

## **HUMAN SERVICES COMMISSION AGENDA**

**Wednesday, June 18, 2014  
7:00 P.M.**

**City Council Chamber, 200 Old Bernal Avenue**

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### **CALL TO ORDER**

- Pledge of Allegiance
- Roll Call

### **AGENDA AMENDMENTS**

### **MINUTES**

1. Approve regular meeting minutes of May 21, 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. Topics for Guest Speakers/Presentations for FY 2014/15
5. Discussion of Commissioner Assignments to attend various Community Based Providers' and/or Committee Meetings

### **COMMUNICATIONS**

6. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report: April 2013

### **COMMISSION REPORTS**

- Pleasanton Senior Program Advisory Committee
- Pleasanton Paratransit Task Force
- Tri-Valley Housing Scholarship Program Committee

## COMMISSION COMMENTS

## STAFF COMMENTS

- Work Plan Status Update

## ADJOURNMENT

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### Notice

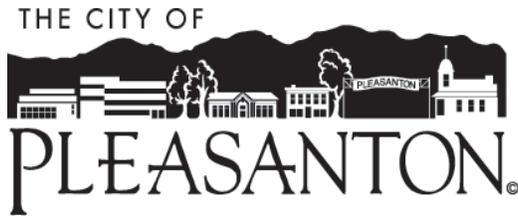
Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Commission after distribution of the agenda packet are available for public inspection at the Community Services Department, 200 Old Bernal Avenue, Pleasanton.

### 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.

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# Human Services Commission Minutes

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City Council Chamber – 200 Old Bernal Avenue, Pleasanton, CA  
May 21, 2014 – 7:00 p.m.

## **CALL TO ORDER / PLEDGE OF ALLEGIANCE**

Chairperson Berger called the meeting to order at 7:08 p.m. The Pledge of Allegiance to the flag was recited.

### **Roll Call**

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

Commissioners Absent: Varsha Clare.

Staff Present: Becky Hopkins, Community Services Manager; Nicole Thomas, Recreation Leader V, and Edith Caponigro, Recording Secretary.

## **AGENDA AMENDMENTS**

Ms. Hopkins noted that she would be presenting item 2a and not Samu Tiumalu.

## **MINUTES**

### **1. Approve regular meeting minutes of April 2, 2014**

A motion was made by Commissioner Hayes, seconded by Commissioner Jhanwar, to approve the minutes from the April 2, 2014 meeting. **The motion was approved unanimously.**

## **MEETING OPEN TO THE PUBLIC**

### **2. Introductions/Awards/Recognitions/Presentations**

**2a. Ptownlife Resource Network** – Ms. Hopkins provided information about Ptownlife Resource Network and discussed the need for networking and learning about services that are available through other city departments and the community. She advised that work was being done by meeting with different groups within the area, i.e. Axis and Pleasanton Unified School District, to discuss different topics.

2b. Parent Education Series - Additional information was provided by Ms. Nicole Thomas about the establishment of the Parent Education Series that has been taking place at the Pleasanton Library, and the positive feedback received from these sessions. Ms. Thomas advised that a need within the community was realized from this program, and work is being done on another Series that will begin in September 2014. The Youth Commission provided input for the upcoming series.

Commissioner Wright was advised by Ms. Thomas that a Certified Parent Coach presenting some of the series was a person who had become certified to help with specific problems. Information was also provided about Stanford Challenge Success and the things teens struggle with in trying to balance and achieve goals and activities.

Chairperson Berger questioned what outreach was being done about the Series. Ms. Thomas noted that information was being sent to schools for distributions, flyers would be placed at various locations throughout the City, and information would be available on PtownLife.

Ms. Thomas advised that the cost for doing each presentation within the Series was approximately \$400 to \$600.

Commissioner Rowland felt this was a great Series with good topics and wondered whether consideration had been given to capturing them on video. Ms. Hopkins advised that this had been discussed, but it is a contractual issue with consultants sharing their work product in this manner.

Commissioner Hayes found it interesting that some of the topics were coming from Stanford. She also discussed transfers from community colleges and suggested that representatives from these colleges be invited to attend the presentation pertaining to college admission.

Commissioner Jhanwar discussed whether the movie screening will be for both parent and youth he thought the Youth Commissioner had discussed.

Commissioner Wright discussed with Ms. Hopkins the meaning of the Series entitled "Teaching Kids to be Good People". Ms. Hopkins advised that this was the title of a book by Annie Fox who will be the presenter at this session. She noted that the book is also available at the library.

Commissioner Roby felt that PUSD does a good job with many of the issues, but much needs to be done by parents. He thought having this Parent Education Series available to the community was a great thing and the topics provide parents an opportunity for dialog.

### **3. Public comment from the Audience regarding items not listed on the agenda**

Kenny Altenburg, Tri-Valley YMCA – discussed funding the Commission allocated to the YMCA and the concerns they had expressed at the March meeting and advised that he wanted to provide the Commission with an update on what is taking place at the YMCA. Mr. Altenburg advised that someone has been hired as a part-time Case Manager and will work on a number of important aspects. The Case Manager will also be working on the behavioral aspects and working with Site Directors. YMCA staff will also be receiving more systemic training and workshops will be provided.

Mr. Altenburg advised that the YMCA is looking for additional funding and he hopes to be able to provide additional information on what is taking place at the YMCA at the next meeting and funds allocated will be spent in the best possible way.

Chairperson Berger thanked Mr. Altenburg for providing this information to the Commission.

