

**ASSEMBLY BILL 1326 PROTOCOLS OF ENGAGEMENT AGREEMENT**  
**BETWEEN**  
**CITY AND COUNTY OF SAN FRANCISCO**  
**HUMAN SERVICES AGENCY**  
**AND**  
**UNIVERSITY OF CALIFORNIA SAN FRANCISCO**

**EFFECTIVE: June 15, 2025**

This agreement between the San Francisco Human Services Agency – Benefits and Family Support Division (SFHSA) and the University of California San Francisco (UCSF) defines the agreed upon roles and responsibilities of both parties for a collaboration to provide services to UCSF students who may be eligible for public benefits administered by SFHSA. The goal of the collaboration is to help students gain better access to public benefits and maximize the provision of available services. Below is a list of protocols of engagement agreed upon by both parties. Note that the protocols of engagement options were taken from the California Department of Social Services (CDSS) All County Information Notice (ACIN) No. I-85-22 (see Attachment A).

**I. PROTOCOLS OF ENGAGEMENT:**

1. **Maintain Relationships:** It is critical to establish and maintain a relationship between the county liaison and campuses of institution of public higher education staff with the primary goal of increasing access to public social services programs available to students.
  - Establishing expectation for engagement between liaison and campus staff
    - County liaison and campus staff are to respond to inquiries within two (2) business days.
  - Providing the liaison contact info to the public higher education institution staff and vice versa (and updating as needed).

## AB 1326 County Liaison and UCSF SPOC Directory

County Liaison	County Liaison Back-up
Binh Lam <a href="mailto:binh.lam@sfgov.org">binh.lam@sfgov.org</a> 415-558-2327	Ana Marie Lara <a href="mailto:ana.marie.lara@sfgov.org">ana.marie.lara@sfgov.org</a> 415-676-7940
UCSF single point of contact (SPOC)	UCSF SPOC Back-up
Kristee Ono <a href="mailto:Kristee.Ono@ucsf.edu">Kristee.Ono@ucsf.edu</a> 415-476-4181	Carol Garcia and Jasmin Siguenza <a href="mailto:Carol.Garcia@ucsf.edu">Carol.Garcia@ucsf.edu</a> and <a href="mailto:jasmin.siguenza@ucsf.edu">jasmin.siguenza@ucsf.edu</a> 415-476-4181

- Developing written procedures and succession planning to account for future staff changes
  - If staffing capacity allows, cross train staff on the role and responsibilities of county liaison and UCSF SPOC.
  - Notify appropriate parties as soon as administratively possible of impending departure of key staff.
  - Once notified of an impending departure of key staff, convene a meeting within a reasonable amount of time to discuss implications of the staff departure and possible courses of action.

### 2. **Define roles and responsibilities:** Clearly define role and responsibilities of liaison

- Establishing shared goals between liaison and campus staff
  - Good customer service
  - Effective outreach and engagement
  - Ability to identify students who are likely eligible for public benefits.
  - Assist students in navigating/accessing public benefits they are likely eligible for
- Considering shared goals, expertise, and capacity (when identifying and defining the responsibilities of the liaison)
- Establishing process to assess the effective of role & responsibilities:
  - County liaison to set-up a tracking log containing the date/time of inquiry, nature of inquiry, and outcome.
  - Develop a survey(s) to gauge program performance

### 3. **Communication:** Open and clear communication will help foster strong working relationship and partnerships.

- Ensuring consistency in communication:
  - Communication schedule (i.e. regular check-ins, recurring meetings, etc.)
    - Quarterly meetings on the 1<sup>st</sup> Wednesday of the month, starting on Wednesday, October 4<sup>th</sup> at 1:30 pm. Said meeting will include

relevant stakeholders to discuss successes and challenges encountered (can adjust meeting cadence once program stabilizes or team feels appropriate to do so).

- Ad hoc meetings with county liaison, UCSF SPOC, and relevant stakeholders as needed.
- Collaborating on public facing material and messaging
  - If naming SFHSA in promotional materials, please provide SFHSA with at least five (5) business days advance notice to review co-branded materials before publication.
- Establishing feedback loops to ensure two-way communication
- Supporting a variety of communication methods including, but not limited to:
  - Email communication
  - Telephonic communication
  - Virtual meetings
  - In-person meetings

4. **Resources available:** CWDs will take into consideration availability of resources when establishing protocols for engagement. Resources include, but are not limited to:

- Number of staff liaison(s) necessary
- Fiscal and operational impacts associated with designating one or more staff liaison(s)
- Fiscal and operational impacts associated with implementing protocols of engagement

## **II. CONFIDENTIALITY OF RECORDS**

Partners are required to adhere and comply with all state, federal and local law and regulations governing the confidentiality of public assistance recipients' personally identifiable information (PII), including but not limited to section 10850 of the California Welfare and Institutions Code. Any specific instances of sharing PII between SFHSA and UCSF shall be governed by a separate data sharing agreement and/or with signed client consent to share information.

