

PUBLIC NOTICE

REGULAR MEETING OF THE COLLEGE OF SOUTHERN IDAHO BOARD OF TRUSTEES

DATE: January 28, 2019
TIME: 4:00 PM
LOCATION: College of Southern Idaho
Taylor Administrative Building
Room 276
Twin Falls, ID 83301

This notice is provided pursuant to the Idaho Open Meetings Law, Idaho Code § 74-204. A copy of the agenda for the regular meeting will be available at least forty-eight (48) hours in advance of the meeting.

AGENDA

Board of Trustees
Jan Mittleider, Chair
Laird Stone
Jack Nelsen
Anna Scholes
Scott McClure

CSI Mission Statement:
To provide quality educational, social, cultural, economic, and workforce development opportunities that meet the diverse needs of the communities we serve.

Board Mission Statement:
The mission of the Board of Trustees of the College of Southern Idaho is to lead in the constant definition, interpretation, articulation, implementation and evaluation of the College mission.

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|----------------------------------------------------------|--------------------------------------------------------------|
| I. CALL TO ORDER | Chairman Mittleider
4:00PM/Taylor Building Rm #276 |
| II. APPROVAL OF MEETING AGENDA | Chairman Mittleider |
| III. MINUTES & BUSINESS REPORTS | |
| Approval of Minutes | Jeff Harmon |
| December 17, 2018 | |
| Approval of Treasurer’s Report | Jeff Harmon |
| Approval of Head Start/Early Head Start Report | Mancole Fedder |
| IV. OPEN FORUM | Chairman Mittleider |
| V. UNFINISHED BUSINESS | |
| VI. NEW BUSINESS | |
| Action Items - None | |
| Information Items | |
| 1. Refugee Center Annual Report | Zeze Rwasama |
| 2. Office of Instruction – Distance Learning Action Plan | Todd Schwarz |
| 3. Dickenson Ag Endowment Report | Matt Quesnell |
| VII. REMARKS FOR THE GOOD OF THE ORDER | Chairman Mittleider |
| VIII. PRESIDENT’S REPORT | President Fox |
| IX. ADJOURNMENT | Chairman Mittleider |



General Fund Board Report

As of December 31, 2018

	Prior Year	Current Year	Budget	Remaining	Remaining %
Revenue					
Tuition & Fees	(\$5,437,881)	(\$5,670,200)	(\$11,276,000)	(\$5,605,800)	49.71%
County Tuition	(\$759,950)	(\$907,650)	(\$1,720,000)	(\$812,350)	47.23%
State Funds	(\$21,330,984)	(\$21,307,965)	(\$21,824,000)	(\$516,035)	2.36%
County Property Tax	(\$880,619)	(\$992,584)	(\$7,530,000)	(\$6,537,416)	86.82%
Grant Management Fees	(\$276,788)	(\$274,223)	(\$520,000)	(\$245,777)	47.26%
Other	(\$394,799)	(\$493,200)	(\$375,000)	\$118,200	(31.52)%
Unallocated Tuition	(\$284,675)	(\$139,208)	\$0	\$139,208	-
Departmental Revenues	(\$417,543)	(\$522,089)	(\$655,800)	(\$133,711)	20.39%
Total Revenue	(\$29,783,239)	(\$30,307,120)	(\$43,900,800)	(\$13,593,680)	30.96%
Expenses					
Personnel Expense					
Salaries	\$10,895,527	\$10,919,876	\$22,940,000	\$12,020,124	52.40%
Variable Fringe	\$2,231,462	\$2,249,330	\$4,923,600	\$2,674,270	54.32%
Health Insurance	\$2,263,837	\$2,180,072	\$4,668,600	\$2,488,528	53.30%
Total Personnel Expense	\$15,390,826	\$15,349,278	\$32,532,200	\$17,182,922	52.82%
Operating Expense					
Services	\$1,975,068	\$1,976,149	\$3,825,300	\$1,849,151	48.34%
Supplies	\$787,745	\$828,870	\$1,395,600	\$566,730	40.61%
Other	(\$577)	(\$118)	\$0	\$118	-
Capital	\$282,756	\$161,063	\$624,300	\$463,237	74.20%
Institutional Support	\$4,143,651	\$4,439,178	\$5,493,400	\$1,054,222	19.19%
Transfers	\$299	\$30,000	\$30,000	\$0	0.00%
Total Operating Expense	\$7,188,943	\$7,435,142	\$11,368,600	\$3,933,458	34.60%
Total Expense	\$22,579,769	\$22,784,420	\$43,900,800	\$21,116,380	48.10%
Rev/Expense Total	(\$7,203,470)	(\$7,522,700)	\$0	\$7,522,700	-



College of Southern Idaho
Head Start/Early Head Start

Program Summary for December 2018



Enrollment

Head Start ACF Federal Funded	457
Head Start TANF	12
Early Head Start	92
Total	561

Program Options

Center Based (PD/PY; FD/PY), Early Head Start -Home Based, Early Head Start Toddler Combo.

Head Start Attendance

December Head Start Overall Attendance	82%
December Head Start Self Transport Attendance	85%
December EHS Toddler Combo Attendance	79%
December IEP/IFSP Totals	47
December Over Income Enrollment	4%

Meals and Snacks

Total meals served for December	4,527
Total snacks served for December	2,336

Program Notes

Training

The Idaho Head Start Association annual training and conference will be held February 4-6, 2018, 3 staff will attend. Scheduled visits with legislators have been made; this is a rare opportunity for our parents to converse with members of our Idaho state government about early childhood education, its importance and their personal Head Start experience.

Disabilities

The program will be reaching its midpoint for the school year in January. Per performance standard, we are supposed to have 10% of our available slots enrolled by children on an Individual Education Plan (IEP) or an Individualized Family Service Plan (IFSP). For CSI Head Start/Early Head Start that would mean we had 56 children with either plan in place. As of December, the program has 47 which is 8%.

Shared Governance/Leadership Training

Our Head Start/Early Head Start program will be providing this required training will be offered January 17, 2018 at 4:30. The intent is to have both CSI Board of Trustees and Policy Council participation in this training. We will address responsibilities of both bodies as written in the Performance Standards and provide leadership information and best practices information. We look forward to everyone's participation and the opportunity to acquaint parents with board members.

