

HUMAN SERVICES COMMISSION AGENDA

**Wednesday, March 5, 2014
4:00 P.M.**

City Council Chamber, 200 Old Bernal Avenue

CALL TO ORDER

- Pledge of Allegiance
- Roll Call

AGENDA AMENDMENTS

MINUTES

1. Approve regular meeting minutes of February 5, 2014.

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations
3. Public Comment from the audience regarding items not listed on the agenda. *Speakers are encouraged to limit comments to 3 minutes.*

MATTERS BEFORE THE COMMISSION

If necessary to assure completion of the following items, the Chairperson may establish time limits for the presentations by individual speakers.

4. Recommendation to Allocate Housing and Human Services Grant (HHSG) Funds for Fiscal Year 2014/15
5. Approve the City of Pleasanton's Human Services Needs Assessment: Strategic Plan

COMMUNICATIONS

6. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report: January 2014

COMMISSION REPORTS

- Senior Advisory Committee
- Valley Mental Health Committee
- Parks and Recreation Mater Plan Steering Committee
- Brief reports on any other meetings, conferences, and/or seminars attended by the Commission members
 - Alameda County Area Agency on Aging
 - Paratransit Advisory Committee
 - Senior Support Program of the Tri-Valley
 - Tri-Valley Housing Scholarship Program Committee

COMMISSION COMMENTS

STAFF COMMENTS

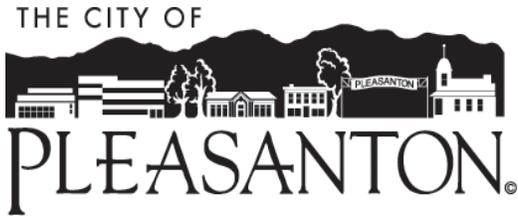
ADJOURNMENT

Notice

Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Commission after distribution of the agenda packet are available for public inspection at the Community Services Department, 200 Old Bernal Avenue, Pleasanton.

Accessible Public Meetings

The City of Pleasanton will provide special assistance for citizens with disabilities to participate in public meetings upon advance notice. If you need an auxiliary hearing aid or sign language assistance at least two working days advanced notice is necessary. Please contact the Community Services Department, PO Box 520, Pleasanton, CA 94566 or (925) 931-5340.



City of Pleasanton Human Services Commission Minutes

**City Council Chamber, 200 Old Bernal Avenue, Pleasanton, CA 94566
February 5, 2014 – 7:00 p.m.**

CALL TO ORDER AND PLEDGE OF ALLEGIANCE

Chairperson Berger called the meeting to order at 7:05 p.m. The Pledge of Allegiance to the flag was recited.

ROLL CALL

Commissioners Present: Allison Boswell, Varsha Clare, Susan Hayes, Prashant Jhanwar, David Nagler, Brock Roby, Rosiland Wright, and Chairperson Joyce Berger.

Commissioners Absent: Commissioner Theresa Rowland.

Staff Present: Susan Andrade-Wax, Director of Community Services; Scott Erickson, Housing Specialist; and Edith Caponigro, Recording Secretary.

AGENDA AMENDMENTS

The Commission was advised that item 2a had been removed from the agenda.

1. MINUTES

November 6, 2013 Workshop Notes

A motion was made by Commissioner Nagler, seconded by Commissioner Wright, to approve the Notes from the November 6, 2013 Workshop meeting. **The motion was approved unanimously.**

December 4, 2013 Regular Meeting Minutes

A motion was made by Commissioner Clare, seconded by Commissioner Roby, to approve the minutes from the December 4, 2013 Regular meeting. **The motion was approved unanimously.**

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions

- a. Sue Compton, Executive Director of Axis Community Health – update on new facility.

The item was removed from the agenda.

3. Public Comment from the Audience regarding items not listed on the agenda

There were none.

MATTERS BEFORE THE COMMISSION

4. Review of FY 2013/14 Housing and Human Services Grant (HHSG) Semi-Annual Reports

Mr. Erickson provided information regarding guidelines for the City's Housing and Human Services Grant (HHSG) program. He advised that agencies are required to submit a Semi-Annual Report for each funded project and that the Semi-Annual Report for the period July through December 2013 was due on January 15, 2014. It was noted that a total of 17 agencies had received funding for 23 different projects.

Commissioners reviewed with Mr. Erickson the Semi-Annual Report for July-December 2013.

Commissioner Jhanwar questioned whether there were ever any cases when requested funds had not been spent by the allocated time. Mr. Erickson advised that this rarely happens, but occasionally funds are not completely used. He noted that the City also has the ability of not funding projects. Commissioner Nagler added that in the last two years unused funding has been carried over to the next funding cycle.

Commissioner Prashant discussed the amount of staff time required to follow-up with agencies. Mr. Erickson noted that agencies often prefer not to invoice for projects until the project completion.

Commissioner Roby felt that more staff time was spent on trying to obtain information for the report that is provided to the Commission, and he would prefer having a year-end report when evaluating ZoomGrants. Mr. Erickson and Ms. Andrade-Wax indicated that staff would provide a report of the minutes from the August 2013 meeting for the Commission to review. Commissioner Clare confirmed that Commissioners could access year-end reports on ZoomGrants.

Commissioner Nagler had questions about the projections for Legal Assistance for Seniors being different from what had been initially stated. Mr. Erickson indicated he had not heard about any changes and was not aware that the agency was experiencing any struggles with the program. He indicated that he would contact this agency and Community Resources for

Independent Living to learn if there are any problems and will advise the Commission. Mr. Erickson advised the Commission that staff does conduct monitoring of the agencies.

Commissioner Roby questioned what steps the Commission should take if agencies present to the Commission at the March meeting for funding for the same services. He also questioned whether the Commissions funding recommendations held any weight within the county.

Ms. Andrade-Wax advised that staff has decided the Commission should be looking at a way of making grant awards and how they award funds. She commented on how funding could be awarded to other agencies that were not necessarily in the same category.

Commissioner Wright provided information about the disbandment of Hand-in-Hand, Inc.

5. Discuss Evaluation Process and Meeting Format for FY 2014/15 Housing and Human Services Grant Program Review

Mr. Erickson advised that at the March 5, 2014 meeting, the Commission will be reviewing the Housing and Human Services Grants (HHSO). Commissioners are asked to review the HHSO applications online through the ZoomGrant Program and should have their reviews and funding suggested recommendations completed by February 18, 2014. A total of 27 applications have been received with an aggregate funding request of \$1,127,859.

The Commission was provided information about the funding application submitted by MidPen Housing Corporation for the Kottinger Gardens Phase I project, and was advised by Mr. Erickson that staff had recommended the organization submit this application.

Chairperson Berger questioned why the Human Services Commission was reviewing housing fund applications on this report.

Ms. Andrade-Wax and Mr. Erickson noted that this Commission had requested a number of years ago that Human Services and Housing be shown together. Ms. Andrade-Wax advised that the applications highlighted on the report in blue and yellow were applicable to projects that would receive funding from the Lower Income Housing Fund (LIHF) and the HOME Fund, and all others could be funded from the General Fund and CDBG Funds.

Commissioner Nagler noted that the Commissions had wanted to be less concerned about the source of the funds, and had wanted to keep City Council informed and show them a picture from the two Commissions of what was taking place within the City.

Mr. Erickson advised that the Housing Commission would be making funding recommendations at its March 20, 2014 meeting. He also provided information on funding availability from the different sources, and advised that funding for Capital projects would be approximately \$175,000.

Commissioners discussed the amount of available funding and the funds requested by the twenty-seven (27) agencies. Commissioner Roby discussed with Mr. Erickson limitations for

Capital funding projects, and Mr. Erickson commented on possible Section 8 funding that might be available for the Axis project.

Commissioner Nagler discussed the possibility of using approximately 15% of CDBG funds for a Capital project.

Commissioner Clare questioned if unused CDBG funds were lost or rolled over to the following year.

Chairperson Berger was of the opinion that the Human Services Commission should not be looking at Housing projects since they would have no impact on the projects, and suggested that they not spend time on them at the March meeting. She would like for the project table to be modified so the Commission reviewed only applications that applied to Human Services, and that Housing projects be listed separately at the bottom of the table.

Commissioner Roby reminded Commissioners to keep in mind the amount of funding available when reviewing the requests. Mr. Erickson reminded Commissioners that to help with their decision-making when allocating funds, they could ask agencies with multiple applications to rank their projects.

After further discussion, the Commission agreed with Chairperson Berger's request regarding modification of the report regarding scoring of relevant discussion of projects that pertain to Human Services.

Commissioner Roby discussed agencies that would need to present at the March meeting and whether other agencies should be advised that they don't need to attend. He also discussed with Mr. Erickson where funding requested by MidPen Housing Corporation would come from.

Mr. Erickson advised Commissioner Nagler that he would check on his question regarding a percentage increase in the City's General Funds allocated for this year.

Ms. Andrade-Wax mentioned that over time, the City has redirected the majority of its human services contractors (Childcare Links and Eden I & R -211) to go through the annual HHSG grant process to request funding for their projects. The funds that were used in prior years to pay for those services were transferred into the account for the Housing & Human Services Grants. She also discussed increases to the different grant and/or fee assistance programs.

Commissioner Clare discussed the fee-assistance program, and Commissioner Nagler advised that the report on this had been provided to the Commission by staff at the request of the Commission.

Commissioner Wright asked about restrictions from funding sources with regard to equal opportunity that pertain to some agencies. Mr. Erickson indicated he would check with the City's legal department to determine if there are any issues and will request agencies provide presentations at the March meeting.

COMMUNICATIONS

6. **Eden I&R, Inc. 2-1-1 Alameda County Monthly Narrative Report: (November and December 2013)**

Reviewed. No comments.

7. **Housing Commission Minutes: July and September 2013**

Reviewed, no comments.

COMMISSION REPORTS

Senior Advisory Committee – No report.

Valley Mental Health Committee – No report.

Parks and Recreation Master Plan Steering Committee – The last meeting was December 19, 2013. The Master Plan is at the printers. A joint Workshop is planned for February 24, 2014.

Brief reports on any other meetings, conferences, and/or seminars attended by the Commission members

- Alameda County Area Agency on Aging – Commissioner Wright advised that proposal are being received and work on.
- Paratransit Advisory Committee – no report.
- Senior Support Program of the Tri-Valley – no report.
- Tri-Valley Housing Scholarship Program Committee – no report.

COMMISSION COMMENTS

- A. Commissioner Roby asked: 1) about reports or minutes on the CityServe meeting; and 2) the passing of the Ordinance on Homeless Camps by the City of Livermore, and whether other cities had commented on this.
- B. Commissioner Nagler discussed ESL library programs and the elimination of Adult Education by the Pleasanton Unified School District. He felt the Adult Education elimination by the school district was causing an influx of Non-English speakers at the library and this could be difficult for the library to handle. He questioned whether the Commission would like to learn more about this topic and perhaps receive a presentation from someone who ran the program for PUSD. Ms. Andrade-Wax indicated she would follow-up on this with the librarian and provide information to the Commission.

STAFF COMMENTS

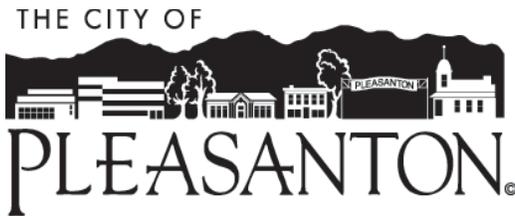
Ms. Andrade-Wax advised:

1. Copies of the Strategic Plan has been given to Commissioners for their review and a joint Workshop with City Council is planned for February 11, 2014 at which RDA will provide a presentation.

Commissioners Jhanwar and Hayes had questions regarding the amount of time allowed for presentations by agencies at the March meeting and whether additional latitude should be allowed for new agencies. Commissioner Wright noted that time allowed depends on how many questions Commissioners ask presenters.

ADJOURNMENT

There being no further business, the meeting was adjourned at 8:35 p.m.



Human Services Commission Agenda Report

March 5, 2014
Item 4

SUBJECT: RECOMMENDATION TO ALLOCATE HOUSING AND HUMAN SERVICES GRANT (HHSO) FUNDS FOR FISCAL YEAR 2014/15

SUMMARY

This report summarizes the 27 applications that were received for funding under the City's Housing and Human Services Grant (HHSO) program. The report provides an analysis of the applications and a recommended funding allocation. The Commission's recommendation is tentatively scheduled to be reviewed by the City Council (along with the recommendation from the Housing Commission regarding HOME and LIHF funds) on April 15, 2014. At that time, it is expected the Council will adopt a resolution approving the funding plan for the City's HHSO program (as well as youth and civic arts funding through the Community Grant program) for FY 2014/15. A finalized statement of federal funding will be submitted to HUD by the required deadline in early May. FY 2014/15 HHSO funds will be made available July 1, 2014.

RECOMMENDATION

Staff recommends that the Commission approve the funding allocation as detailed in Attachment 1 (with the exception of the HOME and LIHF funds which will be reviewed by the Housing Commission on March 20). This would result in the allocation of \$140,500 in federal CDBG funds and \$164,280 in local General Funds to 25 individual projects.

FINANCIAL STATEMENT

The approval of City of Pleasanton HHSO funds for FY2014/15 will provide up to an estimated \$948,000 during the coming year for projects and services that primarily provide a direct benefit to low-income Pleasanton residents. Approximately \$666,000 will come from federal grants allocated to the City (CDBG and HOME) while approximately \$282,300 will come from local sources (General Fund and LIHF). Project funding will be included in the City's Operating Budget for FY 2014/15.

BACKGROUND

As the Commission is aware, the City implemented its new Housing and Human Services Grant (HHSG) program four years ago. The HHSG program combined funding from the Community Development Block Grant (CDBG) and HOME (HOME Investment Partnership Program) federal grants and two local sources (the Lower Income Housing Fund and General Funds allocated for human services) into a single streamlined grant program. The 2014/15 fiscal year will be the fifth year of the HHSG program.

HHSG applications for FY 2014 funding were solicited in early December through late January. Twenty-seven (27) applications were received by the January 27 deadline with a total funding request of \$1,127,859. This is the fourth year in which applications were submitted electronically via the ZoomGrants system, and members of the Human Services Commission (HSC) were again able to review the applications on line. Consequently, no printed materials were distributed this year, and commissioners are reminded to print out and bring to the March 5 meeting any project-specific materials that are desired for review during the meeting.

DISCUSSION

Expected FY 2014/15 HHSG Funding Levels

The following table summarizes the anticipated composite level of funding for the HHSG program for the coming fiscal year:

Source	<i>FY2013/14 Funding</i>	FY2014/15 Funding	Notes
CDBG	\$217,955	\$216,000	At the time this report was written, HUD had not yet advised the City of its final CDBG allocation amount. Staff is assuming that the allocation for FY 2014/15 will be approximately 1.5% less than last year based on the most recent information available from Washington. The \$216,000 amount to the left includes \$175,500 for capital/rehab and \$40,500 for public services (15% maximum) but does not include the estimated \$54,000 for program administration (20% maximum). CDBG eligibility requirements are included in Attachment 5.
City Gen. Fund	\$160,000	\$164,280	Formerly City Grant funds reserved for human services; increased from last year based on 2.67% increase in the City's General Fund per policy adopted in 2009.
Subtotal:	\$377,955	\$380,280	[Funding available for allocation by the Human Services Commission]
HOME	\$100,000	\$450,000	Last year, \$100,000 in HOME funds was allocated toward HHSG projects (the Housing Rehabilitation Program). The City currently has about \$450,000 in HOME funds (including unallocated funds from prior fiscal years) that need to be committed to projects or the funds may revert to the County. HOME eligibility requirements are included in Attachment 5. The allocation of HOME funds is subject to review and recommendation by the Housing Commission on March 20.
LIHF	\$115,000	\$118,000	This is an estimate based on a modest increase in the level of supplementation from the LIHF to the CDBG program in recent years. The allocation of funds from the LIHF is subject to review and recommendation by the Housing Commission on March 20.
Total	\$592,955	\$948,280	

The total pool of HHSG funding for FY 2014/15 shown in the preceding table appears significantly higher than last year due to the inclusion of unallocated HOME funds. The other funding sources (particularly CDBG and General Fund) have remained relatively stable.

The HSC's recommendations will focus on the allocation of CDBG funds and City General Funds (up to \$380,280 total) for human services and non-housing capital projects. As shown in Attachment 1, staff's recommendation would involve funding six (6) housing-related projects or services through HOME and/or LIHF funds, both of which will be reviewed by the Housing Commission (HC) at its March 20 meeting. The HC's recommendation will be forwarded directly to the City Council at the same time as the HSC's recommendations regarding the HHSG and Community Grant program allocations.

The Council's review is tentatively scheduled for Tuesday, April 15. The final action taken by the Council will be included when the City submits its annual "Action Plan" for Pleasanton's federal grant funds for FY 2014/15 (due in May).

Summary of Attachments

Staff's recommendation for funding is included in Attachment 1. A summary of the applications received by the January 27 deadline is included in Attachment 2.