This agreement shall remain in effect for two years with the option of extending upon agreement of both parties.


SIGNATURES:



Date: June 23, 2025

Signature

Trent Rhorer  
Executive Director  
San Francisco Human Services Agency  
170 Otis Street  
San Francisco, CA 94103

DocuSigned by:  
  
29E561AE1D7649A...

Date: 6/30/2025

Signature

Jerry Lopez  
Student Financial Services Director  
University of California, San Francisco  
500 Parnassus Avenue  
San Francisco, CA 94143

# ATTACHMENT A

January 12, 2023

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

## EXECUTIVE SUMMARY

### ALL COUNTY INFORMATION NOTICE NO. I-85-22

The purpose of this All County Information Notice (ACIN) is to provide County Welfare Departments (CWDs) with considerations for the development of protocols for engagement between the CWD and a campus of an institution of public higher education as required by Assembly Bill 1326 (Chapter 570, Statutes of 2021)



KIM JOHNSON  
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



GAVIN NEWSOM  
GOVERNOR

January 12, 2023

ALL COUNTY INFORMATION NOTICE NO. I-85-22

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CALFRESH PROGRAM SPECIALISTS  
ALL CALWORKS PROGRAM SPECIALISTS  
ALL COUNTY WELFARE-TO-WORK COORDINATORS  
ALL TRIBAL TANF ADMINISTRATORS  
ALL CONSORTIA MANAGERS  
ALL QUALITY CONTROL COORDINATORS

SUBJECT: ASSEMBLY BILL 1326 (CHAPTER 570, STATUTES OF 2021):  
COUNTY LIAISONS FOR HIGHER EDUCATION  
CONSIDERATIONS FOR PROTOCOLS FOR ENGAGEMENT

REFERENCE: [ASSEMBLY BILL 1326 \(CHAPTER 570, STATUTES OF 2021\);](#)  
[ALL COUNTY LETTER \(ACL\) 22-48](#)

The purpose of this All County Information Notice (ACIN) is to provide County Welfare Departments (CWDs) with considerations for the development of protocols for engagement between the CWD and a campus of an institution of public higher education as required by Assembly Bill (AB) 1326 (Chapter 570, Statutes of 2021).

**BACKGROUND**

AB 1326 adds section 10006 to the Welfare and Institutions Code (WIC) which requires CWDs to designate at least one employee as a staff liaison to serve as a point of contact for academic counselors and other relevant professional staff at a campus of a public higher education institution located within the county. The bill also requires the public higher education institution to provide information on programs and services offered by the CWD that may be available to students. Per [California Education Code § 66010](#), public higher education consists of the California Community Colleges (CCC), the California State University (CSU), University of California (UC) and each campus, branch, and function thereof.

Pursuant to [WIC Section 10006\(b\)](#), CWDs, with input from the public institutions of higher education in the county, must develop protocols for engagement between the

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CWD and a campus of an institution of public higher education located within the county. The CWD and the public institutions of higher education located within the county are encouraged to consult stakeholders while developing the protocols for engagement. Relevant stakeholders may include, but are not limited to:

- (1) A representative from each campus of an institution of public higher education within the county. The representative must be a staff member tasked with addressing students' basic needs on the campus.
- (2) A counselor or other relevant professional staff from each campus of an institution of public higher education within the county.
- (3) Relevant organizations representing the interests of students, faculty, and staff from each campus of an institution of public higher education within the county.

Per [All County Letter \(ACL\) No. 22-48](#), in counties without a campus of an institution of public higher education, the staff liaison will act as a resource for students within the county regarding student eligibility. The purpose of designating a staff liaison to serve as point of contact is to facilitate the connection between students in need of county services by providing information on programs and services offered by the agency that may be available to students. Additional information regarding funding resources for the staff liaison position will be included in a forthcoming County Fiscal Letter. For additional information regarding the requirements of AB 1326, refer to [ACL No. 22-48](#), issued June 10, 2022.