### **MATTERS BEFORE THE COMMISSION**

#### **4. Review of Draft Human Services Commission Work Plan for FY 2014/15**

Ms. Hopkins advised that to assist with implementing the City of Pleasanton's Human Services Needs Assessment Strategic Plan, Chairperson Berger and Vice- Chairperson Wright, working with staff, has developed a Draft Work Plan to review with the Commission and assist with the direction, focus and planned outcomes. She noted that the Draft Work Plan includes:

- a) Ptownlife Resource Network - Assigning one member of the Human Services Commission to participate in the Ptownlife Resource Network with a strategic action in mind of sponsoring alliance among nonprofits, faith-based, and public agency providers.
- b) Joint Meeting with the Youth Commission - with an organizational priority of building relationships with Pleasanton staff and local government.
- c) Joint Meeting with Dublin and Livermore Human Services Commission - with the organizational action of reaching out to Livermore and Dublin Human Services Commissions and City Staff.
- d) Sharing Human Services Commission Work Plan - with an organizational priority of building relationships with Pleasanton staff and local government.
- e) City Grants - covers Strategic Action #1 by revising Human Services Commission Grant-Making Protocols/RFP's.
- f) Inclusion Policy - Disability Services and Access
- g) Prepare a White Paper on Dental Health Services in Pleasanton - Spearhead a Community Engagement and Education Campaign.
- h) Guest Speaker/Presentations for Human Services Commission - an Organizational Priority covering Self-educating about best practices.
- i) Identify Additional Meetings for Commissioners to Attend - A Strategic Action that would spearhead a Community Engagement and Education Campaign and Sponsor Alliance among nonprofit, Faith-Based, and Public Agency Providers.

- j) Fee Assistance Program Revision - review whether this can be looked at and streamlined.

Additionally, Ms. Hopkins advised that the Draft Work Plan called for staff to meet monthly and reach out with Human Services staff from Dublin and Livermore.

Ms. Hopkins noted that once the Work Plan has been established it may be shared with the Human Services Commissions from Dublin and Livermore to help further discussions on possible areas of collaboration.

Chairperson Berger noted that in order to address the dental issue in Pleasanton it is necessary to determine what is being done in other communities, i.e. a van that is being used in Contra Costa. She felt it was important to address the dental issues and see what options might be available. Commissioner Wright agreed, and noted that MediCal is available to young people until age 26, so the Commission should be looking at what opportunities are available for dental.

Commissioner Nagler was informed by Ms. Hopkins that research on the Fee-Assistance program would likely be done by staff. Commissioner Wright suggested Commissioner Nagler be included, since this was something he had suggested the Commission look into.

Commissioner Rowland noted this was something that this Commission had discussed some time ago, with a suggestion that people be offered an opportunity to make donations, and Ms. Andrade-Wax had indicated it was something that should be discussed by the Parks and Recreation Commission. She indicated that she would be interested in learning whether any new policies had been adopted.

Ms. Hopkins advised that staff is looking into this, and that people can make donations when filling out their own applications online.

Chairperson Berger questioned whether this was a Parks and Recreation program and whether this Commission should be making recommendations. Ms. Hopkins advised that this Commission could make recommendations to City Council, but a recommendation from the Human Services Commission on this issue would be better if a like recommendation came from the Parks and Recreation Commission. She noted that the Fee-Assistance program makes funds available for low income residents. Ms. Hopkins also informed Commissioner Roby that the program is available for senior programs.

Commissioner Rowland commented on the fact that there has been a lot of conversation on this matter in the past and it would be helpful if this Commission and the Parks and Recreation Commission could align together.

Ms. Hopkins and Commissioner Roby discussed information for the program that should be made available in the Activities Guide.

Chairperson Berger confirmed that Commissioners Nagler, Rowland and Wright would be working together on this activity.

Commissioner Hayes discussed costs associated with doing an information campaign, and was advised by Ms. Hopkins that it was something that would need to be included in the budget for the following year.

Commissioner Roby indicated he would like to assist the Commission with working with faith-based groups. He believes there are people interested in working with the faith groups.

Commissioner Nagler commented on the challenge presented to the Commission when City Serve presented at the March grant-funding meeting. He felt it was viable to follow-up on this and they were an important group to pursue that could become tangible with a joint project.

Commissioner Wright felt faith-based groups were a plus and this was something that should be integrated into some of the Commission's desires.

Commissioner Hayes felt it was important that all faith-based groups be included.

Chairperson Berger suggested Ptownlife as being a good vehicle to use for promoting this.

Commissioner Nagler questioned whether the Commission should be approaching City Council and asking for specific funding for projects that are in line with the Specific Plan, and are over and beyond the funds normally available for allocation. He also felt it was important to let people know how they can access services and wondered whether this could be done through Ptownlife Resource Network. Commissioner Nagler discussed how the Commission could address things with the goal of creating a presence for services that are available.

Commissioner Wright agreed, and thought this would also be needed to help with a dental project.

Commissioner Rowland discussed some of the things taking place in Livermore and liked the idea of brainstorming sessions. She felt person-to-person sessions would work best, but the Commission should keep in mind economic diversity of the different areas.

Chairperson Berger suggested this be considered as a topic for the joint meeting with Dublin and Livermore.

Ms. Hopkins thought the Ptownlife website could be used to make a broader case of the resources available. She also noted that Dublin and Livermore have expressed a desire to update the Pocket Guide, which could be made more interactive and accessible.