As noted earlier, applications were submitted electronically via the ZoomGrants system, and members of the Commission again used the online system to conduct their application review. A "scoring report" from ZoomGrants showing the composite rankings from the Commission's review is included as Attachment 3. The scoring process within ZoomGrants was set up similar to an evaluation spreadsheet that the Commission used in past years. The scoring process is not intended to be the sole means of evaluating the applications but rather a framework for efficient evaluation tied to the criteria established for the HHSG program and specific priorities adopted by the HSC last November.

Attachment 4 provides a broader history of grant funding by the City of Pleasanton for the past three years. Attachment 5 includes a summary of the guidelines for the two federal programs (CDBG and HOME), while Attachment 6 includes the latest income limits by affordability level for the Alameda / Contra Costa area. Attachment 7 lists the applications received by the City of Livermore for its FY 2014/15 HHSG program (currently under review). The results of HUD's most recent evaluation of the City's CDBG program are included as Attachment 8. The criteria adopted by the HSC for review of FY 2014/15 HHSG applications are included as Attachment 9.

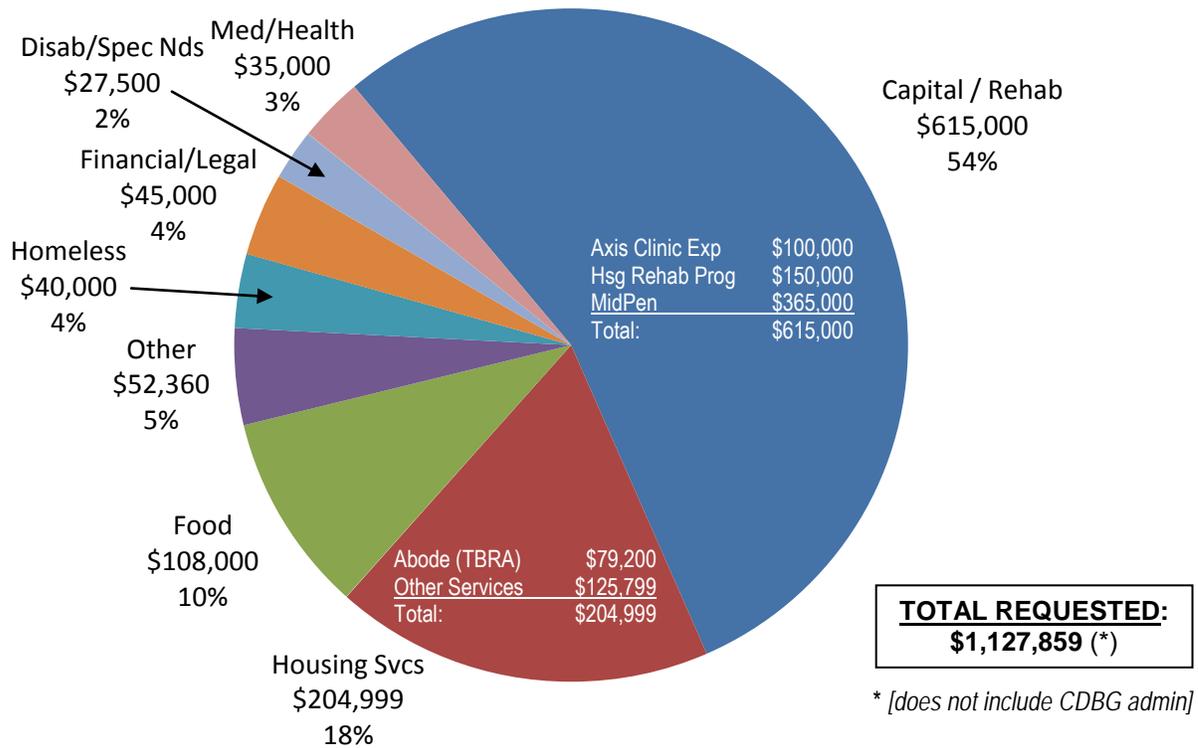
Staff Analysis of Applications

As in prior years, staff is pleased with the quality of applications received and the extent to which they demonstrate the broad scope of services provided to the community. A few summary observations can be made:

- The number of applications received this year has again increased slightly (27 vs. 25 last year and 23 the prior year)
- The aggregate amount of funding requested is significantly higher this year (\$1,127,859 vs. \$739,359); however, this is due largely to the application by MidPen Housing for \$365,000 in HOME funds for the Kottinger Gardens project.
- Only one (1) agency that was funded last year (Bay Area Community Services/Valley Wellness Center) did not submit an application this year.
- The City made its final payment on the Section 108 loan for Sojourner House last year; therefore, no annual payment has been included with the FY 2014/15 projects.

- The following five (5) agencies are “new” (i.e., did not submit an application last year):
 - CALICO Center / Child Abuse Prevention
 - CityServe / CityServe of the Tri-Valley
 - PUSD / Student Health Services
 - Sandra J. Wing Healing Therapies Foundation / Assist Cancer Patients
 - YMCA / Sharing Community Resources
- In addition to the above, Open Heart Kitchen submitted an application to provide congregate meal services at the Pleasanton Senior Center (a new project).
- Several agencies submitted multiple applications (e.g., Tri-Valley Haven, Axis Community Health, Open Heart Kitchen, Spectrum Community Services). Agencies submitting multiple applications were asked to rank them in order of agency priority for funding, and staff considered the preferred prioritization in developing its recommendations.

The chart below summarizes the applications received by category, amount requested, and percentage of total:



Last year, staff developed two funding alternatives for the HSC’s discussion and consideration. Because of the nature of this year’s applications, and based on the experience of the past two years, only one alternative has been provided this year.

The staff recommended funding alternative is illustrated in the table in Attachment 1. The alternative provides a recommendation that is scaled to the funds available in each of the funding source categories; CDBG, City General Fund, HOME, and LIHF. As with the recommendations provided in previous years, this table is intended to serve as a starting point for the HSC’s discussions and to assist in managing the large quantity and variety of

applications. As in prior years, staff will have a “working” spreadsheet available at the meeting to assist the HSC in developing its funding recommendation.

The table in Attachment 1 was reformatted slightly from last year to show separately the projects that are identified for review and recommendation by each commission (i.e., the HSC and the HC). As in previous years, the table includes several columns of information for comparative purposes: funding allocated last year; estimated Pleasanton residents to be served; estimated cost per resident; composite ranking (from ZoomGrants); and several columns addressing the specific priority criteria established by the HSC. With regard to the “Cost Per Resident” column, staff would like to emphasize that this statistic should be viewed with care inasmuch as it does not always represent an “apples to apples” comparison among projects. Nevertheless, it is one useful indicator of the cost of providing service.

The following general comments apply to the recommended funding allocation:

- Only two (2) applications (\$250,000 total requested) are considered “Capital/Rehab” projects; these applications could be reasonably funded through CDBG (\$175,500 estimated available).
 - The request by Axis for \$100,000 is part of a continuing project to expand clinic services at its new location in Hacienda Business Park. Staff believes that full funding is critical at this phase. The Axis project is discussed in greater detail later.
 - The funding proposed for the City’s Housing Rehabilitation Program represents the level deemed appropriate to sustain a reasonable level of activity during the coming year; however, there is flexibility available to the City in terms of the level of funding and source of funds (e.g., CDBG / HOME) for this program.
- The application by MidPen Housing for the Kottinger Gardens project (\$365,000) is specifically targeted to the City’s allocation of federal HOME funds. This project is also discussed in greater detail later.
- The five (5) “Housing Services” applications (\$204,999 total requested) can be reasonably funded through a combination of HOME (tenant-based rental assistance for Abode Services) and LIHF funds (to be reviewed by the HC on March 20).
- The remaining 19 applications (\$307,680 total requested) are non-housing public services projects; approximately \$204,780 (\$40,500 CDBG and \$164,280 General Fund; 65% of the amount requested) is available to fund these applications.
 - Most of the public services projects have applied for and received HHSG funding in the past and provide useful and important on-going services in the community.
 - As noted earlier, five (5) applications represent new projects or activities that have not been funded in the past.
- All of the applications have indicated that they address one or more of the critical needs and barriers to service delivery identified in the Tri-Valley Human Services Needs Assessment (as expressed in the priorities established by the HSC in November 2013). The degree to which each project meets these priorities varies and is somewhat subjective.

The key issue before the HSC is how to distribute the limited amount of public services funding among the 20 eligible projects (\$307,680 requested; \$204,780 available).

Staff Recommended Funding Allocation

For the past several years, staff has provided two basic alternative funding recommendations:

- An alternative that focuses on providing the greatest level of funding to projects that address the HSC's established priorities (and typically results in zero funding for some projects); and
- A second alternative that attempts to balance funding so that all projects generally receive some level of funding (with the understanding that all projects are providing useful and important services to the community).

This year, staff is providing a single recommendation which is based on the experience of the past several years (see Attachment 1). The table in Attachment 1 represents a blending of the two traditional alternatives in that it incorporates the HSC's priorities established at the November 2013 meeting but also attempts to provide some level of funding to most projects. Recommendations are also loosely weighted based on the composite scores entered by commissioners in the ZoomGrants system.

While the recommendation attempts to provide an emphasis on HSC priorities and commissioner rankings, it is important to note that other criteria also influence and sometimes override the allocation of funds to projects that meet designated priorities. The most common factors are the restrictions within each funding source. For example, it may be possible to fund a project that does not necessarily "score well" simply because funds are more available in the funding source for that particular type of activity.

Attachment 1 results in the recommended allocation of some level of funding to 25 of the 27 projects that applied. Staff believes that this alternative will serve as a good starting point for the HSC's discussions at the March 5 meeting.

Discussion of Individual Applications (HSC Review)

Axis Community Health

Axis has applied for \$100,000 in capital funds for its clinic expansion project. The agency received the same amount for the past two years for the same project. Funds would be used to continue work on remodeling the 24,000 sq. ft. building at 5925 West Las Positas Blvd. (recently acquired by Axis) as a clinic to expand the agency's capacity to deliver health care services to the poor and uninsured. The cities of Pleasanton, Livermore, and Dublin, are presently working with Alameda County to put together a HUD Section 108 loan application that could potentially bring up to \$1.25 million for this project. The loan would be structured similar to the Section 108 loan that was secured in 2002 to purchase and rehabilitate the Sojourner House family shelter. Pleasanton's share is likely to be an annual repayment of approximately \$17,000 if spread over 20 years. Because the Axis clinic expansion is an important on-going project that meets many of the HSC's priorities, staff is recommend 100% funding of Axis' request (from CDBG capital funds). However, staff is recommending that, if the Section 108 loan is approved (which is anticipated within the next several months), the \$100,000 allocated to Axis be used to repay a portion of Pleasanton's share of the loan repayment. This would reduce Pleasanton's future repayment burden while at the same time ensuring that Axis will receive the funding it needs to implement the clinic expansion project. In the event that the Section 108 loan is not approved by HUD, Axis would still receive the \$100,000 for the project. Axis has agreed to this proposal.

Senior Center Congregate Meal Program (Open Heart Kitchen / Spectrum)

As the Commission is aware, Spectrum Community Services has provided a congregate meal program at the Pleasanton Senior Center for many years. Spectrum has received funding through the HHSG program on an annual basis (\$19,000 for the current year) to supplement funding for the program. This year, Spectrum has applied for \$20,000 for the coming year. For the first time, Open Heart Kitchen (OHK) has applied for funding (\$25,000) to provide the same service. OHK has also applied to the County for the contract to provide the congregate meal program at the Senior Center. The determination of which agency will be awarded the contract is not part of the HSC's review. However, since there are essentially two "competing" applications for the same program, staff is recommending that the HSC allocate an amount of funding generically (i.e., set aside for the activity but not designated for a specific applicant at this time) and include a contingency that the funds would be allocated to whichever agency is awarded the contract by the County. [In the unlikely event that the County awards the contract to an agency other than OHK or Spectrum, staff would bring the matter back to the HSC for further review regarding the use of HHSG funds.] Staff is recommending that the HSC allocate \$24,280 in CDBG and General Funds for the Senior Center congregate meal program. Awarding of the contract by the County is expected to take place in time for the service to begin operation at the July 1 start of the fiscal year. Therefore, staff would be able to advise the HSC of the outcome by about June and would work with the designated agency through the normal HHSG contract process.

New Applications

CALICO Center / Child Abuse Prevention

- Child Abuse Listening, Interviewing, and Coordination Center.
- Proposes "forensic interviews" with 20 Pleasanton children/youth and follow-up support services.
- Requesting \$10,000 out of \$27,000 total budget (for Pleasanton program; budget does not include other cities).
- Funds would go to staff salaries and benefits (Child Interview Specialist team).
- Program addresses mental/behavioral health priorities and barriers.
- Funded last year by Livermore (\$12k), Dublin (\$5k), Fremont, Hayward, San Leandro, and Alameda County.
- Positive references; strong on collaboration (Pleasanton PD, CPS, DA, etc.)
- Application indicates low-income benefit but because of potential difficulties tracking and documenting eligibility, local funds are more appropriate (vs. federal funds).
- As a new program, staff recommends funding at \$5,000 (50% of request; minimum HHSG grant amount) using City General Funds.

CityServe / CityServe of the Tri-Valley

- Agency was established five years ago through an alliance of local churches.
- Coordinates a wide range of community resources (services, housing resources, etc.) by mobilizing volunteers working in collaboration with local churches.
- Requesting \$12,360 out of a total budget of \$49,900; equal amounts have been requested from Livermore and Dublin (Dublin allocated \$5,000 last year as start-up funding); balance of budget from church donations.

- Staff contacted with City Attorney who advised that the agency is eligible to receive HHSG grant funds since the services are available to anyone in the community with no requirement for religious orientation, affiliation, or participation.
- Application demonstrates strong coordination and collaboration; agency has working relationships with many local nonprofits.
- All volunteer to date; HHSG funds would be used to partially pay for ED and volunteer coordinator; funding will enable expanded outreach into the community and will ensure sustainability.
- While staff has some concern that an agency of this type is more appropriately funded through private sources, we are recommending \$5,000 (minimum HHSG grant amount; 40% of request) in City General Funds to assist the agency in becoming established and gaining sustainability.

PUSD / Student Health Services

- Through its existing nurses, PUSD coordinates access to local dentists, optometrists, and other medical service providers for low-income, uninsured, or under-insured school age children in the PUSD system.
- Application requests \$5,000 to assist 20 PUSD children/youth.
- HHSG funds would be used to pay for actual services and related expenses; would not cover cost of insurance (but PUSD would work with Axis to access benefits).
- Application partially addresses HSC priority for providing dental services for low-income residents.
- Application indicates low-income benefit but because of potential difficulties tracking and documenting eligibility, local funds are more appropriate (vs. federal funds).
- Represents strong coordination and collaborations; would work within existing PUSD medical services which include collaboration with ValleyCare, Axis, and others.
- Staff has some concern that this represents “pass-through funding” (i.e., by directly paying for services rather than providing funding for increased staff that would enhance service delivery).
- Consider funding at 100% of request (= \$5,000; minimum HHSG grant amount) using City funds; revisit next year to evaluate impact and success.

Sandra J. Wing Healing Therapies Foundation / Assist Cancer Patients

- All-volunteer non-profit that provides financial assistance for complimentary therapies for cancer patients undergoing chemotherapy or radiation.
- Application requests \$10,000 to serve 20 Pleasanton residents with \$500 grants.
- Application indicates low-income benefit but may be difficult to confirm and document (i.e., states that eligibility requires that the applicant’s insurance does not provide coverage for the five included therapies); would only be appropriate for City funds.
- Staff has some concern that this represents “pass-through funding” (i.e., by directly paying for grants rather than funding activities that would enhance service delivery).
- Activity does not involve primary health care and may be more appropriate for private foundation funding (as compared to other health-related applications).
- While this is a worthwhile activity, staff is proposing zero funding for this application.

YMCA / Sharing Community Resources

- Although YMCA was allocated HHSG funds last year (for the current year), the current request for \$20,000 is for a new project/program to add staff (an outreach coordinator) to supervise volunteers to match donations to families in need. YMCA was allocated \$19,000 in current year funding for “case management services.”
- Application represents strong coordination and collaboration typical of YMCA which is well established in the community.
- Staff has some concerns regarding past performance and capacity. The first semi-annual report was submitted one month late and reflected no real progress to date (no case manager has been hired and no funds expended as of February 2014). While this is due in part to the fact that they only received a portion of the funding requested last year (\$19,000 vs. \$48,000 for a FTE), there is a potential concern that YMCA has consistently requested funds to create new staff (when HHSG grants are usually too small for that). Consequently, there is a concern that there could be similar problems to what has happened this year.
- Given the issues listed above, staff has concerns about funding YMCA’s full request for \$20,000 in new funds for next year. Because a lesser amount would probably not allow them to meet their objective, staff suggests zero funding for FY 2014/14 but allowing YMCA to carry over its FY 2013/14 funds (\$19,000) for use on the new project if desired.