### **AB 1326 WORKGROUP**

To assist in the development of protocols for engagement, the California Department of Social Services (CDSS) facilitated a workgroup comprised of representatives from the CCC, CSU, UC, CWDs, and organizations that represent the interests of college students. The results of the workgroup are presented in this ACIN as considerations for the development of protocols for engagement. These considerations are intended to be used as a guide to develop protocols for engagement that best meet the unique needs of the county, campuses of an institution of public higher education, and college students.

While implementation of AB 1326 is required for each CWD, protocols for engagement should be implemented to the extent feasible based on available resources. The specific considerations outlined in this letter are not required; however, CWDs are encouraged to use the considerations below when fulfilling the requirement of

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developing and implementing protocols for engagement that support the needs of the students within the county.

**CONSIDERATIONS FOR DEVELOPING PROTOCOLS FOR ENGAGEMENT**

**CONSIDERATION 1: MAINTAIN RELATIONSHIPS**

The purpose of the staff liaison is to establish a connection between the CWD and campuses of an institution of public higher education with the primary goal of increasing access to public social services programs available to students. To accomplish this, it is important to establish and maintain relationships with the campus(es) of institutions of public higher education.

Workgroup participants identified the following methods to support establishing and maintaining relationships:

1. Establishing expectations for engagement between the staff liaison and campus staff of public higher education institutions,
2. Providing the CWD staff liaison contact information to the public higher education institutions within the county and updating as needed, and
3. Developing written procedures and succession planning to account for future staffing changes.

**CONSIDERATION 2: DEFINE ROLES AND RESPONSIBILITIES**

Clearly defining the roles and responsibilities of the staff liaison was identified as an important consideration in developing protocols for engagement. Defining the roles and responsibilities can help in setting clear expectations, supporting efficiency, and promoting transparency.

Workgroup participants identified the following methods to consider while defining the roles and responsibilities of the staff liaison:

1. Establishing shared goals between the staff liaison and campus staff of public higher education institutions.
2. Considering shared goals, expertise, and capacity when identifying and defining the responsibilities of the staff liaison.

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3. Establishing expectations for engaging with college or university satellite locations:
  - a. It is at the discretion of each CWD to choose if and how they will engage with college or university satellite locations,
  - b. Satellite locations are defined in [California Education Code § 94862](#) as auxiliary classrooms or teaching sites located within 50 miles of the branch or mail location.
4. Establish processes to assess the effectiveness of the roles and responsibilities in relation to the shared goals.

### **CONSIDERATION 3: COMMUNICATION**

Establishing open and clear communication between staff liaisons and the staff of campuses of institutions of public higher education will help foster strong working relationships and partnerships. Placing an intentional focus on communication may also ensure that students receive current and accurate information on public social services programs that are available to them.

Workgroup participants suggested the following options for facilitating open and clear communication:

1. Ensuring consistency in communication between the staff liaison and staff of campuses of public higher education institutions, which includes:
  - a. Determining an agreed upon communication schedule (i.e., regular check-ins, recurring meetings, county-wide stakeholder meetings etc.),
  - b. Collaborating on public facing materials and messaging, and
  - c. Establishing feedback loops to ensure two-way communication between both parties.
2. Supporting a variety of communication methods including, but not limited to:
  - a. Virtual and in-person meetings,
  - b. Telephonic communication, and
  - c. E-mail communication.

### **CONSIDERATION 4: CONSIDER RESOURCES AVAILABLE TO CWDS**

CWDs will take into consideration the availability of resources when establishing protocols for engagement between the staff liaison and the campuses of public higher

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education institutions. Resource considerations include, but are not limited to:

1. The number of staff liaisons necessary to meet the established shared goals of campuses of public higher education institutions located within the county and the CWD,
2. The fiscal and operational impacts associated with designating one or more staff liaisons, and
3. The fiscal and operational impacts associated with implementing protocols for engagement.

If you have any questions regarding this ACIN, please contact the CalFresh Policy and Employment Bureau at [CalFreshPolicy@dss.ca.gov](mailto:CalFreshPolicy@dss.ca.gov) or the CalWORKs Early Engagement and Eligibility Bureau at [CWEligibilityPolicy@dss.ca.gov](mailto:CWEligibilityPolicy@dss.ca.gov).

Sincerely,

***Original Document Signed By***

JENNIFER TROIA  
Chief Deputy Director  
California Department of Social Services