Commissioner Wright discussed availability of Friendship Support and the abundance of resources available in Pleasanton for meetings. She questioned whether another location could be found. Ms. Hopkins advised she would check for other available alternatives.

Commissioner Nagler thought the meetings would be a great way for people in the community to learn about what resources are available.

Ms. Hopkins suggested the Activities Guide would be another good resource.

Commissioner Roby asked about use of a calendar on the website that could ultimately be emailed to everyone.

Commissioners Jhanwar and Rowland suggested focus be placed on where the best impact would be found.

Commissioner Wright discussed the possibility of doing USPS mailings to specific areas within the city.

A motion was made by Commissioner Roby, seconded by Commissioner Jhanwar to approve the Draft Human Services Commission Work Plan for FY 2014/15 as presented along with comments from the Commission, and the addition of the Fee-Assistance Program Revision.

**ROLL CALL VOTE:**

AYES: Commissioners Hayes, Jhanwar, Nagler, Rowland, Wright, and Chairperson Berger.  
NOES: None  
ABSENT: Commissioner Clare.  
ABSTAIN: None

Commissioner Rowland discussed the plan and things she felt the Commission should be reviewing in the next session.

Commissioner Wright indicated she had learned a lot about what the City is doing at the recent Workshop with staff and thanked Ms. Hopkins for her help and the information provided.

**5. Review of Commission Meeting Schedule for June 2014**

Ms. Hopkins reviewed the modified meeting schedule with the Commission and advised that since the Commission would be attending a joint meeting with the Dublin and Livermore Human Services Commissions on June 10, 2014, that they consider whether or not they would like to cancel their June 18, meeting.

Commissioner Rowland suggested retaining the June 18 meeting.

Commissioner Hayes questioned whether it would be necessary to have Workshop meetings for other projects. Ms. Hopkins advised that the Youth Commission has Sub-Committees for their various projects and a member from the Sub-Committee reports back to the larger group so decisions can be made. She felt this was something that this Commission may wish to consider.

Chairperson Berger suggested holding a short meeting on June 18 to address two items of the Work Plan, Committee/Meeting Assignments and Guest Speakers/Topics. She suggested Commissioners look at the topics and email staff with their suggested topics.

**6. Discuss Agenda Items for Joint Meeting with Dublin and Livermore Human Services Commissions**

Ms. Hopkins asked the Commission to discuss and provide topics they would like for inclusion on the Agenda for the joint commission meeting.

Topics suggestions by Commissioners included:

- Outreach and how to manage effectively.
- Can something be done as a Tri-Valley Group?
- Review data available, especially for utilities within the Tri-Valley, i.e. Multi-Service Center in Livermore.
- Identify new data that unites everyone.
- Look for common ground and Work Plans from other cities than can be shared.
- Sharing of the Strategic Plan.
- Have the three cities present highlights from the past year on what they have achieved.
- Have effective dialog.

The Commission agreed that topics for the joint meeting should be: 1) Outreach; 2) identifying data for the Tri-Valley; 3) Sharing of the Strategic Plan; and 4) Round Table Sessions.

Commissioner Rowland suggested data topics the Commission look at include school lunch program and profit guidelines. She indicated she would be happy to work with staff on this. Commissioner Wright felt this should be Alameda County focused. Ms. Hopkins thought this could be a joint statement of specific data that could be adopted by all three cities.

Chairperson Berger was concerned that data equaled action and the Strategic Plan is built on specifics that need to be known first before the other cities Commissions were informed.

Ms. Hopkins advised that Alameda County has a fact sheet on each city in the county that provides pertinent information.

Commissioner Rowland indicated she would like for the Commission to do something that would help unify the three cities and bring forward information that would be helpful. Commissioner Hayes thought discussions at the joint meeting could bring the cities to this.

Commissioner Roby suggested the Commission think about what things are important and link the three Tri-Valley cities together.

Commissioner Rowland indicated she would provide Ms. Hopkins with data she had and discussed health care graphics available through Axis Community Health.

## COMMUNICATIONS

7. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report, March 2014

Reviewed.

8. Housing Commission Minutes: March 2014

Reviewed.

## COMMISSION REPORTS

Pleasanton Senior Program – Commissioner Wright advised that the Senior Support Program will soon be receiving a large grant.

Pleasanton Paratransit Task Force – No report.

Tri-Valley Housing Scholarship Program Committee – No report.

Commissioner Wright noted that she no longer attends the Alameda County Area Agency on Aging meetings.

Ms. Hopkins felt that a member of the Commission, or a staff person, should be attending these meetings. She will put this on the agenda for the June 18, 2014 meeting.

## COMMISSION COMMENTS

Commissioner Rowland advised that the Governor's budget includes an item on Adult Education and reports on funding strategies. Additional information on this should be made available by the end of the year. Tri-Valley and Eden sub-committee groups have been formed and she offered to keep the Commission informed as this progresses. She also advised that the State wants to see integration with community colleges.

Commissioner Hayes asked if ROP was looked at as a model. Commissioner Rowland thought ROP was being looked at and could be used as a model.

Commissioner Wright was informed by Commissioner Nagler that he thought this had been put forward by the Adult Education Teachers group who were upset at having lost the funding.

## STAFF COMMENTS

Nutrition Program Update – Ms. Hopkins advised that Alameda County has awarded the Congregate Meals contract in Pleasanton to Open Heart Kitchen (OHK). Spectrum will continue to provide Meals on Wheels program in Pleasanton.