Documents for Board Review and Approval: Financial Reports

CATEGORY	TOTAL APPROVED	TOTAL THIS MONTH	CASH OUTLAY TO DATE	BALANCE OF BUDGET	REMAINING BUDGET %
SALARIES	\$ 2,688,977.00	\$ 215,232.59	\$ 2,465,373.26	\$ 223,603.74	8.3%
BENEFITS	\$ 1,807,007.00	\$ 121,245.70	\$ 1,388,254.39	\$ 418,752.61	23.2%
OUT OF AREA TRAVEL	\$ -	\$ 3,603.32	\$ 13,685.00	\$ (13,685.00)	
EQUIPMENT	\$ -	\$ -	\$ 5,578.60	\$ (5,578.60)	
SUPPLIES	\$ 115,205.00	\$ 3,932.51	\$ 149,269.99	\$ (34,064.99)	-29.6%
CONTRACTUAL FACILITIES/CONST. OTHER	\$ 626,616.00	\$ 100,136.57	\$ 626,318.12	\$ 297.88	0.0%
TOTAL DIRECT COSTS	\$ 5,237,805.00	\$ 444,150.69	\$ 4,648,479.36	\$ 589,325.64	11.3%
ADMIN COSTS (9.0%)	\$ 409,838.00	\$ 30,851.07	\$ 348,573.35	\$ 61,264.65	14.9%
GRAND TOTAL	\$ 5,647,643.00	\$ 475,001.76	\$ 4,997,052.71	\$ 650,590.29	11.5%

IN KIND NEEDED	\$ 1,411,911.00
IN KIND GENERATED	\$ 1,558,287.18
IN KIND (SHORT)/LONG	\$ 146,376.18

PROCUREMENT CARD EXPENSE \$ 16,984.85 2% of Total Expense. Detailed report available upon request.

CACFP	Repair/Maint	Food	Non-Food	Total for Month	YTD Expense
Total All Centers	116.93	6,326.20	2,311.32	8,754.45	206,778.86

HEAD START T/TA

CATEGORY	TOTAL APPROVED	TOTAL THIS MONTH	CASH OUTLAY TO DATE	BALANCE	REMAINING BUDGET %
OUT OF AREA TRAVEL	\$ 37,886.00	\$ (15.39)	\$ 33,812.03	\$ 4,073.97	\$ 0.11
SUPPLIES	\$ 5,771.00	\$ -	\$ 4,367.60	\$ 1,403.40	\$ 0.24
OTHER	\$ 22,917.00	\$ -	\$ 28,363.19	\$ (5,446.19)	\$ (0.24)
GRAND TOTAL	\$ 66,574.00	\$ (15.39)	\$ 66,542.82	\$ 31.18	0.0%

IN KIND NEEDED	\$ 16,644.00
IN KIND GENERATED	\$ 18,482.00
IN KIND (SHORT)/LONG	\$ 1,838.00

CATEGORY	TOTAL APPROVED	TOTAL THIS MONTH	CASH OUTLAY TO DATE	BALANCE OF BUDGET	REMAINING BUDGET %
SALARIES	\$ 594,968.00	\$ 52,678.74	\$ 613,045.61	\$ (18,077.61)	-3.0%
BENEFITS	\$ 379,421.00	\$ 27,765.04	\$ 327,582.47	\$ 51,838.53	13.7%
OUT OF AREA TRAVEL		\$ 3,979.03	\$ 10,265.61	\$ (10,265.61)	
EQUIPMENT		\$ -	\$ 7,828.89	\$ (7,828.89)	
SUPPLIES	17,562.00	\$ 2,748.90	\$ 32,731.72	\$ (15,169.72)	-86.4%
CONTRACTUAL FACILITIES/CONST. OTHER	\$ 140,962.00	\$ 11,669.58	\$ 117,416.91	\$ 23,545.09	16.7%
TOTAL DIRECT COSTS	\$ 1,132,913.00	\$ 98,841.29	\$ 1,108,871.21	\$ 24,041.79	2.1%
ADMIN COSTS (9.0%)	\$ 87,695.00	\$ 7,239.27	\$ 84,655.86	\$ 3,039.14	3.5%
GRAND TOTAL	\$ 1,220,608.00	\$ 106,080.56	\$ 1,193,527.07	\$ 27,080.93	2.2%
IN KIND NEEDED	\$ 305,152.00				
IN KIND GENERATED	\$ 449,435.12				
IN KIND (SHORT)/LONG	\$ 144,283.12				

USDA	Repair/Maint	Food	Non-Food	Total for Month	YTD Expense
Total for All Centers	\$ -	\$ 431.38	\$ 57.72	\$ 489.10	\$ 11,167.04

EARLY HEAD START T/TA

CATEGORY	TOTAL APPROVED	TOTAL THIS MONTH	CASH OUTLAY TO DATE	BALANCE	REMAINING BUDGET %
OUT OF AREA TRAVEL	\$ 13,694.00	\$ -	\$ 19,798.48	\$ (6,104.48)	\$ (0.45)
SUPPLIES	\$ 2,379.00	\$ -	\$ 2,127.62	\$ 251.38	\$ 0.11
OTHER	\$ 12,854.00	\$ -	\$ 7,000.90	\$ 5,853.10	\$ 0.46
GRAND TOTAL	\$ 28,927.00	\$ -	\$ 28,927.00	\$ -	0.0%

IN KIND NEEDED	\$ 7,232.00
IN KIND GENERATED	\$ 16,777.00
IN KIND (SHORT)/LONG	\$ 9,545.00



CSI REFUGEE PROGRAMS	BUDGET
1526 Highland Drive E, Twin Falls, Idaho 83301	Fiscal Year : 2016
USCRI-Affiliate	Date: September 2015

Revenues	USCRI	IOR	DHW	TOTAL
Federal	\$878,700.00	\$456,050.00	\$15,000.00	\$1,349,749.99
Non-Federal	\$0.00	\$0.00	\$0.00	\$0.00
				\$1,349,749.99
Budget Expenditure Categories	USCRI	IOR	DHW	TOTAL
Federal Funding				
1. Personnel (Salaries & Wages)	\$271,823.02	\$310,234.15	\$14,285.71	\$596,342.88
2. Fringe Benefits	\$78,575.16	\$84,286.06	\$0.00	\$162,861.22
3. Travel	\$4,067.85	\$0.00	\$0.00	\$4,067.85
4. Supplies	\$4,533.35	\$3,487.00	\$0.00	\$8,020.35
5. Telephone/Communications	\$3,016.65	\$1,766.37	\$0.00	\$4,783.02
6. Space/Utilities	\$22,083.60	\$30,553.60	\$0.00	\$52,637.20
7. Professional Fees	\$1,789.00	\$424.00	\$0.00	\$2,213.00
Direct Refugee Cost				
Refugee Direct Assistance	\$492,811.37	\$3,582.15	\$0.00	\$496,393.52
	\$0.00	\$0.00	\$0.00	
Indirect Costs* (see below)	\$0.00	\$21,716.67	\$714.29	\$22,430.95
Rate: % Base: _____				
Annual Total Budget	\$878,700.00	\$456,050.00	\$15,000.00	\$1,349,749.99



CSI REFUGEE PROGRAMS	BUDGET
1526 Highland Drive E, Twin Falls, Idaho 83301	Fiscal Year : 2019
USCRI-Affiliate	Date: September 2018