Discussion of Individual Applications (HC Review)

The issues discussed below pertain to the housing-related projects that will be reviewed by the Housing Commission at its meeting of March 20. The information is being provided for the HSC’s general reference.

Neighborhood Solutions / Housing Rehabilitation Program

Neighborhood Solutions is requesting \$150,000 in order to continue to offer small grants and loans in FY 2014/15 through the City’s Housing Rehabilitation Program (HRP). While demand for small loans (\$5,000 average) has remained constant over time, requests for the larger loans (typically about \$35,000) has been reduced in recent years, due in part to economic conditions in which many homeowners are reluctant to take on additional debt, even under favorable terms such as those offered under the City’s HRP. Based on an analysis of recent trends, staff believes that the funds remaining in the CDBG capital allocation after Axis is funded (i.e., \$275,500 - \$100,000 = \$75,500) would be an adequate level of funding for the grant portion of the HRP program for FY 2014/15. Neighborhood Solutions has a large amount of unused HOME funding that will be more than adequate to address the likely continued low demand for loans. Therefore, staff intends to recommend to the HC the allocation of \$75,500 in CDBG capital funds and \$35,000 in HOME carry-over to fund the HRP in FY 2014/15 with remaining unused HOME funds prioritized for the Kottinger Gardens project (see discussion of MidPen’s application below).

MidPen Housing Corporation / Kottinger Gardens

As the HSC is aware, the City has been working with the Kottinger Place Redevelopment Task Force since 2004 on a concept to redevelop Kottinger Place and Pleasanton Gardens, two housing complexes (with 90 units total) for extremely low income seniors built in the late 1960’s and early 1970’s. In 2012, MidPen Housing Corporation was selected as the developer for the future new project which will be known as Kottinger Gardens. A general

concept for the project was approved by the City Council in late 2013, and MidPen submitted an application to the City for PUD (Planned Unit Development) approval in early 2014. As one of the financing mechanisms for the 185-unit senior housing project, MidPen has submitted an application to the City to be able to utilize the available federal HOME funds that have been allocated to Pleasanton through the Alameda County HOME Consortium. In the past, HOME funds have been allocated in small amounts annually to Abode Services (for tenant-based rental assistance through the Tri-Valley Housing Scholarship Program) and to Neighborhood Solutions (for Housing Rehabilitation Program loans and grants). Because the intent of the federal HOME program is primarily to assist in the creation of new affordable housing units, a significant amount (approximately \$365,000) of HOME funds allocated to Pleasanton remains unutilized and is at risk of reverting to the County if not committed to projects. The Kottinger Gardens project provides a unique opportunity for the City to utilize its uncommitted HOME funds. Further, the allocation of funding through a competitive process will assist MidPen in its application for other funds in that it will be able to demonstrate commitment from other sources. Staff will be recommending to the HC the allocation of \$365,000 in federal HOME funds to MidPen for the Kottinger Gardens project. This amount will leave \$35,000 for the Housing Rehab Program (discussed above) and \$50,000 for Abode Services for housing scholarship rent subsidies (discussed below).

Abode Services / Tri-Valley Housing Scholarship Program

Abode has applied for a total of \$109,450 in HHSG funding for FY 2014/15 for the Tri-Valley Housing Scholarship Program (TVHSP). Of the total amount, \$79,200 would be for rent subsidies which are traditionally funded using federal HOME dollars. The remaining amount (\$30,250) would be for case management services for TVHSP clients and would be funded through the City's Lower Income Housing Fund (LIHF). Staff recently did a detailed analysis of current and projected need for rent subsidies and concluded that \$50,000 would be sufficient to carry the program through the next year based on current and projected client load. Abode has been advised and agrees with this analysis. In the past, both the HSC and HC have noted the relatively high cost-per-client associated with the TVHSP, both for rent subsidies and for case management services. By its nature, the TVHSP is a higher cost program because it provides direct rent subsidies as well as intensive one-on-one case management services. Also, the program is unique in that it serves as a resource to prevent homelessness and foster economic self-sufficiency. Staff plans to recommend continued financial support for the TVHSP (\$50,000 for tenant subsidies plus \$30,000 for case management services), although the HC or Council could opt to reduce or withhold funding (which would likely lead to termination of the program).

Tri-Valley Housing Opportunity Center / Community Stabilization Program

The City of Pleasanton, in partnership with the other Tri-Valley cities, helped to establish the TVHOC in 2005 and has been providing financial support at varying levels since that time. The TVHOC applied for \$25,000 for FY 2014/15 for its Community Stabilization Program. The same amount was awarded for FY 2013/14. Staff representatives from the cities of Pleasanton, Livermore, and Dublin are currently working with the TVHOC on a larger financial assistance package aimed at moving the agency toward self-sufficiency. Staff intends to recommend full funding of the current HHSG request to the HC. However, it will recommend that the \$25,000 be applied toward whatever financial contribution is reached as part of the package described previously. Funding would come from the City's LIHF.

Other Housing-Related Applications

Two other agencies, Community Resources for Independent Living (CRIL) and Eden Council for Hope and Opportunity (ECHO), have applied for HHSF funds for FY 2014/15. Both agencies have received similar levels of support in the past, and both agencies provide important housing counseling services to Pleasanton residents. Staff will be recommending to the HC that both applications receive HHSF funds at a similar level to past allocations. Funding would come from the City's LIHF.

Reserve Funding for Unidentified Project(s)

Three years ago, the Commission decided to set aside a portion of HHSF funds (\$11,973) as a contingency for a collaborative project (with the Open Heart Kitchen food storage project in mind). Staff does not see a specific need to do the same this year; however, if the HSC deems appropriate, it can set aside an amount of funding for a future priority project. This will affect the recommendations listed in Attachment 1. If the HSC does decide to set aside contingency funds, staff recommends that they be City General Funds and not CDBG (due to the reduced flexibility and more complicated regulations associated with the latter).

Status of Pre-Existing Allocations

Attachment 4 provides a history of funding through the CDBG program including the allocation of LIHF funds for the past three (3) fiscal years (2011 through 2013). The table also shows the current status of expenditures for the agencies that received funds. Most of the funding from FY 2011 and FY 2012 has been completely expended. [Note that the statistics for expenditure of HOME funds are impacted by the fact that most projects that received funds from prior fiscal years before FY 2011; therefore, their expenditures may not appear within the time frame of the table.] With regard to FY 2013 funding, staff is generally satisfied that most projects are progressing satisfactorily at mid-year (except as noted above). Several projects have not yet invoiced the City for funds but this is not necessarily cause for concern and staff anticipates that all of these small grants will be expended by the end of the current fiscal year.

March 5 Meeting Process

At the February HSC meeting, it was agreed that the March 5 meeting would begin early at 4:00pm (a practice that was initiated in 2011). Similarly, the Commission decided not to require mandatory presentations from each agency. Instead, all agencies will be invited to attend the public meeting and will have an opportunity to speak if desired (and to answer questions by the Commission if applicable). However, the Commission has only expressed a specific interest in receiving brief presentations from agencies that have either not applied for funding recently or are applying for funding for a new project or activity. Applications that fit this description are listed below:

Agency Name	Project Name	\$\$ Requested
CALICO Center	Child Abuse Prevention	\$10,000
CityServe	CityServe of the Tri-Valley	\$12,360
Open Heart Kitchen	Congregate Meal Program at Senior Center	\$25,000
PUSD	Student Health Services	\$5,000
Sandra J. Wing Foundation	Healing Therapy Funds to Assist Cancer Patients	\$10,000
Tri-Valley YMCA	Sharing Community Resources with Those in Need	\$20,000

Because all six (6) of these applications are eligible for funding through either CDBG or City General Funds, staff will schedule brief presentations from representatives from each agency at the March 6 meeting.

Several agencies are not expected to attend the March 5 meeting because they are recommended for funding either through HOME or LIHF. These agencies (CRIL, ECHO Housing, MidPen Housing, Neighborhood Solutions, and the Tri-Valley Housing Opportunity Center) will be requested to attend the March 20 Housing Commission meeting, although they have been invited to attend the March 5 HSC meeting if desired.

CONCLUSION

As in prior years, the Commission is faced with a limitation of funds relative to the aggregate dollar amount of requests. The recent changes that led to the creation of the new HHSG program improve the funding picture somewhat both in terms of aggregate funding available and the potential for greater efficiency in allocating funds. However, potential cuts to federal programs in the short-term future create the possibility of fewer federal dollars to allocate locally.

The task before the Commission is to review the non-housing applications and approve funding recommendations for City Council approval. Staff recommends that the Commission include the following components in formulating its funding recommendation:

- Individual Commissioner evaluation of projects (e.g., based on the scoring tools used in ZoomGrants incorporating the established HHSG project review criteria);
- Staff's analysis and recommendation (e.g., Attachment 1);
- Testimony and discussion at the March 5 meeting; and
- Other information as applicable.

Funding Contingency Plan

As in prior years, the exact amount of the City's CDBG grant will probably remain unknown until after March 5 (i.e., after the HSC has made its funding recommendations). Consequently, staff recommends that the HSC approve a general contingency plan that will allow adjustments by staff on a pro-rata funding basis to reflect changes in the final amount of the City's CDBG and/or General Fund allocation. [Staff would also attempt to maintain the \$5,000 minimum grant policy.] This approach has worked well in prior years. If the amount of CDBG funding varies by more than 25% of the estimated amount discussed at the beginning of this report (\$216,000, not including \$54,000 for administration), or if other matters arise that create significant inconsistencies with the HSC's recommendation, staff can bring the matter back for further determination.

STAFF RECOMMENDATION

Staff recommends that the Commission approve the funding allocation as detailed in Attachment 1, with the exception of the HOME and LIHF funds which will be reviewed by the Housing Commission on March 20. Staff believes that this will result in an allocation that will address local service and housing needs in a manner consistent with prior years. As noted in Attachment 8, HUD has consistently provided positive feedback to the City regarding its thoughtful and strategic use of federal CDBG and HOME funds.

The Commission's recommendation for HHSG funding is tentatively scheduled to be reviewed by the City Council along with the recommendation from the Housing Commission regarding HOME and LIHF funds on April 15, 2014. At that time, it is expected the Council will adopt a resolution approving the funding plan for the City's HHSG program (as well as youth and civic arts funding through the Community Grant program) for FY 2014/15. A finalized statement of federal funding will be submitted to HUD by the required deadline in early May. Funds for FY 2014/15 HHSG projects will be made available July 1, 2014.

ALTERNATIVE ACTION

The Commission has the latitude to recommend a variety of different funding strategies (subject to applicable program restrictions and other constraints). Staff will have a working Excel spreadsheet available at the meeting for projection on the large screen to facilitate adjustments to the funding allocation.

Submitted by:



Scott Erickson
Housing Specialist

Attachments:

1. FY 2014/15 HHSG Program – Staff Recommended Funding Allocation
2. Summary of FY 2014/15 HHSG Applications
3. Scoring Report (from ZoomGrants)
4. History of HHSG Funding, 2011 through 2013
5. Objectives and Eligible Activities for Specific Funding Programs (e.g., CDBG and HOME)
6. 2014 Income Limits by Affordability Level (Alameda/Contra Costa Counties, 12/18/2013)
7. City of Livermore FY 2014/15 HHSG Applications Received
8. HUD Annual Community Assessment Report for Program Year 2012 (12/9/2013)
9. Human Services Commission Criteria for Review of HHSG Applications for FY 2014/15

FY 2014 HHSR REVIEW - ATTACHMENT 1
Staff Recommended Funding Allocation (Human Services Commission, March 5, 2014)

No.	Review	Agency Name	Project Title	Agency Priority	Funds Requested	Funds Alloc Last Year	Average Recomm. in ZG	Estd. Pls Resid.	Cost Per Resid.	Committee Score in ZG (out of 1.00)	Addresses TVHSNA Critical Need(s)	Addresses TVHSNA Barrier(s) to Svc Delivery	Total	% of Req	CDBG Cap/Reh	CDBG Pub Svc	CDBG Admin	City Gen Fund	HOME	LIHF			
HUMAN SERVICE PROJECTS: (for review by Human Services Commission, March 5, 2014)																							
1) CAPITAL / REHAB																							
2	HSC	Axis Community Health	Funding for New Clinic Capital Project	A1	\$ 100,000	\$ 100,000	\$ 80,000	7,525	\$ 13	0.95	x Health	x Access	\$ 100,000	100%	\$ 100,000								
					\$ 100,000	\$ 100,000							\$ 100,000		\$ 100,000	\$ -	\$ -	\$ -	\$ -	\$ -			
2) SERVICES - MEDICAL / HEALTH																							
3	HSC	Axis Community Health	Access to Care for Uninsured Low-inc Residents	A2	\$ 15,000	\$ 7,000	\$ 24,571	415	\$ 36	0.91	x Health	x Mktg/Access	\$ 11,000	73%				\$ 11,000					
17	HSC	Pleasanton Unified School District	Student Health Services		\$ 5,000	\$ -	\$ 3,429	20	\$ 250	0.65	x Health/Disab/Youth	x Coord/Barriers	\$ 5,000	100%				\$ 5,000					
18	HSC	Sandra J. Wing Healing Therapies Found.	Healing Therapy Funds to Assist Cancer Patients		\$ 10,000	\$ -	\$ 3,929	20	\$ 500	0.41	x Health	x Coord/Access/Barriers	\$ -	0%									
21	HSC	Tri-City Health Center	East County HIV Advocacy and Case Management		\$ 5,000	\$ 5,000	\$ 3,929	10	\$ 500	0.73	x Health/Food	x Coord/Barriers	\$ 5,000	100%				\$ 5,000					
					\$ 35,000	\$ 12,000							\$ 21,000		\$ -	\$ -	\$ -	\$ 21,000	\$ -	\$ -			
3) SERVICES - FOOD																							
14	HSC	Open Heart Kitchen	Pleasanton Senior Center Congregate Meal Program	O3	\$ 25,000	\$ -	\$ 16,563	200	\$ 125	0.92	x Food/Senior	x [Multiple]	\$ -	0%									
15	HSC	Open Heart Kitchen	Senior Meal Program at Ridge View Commons	O1	\$ 25,000	\$ 23,866	\$ 19,625	155	\$ 161	0.95	x Food/Youth/Senior	x Coord	\$ 24,000	96%		\$ 5,000		\$ 19,000					
16	HSC	Open Heart Kitchen	Pleasanton Hot Meal and Weekend Box Lunch Program	O2	\$ 10,000	\$ 8,000	\$ 9,313	250	\$ 40	0.91	x Food/Youth/Senior	x Mktg/Coord	\$ 10,000	100%		\$ 10,000							
	HSC	[TBD]	Congregate Senior Meal Program										\$ 24,280	n/a		\$ 20,000		\$ 4,280					
19	HSC	Spectrum Community Services	Congregate Senior Meal Program	S1	\$ 20,000	\$ 19,000	\$ 4,286	300	\$ 67	0.68	x Food/Senior	x Coord/Access/Barriers	\$ -	0%									
20	HSC	Spectrum Community Services	Meals On Wheels for Homebound Elders	S2	\$ 8,000	\$ 5,000	\$ 7,143	100	\$ 80	0.85	x Disab/Food/Senior	x Coord/Barriers	\$ 5,500	69%		\$ 5,500							
25	HSC	Tri-Valley Haven	Tri-Valley Haven's Food Pantry	T2	\$ 20,000	\$ 8,000	\$ 10,857	600	\$ 33	0.87	x Food/Senior	x Coord/Barriers	\$ 15,000	75%				\$ 15,000					
					\$ 108,000	\$ 63,866							\$ 78,780		\$ -	\$ 40,500	\$ -	\$ 38,280	\$ -	\$ -			
4) SERVICES - HOMELESS																							
23	HSC	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	T3	\$ 20,000	\$ 18,000	\$ 15,857	5	\$ 4,000	0.82	x Workforce/Health	x Coord/Barriers	\$ 15,000	75%				\$ 15,000					
24	HSC	Tri-Valley Haven	Sojourner House Homeless Shelter	T1	\$ 20,000	\$ 22,000	\$ 16,714	5	\$ 4,000	0.90	x Workforce/Health/Food	x Coord/Barriers	\$ 20,000	100%				\$ 20,000					
					\$ 40,000	\$ 40,000							\$ 35,000		\$ -	\$ -	\$ -	\$ 35,000	\$ -	\$ -			
5) SERVICES - FINANCIAL / LEGAL																							
4	HSC	CALICO Center	Pleasanton Child Abuse Intervention		\$ 10,000	\$ -	\$ 6,625	30	\$ 333	0.78	x Health/Disab/Youth	x Coord/Access/Barriers	\$ 5,000	50%				\$ 5,000					
11	HSC	Legal Assistance for Seniors	Free Legal Services for Low-Income Seniors		\$ 15,000	\$ 13,000	\$ 11,625	40	\$ 375	0.83	x Youth/Senior	x Coord/Barriers	\$ 13,000	87%				\$ 13,000					
22	HSC	Tri-Valley Haven	Counseling and Temp Restraining Order Clinic	T4	\$ 20,000	\$ 20,000	\$ 11,714	50	\$ 400	0.77	x Health (Behav)	x Coord/Barriers	\$ 13,000	65%				\$ 13,000					
					\$ 45,000	\$ 33,000							\$ 31,000		\$ -	\$ -	\$ -	\$ 31,000	\$ -	\$ -			
6) SERVICES - DISABLED / SPECIAL NEEDS																							
7	HSC	East Bay Innovations	Ramping Up for Independence		\$ 7,500	\$ 5,000	\$ 6,313	25	\$ 300	0.83	x Disab	x Mktg/Coord	\$ 6,000	80%				\$ 6,000					
8	HSC	Easter Seals Bay Area	Easter Seals Kaleidoscope Teen Group		\$ 20,000	\$ 5,000	\$ 10,875	15	\$ 1,333	0.74	x Disab	x Coord	\$ 11,000	55%				\$ 11,000					
					\$ 27,500	\$ 10,000							\$ 17,000		\$ -	\$ -	\$ -	\$ 17,000	\$ -	\$ -			
7) SERVICES - OTHER																							
5	HSC	CityServe of the Tri-Valley	CityServe of the Tri-Valley		\$ 12,360	\$ -	\$ 4,045	200	\$ 62	0.41	x [Multiple]	x [Multiple]	\$ 5,000	40%				\$ 5,000					
10	HSC	Eden I&R, Inc.	2-1-1 Alameda County		\$ 20,000	\$ 16,000	\$ 14,625	225	\$ 89	0.88	x [Multiple]	x [Multiple]	\$ 17,000	85%				\$ 17,000					
27	HSC	Tri-Valley YMCA	Sharing Community Resources with Those in Need		\$ 20,000	\$ 19,000	\$ 7,500	520	\$ 38	0.75	x Food/Youth/Senior	x Coord/Access	\$ -	0%									
					\$ 52,360	\$ 19,000							\$ 22,000		\$ -	\$ -	\$ -	\$ 22,000	\$ -	\$ -			
8) ADMINISTRATION																							
		City of Pleasanton	Administration of CDBG / HHSR Program		\$ 54,000	\$ 54,488							\$ 54,000	100%			\$ 54,000						
					\$ 54,000	\$ 54,488							\$ 54,000		\$ -	\$ -	\$ 54,000	\$ -	\$ -	\$ -			
					\$ 407,860	\$ 277,866							\$ 358,780		\$ 100,000	\$ 40,500	\$ 54,000	\$ 164,280	\$ -	\$ -			