July 8 will be the first day that OHK officially takes over the program, and the meals will be served at the Senior Center in the main hall, the program will be called "Sage Café". Food will be served from noon to 2:00 p.m. each day and seniors will be allowed to do take-out orders. Cost of the meals will be \$3.00. An official kick-off will take place in September.

Commissioner Hayes confirmed with Ms. Hopkins that funds for this program were being transferred to OHK.

Commissioner Roby questioned whether this Commission's grant process had played into the decision-making by the County.

Commissioner Wright advised that the Assistance League of the Tri-Valley will be providing assistance to OHK. She also felt that it was important that the Commission be respectful of Spectrum who services the Meals on Wheel program.

Commissioner Roby agreed, and invited everyone to attend the Spectrum fundraising event on June 7, 2014.

ESL Classes Update – Ms. Hopkins advised that the City of Pleasanton has contracted with an instructor for these classes and is trying to keep them fee affordable. Classes will be held at the Nature House.

City of Livermore Summit on Homelessness – the Commission was advised that Commissioners Clare and Wright attended this event with Ms. Hopkins. There were over 200 people in attendance. The morning session included guest speakers and the afternoon session included breakout sessions which were challenging due to the group size.

Commissioner Wright felt it was a fascinating event and had learned that local landlords are not accepting Section 8 vouchers. "Homes First" was a big issue and included discussion on the number of people sleeping outside and a proposal for micro-cottages.

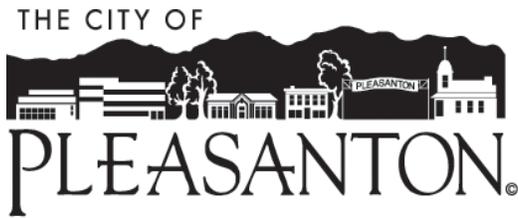
Commissioner Roby noted that places available in Pleasanton are not the same as in other areas. He also informed the Commission that Tri-Valley Haven would like to build a multi-service place in Pleasanton and suggested that Tri-Valley Haven Director, Ann King, be invited to present to this Commission and provide additional information.

Commissioner Wright felt it was important that Pleasanton does not get left behind with conversations on this subject, and felt there were a lot of people in the area that could be helpful.

Chairperson Berger asked Ms. Hopkins to check on whether the City of Livermore was planning to talk about this at the joint meeting.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:12 p.m.



# Human Services Commission Agenda Report

June 18, 2014  
Item 4

**SUBJECT: TOPICS FOR GUEST SPEAKERS/PRESENTATIONS FOR FY 2014/15**

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## **SUMMARY**

The Human Services Commission FY 2014/15 Work Plan identifies as an activity to have Guest Speakers/Presentations at each Commission meeting.

## **RECOMMENDATION**

It is recommended that the Human Services Commission discuss potential presentation topics and speakers for FY 2014/15.

## **FINANCIAL STATEMENT**

None

**BACKGROUND**

On May 21, 2014, the Human Services Commission adopted a Work Plan for FY 2014/15. The Work Plan includes a project/activity that will invite presentations/guest speakers to the Human Services Commission's monthly meeting. This project/activity meets the Human Services Strategic Plan Organization Priority – "Self-educating about best practices".

**ALTERNATIVE ACTION**

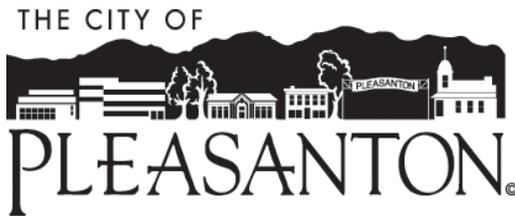
Any other action as determined by the Human Services Commission.

Submitted by,

/s/

Becky Hopkins

Community Services Manager



# Human Services Commission Agenda Report

June 18, 2014  
Item 5

**SUBJECT: DISCUSSION OF COMMISSIONER ASSIGNMENTS TO ATTEND VARIOUS  
COMMUNITY BASED PROVIDERS' AND/OR COMMITTEE MEETINGS**

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## **SUMMARY**

On May 21, 2014, the Commission requested that additional committees or meetings be considered for attendance by Human Services Commissioners. This activity is identified on the Human Services Commission's FY 2014/15 Work Plan and meets the Human Services Commission Strategic Plan's – Strategic Action #2 which emphasizes Community Engagement and Education, and Strategic Action #3 which promotes building alliances with non-profit, faith-based, and public agency providers.

## **RECOMMENDATION**

It is recommended that the Human Services Commission take the following actions:

1. Discuss attending various community based providers and/or committee meetings; and
2. Appoint Commissioners to attend designated meetings.

## **FINANCIAL STATEMENT**

None

**BACKGROUND**

Annually, the Human Services Commission reviews its Committee Assignments and makes changes as needed. On December 3, 2014, the Commission made appointments to the Housing Scholarship Program Committee and Senior Program Advisory Committee; these appointments will expire at the end of 2014. On May 21, 2014, the Commission requested that additional community based provider's and/or committees meetings be considered for attendance by the Human Services Commission.

**ALTERNATIVE ACTION**

Any other action as determined by the Human Services Commission.

