-19 Communication & Outreach Services Collaborative meetings (1); 9/7/2022. 4. Ukrainian Statewide Community Convenings (9); 8/17/2022, 8/31/2022, 9/14/2022, 9/28/2022, 10/12/2022, 10/26/2022, 11/9/2022, 11/23/2022, 12/7/2022. 5. Afghan Arrivals Job Readiness: Technical Assistance Info Session (1); 9/8/2022. 6. Welcome Newcomer Network Agenda (1); 9/13/2022. 7. Discuss Funding and The State Role in Local Work and Statewide Advocacy (1); 9/16/2022. 8. CFPB Immigrant and Refugees Roundtable (1); 9/22/2022. 9. Refugee & Migration Issues (1); 9/22/2022. 10. County Refugee & Migration Issues (4) 9/27/2022, 12/27/2022, 3/28/2023, 6/27/2023. 11. RCA and MG Program Training (CWD Session) (1); 10/19/2022. 12. Immigration Documents Training (1); 10/28/2022. 13. A New Approach to Data-driven Quality Improvement in Early Childhood Programs-F5SD (1); 12/5/2022. 14. Quarterly Consultation: Refugee Stakeholder meetings (4); 9/20/22, 12/20/2022, 3/21/2023, 6/20/2023. 15. Immigration Legal Options Training (1); 1/5/2023. 16. San Diego County EITC Coalition Meeting (8); 1/5/2023, 2/2/2023, 3/2/2023, 4/6/2023, 5/4/2023, 6/1/2023, 7/6/2023, 8/3/2023. 17. Briefing on Welcome Corps Program Launch (1); 1/24/2023. 18. Food Insecurity Workgroup (7); 1/25/2023, 2/22/2023, 3/22/2023, 4/26/2023, 5/24/2023, 6/28/2023, 7/26/2023. 19. Refugee Cash Assistance (RCA) & Trafficking and Crime Victims Assistance Program (TCVAP) Training (1); 4/13/2023. 20. Meet & Greet OIRA & Clint Carney/Dr. Safi Ahmed Survivors of Torture (1); 5/31/2023. 21. Refugee Funding Quarterly Networking meeting (1); 5/10/2023. |

| Refugee Stakeholder Meetings | |
|---|---|
| | <p>22. State Advisory Council (SAC) quarterly meeting (2); 3/9/2023, 6/8/2023.</p> <p>23. HAU technical assistance call (1); August 1, 2023.</p> <p>24. Live Well San Diego East Region Community Leadership Team meetings (11); 8/18/2022, 9/15/2022, 10/20/2022, 11/17/2022, 1/19/2023, 2/16/2023, 3/16/2023, 4/20/2023, 5/18/2023, 6/18/2023, 7/20/2023.</p> <p>25. FSSP training/ ORR-6 Performance Report Training (1); 4/11/2023.</p> <p>26. Helping newcomer clients find housing (1), 3/15/23.</p> <p>27. Introduction to employment and training opportunity with US Navy (1), April 11, 2023.</p> |
| Stakeholders in attendance | <p>State Refugee Coordinator, CDSS technical advisors, County Refugee Coordinator, County staff from Health and Human Services Agency departments, including the Department of Homeless Solutions and Equitable Communities (HSEC) Office of Immigrant and Refugee Affairs (HSEC-OIRA), Resettlement Agencies, Non-profit Organizations serving refugees, etc.</p> |
| Issues discussed in the meetings | <ul style="list-style-type: none"> • Refugee Funding Quarterly Networking Meetings <ul style="list-style-type: none"> ○ Sharing successes and challenges of programs funded by the Refugee Family Support grant ○ Improve implementation of future funding to assist refugees ○ Technical questions and assistance • State Refugee Coordinator updates <ul style="list-style-type: none"> ○ Arrival updates ○ Challenges and best practices ○ Updates on new guidance or RCLs ○ Lack of housing, English language, and EAD issues ○ Reception and placement updates ○ Sponsorship updates • County of San Diego events, such as World Refugee Day, community events hosted by internal and external stakeholders • New programs, announcements, projects, and best practices • Ukrainian Humanitarian Parolees-challenges, guidelines, and technical assistance, benefits • San Diego Refugee Forum Meetings: <ul style="list-style-type: none"> ○ Sharing information relevant to immigrants and refugees ○ Arrival reports by the County ○ State sharing SIVs and refugee numbers ○ Sharing community events and job fairs ○ Sharing new programs for refugees & immigrants • El Cajon Core Team Collaborative Meetings: <ul style="list-style-type: none"> ○ Sharing updates from the East region. ○ Sharing events in the East region. |

| Refugee Stakeholder Meetings | |
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| | <ul style="list-style-type: none"> • Live Well San Diego East Region Community Leadership Team Meetings: <ul style="list-style-type: none"> ○ There are 3 groups in this committee, East Region Thriving & Inclusive Communities, East Region Behavioral Health Solutions, and Youth & Families. ○ OIRA is part of the East Region Thriving & Inclusive Communities group. • Discussions on how best to serve the residents of the East region. |

XI. County of San Diego Plan Addendums

Addendum #1: Continued Impact from COVID-19

County of San Diego (County) Health and Human Services Agency (HHS), Family Resource Center (FRC) lobbies modified operations following the COVID-19 pandemic. Although some services have returned to pre-pandemic modes of operation, many FRCs have continued to implement flexible options to serve their customers. Customers can still go to FRCs and receive services and assistance including applying for benefits in-person for CalWORKs, Medi-Cal, CalFresh and other self-sufficiency programs. Customers may also visit FRCs to drop off documents, pick up mail, request EBT replacement cards, and other services. All refugee employment services provider offices continue to provide services through in-person and non-face-to-face methods of communication including emails, virtual meetings, phone calls, and other platforms.