Estd. Funding Available: \$ 175,500 \$ 40,500 \$ 54,000 \$ 164,280
 Remaining for HC Allocation: \$ 75,500 \$ - \$ - \$ -

HOUSING-RELATED PROJECTS: (for review by Housing Commission, March 20, 2014)													CDBG Cap/Reh	CDBG Pub Svc	CDBG Admin	City Gen Fund	HOME	LIHF		
12	HC	MidPen Housing Corporation	Kottinger Gardens Phase 1		\$ 365,000	\$ -		106	\$ 3,443				\$ 365,000	100%					\$ 365,000	
13	HC	Neighborhood Solutions	Housing Rehabilitation Program for City of Pleasanton		\$ 150,000	\$ 150,803		20	\$ 7,500				\$ 110,500	74%	\$ 75,500				\$ 35,000	
1	HC	Abode Services	Tri-Valley Housing Scholarship Program (Rent Subsidies)		\$ 79,200	\$ -		6	\$ 13,200				\$ 50,000	63%					\$ 50,000	
			Tri-Valley Housing Scholarship Program (Case Management)		\$ 30,250	\$ 30,000			\$ 5,042				\$ 30,000	99%						\$ 30,000
6	HC	Comm. Resources for Indep. Living	Housing and Indep Living Services for People with Disabilities		\$ 14,494	\$ 12,000		30	\$ 483				\$ 13,000	90%						\$ 13,000
9	HC	Eden Council for Hope and Opportunity	Housing Counseling Services		\$ 56,055	\$ 48,000		430	\$ 130				\$ 50,000	89%						\$ 50,000
26	HC	Tri-Valley Housing Opportunity Center	Community Stabilization Program		\$ 25,000	\$ 25,000		95	\$ 263				\$ 25,000	100%						\$ 25,000
					\$ 719,999	\$ 265,803							\$ 643,500		\$ 75,500	\$ -	\$ -	\$ -	\$ 450,000	\$ 118,000

NOTES: \$ 1,127,859 \$ 543,669 TOTAL TOTAL [COMPOSITE] RECOMMENDATION: \$ 1,002,280 \$ 175,500 \$ 40,500 \$ 54,000 \$ 164,280 \$ 450,000 \$ 118,000
 (1) New project or agency did not apply last year (Calico, CityServe, OHK / Senior Center, PUSD, Sandra Wing, YMCA); highlighted in red. Estd. Funding Available: \$ 175,500 \$ 40,500 \$ 54,000 \$ 164,280 \$ 450,000 \$ 118,000
 (2) CDBG funding is based on an estimated grant of \$270,000 (approximately 1.5% reduction from last year's allocation per HUD estimate).

**ATTACHMENT 2:
FY 2014/15 HHSB APPLICATIONS RECEIVED THROUGH ZOOMGRANTS**

TOTAL REQUESTS: \$ 1,127,859

Alpha Ord	Agency Name	Project Title	Funds Requested	Date / Time Submitted	Order Recd.
1	Abode Services	Tri-Valley Housing Scholarship Program	\$ 109,450	1/26/2014 - 10:19 AM	12
2	Axis Community Health	Funding for New Clinic Capital Project	\$ 100,000	1/27/2014 - 2:19 PM	17
3	Axis Community Health	Access to Care for Uninsured, Low-income Pleasanton Residents	\$ 15,000	1/27/2014 - 4:01 PM	23
4	CALICO Center	Pleasanton Child Abuse Intervention	\$ 10,000	1/27/2014 - 3:46 PM	21
5	CityServe of the TriValley	CityServe of the TriValley	\$ 12,360	1/27/2014 - 3:52 PM	22
6	Community Resources for Independent Living	Housing & Independent Living Services for Persons with Disabilities	\$ 14,494	1/27/2014 - 4:02 PM	24
7	East Bay Innovations	Ramping Up for Independence Plus (RU4I Plus)	\$ 7,500	1/27/2014 - 3:28 PM	20
8	Easter Seals Bay Area	Easter Seals Kaleidoscope - Teen Group	\$ 20,000	12/9/2013 - 4:49 PM	1
9	Eden Council for Hope and Opportunity	Housing Counseling Services	\$ 56,055	1/27/2014 - 10:43 AM	15
10	Eden I&R, Inc.	2-1-1 Alameda County Communications System	\$ 20,000	1/9/2014 - 12:24 PM	5
11	Legal Assistance for Seniors	Legal Services for Pleasanton Seniors	\$ 15,000	1/27/2014 - 1:27 PM	16
12	MidPen Housing Corporation	Kottinger Gardens Phase 1	\$ 365,000	1/24/2014 - 4:49 PM	11
13	Neighborhood Solutions	City of Pleasanton Housing Rehabilitation Program	\$ 150,000	1/27/2014 - 2:56 PM	19
14	Open Heart Kitchen	Pleasanton Senior Center Congregate Meal Program	\$ 25,000	12/23/2013 - 8:28 AM	4
15	Open Heart Kitchen	Senior Meal Program at Ridge View Commons	\$ 25,000	12/11/2013 - 3:01 PM	2
16	Open Heart Kitchen	Pleasanton Hot Meal and Weekend Box Lunch Program	\$ 10,000	12/16/2013 - 10:17 AM	3
17	Pleasanton Unified School District	Student Health Services	\$ 5,000	1/17/2014 - 3:20 PM	6
18	Sandra J. Wing Healing Therapies Foundation	Healing Therapy Funds to Assist Cancer Patients	\$ 10,000	1/26/2014 - 7:24 PM	13
19	Spectrum Community Services	Congregate Meals for Pleasanton's Elderly	\$ 20,000	1/27/2014 - 4:43 PM	26
20	Spectrum Community Services	Meals on Wheels for Pleasanton's Homebound Elderly	\$ 8,000	1/27/2014 - 4:39 PM	25
21	Tri-City Health Center	East County HIV Advocacy	\$ 5,000	1/27/2014 - 9:09 AM	14
22	Tri-Valley Haven	Counseling and Temporary Restraining Order Clinic	\$ 20,000	1/22/2014 - 5:02 PM	9
23	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$ 20,000	1/23/2014 - 3:45 PM	10
24	Tri-Valley Haven	Sojourner House Homeless Shelter Program	\$ 20,000	1/27/2014 - 2:43 PM	18
25	Tri-Valley Haven	Tri-Valley Haven's Food Pantry	\$ 20,000	1/21/2014 - 2:54 PM	7
26	Tri-Valley Housing Opportunity Center	Community Stabilization Program	\$ 25,000	1/22/2014 - 11:32 AM	8
27	Tri-Valley YMCA	Sharing Community Resources with Those in Need	\$ 20,000	1/27/2014 - 4:59 PM	27

New Applicants (did not submit last year):

CALICO Center	Pleasanton Child Abuse Intervention	\$ 10,000
CityServe of the TriValley	CityServe of the TriValley	\$ 12,360
MidPen Housing Corporation	Kottinger Gardens Phase 1	\$ 365,000
Pleasanton Unified School District	Student Health Services	\$ 5,000
Sandra J. Wing Healing Therapies Foundation	Healing Therapy Funds to Assist Cancer Patients	\$ 10,000
		\$ 402,360

Prior Year Grantees (did not submit this year):

Bay Area Community Services (BACS)	Valley Wellness Center
City of Pleasanton	Annual Section 108 Loan Payment (project completed last year)

Organization Name Application Title	Requested Amount	Votes (F-A)	Average Recommend	Trial Decision	Trial Amount	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Committee Score	Adm Q1	Adm Q2	Adm Q3	Adm Q4	Admin Score	Adjust	Total Score	
Tri-Valley Haven Tri-Valley Haven's Food Pantry	USD\$20,000.00	8 - 0	USD\$11,000.00	Undecided 	USD\$ <input type="text" value="0"/>	8.5	8.5	8.8	8.0	8.7	6.3	8.7	18.0	18.0	18.7	18.7	130.75					0	<input type="text" value=""/>	130.75	
Tri-Valley Housing Opportunity Center Community Stabilization Program	USD\$25,000.00	0 - 1	USD\$7,500.00	Undecided 	USD\$ <input type="text" value="0"/>	9.0	9.0	9.0									27.00					0	<input type="text" value=""/>	27.00	
Tri-Valley YMCA Sharing Community Resources with Those in Need	USD\$20,000.00	6 - 2	USD\$9,687.50	Undecided 	USD\$ <input type="text" value="0"/>	7.2	7.4	7.4	7.3	6.8	7.8	8.3	15.5	10.0	16.0	15.0	108.50					0	<input type="text" value=""/>	108.50	
27 displayed 0 not included	USD\$1,127,859.00		USD\$355,741.43 <u>USD\$244,258.57</u> USD\$600,000.00		USD\$0.00 <u>USD\$600,000.00</u> USD\$600,000.00	Total Available																			

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Attachment 4:
Housing and Human Services Grant
(HHSG) Projects, FY 2011-2013
(Federal and City Funding Sources)



HCD Prog #	Project/Agency Name	Project Purpose	Allocated	Spent	(%)
FY: 13-14					
13000	City of Pleasanton	Administration of CDBG program	\$54,488.00	\$14,692.64	27%
13001	City "Section 108" Loan Repayment	Sojourner House (11 of 11 annual loan payments)	\$21,408.00	\$21,408.00	100%
13004A	Axis Community Health	Pre-Development for Capital Project	\$100,000.00	\$21,750.11	22%
13004B	Axis Community Health	Healthcare Access for Low-Income Residents	\$2,000.00	\$2,000.00	100%
13005A	Neighborhood Solutions	Housing Rehab Prog (Minor Home Repair Pool)	\$35,482.00	\$1,282.13	4%
13005B	Neighborhood Solutions	Housing Rehab Prog (Administration)	\$20,200.00	\$20,200.00	100%
13006A	Spectrum Community Services	Meals on Wheels for Pleasanton Seniors	\$5,000.00	\$2,694.44	54%
13006B	Spectrum Community Services	Congregate Meals for Seniors in Pleasanton	\$19,000.00	\$12,423.37	65%
13011A	Open Heart Kitchen	Hot Meal Program - Ridge View Commons	\$12,866.00	\$12,866.00	100%
13015A	Bay Area Community Services (BACS)	Valley Wellness Center	\$2,000.00		
		CDBG	\$272,444.00	\$109,317	40%
13002	Tri-Valley Housing Opportunity Center	TVHOC Community Stabilization Program	\$25,000.00	\$25,000.00	100%
13007	Abode Services	TVHSP Case Management Services	\$30,000.00	\$4,644.00	15%
13009	ECHO Housing	Housing Counseling Services	\$48,000.00	\$14,398.68	30%
13012	Comm. Resources for Indep. Living (CRIL)	Independent Housing Services for the Disabled	\$12,000.00		
		City LIHF	\$115,000.00	\$44,043	38%
13003A	Tri-Valley Haven	Tri-Valley Haven Food Pantry	\$8,000.00	\$4,471.57	56%
13003B	Tri-Valley Haven	Counseling and Temporary Restraining Order Clinic	\$12,000.00	\$5,600.00	47%
13003C	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$18,000.00	\$18,000.00	100%
13003D	Tri-Valley Haven	Sojourner House Homeless Shelter	\$22,000.00	\$16,700.00	76%
13004C	Axis Community Health	Healthcare Access for Low-Income Residents	\$13,000.00	\$5,500.00	42%
13008	Tri-City Health Center	East County HIV Advocacy	\$5,000.00	\$2,212.46	44%
13010	Legal Assistance for Seniors	Legal Services and Education for Seniors	\$13,000.00	\$5,869.99	45%
13011B	Open Heart Kitchen	Hot Meal Program - Trinity Lutheran	\$8,000.00	\$8,000.00	100%
13011C	Open Heart Kitchen	Hot Meal Program - Ridge View Commons	\$11,000.00	\$6,355.00	58%
13013	Easter Seals Bay Area	Tri-Valley Community Inclusion Group	\$5,000.00		
13014	Eden I&R, Inc.	2-1-1 Alameda County	\$16,000.00	\$10,738.32	67%
13015B	Bay Area Community Services (BACS)	Valley Wellness Center	\$5,000.00		
13016	Tri-Valley YMCA	Case Mgmt Services for Children and Families	\$19,000.00		
13017	East Bay Innovations	Ramping Up for Independence	\$5,000.00		
		Gen Fund	\$160,000.00	\$83,447	52%
13100	Administration (City)	HOME program admin - City	\$4,813.00		
13101	Administration (County)	HOME program admin - Alameda Co. HCD	\$4,813.00		
13102	[REMAINING FUNDS - NOT YET ALLO	[TBD]	\$75,969.00		
		HOME	\$85,595.00		



Attachment 4:
Housing and Human Services Grant
(HHSG) Projects, FY 2011-2013
(Federal and City Funding Sources)