Submitted by,

*/s/*

Becky Hopkins  
Community Services Manager

**Attachments**

1. Committees and Meetings Worksheet



## EDEN I &amp; R, Inc.

## 2-1-1 Alameda County Monthly Narrative Report: April 2014

Noteworthy Updates	
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During the month of April, 8,975 calls were handled by 2-1-1 Resource Specialists and 13,619 health, housing and human service referrals were provided. Of the unduplicated callers, 79% were female, 33% were single-headed households with minor children, and 42% 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 April it received 135,429 hits from 13,825 visitors.

Eden I&R's staff and board are still reeling from the loss of our beloved Housing Outreach Coordinator, Ollie Arnold. Ollie passed away on May 1. Passionate about her work at Eden I&R for over 15 years, Ollie wore many hats including heading up our housing department, coordinating our volunteer program, and leading the agency's disaster preparedness and response work. Ollie was full of energy and was described as "the heart and soul of Eden I&R" by one of the many colleagues who have expressed their condolences to the agency. She was not only a wonderful employee but a community volunteer and a loving wife and mother. Ollie's contributions to Eden I&R, the City of Hayward, and throughout Alameda County were many. She will be greatly missed. In her memory, Eden I&R's Executive Director and Board of Directors have re-named the agency's housing department, the Ollie Arnold Housing Department.

Volunteers are an important part of Eden I&R's organization and Volunteer Appreciation Week in April is our way to thank our volunteers for their time and efforts they contribute to our agency. In honor of our 10 active volunteers and 21 past volunteers from 2013, we organized several activities to show how much they are appreciated. These 31 volunteers have donated a combined total of 5,833 hours to the agency. Throughout the week we had various activities for the volunteers including a bagel breakfast, an ice cream social, and a barbeque.

Call Information	
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Call Examples	~ A caller from Piedmont indicated she was the mother of a girl whom she suspected was a victim of human trafficking and was seeking assistance. The caller was referred to MISSSEY and the National Human Trafficking Resource Center.
	~ A homeless woman from Pleasanton called for assistance with obtaining a divorce. The caller shared with the Phone Resource Specialist that she was a victim of domestic violence. She was referred to Bay Area Legal Aid and the Hayward Hall of Justice. 2-1-1 informed the caller about CalFresh and General Assistance and referred her to Alameda County Social Services to apply for these benefits programs.
	~ A single mother of two children from Newark called for psychiatric and outpatient alcohol treatment programs. The caller shared that she had a history of domestic violence abuse and had a physical disability. She was referred to The Hume Center, Pathways to Wellness and Fremont Hospital, as well as the ACCESS line for further referrals.
	~ A Berkeley caller who is a single mother of two adult children, one of whom has mental and physical disabilities, called for legal advice regarding tenant rights. She was referred to East Bay Community Law Center, Bay Area Legal Aid, and Centro Legal de la Raza. The caller was also pre-screened for and referred to CalFresh.
	~ A mother of two children aged 12 and 16 called from San Lorenzo. The caller informed 2-1-1 that she had been formerly incarcerated for physically assaulting the father of her children, for which she had received two years probation and joint custody of the children, but the court had denied her child support due to her record of domestic violence. She shared that she was living with her brother and his family but needed her own home. The caller was referred to The Latino Commission Women With Hope Program for counseling and other resources, Alameda County Family Justice Center and the Legal Aid Society for legal assistance, and two low-income apartment wait lists: Terraza Palmera and Seven Directions Apartments.
	~ A caller who is part of a two-parent family called from a relative's house in Fremont. The caller was seeking two-bedroom rental listings under \$1000/month in only certain cities, which 2-1-1 was not able to locate. The caller was told about transitional housing as an alternative, and was referred to McKinley House and Sankofa House in Berkeley and Banyon House in Hayward. The caller called again the next day for low-income housing and was referred to the Terraza Palmera and Cathedral Gardens.
	~ A single male veteran from Alameda called for housing, informing 2-1-1 that he was going to be homeless in June. The caller also shared that his SSI benefits had been terminated because he had come into a small inheritance, so he no longer had an income. He was referred to the U.S. Department of Veterans Affairs National Call Center for Homeless Veterans, the SSVF program through Berkeley Food and Housing, East Oakland Community Project, and Sunrise Village. The caller was also pre-screened and referred to CalFresh.

## EDEN I & R, Inc.

<b>Caller Feedback</b>	<p>~ "I used to work for a law firm, but I haven't worked in a few years. Your employee told me about programs that can help me, that I never even knew existed. She provided me several referrals. I knew nothing about Season of Sharing, General Assistance or CalFresh before calling 2-1-1. Your employee gave me several numbers to various food banks. I also received information on Medi-Cal. I even received information regarding the Department of Consumer Affairs. Your employee was very informed, very personable, very patient and took the time to make sure I had all the information I needed to help me locate the resources I need at this challenging time. Please thank her for helping a senior like me. I hope to speak with her specifically, if I need to call 2-1-1 again."</p> <p>~ "I just wanted to give your employee kudos because she was a great help and very informative."</p>
<b>Staff Inservice Training Sessions</b>	<p>~ Native American Health Care Center In-service Presentation</p> <p>~ Alameda County Public Health Department In-service Presentation on Vicarious Traumatization and Self-Care in the Social Service Field.</p> <p>~ 2-1-1 Staff Training on the California Emerging Technology Fund (CETF) from Eden I&amp;R's Director of Information Technology</p> <p>~ 2-1-1 Staff Follow-up Discussion on Self-care with Eden I&amp;R's Deputy Director</p>