Revenues	USCRI	IOR	DHW	TOTAL
Federal	\$363,500.00	\$367,202.00	\$51,098.04	\$781,800.04
Non-Federal	\$0.00	\$0.00	\$0.00	\$0.00
				\$781,800.04
Budget Expenditure Categories	USCRI	IOR	DHW	TOTAL
Federal Funding				
1. Personnel (Salaries & Wages)	\$130,813.44	\$255,428.61	\$40,296.80	\$426,538.85
2. Fringe Benefits	\$26,798.16	\$56,959.93	\$3,057.00	\$86,815.09
3. Travel	\$1,300.00	\$0.00	\$0.00	\$1,300.00
4. Supplies	\$1,859.40	\$2,758.40	\$1,006.00	\$5,623.80
5. Telephone/Communications	\$1,409.56	\$1,531.04	\$0.00	\$2,940.60
6. Space/Utilities	\$10,830.44	\$26,101.22	\$0.00	\$36,931.66
7. Professional Fees	\$1,489.00	\$0.00	\$0.00	\$1,489.00
Direct Refugee Cost				
Refugee Direct Assistance	\$189,000.00	\$6,937.00	\$4,305.00	\$200,242.00
	\$0.00	\$0.00	\$0.00	
Indirect Costs* (see below)	\$0.00	\$17,485.81	\$2,433.24	\$19,919.05
Rate: % Base: _____				
Annual Total Budget	\$363,500.00	\$367,202.00	\$51,098.04	\$781,800.04

CSI REFUGEE PROGRAMS	BUDGET
1526 Highland Drive E, Twin Falls, Idaho 83301	Fiscal Year : 2019
Department of Health & Welfare	Date: August 2018

Revenues	Mental Health & CAs	Health Screening	TOTAL
Federal	\$41,098.05	\$10,000.00	\$51,098.05
Non-Federal			\$0.00
			\$51,098.05
Budget Expenditure Categories	Mental Health & CAs: 7291	Health Screening: 7292	TOTAL
Federal Funding			
1. Personnel (Salaries & Wages)	\$35,077.99	\$5,218.81	\$40,296.80
2. Fringe Benefits	\$3,057.00	\$0.00	\$3,057.00
3. Travel	\$0.00	\$0.00	\$0.00
4. Supplies	\$1,006.00	\$0.00	\$1,006.00
5. Telephone/Communications	\$0.00	\$0.00	\$0.00
6. Space/Utilities	\$0.00	\$0.00	\$0.00
7. Professional Fees	\$0.00	\$0.00	\$0.00
Non-Federal Funding			
1. Cash			
* Foundation/Cooperations	\$0.00	\$0.00	\$0.00
* Faith-based/community-based Organizations	\$0.00	\$0.00	\$0.00
* Individuals	\$0.00	\$0.00	\$0.00
2. In-Kind			
Direct Refugee Cost			
Transportation	\$0.00	\$4,305.00	\$4,305.00
Indirect Costs* (see below)			
Rate: % Base: _____	\$1,957.05	\$476.19	\$2,433.24
Annual Total Budget			
	\$41,098.04	\$10,000.00	\$51,098.04



**U.S. COMMITTEE
FOR REFUGEES AND IMMIGRANTS**

EVERYONE
EVERYWHERE
EQUAL VALUE

October 9, 2018

Mr. Zeze Rwasama
Executive Director
College of Southern Idaho Refugee Programs
1526 Highland Ave. E
Twin Falls, ID 83301

Dear Mr. Rwasama:

Officers

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Katharine Laud
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Gene DeFelice
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Board of Directors

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President and CEO

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Headquarters

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San Salvador, El Salvador
Washington, DC

refugees.org

Enclosed please find the report of the U.S. Committee for Refugees and Immigrants (USCRI) monitoring of the Reception and Placement (R&P) and Matching Grant (MG) programs at College of Southern Idaho Refugee Programs (CSIRP) in Twin Falls, Idaho, by Kimberly LeBlanc, R&P Program Officer and Maureen Carani, MG Program Officer, from August 27 to August 30, 2018. The monitors reviewed case files, conducted home visits, and interviewed program staff. Thank you for the great cooperation and assistance you and your staff provided during the visit.

R&P and MG were found to be compliant with the requirements of the programs.

Please forward a response to the requested follow-up actions, detailed at the end of each section, by November 8, 2018, addressed to Saba Berhane, Director of Programs. Staff will review submitted response and will be in touch if the response does not adequately address all areas of concern.

Sincerely,

Eskinder Negash
President and CEO

Enclosed

CC: Lee Williams, Senior Vice President
Saba Berhane, Director of Programs

**U.S. Committee for Refugees and Immigrants
Monitoring Visit Report
College of Southern Idaho Refugee Programs
August 27 to August 30, 2017**

I. OVERVIEW OF THE RESETTLEMENT ENVIRONMENT

The College of Southern Idaho Refugee Program (CSIRP) has been resettling refugees in Twin Falls, Idaho since 1980. The agency is the only resettlement agency in Twin Falls. In Fiscal Year (FY) 2017, CSIRP resettled 238 individuals. At the time of the monitoring visit, CSIRP had resettled 65 of the 195 projected refugee number for FY 2018, including refugees from Bhutan, Democratic Republic of Congo, Eritrea, Nepal and Sudan. In the past 12 months, CSIRP has enrolled 7 cases, comprising of 32 individuals into the Matching Grant program. Languages available on staff to support the caseload include Arabic, Armenian, Bhutanese, Chin, Dari, Farsi, French, Karen, Kinyarwanda, Lingala, Nepali, Russian, Swahili, and Tigrinya. Any other languages spoken by CSIRP clients are accommodated by university staff and students, volunteers, and contract interpreters. A language line can also be utilized if needed.

English as a Second Language (ESL) classes are held at CSIRP and taught by retired teachers, aided by volunteers and students that work one on one with clients. With the understanding that refugee integration is integral to not only the refugee but to the community, CSIRP has developed a mentorship and advisory program in which newly arrived refugees are paired with members of the Twin Falls community. The community mentors help refugees integrate into the community while the community advisors, who are former refugees themselves, help newly arrived refugees navigate the relevant and necessary systems for a successful resettlement experience. In addition to the Matching Grant (MG) program, CSIRP manages a Wilson-Fish program and provides employment services on site. These employment services consist of volunteers teaching refugees crucial employment skills and interview preparation.

The city of Twin Falls does not have public transportation options, so CSIRP relies on support from volunteers, local taxi and Uber drivers, and mainly uses agency vans to transport clients to their necessary appointments and employment locations. Twin Falls is known for dairy production but also has other strong areas of employment such as construction, food service, hospitality, and manufacturing. With a 2 percent unemployment rate, Twin Falls is reliant on arrivals of refugees to build up the city's work force. The community offers a low cost of living, ample employment opportunities, and a variety of supportive services, all of which make it a suitable site for refugees.