HCD Prog #	Project/Agency Name	Project Purpose	Allocated	Spent	(%)
FY: 12-13					
12000	City of Pleasanton	Administration of CDBG program	\$48,047.00	\$48,047.00	100%
12001	City "Section 108" Loan Repayment	Sojourner House (10 of 11 annual loan payments)	\$22,104.00	\$22,104.00	100%
12004A	Axis Community Health	Pre-Development for Capital Project	\$100,000.00	\$100,000.00	100%
12004B	Axis Community Health	Healthcare Access for Low-Income Residents	\$11,035.00	\$11,035.00	100%
12005A	Neighborhood Solutions	Housing Rehab Prog (Minor Home Repair Pool)	\$18,036.00	\$8,208.15	46%
12005B	Neighborhood Solutions	Housing Rehab Prog (Administration)	\$6,012.00	\$6,012.00	100%
12011A	Open Heart Kitchen	Hot Meal Program - Ridge View Commons	\$25,000.00	\$25,000.00	100%
12011C	Open Heart Kitchen	Regional Food Storage Project	\$10,000.00	\$10,000.00	100%
		CDBG	\$240,234.00	\$230,406	96%
12005PI	Neighborhood Solutions (PI)	Housing Rehab Prog (Minor Home Repair Pool)	\$77.91	\$0.00	0%
		CDBG-PI	\$77.91	\$0	0%
12002	Tri-Valley Housing Opportunity Center	TVHOC Community Stabilization Program	\$25,000.00	\$25,000.00	100%
12007B	Abode Services	TVHSP Case Management Services	\$12,000.00	\$12,000.00	100%
12009A	ECHO Housing	Housing Counseling Services	\$50,000.00	\$50,000.00	100%
12009B	ECHO Housing	Reverse Mortgage Counseling	\$5,000.00	\$5,000.00	100%
12012	Comm. Resources for Indep. Living (CRIL)	Independent Housing Services for the Disabled	\$15,000.00	\$15,000.00	100%
		City LIHF	\$107,000.00	\$107,000	100%
12003A	Tri-Valley Haven	Tri-Valley Haven Food Pantry	\$15,000.00	\$15,000.00	100%
12003B	Tri-Valley Haven	Counseling and Temporary Restraining Order Clinic	\$15,000.00	\$15,000.00	100%
12003C	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$15,000.00	\$15,000.00	100%
12003D	Tri-Valley Haven	Sojourner House Homeless Shelter	\$17,000.00	\$17,000.00	100%
12004C	Axis Community Health	Healthcare Access for Low-Income Residents	\$4,000.00	\$4,000.00	100%
12006A	Spectrum Community Services	Meals on Wheels for Pleasanton Seniors	\$5,000.00	\$5,000.00	100%
12006B	Spectrum Community Services	Congregate Meals for Seniors in Pleasanton	\$16,000.00	\$16,000.00	100%
12007A	Abode Services	TVHSP Case Management Services	\$12,000.00	\$12,000.00	100%
12008	Tri-City Health Center	East County HIV Advocacy	\$5,000.00	\$5,000.00	100%
12010	Legal Assistance for Seniors	Legal Services and Education for Seniors	\$10,000.00	\$10,000.00	100%
12011B	Open Heart Kitchen	Hot Meal Program - Trinity Lutheran	\$10,000.00	\$9,999.26	100%
12013	Easter Seals Bay Area	Tri-Valley Community Inclusion Group	\$10,000.00	\$10,000.00	100%
12014	Eden I&R, Inc.	2-1-1 Alameda County	\$15,000.00	\$15,000.00	100%
12017	East Bay Innovations	Ticket to Work Employment Network	\$11,000.00	\$11,000.00	100%
		Gen Fund	\$160,000.00	\$159,999	100%
12100	Administration (City)	HOME program admin - City	\$4,739.00	\$4,739.00	100%
12101	Administration (County)	HOME program admin - Alameda Co. HCD	\$4,739.00		
12102	Neighborhood Solutions	Housing Rehab Prog (Major Rehab Loans)	\$2,090.00		
12103	[REMAINING FUNDS - NOT YET ALLO	[TBD]	\$42,588.00		
		HOME	\$54,156.00	\$4,739	9%



Attachment 4:
Housing and Human Services Grant
(HHSG) Projects, FY 2011-2013
(Federal and City Funding Sources)



HCD Prog #	Project/Agency Name	Project Purpose	Allocated	Spent	(%)
FY: 11-12					
11000	City of Pleasanton	Administration of CDBG program	\$49,900.00	\$49,900.00	100%
11001	City "Section 108" Loan Repayment	Sojourner House (9 of 11 annual loan payments)	\$22,211.00	\$22,210.85	100%
11003D	Tri-Valley Haven	Sojourner House Homeless Shelter	\$2,311.00	\$2,311.00	100%
11004A	Axis Community Health	Healthcare Access for Low-Income Residents	\$13,861.00	\$13,861.25	100%
11004B	Axis Community Health	Pre-Development for Capital Project	\$18,000.00	\$17,999.50	100%
11005A	Neighborhood Solutions	Housing Rehab Prog (Minor Home Repair Pool)	\$60,000.00	\$30,000.00	50%
11005C	Neighborhood Solutions	Housing Rehab Prog (Administration)	\$20,000.00	\$20,000.00	100%
11011A	Open Heart Kitchen	Hot Meal Program - Ridge View Commons	\$12,013.00	\$12,013.00	100%
11011C	Open Heart Kitchen	Hot Meal Program - Trinity Lutheran	\$9,241.00	\$9,241.00	100%
11015	GRID Alternatives	Solar Affordable Housing Program	\$27,000.00	\$27,000.00	100%
11019	Tri-Valley REACH	Fence replacement at residence for dev-disab adults	\$3,000.00	\$3,000.00	100%
11020	Open Heart Kitchen	Regional Food Storage Project	\$11,973.00	\$11,973.00	100%
		CDBG	\$249,510.00	\$219,510	88%
11005PI	Neighborhood Solutions (PI)	Housing Rehab Prog (Minor Home Repair Pool)	\$48,804.35	\$48,804.35	100%
		CDBG-PI	\$48,804.35	\$48,804	100%
11002	Tri-Valley Housing Opportunity Center	TVHOC Community Stabilization Program	\$23,000.00	\$23,000.00	100%
11009A	ECHO Housing	Housing Counseling Services	\$50,000.00	\$50,000.00	100%
11009B	ECHO Housing	Reverse Mortgage Counseling	\$5,000.00	\$5,000.00	100%
11012	Comm. Resources for Indep. Living (CRIL)	Independent Housing Services for the Disabled	\$15,000.00	\$15,000.00	100%
		City LIHF	\$93,000.00	\$93,000	100%
11003A	Tri-Valley Haven	Tri-Valley Haven Food Pantry	\$10,000.00	\$10,000.00	100%
11003B	Tri-Valley Haven	Counseling and Temporary Restraining Order Clinic	\$10,000.00	\$10,000.00	100%
11003C	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$15,000.00	\$15,000.00	100%
11003E	Tri-Valley Haven	Sojourner House Homeless Shelter	\$15,000.00	\$15,000.00	100%
11006A	Spectrum Community Services	Meals on Wheels for Pleasanton Seniors	\$6,000.00	\$6,000.00	100%
11006B	Spectrum Community Services	Congregate Meals for Seniors in Pleasanton	\$14,000.00	\$14,000.00	100%
11007	Abode Services	TVHSP Case Management Services	\$20,000.00	\$19,999.53	100%
11008	Tri-City Health Center	East County HIV Advocacy	\$5,000.00	\$5,000.00	100%
11010	Legal Assistance for Seniors	Legal Services and Education for Seniors	\$10,000.00	\$10,000.00	100%
11011B	Open Heart Kitchen	Hot Meal Program - Ridge View Commons	\$10,000.00	\$10,000.00	100%
11013	Easter Seals Bay Area	Tri-Valley Community Inclusion Group	\$5,000.00	\$5,000.00	100%
11014	Bay Area Community Services (BACS)	Valley Wellness Center	\$5,000.00	\$5,000.00	100%
11016	Hope Hospice, Inc.	Grief Support Center	\$5,000.00	\$5,000.00	100%
11017	East Bay Innovations	Connect University	\$5,000.00	\$5,000.00	100%
11018	The Arc of Alameda County	Tri-Valley Van Upgrade	\$5,000.00	\$5,000.00	100%
		Gen Fund	\$140,000.00	\$140,000	100%
11100	Administration (City)	HOME program admin - City	\$9,156.00	\$9,156.00	100%
11101	Administration (County)	HOME program admin - Alameda Co. HCD	\$9,156.00		
11102	Neighborhood Solutions	Housing Rehab Prog (Major Rehab Loans)	\$85,275.00		
11103	Neighborhood Solutions	Housing Rehab Prog (Major Rehab Loans)	\$67,910.00		
		HOME	\$171,497.00	\$9,156	5%

Attachment 5:

Objectives and Eligible Activities for Specific Funding Programs

1) Community Development Block Grant (CDBG)

Each year, the City of Pleasanton receives an entitlement grant of federal Community Development Block Grant (CDBG) funds through the U.S. Department of Housing and Urban Development (HUD). CDBG funds must be used for projects which benefit primarily lower income households or individuals, aid in the prevention or elimination of slums or blight, or meet an urgent local community development need.

The City has traditionally opened these federal funds for application by eligible nonprofit agencies which provide housing and services benefiting low-income Pleasanton residents. Activities that are eligible for CDBG funding include acquisition, construction, rehabilitation, or installation of public facilities and improvements; public services (limited to 15% of the City's total grant); removal of architectural barriers to elderly or handicapped persons; and, rehabilitation and preservation activities for low-income housing, senior housing, and other qualified facilities.

Prior to 1994, the City received its CDBG funds through Alameda County as a smaller city. As of July 1, 1994, the City became eligible (due to its increased population) to receive a direct entitlement from HUD. HUD determines each jurisdiction's funding level prior to the beginning of each new fiscal year based on a formula which includes factors such as the population of low income persons and the age and quality of the housing stock. Since becoming an entitlement city in 1994, Pleasanton has received approximately \$250,000 to \$300,000 in CDBG funds each year.

In order to receive CDBG funds each year, the City enters into a contract with HUD to agree to implement the Housing and Community Development Act of 1974 and related CDBG program regulations in 24 CFR (Code of Federal Regulations) 570. All CDBG allocations are subject to the regulations detailed in OMB Circulars A-110 & A-122. Information regarding both programs can be obtained on HUD's website (www.hud.gov) and in Appendix B of this manual.

All CDBG-funded activities must meet at least one of the National Objectives stated in 24 CFR 570.200(a)(2):

1. At least 70% of the program's participants must have low or moderate income as defined by HUD.
2. The project must eliminate slum and blight as defined by HUD.
3. The project must meet an urgent need designated as an emergency (e.g., by the Pleasanton City Council).

The following activities are eligible for CDBG funding per 24 CFR 570.201:

- Acquisition of real property for any public purposes other than the general conduct of government.
- Disposition of property acquired with Community Development Block Grant (CDBG) funds.



- Acquisition, construction, rehabilitation, or installation of public facilities and improvements carried out by the City or other public or private nonprofit entities.
- Public services (limited to 15% of the City's total CDBG grant) which are directed toward improving the community's public services and facilities, including, but not limited to, those concerned with employment, Welfare Reform, child care, health, drug abuse, education, job training assistance, recreational needs, crime prevention, or energy conservation. To qualify, a public service must be either a new service or a quantifiable increase over the previous year and must benefit seventy percent (70%) low/moderate income persons.
- Removal of architectural barriers, which restrict the mobility, or access of elderly and/or persons with disabilities. All publicly and privately owned buildings and facilities are eligible for funding.
- Rehabilitation and preservation activities for:
 - Low and moderate-income owner-occupied houses.
 - Low and moderate-income public housing.
 - Publicly owned non-residential buildings and improvements otherwise eligible for assistance.
 - Publicly or privately owned historic properties.
 - Closed school buildings to be converted for use as an eligible commercial or industrial facility, public facility, or for housing.
 - Low and moderate-income senior housing.
 - Business that agree to hire and/or serve low and moderate-income persons.
- Activities designed to create or retain jobs. All jobs created within the applicant's project are required to be permanent and at least 51 percent of the total amount must be for persons of low and moderate income.

The following activities are ineligible for funding through CDBG (24 CFR 570.207):

- Buildings for the general conduct of government. This includes operating and maintenance expenses. Exceptions are operation and maintenance expenses associated with public service activities, interim assistance, and CDBG program staff.
- General government expenses except to carry out the CDBG program.
- Political or religious activities.
- Construction equipment.
- Fire protection equipment unless an integral part of a public facility.
- Personal furnishing and property.
- Food not related to direct service delivery to clients.
- Furnishings that are not integral structural fixtures.
- New housing construction except for land acquisition and other specific circumstances
- Income payments and other subsistence payments made to individuals or a family.



2) HOME Investment Partnership Program (HOME)

The City of Pleasanton participates with other jurisdictions in the Alameda County HOME Consortium for the purpose of receiving and administering federal HOME (HOME Investment Partnership Program) funds. Pleasanton receives approximately \$150,000 in HOME funds each year through Alameda County.

The Consortium adopted a Five-Year Consolidated Plan in May 2005 covering fiscal years 2005 through 2009 and will adopt an updated Plan in 2010 for fiscal years 2010 through 2014. Each year, participating jurisdictions update the Consolidated Plan with one-year Action Plans which outline resources and activities to be undertaken during the next fiscal year regarding issues relating to housing and community development.

As with federal CDBG funds, the City enters into a contract with HUD to agree to implement the applicable HOME program regulations found in 24 CFR part 92 established by Title II of the Cranston-Gonzales National Affordable Housing Act of 1990. Information regarding the HOME program regulations can be obtained on HUD's website (www.hud.gov) and in Appendix B of this manual.

All HOME-funded activities must meet at least one of the National Objectives stated in Title 42, Chapter 130, Subchapter II, Section 202:

1. Expand the supply of rental housing that is affordable to very low and low-income persons and families.
2. Improve homeownership opportunities to very low and low-income persons and families.
3. Expand the capacity of non-profit providers of lower income housing.
4. Encourage private-sector participation in the development of lower income housing.

Participating Jurisdictions, or PJs [e.g., *the City of Pleasanton as a member of the Alameda County HOME Consortium*], may choose among a broad range of eligible activities per 24 CFR 92.205 and 92.206:

- Provide home purchase or rehabilitation financing assistance to eligible homeowners and new homebuyers.
- Build or rehabilitate housing for rent or ownership or for "other reasonable and necessary expenses related to the development of non-luxury housing," including site acquisition or improvement, demolition of dilapidated housing to make way for HOME-assisted development, and payment of relocation expenses.
- Provide tenant-based rental assistance contracts of up to two (2) years if such activity is consistent with their Consolidated Plan and justified under local market conditions.

Some special conditions apply to the use of HOME funds. HOME-assisted rental housing must comply with certain rent limitations (rent limits are published each year by HUD). The program also establishes maximum per unit subsidy limits and maximum purchase-price limits. PJs must match every dollar of HOME funds used (except for



administrative costs) with 25 cents from nonfederal sources, which may include donated materials or labor, the value of donated property, proceeds from bond financing, and other resources. The match requirement may be reduced if the PJ is distressed or has suffered a Presidentially declared disaster. In addition, PJs must reserve at least 15 percent of their allocations to fund housing to be owned, developed, or sponsored by experienced, community-driven nonprofit groups designated as Community Housing Development Organizations (CHDOs).

PJs must ensure that HOME-funded housing units remain affordable in the long term (20 years for new construction of rental housing; 5-15 years for construction of homeownership housing and housing rehabilitation, depending on the amount of HOME subsidy). PJs have two years to commit funds (including reserving funds for CHDOs) and five years to spend funds.

The following activities are ineligible for funding through HOME (24 CFR 92.214):

- Project reserve accounts or operating subsidies
- Tenant-based rental assistance in conjunction with a rental rehabilitation program or for a specific project.
- Match for other federal programs except McKinney Act funds
- Operations or modernization of public housing.
- Acquisition of City-owned property.
- Committing additional HOME funds after a project has been complete for over one year.

3) City Lower Income Housing Funds for Housing

Since 1978, the City of Pleasanton has charged an in-lieu fee from developers in order to address the need for affordable housing related to new growth (residential and commercial). The fees have been used to create a Lower Income Housing Fund (LIHF) with the following established purposes:

- Creating new affordable lower income and moderate income housing to offset the impacts of new development, both residential and commercial/office/industrial, on the City's housing stock.
- Enabling the City to meet the portion of its lower income and moderate income housing needs as identified in the General Plan Housing Element which cannot be adequately met through other measures such as inclusionary programs and market rate projects.

LIHF funds shall be used for projects or activities which benefit Pleasanton residents and/or workers and which address the goals policies and programs of the General Plan Housing Element for affordability level, housing tenure, and other priority issues. Priority is given to projects which address the housing needs of very low income, low income, and moderate income households according to the level of need established in the General Plan Housing Element. Priority is also given to projects or activities that create new affordable housing through new construction, acquisition, rehabilitation, extending the term of affordability, and



similar methods. The portion of the LIHF which is derived from fees collected from commercial, office, and industrial development is maintained separately from fees derived from residential development and may be used solely for activities aimed at providing lower income housing for Pleasanton workers.

In July 1994, the City Council adopted a set of policies and guidelines for use of the LIHF (Resolution No. 94-80). The eligible uses for the LIHF are summarized below:

- Property acquisition
 - Purchase of land for new construction
 - Purchase of existing housing units for conversion, redevelopment or rehabilitation
 - Purchase of existing affordable housing units to preserve affordability
- New construction
 - Payment of costs associated with construction of new rental or ownership housing for very low or low income households
 - Payment of costs associated with construction of new ownership housing for moderate income, first-time home buyer households
- Rehabilitation
 - Projects or activities that increase the City's stock of low and very low income rental and ownership housing
 - Projects or activities related to the physical maintenance of rental and ownership housing occupied by very low or low income households
- Housing counseling / public services related to housing
 - Provision of counseling and similar assistance where the goal is to expand housing opportunities in Pleasanton for low and very low income households (must benefit at least 70% low income households)
- Financial activities
 - Direct and indirect financial assistance to projects that provide affordable housing
 - Funding for second mortgage and down payment assistance programs for moderate, low, and very low income households

The use of the LIHF is subject to review and approval by the City Council on a case-by-case basis to ensure consistency with the City's adopted policies.

Resolution No. 94-80 specifically states that, if deemed appropriate, the City Council may establish a target or cap each year for the amount of the LIHF which may be made available to supplement the CDBG program in conjunction with the annual CDBG funding allocation process. In the past, the City has allocated approximately \$50,000 to \$100,000 annually from the LIHF to supplement housing-related projects that have applied for CDBG funding and are consistent with the uses established for the LIHF. This supplement has enriched the City's grant program and has allowed the City to extend the benefits provided through federal sources such as CDBG and HOME to benefit a larger number of Pleasanton residents.