<b>Resource Information And Technology Updates</b>	
<b>Services Database</b>	<p>~ Two new agencies were added in the services database this month.</p> <p>~ The services database contains 1,142 agencies and 2,912 programs.</p> <p>~ The process of updating the 474 "Non-Directory" agencies continues. So far, we have updated 404 agencies.</p>
<b>Housing Database</b>	<p>~ 115 new units were added to the housing database this month.</p> <p>~ Housing Subscriptions (mail, PDF &amp; OHIP) were sent to community-based organizations in Alameda County and San Francisco County.</p>
<b>Online Services Website</b>	<p>~ Eden I&amp;R's health and human services data is provided free through the agency's publicly accessible websites at <a href="http://www.edenir.org">www.edenir.org</a> and <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a>, and <a href="http://www.alamedaco.info">www.alamedaco.info</a>. This month the Online Services Directory received 135,429 hits from 13,825 visitors.</p>
<b>Technology</b>	<p>~ In-depth development work was done on a new website that will provide enhanced transportation-related information. This soon-to-be-launched website is made possible through a partnership with AC Transit.</p> <p>~ System updates on the local client desktop were completed including the FileMaker application.</p> <p>~ Visio diagrams were created for a funding proposal to illustrate process flow, as well as for a large scale national 2-1-1 project to capture a summary picture of the current national 2-1-1 environment.</p>

<b>Outreach/Public Information Activities</b>	
<b>Meetings</b>	<p>~ Several Eden I&amp;R managers met with Code For America representatives while negotiating whether or not 2-1-1 centers statewide would work more directly with this open referral data project.</p> <p>~ The Executive Director represented the agency at an Emergency Volunteer Center (EVC) meeting with Alameda County Social Services Agency's HR Director, various library employees, as well as volunteer representatives in order to discuss how Eden I&amp;R/2-1-1 Alameda County could partner with the county after a disaster. 2-1-1 would handle the virtual EVC while the on-site EVCs are being prepared to open for the public.</p> <p>~ The Executive Director led a tour for the new Workforce Investment Board (WIB) financial analyst who was interested in all of the various programs and services provided by the agency.</p> <p>~ The management team continued to work with AC Transit on the website project that will provide a separate portal on Eden I&amp;R's website for transportation information, particularly for seniors and people with disabilities.</p> <p>~ The Executive Director of 2-1-1 Sacramento visited Eden I&amp;R to see firsthand the various programs that are similar and different (like the agency's extensive housing database) than those of his agency.</p> <p>~ The Executive Director renewed the California Emerging Technology Fund (CETF) contract with 2-1-1 California. This partnership includes funding which allows the agency to provide 2-1-1 callers with information on low-cost broadband services, free computer training, and free or low-cost computers so that their families can have better access to such information as employment and educational data.</p> <p>~ The Management staff spent most of April re-negotiating with all 14 cities and various county departments for Fiscal Year 2015 funding.</p>

## EDEN I & R, Inc.

<b>Meetings</b>	~ Eden I&R's Board of Directors had their quarterly meeting during which strategic plans were solidified for continued services for Fiscal Year 2015.
	~ The Executive Director met with the East Bay Employment Development Agency's Executive Director in order to discuss ways in which businesses can benefit from Eden I&R's services, and how businesses can provide additional financial support from the private sector to the agency's various programs.
	~ The Executive Director represented the agency at the monthly Community Corrections Partnership Executive Committee meeting at the Probation Department. Topics of discussion included employment and housing services for recently released inmates as well as current information related to the new Day Reporting Center and the new Community Advisory Board.
	~ The Executive Director attended the monthly 2-1-1 Bay Area Partnership meeting held at the United Way of Silicon Valley. A tour of the Silicon Valley 2-1-1 operation was provided as well as discussions about current regional projects.
	~ The Executive and Deputy Directors met with the directors of the county's Social Services Agency and Health Care Services Agency, along with representatives from the IT department, in order to discuss the numerous ways in which 2-1-1 is currently assisting county staff and their clients. Also discussed were new and enhanced ideas of ways in which 2-1-1 could further serve county staff and residents.
	~ The Executive Director attended the quarterly statewide California Alliance of Information and Referral Services (CAIRS) board meeting. Topics of discussion included CalFresh outreach and enrollment, the CAIRS annual conference in October, the CAIRS newsletter features, statewide 2-1-1 apps, and regional-specific projects.
	~ The Deputy Director attended the Alameda County Volunteer Workgroup Meeting at the Office of Emergency Services in Dublin. The discussion continued on how various county agencies, cities, and Eden I&R/2-1-1 will work together to mobilize Emergency Volunteer Centers (EVCs) and disseminate information about spontaneous volunteers in the event of a disaster.
	~ The Deputy Director attended the bimonthly Workforce Investment Board ACCESS Steering Committee meeting and gave an update on recent employment-related trends and needs noticed by 2-1-1 Resource Specialists among callers.
	~ The Deputy Director attended the Hayward City Council meeting to hear various updates about the city including funding recommendations for social service agencies in FY14/15.
	~ The Deputy Director had a conference call with members of the team from the 2014 Free Tax Assistance Events sponsored by Intuit/CCIA. The purpose of the call was to do a "debrief" of this year's free tax assistance events including 2-1-1's participation. The team leaders thanked 2-1-1 for its great work on the program for the sixth consecutive year.
	~ The Deputy Director and one of the 2-1-1 Phone Resource Specialists who had become a Certified Enrollment Counselor met with the representative who served as the agency's liaison with Covered California throughout the open enrollment process. These two staff provided feedback on Eden I&R's experience as a Certified Enrollment Entity, assisting clients apply for health insurance between November and the extended open enrollment deadline of April 15.
	~ The Housing Outreach Coordinator worked 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.
	~ As Chairperson, The Housing Outreach Coordinator, facilitated the monthly Tri-Valley Housing Scholarship board meeting.
	~The Housing Outreach Coordinator and one of the Housing Resource Specialists attended the Alameda County Aging & Disability Resource Connection (ADRC). Part of the discussion was about the role of Eden I&R/2-1-1 Alameda County in disseminating information.
	~ The Deputy Director and Housing Outreach Coordinator conducted an in-service training for Cal State East Bay Nursing Students.
	~ One of the Housing Resource Specialists attended the RHA Property Owner Workshop and explained how to list properties in Eden I&R's housing database.
	~ One of the Housing Resource Specialists attended a meeting to continue the discussion with CRIL and other community-based organizations about the creation of an Aging & Disability Resource Connection (ADRC) in Alameda County.
~ The Housing Outreach Coordinator attended the Alameda County Disaster Volunteer Workgroup in order to keep other members abreast of the ways in which Eden I&R/211 Alameda County assist volunteers before, during, and after a disaster.	