II. OUTREACH TO STATE REFUGEE COORDINATOR AND STATE REFUGEE HEALTH COORDINATOR

USCRI reached out to Tara Wolfson, State Refugee Coordinator, and Collin Elison, State Refugee Health Coordinator, to notify both about the visit and provide an opportunity to meet while on-site. The monitor met with both on-site at CSIRP. The SRC and SRHC are both pleased with the resettlement efforts of CSIRP and are impressed with the mentor and community advisor program that CSIRP relies on. The SRC and SRHC also noted how the mentor and community advisor program helps refugees integrate into their new community.

RECEPTION AND PLACEMENT PROGRAM

Summary of Compliance: CSIRP was found to be compliant with the requirements of the Reception and Placement (R&P) Program with some exceptions. Clients felt well supported and were able to achieve most program outcomes. With some exceptions, services were completed on time, and most of the required documentation was found in the case files. CSIRP does not convene with all required participants in the quarterly consultation meetings.

Staff Interview Summary: Currently, CSIRP has 0.95 Full Time Equivalents that work on the R&P program. The monitor met with CSIRP Director, Zeze Rwasama. Mr. Rwasama has worked with refugees since 1994 and in his current position since 2014. Mr. Rwasama was knowledgeable on all aspects of the R&P program, including the Grievance, Cultural Orientation, Quality Assurance, R&P funds Disbursement, and the Accountability to Affected Populations policies. Mr. Rwasama noted that all adult clients receive separate pocket money, ensuring access to funds by all participants. He also stated the importance of refugee integration in the community, discussing the partnerships he has maintained in Twin Falls. The monitor also interviewed Chandra Upreti, the Resettlement Coordinator. Mr. Upreti came to the United States as a refugee and has been with CSIRP since 2013. He indicated that he completed the USCRI Learning module and shadowed more seasoned staff when he was first hired. Mr. Upreti is knowledgeable about all R&P timeframes and requirements. He indicated that he understood the PSEA policy and understood the need for appropriate interpretation. Mr. Upreti was familiar with the grievance policy and the disbursement of R&P funds and pocket money to all adults on each case. He administers cultural orientation to all clients and follows-up with clients when they need additional assistance on subjects that might have been missed on the cultural orientation assessments.

Agency Training Plan: All USCRI affiliates are required to use the USCRI new staff training plan and annual staff training plan to document trainings provided to new and existing staff. CSIRP confirmed the use of both USCRI training plans and provided the monitor with a copy of the plans. CSIRP has not added agency and community-specific details to the plan but does follow the College of Southern Idaho's code of conduct policy which is acknowledged by staff when they are new or undergoing annual training and development.

Policies and Procedures:

- A) Accountability to Affected Population - The monitor reviewed CSIRP's AAP implementation plan. Using USCRI's AAP framework as a model, the monitor found that CSIRP provides transparency for their clients and community by always providing appropriate interpretation, posting their statement of financial position on the agency website, and enabling clients to provide feedback and file a complaint. Staff interviewed were able to explain the policy to the monitor.

- B) Grievance – The monitor reviewed CSIRP’s grievance policy. Implementation of this policy begins during the refugee’s intake, where the policy is explained. The staff interviewed understood and could articulate the policy. Three of the four families visited by the monitor knew how to file a grievance.
- C) Protection from Sexual Exploitation and Abuse – The PSEA is included in the College of Southern Idaho’s code of conduct, which is signed by all employees, interns, and volunteers. The monitor reviewed this policy and the staff interviewed by the monitor were aware of and could articulate the PSEA policy.
- D) Per Capita – The monitor reviewed CSIRP’s R&P funds disbursement policy. Documentation and case file review showed that all R&P funds were expended according to CSIRP’s R&P fund disbursement policy. Staff that were interviewed by the monitor were knowledgeable about and could articulate the policy.
 - i. **Funds Beyond \$925(Flexible Funds):** Each refugee is granted an additional \$100 in flex funds. The remaining \$100 of the per capita is saved and used for more vulnerable clients, such as single parents, and those with extensive medical issues.
 - ii. **Pocket Money:** Each adult is given \$100 in pocket money within the first 30 days after arrival. An additional \$50 per child is distributed evenly to parents on children’s behalf. All pocket money receipts are acknowledged by the recipient and filed in the case file.
 - iii. **Disbursement of Per Capita Funds:** The disbursement of per capita funds is used on behalf of the individual refugee to cover payments made by the affiliate for meeting refugees’ material needs.
- E) Orientation – The monitor reviewed CSIRP’s USCRI approved Cultural Orientation policy. After reviewing case notes and case files, as well as completing home visits and staff interviews, the monitor observed that the policy is being implemented accordingly.
- F) Quality Assurance – CSIRP uses an approved USCRI Quality Assurance policy, which was reviewed by the monitor. The implementation of this policy includes the director and office manager reviewing 25 percent of all active case files. The director also visits 25 percent of the homes of refugees that have been resettled in the past 12-month period to ensure that refugees have received full R&P services. Any findings identified by the director and office manager will be discussed with R&P case management staff for corrective action. The resettlement director was able to explain the policy to the monitor when being interviewed.

Volunteer Program and Private Resources: In FY 2017, CSIRP received volunteer support valued at \$40,000, and \$46,500 in corporate, faith and community-based, and individual monetary donations. To date in FY 2018, CSIRP has had 68 individuals that have volunteered with the R&P program, contributing 845 volunteer hours, valued at \$10,387. Volunteers, supervised by an AmeriCorps volunteer coordinator, assisted with housing set up for new arrivals, ESL teaching and tutoring, and other activities. Volunteers go through a thorough background check and orientation that educates them on the refugee resettlement program and guidelines. ESL teachers, tutors, and long-term

volunteers complete the web based USCRI Learning modules to explore resettlement further in depth. In FY 2018, CSIRP has received \$9,470 in combined cash contributions from foundations, community-based organizations, and individuals. In-kind donations, consisting of furniture, household items, food, and clothing, and were valued at \$26,317 for FY 2018.

Community Consultation: CSIRP convened with most required participants in FY 2018 but was not compliant in meeting with all required participants. Participants in the Quarterly Consultation meetings consisted of the SRC, SRHC, public health and public welfare representatives, and public education. The presence of local governance and public safety were missing in the first three quarters of FY 2018. CSIRP held separate meetings each quarter with local governance and public safety to ensure they met with all required participants.

Outreach: The monitor met with Cheryle Becker, Registered Nurse (RN), Tanis Maxwell, RN, and Melinda Bauman, from the South Central Public Health department. The health department has developed a strong working relationship with CSIRP. The health department holds refugee clinics twice a week to ensure clients receive their health screenings timely. When arrivals are high, the office offers additional clinics to ensure everyone is seen on time. Ms. Becker expressed that the health department has a good relationship with local doctors and can refer patients to them for routine appointments and for more serious health concerns.

Agency Reporting: CSIRP is generally consistent in timeliness of reporting. R&P period reports and quarterly financial reports have been timely and accurate for FY 2018. Reporting on Quarterly Consultations has not been consistent with one report noted as late. CSIRP has not resettled minor cases within the past two fiscal years.