4) City General Funds for Human Services (formerly "City Grant")

Since 1994, the City of Pleasanton has implemented a modest annual "City Grant" program to provide financial support for non-profit, community-based organizations through the City's General Fund. The mission statement for the program is simple: "to enhance the quality of life in Pleasanton." Funding has been allocated according to the following three (3) categories:

1. Human Services
2. Youth Programs and Services
3. Civic Arts / Culture

The total amount of funding allocated each year through the City Grant program has ranged from approximately \$30,000 to \$190,000, with the highest level of funding (approximately \$130,000 annually) going to the category of human services.

In 2009, the City Council approved changes to the City's grant process to move the portion of funding formerly allocated for human services through the City Grant program to the new Housing and Human Services Grant (HHSG) program. The smaller Youth and Civic Arts grant programs will continue to be administered separately as the new "Community Grant" program.

The following general activities are eligible for City General Fund grants for human services:

- Seed funding (new projects/programs)
- Capital projects (permanent or semi-permanent physical facility amenity)
- Operational (direct services only; administrative expenses are ineligible)

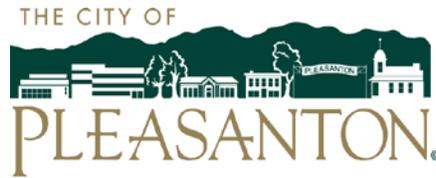
The priority for this HHSG funding category is for projects and activities that promote a healthy community, with emphasis on projects that address service network gaps and shortcomings as identified in the Tri-Valley Human Services Needs Assessment (May 2003).

Inasmuch as the amount of funding available through the General Fund is limited, priority will be given to those applications requesting one-time-only or matching funds and that serve a large number of Pleasanton residents.

In order to meet City financial and accounting requirements, projects funded with General Funds must have a start-up date not earlier than July 1 and must be completed by June 30 of the applicable fiscal year (i.e., funds cannot be expended prior to July 1 or after June 30).



ATTACHMENT 6:



Annual Income Limits by Household Size
(U.S. Dept. of HUD, Dec. 18, 2013)

This table is provided to assist with completing applicable questions in the HHS application.

Family Size (Persons)	<u>Extremely Low</u> (30% of AMI)*	<u>Very Low</u> (50% of AMI)	<u>Low</u> (80% of AMI)	<u>Median</u> (100% of AMI)	<u>Moderate</u> (120% of AMI)
1	\$19,350	\$32,200	\$47,350	\$61,950	\$77,300
2	\$22,100	\$36,800	\$54,100	\$70,800	\$88,300
3	\$24,850	\$41,400	\$60,850	\$79,650	\$99,350
4	\$27,600	\$46,000	\$67,600	\$88,500	\$110,400
5	\$29,850	\$49,700	\$73,050	\$95,600	\$119,250
6	\$32,050	\$53,400	\$78,450	\$102,700	\$128,050
7	\$34,250	\$57,050	\$83,850	\$109,750	\$136,900
8	\$36,450	\$60,750	\$89,250	\$116,850	\$145,750

*** (Area Median Income)**

Source: U.S. Department of Housing and Urban Development (HUD), data for the Oakland Standard Metropolitan Statistical Area (SMSA). The 2014 median income level for a family of four is \$88,500 (HUD, 12/18/2013). HUD updates this income chart each year.

**City of Livermore FY2014-2015
Housing and Human Services Grant Program
Summary of Applications Received
January 31, 2014**

ATTACHMENT 7

Application Count	Agency Name	Proposal Title	Category	Funds Requested
1	Axis Community Health	Funding for New Clinic	Capital	\$ 125,000
2	Kidango, Inc.	Marylin Center Playground Resurface and Turfing	Capital	\$ 49,450
3	City of Livermore	Neighborhood Preservation and Housing Improvement Program	Capital	\$ 60,000
4	Neighborhood Solutions	City of Livermore Housing Rehabilitation Program	Capital	\$ 50,000
5	Community Resources for Independent Living	Housing & Independent Living Services for People with Disabilities	Disabled/Special Needs	\$ 9,577
6	East Bay Innovations	Ramping Up for Independence (RU4I)	Disabled/Special Needs	\$ 7,500
7	Easter Seals Bay Area	Community Integration Project	Disabled/Special Needs	\$ 20,000
8	Open Heart Kitchen	Open Heart Kitchen Meal Program	Food	\$ 25,000
9	Tri-Valley Haven	Tri-Valley Haven's Food Pantry	Food	\$ 20,000
10	Abode Services	Project Independence	Housing	\$ 96,025
11	Abode Services	Tri-Valley Housing Scholarship Program	Housing	\$ 92,440
12	Eden Council for Hope and Opportunity	Housing Counseling Services	Housing	\$ 31,185
13	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	Housing	\$ 20,000
14	Tri-Valley Haven	Sojourner House Homeless Shelter	Housing	\$ 20,000
15	Axis Community Health	Access to Health Care for Uninsured, Low-income Livermore Residents	Medical/Health	\$ 25,000
16	Sandra J. Wing Healing Therapies Foundation	Healing Therapy Funding to Assist Cancer Patients	Medical/Health	\$ 10,000
17	Tri-Valley Haven	Behavioral Health Services Program	Medical/Health	\$ 12,000
18	City Serve of the Tri-Valley	Connect Volunteers to Support Non-Profit Agencies	Other	\$ 12,360
19	Fertile Ground Works	Garden Site Assessment	Other	\$ 6,700
20	Good Gospel Music	Community Music Services thru Fundraising and Providing Gospel Music	Other	\$ 10,439
21	Tri-Valley YMCA	Sharing Community Resources with Those in Need	Other	\$ 20,000
22	Legal Assistance for Seniors	Legal Services for Livermore Seniors	Seniors	\$ 10,000
23	Senior Support Program of the Tri Valley	Case Management	Seniors	\$ 13,975
25	Spectrum Community Services	Meals on Wheels for Livermore's Homebound Elderly	Seniors	\$ 17,778
26	CALICO Center	Livermore Child Abuse Intervention Project	Youth	\$ 13,000
27	School of Imagination	Autism Screening for Cape Inc. (Headstart) Preschools	Youth	\$ 22,560
28	Tri-Valley YMCA	Providing Opportunities for Children with Special Needs	Youth	\$ 11,250
29	Livermore Valley Joint Unified School District	Community Children's Health Access	Youth	\$ 5,000
30	Livermore Valley Joint Unified School District	Livermore BELIEVES	Youth	\$ 20,000
31	Marylin Avenue School - LVJUSD	Project Roadrunner	Youth	\$ 20,000
32	Twin Valley Learning Center	Subsidized Tutoring for At-Risk Children	Youth	\$ 5,000
TOTAL FUNDING REQUESTED			\$	861,239

Requested Capital Funds	\$ 284,450
Requested Public Service Funds	\$ 576,789



U.S. Department of Housing and Urban Development
San Francisco Regional Office - Region IX
600 Harrison Street
San Francisco, California 94107-1387
www.hud.gov
espanol.hud.gov

DEC - 9 2013

Honorable Jerry Thorne
Mayor
City of Pleasanton
P.O. Box 520
Pleasanton, CA 94566

Dear Mayor Thorne:

SUBJECT: City of Pleasanton, California
Annual Community Assessment
Program Year 2012

The U.S. Department of Housing and Urban Development (HUD) Office of Community Planning and Development (CPD) annually reviews the performance of communities managing Community Development Block Grant (CDBG) program funds. A principal tool utilized by HUD CPD is the Consolidated Annual Performance and Evaluation Report (CAPER), which is submitted to the Department within 90 days of the completion of each Program Year (PY). The CAPER describes the implementation of HUD programs, other resources and the community's progress toward meeting specific goals, measurable objectives and outcomes as reflected in its Five-year Consolidated Plan and Annual Action Plan (AAP). This letter is written to convey the results of the HUD CPD review of the 2012 CAPER.

During the 2012 PY, the City received a \$240,234 in CDBG funding. In its 2010-2014 Five-year Consolidated Plan, the City identified eight major goals: 1) Increase the availability of affordable rental housing for low income households; 2) Preserve existing affordable rental and ownership housing for low to moderate income households; 3) Assist low and moderate income first time homebuyers; 4) Reduce housing discrimination; 5) Maintain, improve and expand the capacity of housing, shelter and services for homeless individuals and families; 6) Maintain and expand activities designed to prevent those currently housing from becoming homeless; 7) Build on inter-jurisdictional cooperation to achieve housing and homeless needs; and 8) Increase the availability of service-enriched housing for persons with special needs.

The City leveraged CDBG funds with State, general city funds and various other private sources in order to maximize a small CDBG allocation and to work towards the goals outlined in the Five-Year Consolidated Plan. In PY2012, the City of Pleasanton used CDBG funds for various public services, pre-development funding for the Access Community Health Clinic, homeowner rehabilitation, and Section 108 loan repayments. Large housing activities and homeownership assistance were completed via other leveraged resources from the State of California, the City's general fund, or private funding. Even with the small amount CDBG funding received directly, the City of Pleasanton was able to leverage various funding sources to accomplish goals identified in the Five-Year Consolidated Plan.

In addition to carrying out eligible activities and maximizing Federal resources, the City of Pleasanton met its timeliness of expenditures and stayed within both the 20% administration cap and the 15% public services cap.

The City continues to work cooperatively with HUD to overcome challenges that it has encountered in the implementation of its CDBG program. Based upon our review of the CAPER and other available information, we have determined that the City of Pleasanton has the continuing capacity to implement and administer its CDBG program.

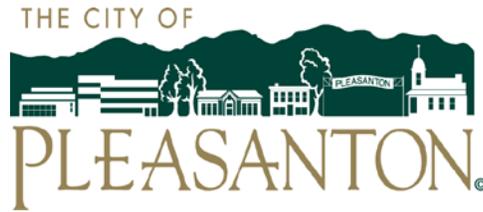
We look forward to continuing our partnership with the City of Pleasanton. If you have any questions, please do not hesitate to contact me, at (415) 489-6572, or CPD Representative, Celia Jones, at (415) 489-6579.

Sincerely,



Maria F. Cremer
Director, Community Planning
and Development Division

cc: Mr. Nelson Fialho, City Manager
Mr. Scott Erickson, Housing Specialist



**Human Services Commission
Statement of Priorities for FY 2014-15 HHS
(Housing and Human Services Grant) Program**

November 6, 2013

The Human Services Commission has recently participated in a Strategic Planning Process to assist with the implementation of the 2011 Tri-Valley Human Services Needs Assessment: Findings Report. As a result, the Commission has developed a Statement of Priorities for the FY 2014/15 Housing and Human Services Grant (HHSG) process. The Commission feels that the Statement of Priorities addresses the most critical needs and barriers to service delivery in Pleasanton.

As such, the Human Services Commission will prioritize its funding towards projects and/or programs that meet the following general criteria:

1) Critical Needs - Projects that address the following populations and/or program areas:

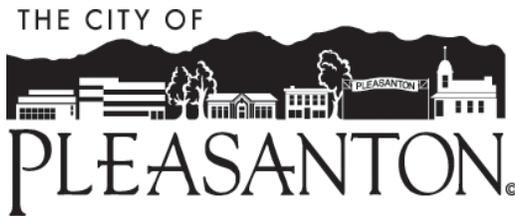
- *Workforce Development /Job Training*
- *Healthcare and Behavioral Health*
- *Disability Services and Access*
- *Food and Nutrition*
- *Youth Services*
- *Senior Services*

2) Barriers to Service Delivery - Proposals that include or address:

- *A marketing and publicity campaign that provides consumers with additional education and information about the agencies programs and services*
- *Coordination and collaboration with other service providers*
- *Access and utilize "un-tapped" resources*
- *Remove barriers that limit access to services and participation (e.g., language, time, cost, transportation, etc.)*

The Human Services Commission will be prioritizing its funding decisions based on the criteria listed above. Grant applicants must ensure that their application describes how their proposal addresses at least one (1) of the critical needs and one (1) of the barriers to service delivery. If a proposal does not address at least one of the needs and one of the barriers, the applicant is requested to provide justification as to why the project should still be funded.

In addition, agencies will also be required to register with Alameda County 2-1-1 and Ptownlife.org as a condition of receiving HHSG funds.



Human Services Commission Agenda Report

March 5, 2014
Item 5

**SUBJECT: APPROVE THE CITY OF PLEASANTON'S HUMAN SERVICES NEEDS
ASSESSMENT: STRATEGIC PLAN**

SUMMARY

In 2012, the Eastern Alameda County 2011 Human Services Needs Assessment: Findings Reports was adopted by the City Council and Human Services Commission. At the direction of the Pleasanton City Council, the Human Services Commission was to discuss next steps towards the implementation of the Human Services Needs Assessment: Findings Report.

On April 13, 2013, the City Council adopted its Annual Work Plan for 2013-2015 which included the development of a Strategic Plan for the Human Services Needs Assessment. The Strategic Plan will assist the Commission with the analysis of the data pertaining to local needs, prioritize the issues, identify resources, and develop goals and strategies for meeting those objectives.

Resource Development Associates has recently completed the Strategic Plan and presented the document and its process to the City Council and the Human Services Commission at their joint workshop on February 11, 2014. The City Council and Human Services Commission received the presentation and public feedback, and provided comment. Staff is recommending that the Human Services Commission approve the Human Services Needs Assessment: Strategic Report and forward to the City Council for their review and consideration.

RECOMMENDATION

That the Human Services Commission approve the City of Pleasanton's Human Services Needs Assessment: Strategic Plan.

FINANCIAL STATEMENT

Funding allocated to develop the Strategic Plan was approved at \$19,000; however, an additional \$2,800 was allocated to the project for two (2) additional workshops. The project was currently budgeted in FY2014/15 Operating Budget in account #011501.

BACKGROUND

In 2012, the Eastern Alameda County 2011 Human Services Needs Assessment: Findings Reports was adopted by the City Council and Human Services Commission. At the direction of the Pleasanton City Council, the Human Services Commission was to discuss next steps towards the implementation of the Human Services Needs Assessment: Findings Report.

On April 13, 2013, the City Council adopted its Annual Work Plan for 2013-2015 which included the development of a Strategic Plan for the Human Services Needs Assessment. The Strategic Plan would assist the Commission with the analysis of the data pertaining to local needs, prioritize the issues, identify resources, and develop goals and strategies for meeting those objectives.

DISCUSSION

Human Services Needs Assessment: Strategic Plan

In June 2013, the City approved an agreement with Resource Development Associates to provide facilitation services and development of a community specific Strategic Plan based on the Eastern Alameda County 2011 Human Services Needs Assessment: Findings Report.

Process

The Human Services Commission, staff and RDA worked to design a process that included the following four (4) phases:

- Phase I - Initial Planning and Preparation
- Phase II - Data Review
- Phase III - Public Outreach
- Phase IV - Strategic Framework and Plan Development

As a result of all the information obtained through the process of developing the Strategic Plan, the Human Services Commission identified four (4) most critical systemic challenges and six (6) most critical human service needs as having the highest priority. They include:

Most Critical Systemic Challenges (listed in alphabetical order):

- ❖ Lack of consumer information about services/need for education
- ❖ Lack of coordination, missed opportunities for collaboration, and duplication of services among service providers
- ❖ Time and cost associated with obtaining services
- ❖ Untapped resources

Most Critical Human Service Needs (listed in alphabetical order):

- ❖ Disability services and access
- ❖ Food and nutrition
- ❖ Health care and behavioral health
- ❖ Senior services
- ❖ Workforce development/unemployment
- ❖ Youth services

Identification of Strategic Actions

After reviewing research on innovative, promising and best practices, the Human Services Commission selected strategies that would be most relevant, possible, and effective in Pleasanton. The Commission's strategic actions to address the most critical systemic challenges and prioritize human services are:

Strategic Actions (listed in alphabetical order):

- ❖ Strategic Action 1: Revise Human Services Commission Grant-making Protocols/RFPs to Address Identified Needs and Systemic Challenges.
- ❖ Strategic Action 2: Spearhead a Community Engagement and Education Campaign
- ❖ Strategic Action 3: Sponsor Alliance among Nonprofit, Faith-Based, and Public Agency Providers
- ❖ Strategic Action 4: Workforce Development Project

Organizational Priorities

Organizational priorities are those that strengthen the organization internally and ensure that its members are productive, effective, informed, and competent to meet the organization's programmatic goals and mission. The two (2) priorities that received the highest number of votes (at least 3) from the Commission were:

- ❖ Welcome and encourage people of diverse backgrounds to become more involved with the Human Services Commission
- ❖ Building relationships with regional (Livermore, Dublin) staff and government representatives

Organizational Actions

In order to achieve the aforementioned organizational priorities, the Commission will take the following actions:

- ❖ Organizational Action #1: Continue to Reach Out to Livermore and Dublin Human Services Commissions and City Staff.
- ❖ Organizational Action #2: Diversify Pleasanton Human Services Commission Membership

CONCLUSION

Resource Development Associates has recently completed the Strategic Plan and presented the document and its process to the City Council and the Human Services Commission at their joint workshop on February 11, 2014. The City Council and Human Services Commission received the presentation and public feedback, and provided comment. Staff is recommending that the Human Services Commission approve the Human Services Needs Assessment: Strategic Report and forward to the City Council for their review and consideration.