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	<p>~ As Chairperson, the Housing Outreach Coordinator facilitated the quarterly Alameda County Voluntary Organizations Active in Disaster (VOAD) General Meeting. This month the group had a Resource Tabletop exercise to test the communications and resources amongst the group.</p>
<p><b>Fairs/Events/ &amp; Outreach</b></p>	<p>~ An article titled "2-1-1 Assists Seniors Access Services" was published in Alameda County Renew Magazine (targeted toward senior citizens) Fall/Winter 2014 edition.</p>
	<p>~ 2-1-1 Outreach materials were distributed this month to: Brighter Beginnings, Crisis Support Center of Alameda County, Hayward Promise Neighborhood, American Red Cross, Alameda School District, Child Care Links, Native American Health Center, City of Dublin Human Services Commission, Alameda County Public Defender's Office, Campbell Village Community Center, and City of Hayward Community Services Department.</p>
	<p>~ The Development/Marketing Officer participated in and distributed 2-1-1 outreach materials at: Chabot College Health Center's Denim Day Sexual Violence Awareness Fair in Hayward, North Berkeley Senior Center Health Fair, and City of Oakland Mayor's Job Fair.</p>
	<p>~ The Deputy Director made a 2-1-1 presentation at the American Red Cross in Oakland.</p>
	<p>~ The Development/Marketing Officer made two extended 2-1-1 presentations at Spanish Speaking Unity Council Head Start in Oakland.</p>
	<p>~ Staff participated in and distributed 2-1-1 outreach materials at a Victim Rights Week Event hosted by the Alameda County District Attorney's Office in Castro Valley,</p>
	<p>~ Housing Staff participated in and distributed 2-1-1 outreach materials at a Leadership Luncheon hosted by the Rental Housing Association.</p>

# Alameda County Summary By City

4/1/2014 Through 4/30/2014; 2-1-1

	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	197	97	100	72	35	22	50	31	20	376
Albany	17	6	11	6	2	1	5	3	2	29
Berkeley	547	209	338	157	90	43	114	59	44	913
Castro Valley	89	39	50	34	12	5	29	15	10	168
Dublin	48	21	27	18	9	5	13	7	4	87
Emeryville	45	25	20	23	9	8	15	7	4	81
Fremont	374	186	188	144	52	39	105	68	34	584
Hayward	1077	580	497	434	177	78	356	229	141	1906
Livermore	148	81	67	67	25	15	52	35	12	229
Newark	138	93	45	56	21	10	46	31	18	209
Oakland	4241	1757	2484	1291	540	256	1032	682	471	7148
Pleasanton	65	23	42	23	6	5	18	11	4	126
San Leandro	506	268	238	192	92	33	159	94	59	851
San Lorenzo	61	39	22	27	11	6	21	18	14	122
Union City	130	86	44	66	18	8	58	38	22	201
Other	1285	124	1161	108	44	29	79	34	25	571
<b>Grand Total:</b>	<b>8975</b>	<b>3634</b>	<b>5341</b>	<b>2718</b>	<b>1143</b>	<b>563</b>	<b>2152</b>	<b>1362</b>	<b>884</b>	<b>13619</b>

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

7/1/2013 Through 4/30/2014; 2-1-1

	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	1879	983	896	563	242	135	428	255	161	3313
Albany	192	90	102	56	20	15	41	22	14	381
Berkeley	5342	2510	2832	1113	517	304	809	431	301	8731
Castro Valley	1161	668	493	344	119	71	273	159	97	2060
Dublin	519	276	243	156	53	31	125	78	53	873
Emeryville	444	238	206	125	47	34	91	44	31	867
Fremont	3667	2110	1557	1096	392	279	816	496	277	6231
Hayward	11080	6467	4613	3192	1112	632	2559	1775	1065	20025
Livermore	1444	751	693	448	153	85	363	235	123	2526
Newark	1051	668	383	311	110	57	254	178	103	1761
Oakland	39315	19238	20077	9400	3689	2165	7227	4661	3135	68275
Piedmont	41	8	33	7	2	2	5	1	1	75
Pleasanton	600	318	282	183	51	34	149	97	54	1085
San Leandro	5340	3274	2066	1576	580	294	1282	788	489	10096
San Lorenzo	670	455	215	234	79	45	189	129	82	1281
Sunol	4	3	1	3	1	1	2	0	0	13
Union City	1310	849	461	489	159	92	397	278	165	2319
Other	12658	1165	11493	784	293	172	611	269	191	5377
<b>Grand Total:</b>	<b>86717</b>	<b>40071</b>	<b>46646</b>	<b>20080</b>	<b>7619</b>	<b>4448</b>	<b>15621</b>	<b>9896</b>	<b>6342</b>	<b>135289</b>