Quality of Housing: Housing in Twin Falls was found to be affordable, safe, and generally sanitary, though three homes visited had safety and sanitation concerns. Rent ranges from \$350 for a one bedroom, \$550 for a two bedroom, and \$750 for a three bedroom. One to three-bedroom homes are almost always available. All homes were spacious and appropriately sized for the families occupying them. CSIRP has strong relationships with local landlords.

Home Visit Summary:

Home Visit	Nationality	Case Size	Month of Arrival
1.	Congolese	7	June 2018
2.	Congolese	5	May 2018
3.	Congolese	1	April 2018
4.	Eritrean	6	April 2018

All families indicated they were met at the airport by a CSIRP staff member. All families stated that interpretation was available for them but the single Congolese case and the Congolese family of seven indicated that interpretation services were provided by a family member who was at the airport for their arrival despite case note logs indicating a non-associated interpreter was used. This discrepancy was discussed with CSIRP, who advised that non-associated interpreters were used during every interaction. The Congolese family of five stated an appropriate number and type of car seats were provided at arrival and for all core services. All four families stated they had appropriate clothing upon arrival and were knowledgeable on where to obtain more seasonally appropriate clothing as the weather conditions change. Upon arrival, all families were taken to their permanent housing, provided a culturally appropriate hot meal, and received a safety orientation. All confirmed that they felt safe in their homes and were satisfied with the size, location, and affordability. The Congolese single case and family of five had roach infestations. Both stated they had reported the infestations to staff members at CSIRP and the apartments were treated, but the problem persisted. The family of seven had a leaking toilet and the Eritrean case of six had a missing smoke detector. All families reported that appropriate furniture, household items, adequate food, and hygiene items were found in the home upon arrival. The Congolese single case did not know her landlord, but the other three families knew the landlord and how to contact them. Despite a lack of having public transportation, all families knew how to access grocery stores, doctor's offices, and CSIRP's office and can obtain their own food and necessities.

The Congolese single and case of five and the Eritrean case were unsure who was their case manager. However, all cases could identify a staff person from CSIRP. All cases stated they had visited the office numerous times and that staff from the agency had also visited their homes on several occasions. All families reported that each adult received pocket money within the required timeframe. All school aged children were enrolled in school within the required timeframe, all adults enrolled in ESL, and all eligible adults were receiving employment services. All cases stated they had appropriate interpretation throughout their resettlement process, except for the two cases that did not receive appropriate interpretation at the airport. The families confirmed they had completed their initial health screenings, received their social security cards, and where applicable, completed the selective service forms as required by federal law.

All adult clients, except for the wife in the Congolese family of five, were either able to recite their address and phone number, or, provide documentation that contained their information. All adults, except for the wife in the Congolese family of five, were able to recite 911 as an action to take in the event of an emergency. Refugees were connected to or enrolled in eligible services. All clients were financially supported or self-sufficient and understood the length of time that they would be financially supported by CSIRP. Every case knew they would assume the responsibility of the rent and utilities once the

support ended. Clients were able to share topics they learned in cultural orientation, including the effects of moving and had a general understanding of U.S. laws and cultural practices. All adult clients indicated they knew how to seek services for family reunification and adjustment of status. Everyone visited knew how to ask for interpretation if needed. The Congolese single case and Eritrean family of six indicated the agency did not ask for their feedback, but the other two families did. All cases except for the Eritrean family of six knew about the grievance policy and how to voice a complaint. All cases except for the Congolese family of five knew the expectations of the agency and self.

Service Provision: Core services are generally completed within the required timeframes. Clients receive their social security cards within the first two weeks after arrival and receive public benefits within the first five days after arrival. All necessary and required goods are found in the home upon arrival as well as hot meals. The service plans found in the files showed a living document that was updated frequently as services were completed and goals adjusted. Cultural orientation generally started within the first two weeks after arrival and finished before the conclusion of the R&P period.

Documentation of R&P Services: Out of 24 cases resettled by CSIRP in the past 12-month period prior to the visit, the monitor reviewed 15 case files for program compliance. All case files are kept in a secure filing cabinet for which only the director and one other staff member have the key. The files are well organized and most of the required forms and documents were found in the files.

Documentation	Findings
Case note log	All files contained case note logs indicating the date, mode, and substance of regular contact throughout the R&P period. Five cases were missing a case note about food provision after arrival. One case only lists the Principal Applicant (PA) as being enrolled in ESL but not the other adult in the case. Two cases are missing case notes indicating that the health assessment was completed. Three cases have the incorrect dates of when the health assessment was completed. One case was missing a case note about the receipt of pocket money. One case was missing a case note about the completion of the R&P period report.
Evidence of pre-arrival planning	All cases contained evidence of pre-arrival planning.
Housing, furniture, and household goods	All case files contained evidence of provision of housing, furniture, and household goods.

Documentation	Findings
Reception services	All cases contained evidence of appropriate interpretation services, car seats as necessary, culturally appropriate hot meal, seasonally appropriate clothing, and safety orientation.
Food provision/Food Allowance	All case files contained evidence of food provision prior to receiving food stamps, but five cases did not have case notes indicating that food was provided.
Pocket money	One case did not include a case note regarding the provision of pocket money, though receipts were in the file. One case had a discrepancy between the expenditure log and the receipt.
Intake	All files contained evidence that intake interviews were completed within the required timeframe.
Service plan	All files contained a completed service plan within the required timeframes and had a detailed description in case notes.
Social security applications	All cases contained evidence of timely social security card applications except for one case, due to a delay in accessing the I-94. The delay was noted in the case notes.
Home visits	All cases contained evidence that a first and second home visit were completed with appropriate interpretation and in a timely manner. The second home visit forms for two cases were not completed in their entirety.
Cultural orientation provision	Fourteen files contained evidence that Cultural Orientation had been completed. In the remaining file, it was noted that the PA had refused Cultural Orientation provision.
Cultural orientation assessment	Fourteen files contained evidence of Cultural Orientation assessments for all adult members over the age of 18, including case notes and completed assessments in the file. In the remaining file it was noted that the PA had refused to complete the Cultural Orientation assessment.
Health screenings and medical follow-up	All but two files contained evidence of timely health screenings and medical follow-ups including for Class B cases.
ESL enrollment	Fourteen of fifteen files were found compliant that all adults over age 18 were enrolled in ESL. One case indicated that one adult member had been enrolled but failed to mention the enrollment of the other adult member in the household.
Employment services enrollment	All files had evidence that employment services enrollment for all eligible adults was completed timely.