Submitted by:



Susan Andrade-Wax
Director of Community Services

Attachment

1. "Draft" City of Pleasanton's Human Services Needs Assessment: Strategic Plan (previously delivered)



City of Pleasanton Human Services Needs Assessment

Strategic Plan 2013-2016

Prepared by:

Resource Development Associates



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Background

In 2011, Resource Development Associations (RDA), a local consulting firm specializing in strategic planning and evaluation for local government and nonprofit entities, facilitated a broad-based community-driven assessment of human service needs in Eastern Alameda County (commissioned jointly by the Tri-Valley cities of Dublin, Livermore, and Pleasanton). The 2011 Needs Assessment found a significant and increasing disparity between a growing need for human services and a generally stagnating supply of services available.

The City of Pleasanton’s Human Services Commission (Commission) is a nine-member body (with seven regular Commissioners, one alternate Commissioner and one non-voting youth Commissioner) that oversees the grant application process for the provision of human services assistance and programs. The Commission makes funding recommendations to the Pleasanton City Council regarding 1) the human service needs of the community and 2) methods for meeting these needs. The Commission focuses on the human service needs of the socially and economically disadvantaged, the elderly, and youth in the community. Upon review of the 2011 Needs Assessment, the Commission determined that it needed to develop a community-specific Strategic Plan to ensure that it would carry out its duties in the most thoughtful and effective way. The Commission chose RDA to conduct this strategic planning process.

The Commission identified several key questions it wanted to address in the strategic planning process:

- ❖ How do we use funding in the most effective and efficient way?
- ❖ How do we continue to assess and prioritize needs in the community?
- ❖ How do we measure success?
- ❖ What is the timeline for the strategic plan?
- ❖ How do we account for changes in needs?
- ❖ How can we help our grantees build capacity through collaboration and innovation?
- ❖ How do we develop a relationship with our stakeholders (providers and community members)?
- ❖ How do we go beyond what we are currently providing given the increasing needs?
- ❖ How do we strategically allocate grant funding to catalyze change?

Planning Methods, Activities, and Timeline

Between June and November 2013, the Strategic Planning process included the following activities:

Date	Methods/Activities	Outcomes
June 19, 2013	First Strategic Planning Workshop	Defined strategic planning objectives Group activity to develop Mission, Vision, and Values statement
June 2013	Extraction of Pleasanton-specific data from Eastern Alameda County Human Services Needs Assessment; Focus groups with service providers	Pleasanton-specific needs assessment
July 16, 2013	Second Strategic Planning Workshop	Group activity to develop Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis Identification of priority needs and systemic challenges
August 2013	Research on innovative practices/strategies to address priority needs and systemic challenges	Inventory of best practices for addressing priority needs and systemic challenges
September 11, 2013	Third Strategic Planning Workshop	Identification of strategic actions based on community needs and systemic challenges Commission members finalize strategic priorities and internal development goals through completion of email survey responses
October 2013	Draft Strategic Plan reviewed by City staff.	Feedback from City staff on draft Strategic Plan and revise Plan.
November 6, 2013	Fourth Strategic Planning Workshop	Feedback from Commission on the presentation/overview of the Strategic Plan
November 2013	Draft Strategic Plan circulated to Commission members.	Feedback from Commission on draft strategic plan, fill in remaining details, and finalize Plan

Mission, Vision, and Values

Formulating a mission, vision, and values statement clarifies the purpose of the Human Services Needs Assessment's Strategic Plan and produces internal and external legitimacy. Mission and values statements help all members of an organization identify, and remain focused on, what is truly important in the Strategic Plan. They serve as benchmarks by which organizational strategies and actions can be prioritized.

The Strategic Plan's mission, vision, and values statement was developed from a group activity in which members answered the following questions:

- ❖ *What problems does the Human Services Needs Assessment address?*
- ❖ *How do we respond to problems?*
- ❖ *Who are our stakeholders?*
- ❖ *What is our relationship with our stakeholders?*
- ❖ *What does success look like?*
- ❖ *What are our values?*
- ❖ *What makes us unique?*

Responses to these questions contributed to the formation of this mission, vision, and values statement:

Human Services Needs Assessment Strategic Plan

Mission, Vision, and Values

Mission:

The mission of the Human Services Needs Assessment Strategic Plan is to support the provision of highest quality human services so that all residents can meet their basic life needs. To this end, the Commission will advise the City Council, identify and prioritize local needs; assist in the coordination of existing services to address gaps; encourage collaboration and innovation; and promote efficient and effective allocation of public resources.

Vision:

All Pleasanton residents should have access to basic health and human services locally and with dignity. Residents should be kept informed of current community resources, should be knowledgeable about the most effective ways to address service gaps, and should engage in efforts to increase the quality of life and self-sufficiency of vulnerable individuals and families.

Values: Effect social change, build capacity, collaborate with partners, learn and innovate, use data to inform decision making, remain flexible as new issues and opportunities arise, measure outcomes.

Assessment of Strengths, Weaknesses, Opportunities, and Threats

In order to strategically plan for the future, the Pleasanton Human Services Commission participated in an assessment of the Commission’s internal strengths and weaknesses as well as external opportunities and threats. Strengths and weaknesses are factors that the Human Services Commission can manage, build upon, and improve internally, while opportunities and threats cannot be controlled by the Commission. However, identifying and understanding opportunities and threats helps inform the Commission’s ability to leverage future opportunities and mitigate the impact of threats.

Internal		External	
+	<p style="text-align: center;">Strengths</p> <ul style="list-style-type: none"> • Have money to distribute • Have connections with City staff and service providers • Smart, hardworking members • Practical and diverse experience: <ul style="list-style-type: none"> ○ Hospital administration ○ Public service agency admin. ○ Senior program directorship ○ Community college workforce development ○ Parent of special needs youth ○ Special needs youth recreation admin. ○ Corporate/business mgmt. ○ Public policy ○ Ala. Co. Health and Human Services ○ Hospice provider • Community connections • Relationship with City Manager • Willing to try old and new things • Time/retirement • Personal experience as working poor 	+	<p style="text-align: center;">Opportunities</p> <ul style="list-style-type: none"> • Service providers are strong; they are “survivors” <ul style="list-style-type: none"> ○ experience in collaboration ○ strong boards and leadership ○ business-oriented and pragmatic • Few agency gaps • Can collaborate with Dublin and Livermore to address issues of scale • Historically receptive City Council • Local politics is accessible • Doesn’t take many advocates to make change • Locally-based large corporations with resources • Wealthy residents with expendable income • Community is generous and has good will • Untapped resources, including faith-based community
-	<p style="text-align: center;">Weaknesses</p> <ul style="list-style-type: none"> • Insufficient money/time to do all we want to do • Only distribute money once per year • Lack of economic and ethnic diversity • Lack complete understanding of problems/ root causes • Lack of means to influence providers/ catalyze change • Lack of focus • Lack of knowledge about best practices • Question whether we have the courage to make change 	-	<p style="text-align: center;">Threats</p> <ul style="list-style-type: none"> • Working in government is slow • Limited communication between school district and City/human services • Lack of succession planning for retiring experts • Donation fatigue; difficulty getting money from corporations • Competing services/duplication of services • Providers face competition for scarce resources • Changing political environment
Internal		External	

Pleasanton Needs Assessment

Data extracted from the Eastern Alameda County Human Services Needs Assessment (EACHSNA) and two focus groups with Pleasanton service providers informed the strategic planning process. The EACHSNA data derived from census information, surveys of hard to reach populations, provider surveys, focus groups, and key informant interviews. Two Pleasanton focus groups with service providers were conducted as part of this planning process on July 8, 2013 and on July 9, 2013.

The data from these sources identified current issues affecting human services needs in Pleasanton, including:

- ❖ Significant population growth over the past two decades,
- ❖ Greater diversity in the population – higher numbers of Asian/Pacific Islanders and Hispanic/Latinos in the community,
- ❖ Increase in unemployment over the past decade,
- ❖ Increase in percentage of residents receiving social assistance, and
- ❖ Priority needs identified by focus group poll of service providers:
 - Affordable housing
 - Behavioral health services
 - Health care services
 - Workforce development
 - Senior services
 - Transportation services/accessibility of services.

A more complete Pleasanton-specific Human Services Needs Assessment is included in Appendix A.

Identification of Strategic Priorities

At the second strategic planning workshop, members of the Human Services Commission reviewed the Pleasanton-specific needs assessment, considered their organizational strengths, weaknesses, opportunities and threats and discussed and prioritized human service needs and systemic challenges.

Most critical systemic challenges:

- ❖ Lack of consumer information about services/need for education
- ❖ Lack of coordination, missed opportunities for collaboration, and duplication of services among service providers
- ❖ Untapped resources
- ❖ Time and cost associated with obtaining services

Most critical human service needs:

- ❖ Workforce development/unemployment
- ❖ Health care and behavioral health
- ❖ Disability services and access
- ❖ Food and nutrition
- ❖ Youth services
- ❖ Senior services

Innovative, Promising, and Best Practices Research

Upon identification of strategic priorities, Commission members charged RDA with researching current practices in other jurisdictions that Pleasanton could adopt to address the most critical systemic challenges and priority human services described above. Findings from this research are included in Appendix B.

Identification of Strategic Actions

At the third strategic planning workshop, the Commission 1) reviewed research on innovative, promising and best practices and 2) selected strategies that would be most relevant, possible and effective in Pleasanton. The Commission's strategic priorities are described below.

Strategic Action #1: Revise Human Services Commission Grant-making Protocols/RFPs to Address Identified Needs and Systemic Challenges.

As noted above, through this strategic planning process, the Commission identified four most critical systemic challenges and six priority human service needs. At the outset of this process, the Commission stated its intention to “try to steer grant money to address the most important needs,” “figure out how we can make the providers’ job more efficient,” “recommend allocating money to catalyze change,” “foster building infrastructure and collaboration,” and to “see social change, not just business as usual.” To accomplish these goals in light of the prioritized challenges and needs, the Commission will revise any relevant grant-making protocols and request for proposals to reflect a strategic emphasis on the four (4) systemic challenges and six (6) human service needs.

Measures of Success:

- Revised grant application for FY2014/15 grants

Strategic Action #2: Spearhead a Community Engagement and Education Campaign

The data from focus groups and the 2011 Eastern Alameda County Needs Assessment identified gaps in local community members’ knowledge about available services and how to access them. In a survey of hard to reach populations, 38% reported that they did not know where to get the help that they

needed. This lack of knowledge about services that currently exist presents a critical obstacle to effective service provision. As service providers from the strategic planning focus groups noted:

- ❖ “People don’t know what services are available, and/or what services they qualify for.”
- ❖ “Getting the word out about existing services is a big challenge.”

This strategic priority, to coordinate a Community Engagement and Education Campaign, is intended to further the work of the Pleasanton Human Services Commission and its grantees by educating the community about needed services. This campaign provides valuable support to the outreach efforts of community-based organizations and other service providers. It serves long-term community building efforts by educating all community members about human services needs in Pleasanton.

This campaign incorporates strategies that were 1) identified either by local community service providers, Human Services Commission members, or by research into innovative and promising programs in other jurisdictions, and 2) chosen by Commission members as the most inspiring and relevant projects to meet Pleasanton community needs. The campaign includes the following elements:

- ❖ Conducting information sessions/health fairs about available services,
- ❖ Presenting service information to the public via a dynamic, interactive kiosk that can be accessed in well-trafficked, public locations,
- ❖ Developing a community-building public relations campaign highlighting the “different faces of Pleasanton” to raise community awareness of local needs and increase awareness of local diversity,
- ❖ Develop a comprehensive program to raise awareness about and understanding of, available public and non-profit services. As part of this program, explore ways to designate one or more city employees, as determined by the city manager, to be responsible for coordinating outreach and education efforts, and
- ❖ Inclusion of a gamification/public competition element (asking local residents to wrestle with the same issues that public agencies deal with and come up with potential solutions).

Measures of Success (planning)

- Written proposal and budget
- Potential funders identified
- Funding obtained from City Council and other sources
- Designate staff to coordinate outreach and education program

Measures of Success (implementation)

- # of activities
- # of participants involved in activities
- Participant satisfaction
- Indicators of community engagement and knowledge

Strategic Action #3 – Sponsor Alliance among Nonprofit, Faith-Based, and Public Agency Providers

In focus groups, service providers described a lack of knowledge about existing supports, duplication of services, and insufficient communications, in spite of generally having positive relationships with one another. An alliance among human service organizations will help to reduce communication barriers and increase coordination of efforts to address persistent human service needs. Per discussions with providers, an alliance would include quarterly meetings.

Human Services Commission members expressed their desire to create a space for providers to share lessons learned, to develop new and innovative ideas, to coordinate the provision of services, and to troubleshoot human services challenges and needs on a regular basis.

The Commission also identified a need to include public agencies and faith-based organizations in the alliance. The Commission believes that by prioritizing collaboration and information sharing, this effort will ensure that local public agencies (such as schools, the health department, etc.) are connected with what is happening on the ground in the community, and that such knowledge will inform their provision of services. This alliance also connects service providers with faith-based organizations from which volunteers may be recruited.

Measures of Success (planning)

- Develop a comprehensive program to raise awareness about, and understanding of, available public and non-profit services.
- As part of this program, explore ways to designate one or more city employees, as determined by the city manager, to be responsible for coordinating outreach and education efforts

Measures of Success (implementation)

- # of meetings
- # of participants involved in each meeting
- # of jointly sponsored campaigns, activities, proposals, etc.
- Indicators of campaign, activity, proposal success
- Member satisfaction

Strategic Action #4 – Workforce Development Project

The service provider focus groups and Human Services Commission members each identified workforce development (including job training and career development assistance) as the most critical need in Pleasanton. The inability to find employment affects numerous human services' needs, such as an individual's ability to maintain housing and food/nutritional needs. With this Strategic Priority, the Human Services Commission seeks to support job skills development for the unemployed and under-employed, increase opportunities for residents to participate in on-the-job training programs and paid internships, and develop new mentoring opportunities or support recruiting for existing mentoring programs.

With this strategic priority, the Human Services Commission will look to partner with other cities, agencies, and corporations to fund the programs. The Commission will also seek to partner with job skills programs that may exist in the community, assist with recruiting new mentors and mentees for existing mentoring programs, and conduct outreach to employers (nonprofits, educational institutions, large and small business, and government agencies) for participation in a paid job/internship program.

Measures of Success (planning)

- TBD

Measures of Success (implementation)

- TBD

Organizational Priorities

Organizational priorities are those that strengthen the organization internally and ensure that its members are productive, effective, informed, and competent to meet the organization’s programmatic goals and mission.

Members of the Pleasanton Human Services Commission participated in an October 2013 survey in which they ranked their top organizational priorities from the following nine possibilities. The highlighted priorities listed received the highest number of votes (at least 3) from the Commission members.

- ❖ **Welcome and encourage people of diverse backgrounds to become more involved with the Human Services Commission**
- ❖ **Building relationships with regional (Livermore, Dublin) staff and government representatives**
- ❖ Increasing fundraising capacity
- ❖ Documenting and evaluating Human Services Commission successes
- ❖ Updating strategic planning on a regular basis
- ❖ Building relationships with Pleasanton staff and local government
- ❖ Updating Needs Assessment every 3 years
- ❖ Participating in state-wide advocacy efforts
- ❖ Self-educating about best practices

Organizational Actions

To achieve the organizational priorities, the Commission members will take the following actions:

Organizational Action #1: Reach Out to Livermore and Dublin Human Services Commissions and City Staff.

The Pleasanton Human Services Commission seeks to provide a foundation for the development of regional efforts to leverage economies of scale and address human services needs applicable to residents throughout the Tri-Valley region. Greater coordination of regional efforts may also be a

strategy to increase regional recognition for an area of Alameda County that is perceived as relatively prosperous and without any need for service expansion. In addition, developing these relationships will encourage further collaboration to address some of the systemic challenges identified in the strategic planning process (e.g., lack of knowledge about available resources, duplication of services).

Pleasanton Human Services Commission will continue to communicate and meet with the Livermore Human Services Commission and the Dublin Human Services Commission to learn more, on a real-time basis, about overlapping needs, priorities, and strategies. The Commission will also reach out to invite Livermore and Dublin Human Services Commission members to attend more Pleasanton Human Services Commission meetings.

Measures of Success

- # of meetings planned and facilitated
- Average # of attendees at meeting
- Meeting minutes taken and distributed
- Identification of regional campaign or project to address regional human service need

Organizational Action #2: Diversify Pleasanton Human Services Commission Membership

As the EACHSNA revealed, Pleasanton’s population has grown significantly over the past 2 decades, and has become much more diverse. For example, 2,755 Asian/Pacific Islanders resided in Pleasanton in 1990; by 2010, almost six times as many (16,334) were Pleasanton residents. The Hispanic/Latino population in Pleasanton nearly doubled in the same time period. The percentage of residents who are unemployed or who are receiving social assistance, such as food stamps or Medi-Cal, has increased as well in recent years.