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## Human Services Commission FY 2014/15 Work Plan

PROJECT/ACTIVITY	DESCRIPTION	WHO	HSC Strategic Plan	Potential Costs	Target Date for Completion	Status
			Strategic Action Organizational Priority Organizational Action			
<b>Ptownlife Resource Network</b>	<p>The Ptownlife Resource Network began in September 2013 in an effort to bring together those partnering with they City's Ptownlife.org website. The Ptownlife Resource Network provides partners with a resource and referral source, networking opportunities, and the ability to create partnerships and leverage resources in the interest of serving youth and families. Meetings are held September through June on the first Wednesday of each month from 10:00-11:30am at the Operation Service Center - Remillard Meeting Room.</p> <p>Topics for 2013 included: Youth Master Plan, State of the School District Address, Resource and Referral Agencies, Health and Wellness, Library Services, Police Services, Parent &amp; Student Workshops/Forums, Kinship Care</p> <p>Some of the Partners at the table include: Pleasanton Unified School District, AXIS Community Health, Child Care Links, Tri-Valley Haven, YMCA of the Tri-Valley, Lincoln Center, Alameda County Family Services, Zen Strength the Healing Journey, Pleasanton Library, Pleasanton Police, Tri-Valley Humane Society.</p>	Assign one (1) Human Services Commissioners who will participate in the Ptownlife Resource Network	Strategic Action #3 - Sponsor Alliance among Nonprofit, Faith-Based, and Public Agency providers	none identified	June 18, 2014	Scheduled
<b>Joint Meeting with the Youth Commission</b>	Commissions will meet to discuss Youth Master Plan Implementation efforts and Human Services Needs Assessment Strategic Plan efforts. Commissions will determine if any joint efforts/initiatives may be developed.	Human Services and Youth Commissioners	Organizational Priority - Building relationships with Pleasanton staff and local government	none identified	January 14, 2015	Scheduled
<b>Joint Meeting with Dublin and Livermore Human Services Commissions</b>	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.	Human Services Commission	Organizational Actions #1 Reach Out to Livermore and Dublin Human Services Commission and City Staff	none identified	June 10, 2014	Scheduled
<b>Monthly Meeting with Human Services Staff from Dublin and Livermore</b>	To develop working relationship amongst Dublin and Livermore staff to encourage sharing information, resources and promote collaboration.	Becky Hopkins, Community Services Manager	Organizational Actions #1 Reach Out to Livermore and Dublin Human Services Commission and City Staff	none identified	June 30, 2015	Ongoing

## Human Services Commission FY 2014/15 Work Plan

PROJECT/ACTIVITY	DESCRIPTION	WHO	HSC Strategic Plan	Potential Costs	Target Date for Completion	Status
			Strategic Action Organizational Priority Organizational Action			
<b>Share Human Services Commission Workplan</b>	Human Services Commission, in an effort to educate the community and other city commission will make presentations to and/or share written work plan.	Human Services Commission	Organizational Priority - Building relationships with Pleasanton staff and local	none identified	September 30, 2014	To Be Scheduled
<b>City Grants</b>	Review reporting from current grantees for FY 14-15. Review and make recommendation for funding for the FY15-16 Community Grant cycle.	Human Services Commission	Strategic Action #1 - Revise Human Services Commission Grant-Making Protocols/RFP's	TBD	March 5, 2015	not yet started
<b>Inclusion Policy</b>	Review DRAFT Inclusion Policy and provide feedback to Staff	Human Services Commission & City Staff	Addresses Critical Human Service Need - Disability services and access	unidentified	October 7, 2014	Scheduled
<b>Prepare a White Paper on Dental Health Services In Pleasanton</b>	Conduct research regarding dental health services available in Pleasanton, Tri-Valley and Alameda County. Define service gaps. Prepare an authoritative report or guide to help the community understand issue and present possible solutions.	Human Services Commission & City Staff	Strategic Action #2: Spearhead a Community Engagement and Education Campaign	unidentified	June 17, 2015	not yet started
<b>Guest Speaker/Presentations for Human Services Commission</b>	Commissioners will select a topic for each month's meeting to hear Guest Speakers from the Tri-Valley region and or Alameda County.	Human Services Commission & City Staff	Organizational Priority - Self-educating about best practices.	none	June 18, 2014	Scheduled
<b>Identify additional community based provider and/or committee meetings for Commissioners to Attend</b>	Identify a list of additional meetings to attend and appoint commissioners to attend those meetings.	Human Services Commission	Strategic Action #2: Spearhead a Community Engagement and Education Campaign, Strategic Action # 3 - Sponsor Alliance among Nonprofit, Faith-Based, and Public Agency Providers	none	June 18, 2014	Scheduled
<b>Fee Assistance Program</b>	Look at existing program and identify areas	Commissioners Rowland, Nagler, Wright & City Staff	Human Services Needs Assessment Strategic Plan Mission -"encourage innovation, and promote efficient and effective allocation of public resources."	unidentified	November 1, 2014	not yet started