Documentation	Findings
School enrollment	Two of the eight cases with school age children did not contain evidence that school enrollment had taken place.
Selective services registration	Of the fifteen cases, four cases were required to complete Selective Service registration. All four cases were found to be compliant, with timely registrations.
Cash assistance, medical assistance, and food stamps	All cases were enrolled in food stamps and Medicaid timely. Fourteen of the fifteen cases were enrolled in cash assistance timely. The remaining case was enrolled in Matching Grant timely.
Other services for which the refugee is eligible (WIC, SSI, etc...)	Three applicable cases did not have verification of enrollment in WIC in the file.
Minor services requirements (family orientation, regular contact, follow up home visit)	No minor cases were reviewed.
Record of R&P cash and in-kind support	All cases contained a clear record of R&P cash and in-kind support, acknowledged by the PA, and made within the R&P period.
R&P period reports	One case file had an R&P period report that belonged to a different case. The other eligible cases contained a copy of the R&P period report in the file and case notes matched the reports.
Record of public welfare notifications	All cases contained records of public welfare notifications in the file, except for the three cases missing WIC enrollments.
Minor reports	No minor cases were reviewed.
Home safety checklist	All files contained a completed home safety checklist as well as a case note indicating completion.
Household budget	All files contained detailed household budgets.
List of goods	All cases contained a completed list of goods forms that was acknowledged by the refugee.
Copies of I-94s for refugee cases and Special Immigrant Visas	All case files contained either all member's I-94's or a visa.

Documentation	Findings
Copies of transportation boarding letters	Fourteen of the fifteen files were refugee cases and contained copies of the transportation boarding letters. The fifteenth case was a post arrival SIV.
Copies of EADs	All refugee case files contained copies of all members' EADs.
Copies of social security cards	All cases contained social security cards for all members. Where required, adults had signed their cards.
Assurance forms	All cases contained assurance forms.
Biodata forms	All cases contained biodata forms.
Change of address/AR-11	All cases contained evidence that AR-11's was completed within a timely manner.

R&P PROGRAM OUTCOMES

The agency has met all reception and placement performance standards as outlined in the FY 2017 and FY 2018 Cooperative Agreement except for the items outlined below. Where the site is not in full compliance of program requirements, USCRI has offered recommendations and follow-up action items; see: *Follow-Up or Further Action* section below.

- 1. Refugee Environment:** Refugees are picked up at the airport, but home visits indicated two cases had a family member interpret despite case notes stating an appropriate interpreter was provided. Housing is safe and affordable except one of the four homes was missing a smoke detector, two homes had evidence of a roach infestation and one home had a toilet in need of repair. Refugees have required material necessities.
- 2. Refugee can Navigate and Access Relevant Systems:** Refugees know how to obtain their own food and other material necessities and know how to get around their community despite the lack of public transportation options. Refugees have their social security cards. Refugees have access to health care and know how to contact emergency services except for one individual. All eligible children are enrolled in school within 30 days of arrival. The refugees know how to file paperwork for family reunification. Refugees can access appropriate interpretation as needed.
- 3. Refugee is Linked to Ongoing Means of Support:** Refugees are enrolled in eligible services. Refugees are financially supported and can identify the source(s) of household income after R&P assistance ends.

4. **Refugee Understanding:** Refugees knows his or her address, knows how to make a phone call and knows how to be contacted, with the exception of one individual. Refugees know key orientation topics, including understanding the effects of moving, and understand U.S. laws, and all but one family knew the roles and responsibilities of the agency and self.

FOLLOW-UP OR FURTHER ACTION NEEDED

USCRI requests that CSIRP implement plans to correct those areas in which monitors found the agency fell short of complete compliance with R&P program guidelines. Please submit to USCRI the following evidence of actions steps taken:

1. Steps the agency has taken to ensure that files contain a case note log which outlines the date of substance of regular affiliate/refugee contact throughout the R&P period and contains detailed record of basic needs support and core service delivery. Special attention should be paid to ensuring that case not logs document the following:
 - a. Reasons for delays in services
 - b. Accurate dates of core service provision
 - c. Completion of health assessments
 - d. Pocket money
 - e. ESL enrollment
 - f. WIC enrollment
 - g. School enrollment
 - h. Food provision after arrival
 - i. R&P Period Report completion
2. Steps the agency has taken to ensure that USCRI's Home Visit Forms are completed in their entirety for second home visits. (FY 2018 USCRI Memorandum of Understanding)
3. Steps the agency has taken to ensure that all eligible adults are enrolled in ESL within ten days of arrival. (FY 2018 Cooperative Agreement, p. 32)
4. Steps the agency has taken to ensure that eligible children are enrolled in school within 30 days of arrival, and that clients are assisted to obtain health screenings within 30 days of arrival and that refugees are assisted to apply for other services they are eligible for, such as WIC, within 30 days. (FY 2018 Cooperative Agreement, p. 32)
5. Steps the agency has taken to ensure that case files remain confidential and do not contain identifying information for members of other cases' members. (FY 2018 Cooperative Agreement, pgs. 17, 28)

6. Steps the agency has taken to consult quarterly with all required community stakeholders and that QC reporting to USCRI are submitted within the required timeframe. (FY 2018 Cooperative Agreement, pg. 25, FY 2018 Memorandum of Understanding)
7. Steps the agency has taken to ensure that each file includes a record of cash and in-kind support with accurate dates of distribution. (FY 2018 Cooperative Agreement p.28)
8. Specific follow-up on home visits:
 - a. Home Visit Two
 - i. Ensure case members know who their case manager is and know the role of the agency and expectations of the agency and self.
 - b. Home Visit Three
 - i. Ensure case knows how to contact their landlord
 - ii. Ensure case knows who their case manager is
 - c. Home Visit Four
 - i. Ensure case knows who case manager is
 - ii. Ensure case knows how to voice a grievance

Immediate Steps Taken by the Agency in Response to Findings:

Immediate follow up was sent to CSIRP on September 4, 2018 with a requested due date of September 17, 2018. The following follow up was sent to USCRI on September 16, 2018:

1. Home Visit Two
 - a. On September 5, CSIRP contacted the landlord requesting that the apartment be treated for the roach infestation. On September 11, the landlord treated the apartment and on September 16, the director of CSIRP conducted a home visit to ensure that the treatment of the apartment had been completed.
 - b. On September 11, CSIRP held a one-on-one training session to teach both adult members of the family when, what, and how to use 911.
 - c. On September 11, CSIRP also helped the adult members memorize and recite their home address. The director of CSIRP conducted a home visit on September 16 to ensure clients had learned 911 and their address.
 - d. On September 5, CSIRP contacted the landlord requesting that the toilet be fixed. On September 11, the landlord completed the repair. On September 16, the director of CSIRP conducted a home visit to ensure that the toilet had been fixed.
2. Home Visit Three
 - a. On September 5, a request was sent to the landlord to treat the roach infestation. On September 13, the apartment was treated by the

landlord. On September 16, the director of CSIRP conducted a home visit to ensure the treatment had been completed.

3. Home Visit Four

- a. On September 13, a CSIRP case manager purchased and installed a new smoke detector. On September 16, the director of CSIRP conducted a home visit to ensure that the smoke detector had been installed.

USCRI Follow-Up

USCRI will continue to provide the agency with technical assistance and training as needed.