The County added COVID-19 supplemental funding to the existing two (East and Central regions) Vocational English-as-a-Second Language (VESL) contracts in Fiscal Year 2020-21 to assist with partial rent payments for refugees and other Office of Refugee Resettlement eligible households due to income loss, inability to secure a job, job disruption or job or hour loss related to the pandemic.

All clients were evaluated for eligibility due to pandemic related causes prior to the provision of the COVID-19 supplemental funding housing assistance. Moreover, participants had to show verification of income loss, and justification for inability to secure a job, experiencing job loss or hours due to the pandemic. All verifications were collected and saved in participants' confidential case files. Between January 2021 and September 2022, VESL fully expended its \$330,196 RSS COVID-19 Supplemental housing funding, which resulted in 300 housing supports.

Addendum #2: Afghan Refugee Support Services

Between October 1, 2020, and June 30, 2023, San Diego County received over 9,617 refugees with over 4,011 coming from Afghanistan. To address the influx of refugees, the County HHSA, Department of Homeless Solutions and Equitable Communities, Office of Immigrant and Refugee Affairs (HSEC-OIRA) led a collaborative effort and convened stakeholders to address the influx. On December 17, 2021, HSEC-OIRA convened meetings and workgroups, which included members of Refugee Resettlement Agencies, cities, immigrant, and refugee serving agencies, community stakeholders, and residents.

Between December 2021 to April 2022, 30 meetings were held among the formed Afghan Task Force Steering Committee (ATFSC), and work groups with approximately 847 community stakeholder participants (duplicated) in attendance. A final meeting was held with a total of 55 participants, representing the ATFSC and all the work groups, to present a summary of the compiled work and recommendations. As a result of the combined response plan, three distinct priority areas to assist Afghan refugees and immigrants were identified: Housing, Behavioral Health, and Social, Emotional, Cultural Volunteer (SECV) Coordination.

HSEC-OIRA received one-time Refugee Support Services (RSS) funding from the Federal Fiscal Year 2022 Afghanistan Supplemental Appropriation (ASA) allocation for the amount of \$2,000,000 for the purposes of serving eligible Afghan refugees and immigrants between August 2022 through September 30, 2024. In an effort to distribute the funding to the communities in a fast and efficient manner, the funding was allocated through existing contracts with local organizations according to the distinct priority areas:

- **Housing:**
 - Reduce landlord hesitancy and concerns around renting to refugees.
 - Mitigate risk and provide security and education to landlords.
 - Alleviate cost of living challenges through education.
- **Behavioral Health:**
 - Address mental health, detect concerns, and refer to services early on in the resettlement process.
 - Promote linguistic and culturally sensitive emotional wellness and self-care education to children and families in Pashto, Farsi, and Dari.
 - Provide emotional support and prevent acute and chronic negative mental health outcomes.
- **SECV:**
 - Improve coordination among agencies to quickly identify gaps, solutions, and connect people to services.
 - Connect families and individuals through a one stop coordinating center that would help Afghans and other refugees and immigrants with essential needs and connections to resources.
 - Deploying Community Health Workers who are from the refugee community to assist Afghans with resources, interpretation, and systems navigation, to reduce families' anxieties and help them become self-sufficient.

Addendum #3: Afghan Services to Older Refugees

HSEC-OIRA partners with HHSA, Behavioral Health Services to administer services for Afghan Services to Older Refugees (ASOR). From October 2022 through September 2024, BHS accepted the Federal Fiscal Year (FFY) 2023 ASOR funding in the amount of \$632,967 to amend existing contracts to utilize the allocation to serve refugees 60 of age or older including but not limited to Afghan refugees and immigrants. The providers will implement and expand programs/activities that pursue the following allowable objectives:

- Establishing and expanding working relationships with the State and local agencies on aging to ensure that older Office of Refugee Resettlement (ORR)-served populations are linked to mainstream senior services.
- Assisting with naturalization services.
- Creating opportunities that enable older populations to live independently.
- Providing peer mentoring support.
- Coordinating social and recreational activities.

Addendum #4: Impact of Influx of Humanitarian Ukrainian Parolees

In November 2022, the California Department of Social Services (CDSS), Refugee Programs Bureau received over \$25,000,000 in RSS funding from ORR under the FFY 2023 Additional Ukraine Supplemental Appropriation Act (AUSAA) to allocate to California counties. As of March 7, 2023, 116,000 Uniting for Ukraine Ukrainians and non-Ukrainians from Ukraine have been paroled in the U.S. with over 25,000 approved for California.

Between July 5-10, 2023, the CDSS sent out guidance for the AUSAA funding allocations, including the Housing Assistance for Ukrainians program (HAU). The County is in the process of accepting the allocation and is currently working on submitting the request to the San Diego County Board of Supervisors. The funding will be used to provide partial housing, utilities and case management assistance through the HAU, and additional financial assistance for English language training, childcare referrals and assistance and support with job searches in accordance with the guidelines provided in the Refugee Coordinator Letter: [No. 23-04](#) and [No. 23-05](#).

Refugee Coordinator Letter Links:

https://www.cdss.ca.gov/Portals/9/CAFSP/Refugees/Letters/RCL_23-04.pdf

https://www.cdss.ca.gov/Portals/9/CAFSP/Refugees/Letters/RCL_23-05.pdf