At the same time, the Commission’s focus on the human service needs of the socially and economically disadvantaged, the disabled, the elderly, and youth in the community suggests that representation on the Commission of those populations served should also be targeted. Best practices suggest that organizations that better reflect the diversity of the community served are informed by a variety of perspectives and able to make better decisions and recommendations. (The Commission currently includes a non-voting member representing the youth population.)

To increase diversity, the Human Services Commission will welcome and encourage individuals from underserved and underrepresented communities to get involved with the Commission. The Human Services Commission will develop and implement specific strategies, such as posting notices in the community locations where consumers of human services programs go and initiate marketing efforts that encourage individuals to get involved and apply for vacant positions on the Commission.

Measures of Success

- # of recruitment activities
- Type of recruitment activities
- Increased # of applications that are received from applicants with underserved/underrepresented backgrounds

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: January 2014

Noteworthy Updates

During the month of January, 8,609 calls were handled by 2-1-1 Resource Specialists and 13,248 health, housing and human service referrals were provided. Of the unduplicated callers, 80% were female, 33% were single-headed households with minor children, and 41% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's online health and human service resource directory; in January it received 129,276 hits from 14,147 visitors.

Tax season has arrived and Eden I&R is once again providing assistance for low-income people and those on active military duty. 2-1-1 Resource Specialists are pre-screening and referring callers eligible for the Earned Income Tax Credit (EITC) to free tax preparation sites in Alameda County. Additionally, Resource Specialists are providing information and scheduling appointments at several events outside the County for people to do their own taxes, with the free assistance of volunteer tax professionals, using Turbo Tax software.

One of the most unfortunate events of this month was the very unexpected passing of Luther Jessie. Luther was a passionate and articulate advocate for the re-entry population, and as such, he was a very vocal and constructive team member at all of the countywide re-entry meetings. Luther will be greatly missed but his positive influence in the lives of hundreds of people will live on for many years to come.

Call Information

<p>Call Examples</p>	<p>~ An Alameda resident called for assistance reporting her father's abusive behavior. While on the call with 2-1-1, the caller expressed her fear of her father overhearing or picking up another receiver and listening in to her call. She indicated that she had no money for a rental deposit and could not find an inexpensive place to rent, although she wanted to leave the home she shared with her father. The caller indicated that her father was a hoarder who did not allow anyone into the home because he thought that everyone stole from him and since he was also a friend of the landlord, the landlord was not doing anything to push her father to clean the home and get rid of the mold. She said that whenever she tried tidying up the home, her father would throw things at her. The caller had sought counseling as the situation was causing her mental distress. 2-1-1 asked her if she needed assistance reporting the matter to Adult Protective Services (APS) and she indicated that she did. 2-1-1 assisted her with the completion and filing of an APS Report.</p>
	<p>~ An Oakland resident who was on probation called for contact information for the Probation Department, the Clean Slate program, assistance with child support, diapers, and food. 2-1-1 referred the caller to Spectrum Community Services for PG&E bill payment assistance; to Harbor Bay Ministries for food; to the Telegraph Community Center, Society of St. Vincent de Paul, and Hope for the Heart for diapers; to Alameda County Department for Child Support Services for assistance with child support issues; and provided contact information for the Adult Probation Department.</p>
	<p>~ A resident of another County called on behalf of her adult son who was homeless in Hayward but traveled to Berkeley when shelter space was available. The caller said her son had sustained injury to his brain which resulted in mental illness. She was planning to come to California to locate her son to get him the help he needed. She was provided information to BACS which offers psychiatric case management; Alameda County Behavioral Health Care Services for a central intake and assessment; and to the Alameda County Network for Mental Health Clients serving those that are homeless and mentally ill.</p>
	<p>~ A senior from Livermore called seeking assistance with filing for bankruptcy, as she was overwhelmed with bills that she could not pay. The caller was referred to Money Management International for assistance with the bankruptcy. 2-1-1 asked the caller if she would be interested in learning more about CalFresh and Medicaid. She thanked 2-1-1 but stated she was receiving benefits from both programs.</p>

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Call Examples	~ A homeless individual called from Castro Valley on a weekend for shelter. The caller informed 2-1-1 that he did not have the money or the means to get to a shelter and needed assistance, otherwise he saw no purpose in living and would end his life. 2-1-1 advocated for the caller with St. Vincent de Paul so that they could provide him with assistance to get to shelter. He called 2-1-1 again a few days later. He had had a heart attack and was in rehab but would soon be homeless again. 2-1-1 asked him if he had applied for General Assistance (GA) or CalFresh. The caller indicated that while he had not applied for GA, he did have an EBT card for CalFresh but it was not working and he had not been able to purchase food. 2-1-1 encouraged the caller to go to Alameda County Social Services so that he could apply for GA and get his EBT card fixed as soon as possible. 2-1-1 advocated for the caller and found him shelter at the Storm Shelter in Hayward. 2-1-1 also contacted the South Hayward Parish for case management support for this caller. The caller followed through with GA and getting his EBT card fixed and called back to thank 2-1-1 profusely. The South Hayward Parish was able to assist him with getting into a transitional facility which he is able to pay for with the money he is receiving from GA.
	~ A worker from the Newark Health Center called for one of their Hayward patients needing food. 2-1-1 provided referrals to the South Hayward Parish, New Life Christian Church, Full Gospel Mission Ministries and the Salvation Army.
Caller Feedback	~ "I just spoke with your wonderful employee. She treated me very nicely and is very kind. I don't want to get off the phone without relaying this to you. What a nice experience."
	~ "I have just spoken to a very, very nice lady, your operator. Anyway, she is very fine and gave me the information I wanted, and I am very appreciative of her. She's very nice. I am very pleased with the way she handled the call and I didn't want to leave the line without telling you. So, thank you."
	~ "2-1-1 took me by the hand and encouraged me and didn't let me give up. I could really tell their heart was in it and they truly cared for me, I wasn't just another number to them. I couldn't have done it without 2-1-1. Your staff sets the bar for the role model of employees. Thank God they're on your team."
Staff Inservice Training Sessions	~ AIDS Project of the East Bay In-service Presentation
	~ EITC Training
	~ Telecare Heritage Psychiatric Hospital In-service Presentation

Resource Information And Technology Updates	
Services Database	~ Five new agencies were added to the services database this month.
	~ The services database contains 1,129 agencies and 2,894 programs.
	~ The process of updating and proofreading the Big Blue Book 2014 edition is complete.
	~ The process of updating the 476 Non-Directory agencies in the services database was started.
Housing Database	~ 268 new units were added to the housing database this month.
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.
Online Services Website	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at www.edenir.org and www.211alamedacounty.org , and www.alamedaco.info . This month the Online Services Directory received 129,276 hits from 14,147 visitors.
Technology	~ Staff performed routine software and hardware maintenance, updated the agency website, and provided updated services data for the Online Service Directory.
	~ Staff continued work toward improving the agency's backup power capabilities. New batteries were purchased and installed in six older Uninterruptable Power Supplies used at workstations in the 2-1-1 call center. A detailed evaluation of options for a generator that could provide power to one or both buildings continues, and quotes for purchasing and installing such a system have been gathered.

Outreach/Public Information Activities	
Meetings	~ The Executive Director met with Alameda County Sheriff Ahern to discuss several topics including Eden I&R's formal role in the County's activated Emergency Operation Center; the continuation of Eden I&R's participation in countywide disaster drills; and the need for an updated customized pocket guide of information for the Sheriff Department's staff and those they serve.
	~ The Executive Director attended the United Way of the Bay Area-sponsored "Report Card on Poverty" conference held at Stanford University. Experts from around the country presented the most current data regarding poverty throughout the United States. Breakout sessions were held in the afternoon so that more specific information could be shared and discussed. A Bay Area-specific poverty report card is expected in the near future.

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Meetings	<p>~ Eden I&R's management team has been working with AC Transit on a variety of new partnerships related to better accessibility of data, especially transit-related data, for persons living with disabilities.</p>
	<p>~ The Executive Director met with the Executive Director of Collaborating Agencies Respond to Disasters (CARD) to discuss several topics including the 25th anniversary of the founding of CARD in October 2014 and ways in which to celebrate that event; additional ways to inform the public about how CARD and Eden I&R have greatly enhanced their capabilities to prepare for and respond to disasters; and new partnership ideas moving forward.</p>
	<p>~ The agency renewed its subcontract with 2-1-1 San Diego in order to continue to provide prescreening and outreach for the CalFresh program via 2-1-1. This very successful contract has resulted in prescreening and outreach efforts impacting 20,357 callers to help them receive assistance in buying food for themselves and their families since this contract began in late 2009.</p>
	<p>~ Alameda County Social Services Agency's financial staff conducted a monitoring visit to Eden I&R which resulted in a perfect annual audit.</p>
	<p>~ The Executive Director met with the Executive Director of the East Bay Community Law Center. Our two agencies have been cross-referring clients for decades and this partnership continues to benefit low-income Alameda County individuals and families in need of legal aid services.</p>
	<p>~ The Executive Director continued to attend the joint re-entry meetings throughout the month, and did a special presentation related to 2-1-1 services for this population and their advocates.</p>
	<p>~ The Executive Director participated in the monthly 2-1-1 Bay Area Partnership conference call during which regional 2-1-1 matters were presented; best practices shared; and statewide concerns raised and discussed.</p>
	<p>~ As the Public Relations statewide chair and board member, the Executive Director participated in the quarterly California Alliance of Information and Referral (CAIRS) board meeting. The primary discussion items included the statewide conference, accreditation and certification issues, telephony and database statewide concerns, as well as the upcoming annual CAIRS retreat topics.</p>
	<p>~ The Executive Director and the Director of Information Technology met with representatives from Alameda County Behavioral Health Care and Bonita House to review and enhance the online CHOICES website which provides housing data for targeted populations (and their advocates).</p>
	<p>~ The Executive Director advocated for the Alameda County-Oakland Community Action Program by presenting before the Oakland Life Enrichment Committee, describing the many ways in which its support of 2-1-1 has assisted low-income residents countywide since 2007.</p>
	<p>~ The Healthcare for the Homeless Executive Director took a tour of the agency and discussed with Eden I&R's Executive Director enhanced ways in which the two organizations could partner to better serve those most in need throughout Alameda County.</p>
	<p>~ The Deputy Director and Operations Director met with a Senior Business Services Representative from Rubicon. The two agencies recently partnered on Rubicon's On the Job Training program for one of Eden I&R's new employees.</p>
	<p>~ The Deputy Director attended the seconded meeting of Certified Enrollment Entities in Alameda County to network, learn about the latest updates on the rollout of health care reform, and hear presentations from representatives of Covered California.</p>
	<p>~ The Deputy Director had weekly conference calls with the California Free Tax Assistance Events team to discuss 2-1-1's role in scheduling appointments and making reminder phone calls to low-income taxpayers.</p>
	<p>~ The Housing Outreach Coordinator is working in collaboration with the American Red Cross to develop a curriculum for rental property owners to prepare their properties and tenants for disaster-related scenarios.</p>
	<p>~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority (OHA) to conduct outreach to rental property owners, on a monthly basis, to inform them of the opportunities with OHA and Eden I&R. Through this outreach property owners throughout the County are able to list their properties with us at no cost.</p>
<p>~ The Housing Outreach Coordinator attended the RHA Rental Property Owner briefing. The subject was screening prospective tenants who are immigrants and are undocumented.</p>	
<p>~ As Chairperson, the Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting.</p>	
Fairs/Events/and Outreach	<p>~ 2-1-1 marketing and outreach materials were distributed this month to: Pleasanton Public Library, Cal State University East Bay Community Health, Highland Hospital Care Transition Program, Niles Discovery Church in Fremont, Conley-Caraballo High School in Hayward, Alameda County Social Services Family Preservation, Fremont Family Resource Center, and Roots Community Health Center in Oakland.</p>
	<p>~ The Veterans Housing Resource Specialists participated in and distributed 2-1-1 materials at the Vet Ready Resource and Career Fair promoting employment, educational opportunities and resources for veterans and their families.</p>

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Fairs/Events/and Outreach	~ The Development/Marketing Officer participated in a panel discussion sponsored by Ptown Life, the City of Pleasanton's youth services networking organization. As part of a panel about information and referral services with representatives from the Alameda County Department of Child Support Services, Child Care Links, and Alameda County First 5 Help Me Grow program, the Development/Marketing Officer presented on 2-1-1's role in providing much needed resources for youth and their families.
	~ The Development/Marketing Officer made a 2-1-1 presentation to the College of Alameda ATLAS Program for students in the Warehouse Operations and Forklift Training class.
	~ Staff participated in and distributed 2-1-1 outreach and marketing materials at the California Public Utilities Commission Safety Fair in Berkeley.
	~ The Housing Outreach Coordinator conducted an in-service training for the Cal State University East Bay Nursing Department.
	~ The Development/Marketing Officer made a 2-1-1 presentation to deputies and staff in the Hayward office of the Alameda County Probation Department.
	~ The Development/Marketing Officer participated in and distributed 2-1-1 materials at a Career and Community Resource Fair sponsored by the Fremont Chamber of Commerce and Fremont Adult & Continuing Education (FACE).
	~ The Housing Outreach Coordinator facilitated an Affordable Housing Workshop for the case management staff of Alameda County Social Services: Family Reunification in Oakland.
	~ As Chairperson, the Housing Outreach Coordinator facilitated the Quarterly Alameda County VOAD General Membership Meeting.
	~ The Housing Outreach Coordinator conducted an in-service for the Nursing Students of CSUEB, explaining the need to have access to social services and housing while assisting patients who need additional services.

Alameda County Summary By City

01/01/2014 Through 01/31/2014; 2-1-1

	¹ Total Calls	² Client Calls	³ General Calls	⁴ Un- duplicated Clients	Disabled Clients	Male Clients	Female Clients	⁵ Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	161	91	70	67	29	11	56	34	22	262
Albany	21	8	13	7	3	1	6	6	3	36
Berkeley	474	208	266	150	80	37	113	54	39	804
Castro Valley	121	66	55	53	16	12	41	21	13	226
Dublin	57	26	31	22	8	3	19	14	10	92
Emeryville	48	30	18	18	7	2	16	4	4	111
Fremont	374	214	160	165	67	37	128	62	37	653
Hayward	1104	638	466	470	184	82	388	268	156	1890
Livermore	145	69	76	59	23	9	50	31	20	245
Newark	109	63	46	42	16	5	37	27	14	186
Oakland	3904	1887	2017	1418	607	298	1120	722	497	6735
Piedmont	10	5	5	3	1	1	2	1	1	7
Pleasanton	68	36	32	31	6	5	26	18	10	129
San Leandro	544	332	212	241	88	37	204	119	75	986
San Lorenzo	49	30	19	20	9	2	18	10	7	75
Union City	147	94	53	76	27	11	65	52	33	286
Other	1273	102	1171	88	32	19	69	37	28	525
Grand Total:	8609	3899	4710	2930	1203	572	2358	1480	969	13248

1. Total Calls: The total of Client Calls and General Calls for the reporting period.
2. Client Calls: The number of times Clients called during the reporting period.
3. General Calls: The number of callers who did not provide demographic information, birth date, and full address.
4. Unduplicated Clients: The number of unduplicated clients who called during the reporting period. These are callers willing to provide demographic information, birth date, and full address.
5. Youth Under 18: The total number of households with youth under the age of 18 in the household.

Alameda County Summary By City

07/01/2013 Through 01/31/2014; 2-1-1

	¹ Total Calls	² Client Calls	³ General Calls	⁴ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	⁵ Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	1280	721	559	434	185	96	338	209	132	2296
Albany	143	71	72	46	17	12	34	17	10	304
Berkeley	3912	1964	1948	865	406	226	639	347	235	6400
Castro Valley	876	524	352	278	91	58	220	133	84	1553
Dublin	391	218	173	128	44	23	105	65	42	688
Emeryville	304	181	123	100	38	24	76	38	28	599
Fremont	2600	1556	1044	827	295	197	629	386	224	4570
Hayward	7833	4730	3103	2429	853	462	1966	1390	851	14436
Livermore	1013	539	474	334	115	59	275	179	99	1794
Newark	722	474	248	238	90	41	197	139	84	1242
Oakland	27945	14353	13592	7357	2909	1650	5704	3730	2534	49382
Piedmont	27	8	19	7	2	2	5	1	1	48
Pleasanton	443	251	192	142	42	29	113	79	45	821
San Leandro	3879	2477	1402	1238	461	223	1015	627	410	7537
San Lorenzo	465	318	147	181	61	36	145	99	59	896
Sunol	4	3	1	3	1	1	2	0	0	13
Union City	943	616	327	371	125	69	302	213	128	1735
Other	8609	830	7779	564	209	123	441	193	141	3804
Grand Total:	61389	29834	31555	15542	5944	3331	12206	7845	5107	98118

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