Recommendations

1. USCRI recommends that CSIRP add agency and community specific details to their agency training plan.
2. USCRI recommends that CSIRP strengthen their initial intake and to ensure clients know who their case manager is.
3. USCRI recommends implementing client feedback as part of the agency's implementation of USCRI's AAP framework.

Addendum

R&P Case Files Reviewed
SU-120668
EG-600094
SU-120352
SU-120638
NP-130033
US-619852
MT-10053
ZA-120992
SU-940439
RW-124767
NP-150237
BY-121858
UG-758090
NP-150331
SU-120351

MATCHING GRANT PROGRAM

Summary of Compliance: College of Southern Idaho Refugee Programs was found to be compliant with the requirements of the Matching Grant program. Where the site is not in full compliance of program requirements, USCRI has offered recommendations and follow-up action items; see the Follow-Up or Further Action section below. Clients visited spoke positively about the agency and the services they received. All visited clients received the core services within the required timeframes with all services documented in the case files.

Staff Interview Summary: Seven staff members, or 2.09 Full-time Equivalent, employees are assigned to the MG program. The MG monitor interviewed two staff members assigned to the MG program: Tara McFarland, Matching Grant Coordinator, and Aleksandra Popovic, Employment Coordinator. Ms. McFarland has been with the agency since 2010. In her role as MG Coordinator, Ms. McFarland provides program oversight, conducts MG orientation and intake, determines client self-sufficiency, and is responsible for providing MG case management services. In addition, Ms. McFarland issues maintenance assistance and enters client and financial information into the MG database. Ms. Popovic, who has been with the agency since 2000, is responsible for providing employment services. Both staff members interviewed had a strong understanding of the MG program guidelines and requirements. Additionally, both staff had received their MG Certification through USCRI Learning and participate in USCRI webinars.

Program Outcomes: The agency has consistently generated strong 180-day outcomes. In the first semi-annual reporting period of FY 2018, the agency's self-sufficiency rate was 100 percent at 120 days and 80 percent at 180 days, compared to the USCRI network average of 62 percent at 120 days and 80 percent at 180 days.

Agency Match: CSIRP raises match primarily from donated volunteer hours. Volunteers contribute to the MG program in a variety of ways from driving clients to job training classes, to helping clients practice their English. Volunteer time is calculated at \$12.30 per hour. In addition to volunteer time, CSIRP also raises match through donated goods distributed to clients. Clients receive items including clothing, non-R&P household goods, and gift cards to local stores. Match was properly recorded on USCRI match forms in all case files reviewed.

Agency Partner Visit: The MG monitor visited Cedar Ridge Dairy, a dairy farm, in Filer, Idaho and met with Neil Grandy, who provided a tour of the farm. Mr. Grandy has been working with the agency since 2013. The dairy farm, which houses 11,000 cows, operates 24 hours a day, 7 days a week, with three 8-hour shifts operating daily. Employees are hired to work in the milk barn, starting in full-time positions earning \$11.87 per hour. After three months, employees receive a raise and earn \$13.12 per hour. There are opportunities for promotion to Supervisor roles, at \$14.37 per hour.

Mr. Grandy is in frequent communication with the agency and spoke highly of the partnership. The employer expressed concern over the lower number of refugee arrivals and stated that the company's employee candidate pool has been "drying up" as a result.

Agency Reporting: CSIRP is timely and accurate in reporting to USCRI through Program Progress Reports, semi-annual and quarterly reports, and database updates.

Home Visit Summary:

Home Visit	Nationality	Case Size	Month of Enrollment
1.	Bhutanese	4	December
2.	Bhutanese	2	January
3.	Eritrean	11	December

Two visited cases were living in affordable housing secured by the agency. The other visited case lived in housing the family had secured on their own and moved into one week prior to the visit. In all visited homes, the smoke detectors were not working. All visited cases confirmed receiving required maintenance assistance including rent, utilities, transportation, and cash assistance from the agency. In addition, all three cases received food stamps and had health insurance.

The first home visit case was self-sufficient after the Principal Applicant (PA) became employed at Chobani and the PA's spouse became employed at a local casino. While the PA had stopped attending ESL classes after obtaining employment, the spouse continued to attend at CSIRP. The couple's oldest child was enrolled in school with the help of the agency and according to the parents, was doing well. The couple was able to provide childcare for their two children as they had alternating shifts at work. One week prior to the visit, the family moved into a new, one bedroom, apartment they secured on their own. Their previous two-bedroom apartment had been secured by the agency. The second home visit was also self-sufficient following the PA's employment at a local dairy farm. Before starting work, the PA attended ESL classes at CSIRP. The PA confirmed his child was enrolled in school and was doing well. The third home visit was also self-sufficient after the PA, adult son, and adult daughter all obtained employment with the help of the agency. The PA's spouse was offered employment services by the agency but chose not to work so that she could stay home with her young children. The parents confirmed the school aged children were enrolled in school with the help of the agency and were doing well. At the time of the visit, the four adults in the household were attending English classes at the local college. The final home visit occupied two apartments. In one apartment, both bedrooms did not have heat. The family had informed the landlord and CSIRP of the heating problem and it was evident in the case notes that action had been taken by the agency to follow-up on the heating issue.

The three visited cases could not clearly articulate the MG program goal. However, all visited cases demonstrated that clients had received the required MG program services. Additionally, all visited cases were self-sufficient with enough income to cover their basic expenses. The three visited cases spoke positively about the agency and the services they received.

MG Required In-House Services: CSIRP offers all required in-house services, including case management, employment services, maintenance assistance, and program administration. The MG Orientation and Intake/Assessment occurs one-on-one with newly arrived clients and the MG Coordinator. During orientation the client and MG Coordinator create their Self-Sufficiency Plan, pre-employment budget, and review the Letter of Agreement. If the MG Coordinator determines the clients would be a good fit for the MG program and the clients would like to enroll they are scheduled for enrollment. When the client meets with the MG Coordinator to be enrolled they take a MG orientation quiz to review what the client remembers and understands about the program. At this point, the MG Coordinator reviews the program requirements and clarifies any misunderstandings the client may have about the MG program. Once the client is enrolled, the Employment Coordinator provides job placement and post-placement services. The MG Coordinator provides case management services and ensures maintenance assistance, including rent, cash allowance, and transportation, is provided to all clients. The agency offers employment bonuses of \$150 to each adult on a case who is employed on the 120th day, if the individual is still employed on the 180th day they will receive a second bonus of \$150.

Service	Findings
Employment Services	Services are provided in compliance with MG Guidelines.
Core Maintenance Assistance	No home visit to ensure housing meets local safety and hygiene standards was completed for the non-R&P case receiving MG Program funding for housing.
Administration	Services are provided in compliance with MG Guidelines.

MG Required Referral Services: CSIRP provides all required referrals to ESL, health and medical, and social adjustment and support services as needed. CSIRP offers ESL on site for varying English levels.

Service	Findings
English Language Training	Services are provided in compliance with the MG Guidelines.
Health and Medical Services	Services are provided in compliance with the MG Guidelines.
Employment Training or Recertification	Services are provided in compliance with the MG Guidelines.

Social Adjustment Services	Services are provided in compliance with the MG Guidelines.
Support Services	Services are provided in compliance with the MG Guidelines.

Documentation of MG Services: Out of seven cases enrolled by agency in the past 12-month period, the monitor reviewed seven case files for program compliance. Case files are securely housed at the agency in a locked cabinet. CSIRP has a case file review system in place in which files are reviewed at the close of case by the MG Coordinator, followed by the Director, who signs off on the case. The case file then undergoes a final review by the Medical Assistant/Office Clerk to ensure all required documents are accounted for. All files reviewed were well organized.

Service	Findings
Separation of MG and R&P Services	In compliance with the MG Guidelines.
Case Note Log	One case file lacked case specific case notes on employment services.
Service Plan	In compliance with the MG Guidelines.
Client Intake/Assessment Form	In compliance with the MG Guidelines.
Documentation of MG Eligibility	One case lived more than 100 miles from the office and was served without seeking a placement exception.
Notification of Pending Enrollment	In compliance with the MG Guidelines.
MG Client Letter of Agreement	In compliance with the MG Guidelines.
Enrollment and Self-Sufficiency Budgets	Six post-employment budgets were dated weeks after the 120 th and 180 th days.
120/180 Day MG Self-Sufficiency Status Report	In compliance with the MG Guidelines.
Proof of Legal Employment	In compliance with the MG Guidelines.
Documentation of ESL Enrollment and Attendance	One case had no ESL referral or enrollment documented in the case file.
MG Federal Funds Disbursements	There was no housing agreement on file for a case that was not provided the entire rent amount since they were living with a roommate.
MG In-Kind and Cash Donations	In compliance with the MG Guidelines.
Volunteer Service Record	In compliance with the MG Guidelines.
Case Closure	In compliance with the MG Guidelines.

FOLLOW-UP OR FURTHER ACTION NEEDED

USCRI requests that CSIRP implement plans to correct those areas in which monitors found the agency fell short of complete compliance with MG program requirements. Please submit to USCRI the following evidence of actions steps taken:

1. Steps the agency has taken to ensure that when MG Program funding is being utilized for housing for non-R&P cases, a home visit must be completed to ensure that all housing meets local safety and hygiene standards. *(FY18 MG Guidelines p. 10)*
2. Steps the agency has taken to ensure that case notes cover all required services areas as prescribed in each Self-Sufficiency Plan, including Employment services. *(FY18 MG Guidelines p. 7)*
3. Steps the agency has taken to ensure approval is sought prior to enrollment of cases residing and working more than 100 miles from the office, and a plan to ensure adequate provision of services. *(FY19 MG Guidelines p.5 and p.18)*
4. Steps the agency has taken to ensure that when ESL is indicated as an essential part of the Self-Sufficiency Plan the agency will assist clients in enrolling in an ESL program. *(FY18 MG Guidelines p. 13)*
5. Steps the agency has taken to ensure statements of the self-sufficiency status of the case at 120 and 180 days from the date of MG Program eligibility are on file. *(FY18 MG Guidelines p. 7)*
6. Steps the agency has taken to ensure that when partial rent is provided, case files clearly document how housing costs are being covered. *(FY18 MG Guidelines p. 10)*
7. Steps the agency has taken to ensure clients have a complete understanding of the MG program. *(FY18 MG Guidelines p. 6)*
8. Specific follow-up on home visits:
 - a. Home Visit One:
 - i. Ensure smoke detectors work properly.
 - b. Home Visit Two:
 - i. Ensure smoke detectors work properly.
 - c. Home Visit Three:
 - i. Ensure smoke detectors work properly.
 - ii. Ensure heat works in bedrooms.

USCRI Follow-Up

USCRI will provide the following to CSIRP: USCRI will provide the agency with follow-up training and technical assistance as needed. USCRI will also ensure the agency has ongoing access to MG case file forms, documents, and program guidelines.

Recommendations

USCRI recommends that CSIRP has clients sign enrollment documents, including the Letter of Agreement, pre-employment budget, and self-sufficiency plans, at the time of actual MG enrollment and not at the time of MG orientation.

Addendum

MG Case Files Reviewed
TWF-Ref3957618
TWF-Ref3958018
TWF-Asy3988817
TWF-Ref3990018
TWF-Ref3990218
TWF-Ref4005318
TWF-Ref4005518

FY 2018 Annual Employment Outcomes by Agency
(October 1, 2017- September 30, 2018)

	Relevant Caseload	Entered Employment	% Entered Employment	FT	PT	FT Jobs w/ Health	Health Insurance %	Ave Wage FT
Boise								
ANA	38	29	76.3%	23	6	17	74%	\$11.00
IRC	61	36	59.0%	26	10	10	38%	\$9.81
IRC-CPN	41	29	70.7%	23	6	15	65%	\$13.50
Total	140	94	68.69%	72	22	42	58%	\$11.37
Twin Falls								
CSI	39	38	97.44%	26	12	23	88%	\$10.18
CSI-CPN	37	36	97.30%	33	3	30	91%	\$14.91
Total	76	74	97.37%	59	15	53	90%	\$12.83
Statewide								
All	216	168	77.78%	131	37	95	73%	\$12.02
Goal		48		78.0%	22.0%		71%	\$10.10



Twin Falls Program Progress Report FY 2018

		Oct - March	Apr-Sep	YTD 2018
Enrollments	New Enrollments this period- Individuals	32	6	38
	Total number of clients reaching 120 day after arrival this period	33	4	37
120 day statistics	Number of clients reported as Self-Sufficient at 120 day after arrival this period	33	4	37
	Rate of Self Sufficiency at 120 day	100%	100%	100%
	Total number of clients reaching 180 day during this reporting period	15	26	41
180 day statistics	Of those, total number of clients reported as Self-Sufficient at 180 day after arrival	12	26	38
	Rate of Self-Sufficiency at 180 day	80%	100%	93%
	Total number of employable adults who reached 180 days this period	7	11	18
Employment Statistics	Total number of employable adults who entered <i>full time employment</i> this period	5	7	12
	Total number of employable adults who entered part time employment this period	1	1	2
	Rate of employable adults entering employment	86%	73%	78%
	Rate of employable adults entering <i>full time employment</i>	83%	88%	86%
	Rate of employable adults entering part time employment	17%	13%	14%
	Average hourly full time wage	\$8.83	\$10.27	\$9.55
Wage Statistics	Average hourly part time wage	\$10.15	\$7.50	\$8.83
	Total number of adults who entered employment	6	8	14
Benefits Statistics	Of those, total number of employed adults who have health benefits available through their employer	6	7	13
	Rate of employed adults with health benefits available	100%	88%	93%

Please contact mgsupport@uscrdc.org if you have any questions or concerns about this report.