

## **HUMAN SERVICES COMMISSION AGENDA**

**Wednesday, August 20, 2014  
6:30 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
2. Approve joint Human Services Commission meeting with City of Dublin and Livermore action minutes of June 10, 2014
3. Approve regular meeting minutes of June 18, 2014

### **MEETING OPEN TO THE PUBLIC**

4. Introductions/Awards/Recognitions/Presentations
5. 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.

6. Review of Community Development Block Grant (CDBG) Consolidated Annual Performance and Evaluation Report (CAPER) for Fiscal Year 2013
7. Topics for Guest Speakers/Presentations for FY 2014/15
8. Review and Selection of Committee and Meeting Assignments

### **COMMUNICATIONS**

9. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report: May and June 2014
10. Housing Commission Minutes: April 2013
11. Letter from BACS: July 17, 2014
12. City of Dublin Human Services Commission Agenda for July 24, 2014

## 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
- All about Young Children Website <http://allaboutyoungchildren.org/>
- Tri-Valley Poverty Awareness Initiative
- 2013 Community Health Needs Assessment –ValleyCare Health System
- Tri-Valley Health Fair – August 23, 2104 [www.trivalleyhealth.org](http://www.trivalleyhealth.org)
- Brown Act Amendment Applicable to Commissions (Senate Bill 751, Amendment of Govt. Code 54953)

## ADJOURNMENT

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### Notice

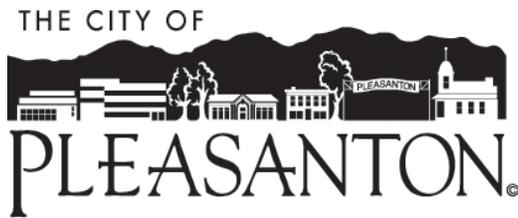
Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Commission after distribution of the agenda packet are available for public inspection at the Community Services Department, 200 Old Bernal Avenue, Pleasanton.

### Accessible Public Meetings

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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.



**JOINT HUMAN SERVICES COMMISSION WORKSHOP  
CITY OF DUBLIN, CITY OF LIVERMORE, AND CITY OF PLEASANTON  
Workshop Notes  
June 10, 2014**

**CALL TO ORDER**

The June 10, 2014 Joint Human Services Commission (Joint HSC) Workshop was called to order at [7:04 PM](#) at the Dublin Civic Center, Dublin, California, by Chair Janet Lockhart.

**PLEDGE OF ALLEGIANCE**

Chair Lockhart led the Pledge of Allegiance.

**COMMISSIONER INTRODUCTIONS**

Introductions commenced with the Commissioners and Staff from the cities of Pleasanton, Livermore and Dublin.

**ROLL CALL**

Commissioners (Cm.) Present: Dublin: Chair Janet Lockhart, Claudia McCormick, Angela Muetterties, Sue Wakamoto-Lee

Livermore: Vice Chair (Vc.) Rob Durrant, Diana Carey, Joanne Horgan, Helen Meier, Julie Schnitter, Chair Wendy Weathers

Pleasanton: Chair Joyce Berger, Prashant Jhanwar, David Nagler, Brock Roby, Susan Hayes, Theresa Rowland, Vc. Rosiland Wright

Commissioners Absent: Dublin: Vc. Alan Brown

Livermore: Barbara Bianchi Kai, Donette Phillips, Sherry Ramirez

Pleasanton: Alison Boswell, Varsha Clare

Staff Present: Dublin: Amy Cunningham, Assistant to the City Manager; Lynette Darensburg, Administrative Analyst II; Anastasia Nelson, Recording Secretary

Livermore: Jean Prasher, Human Services Program Manager

Pleasanton: Becky Hopkins, Community Services Manager

## **PUBLIC COMMENT**

Kenny Altenburg, Branch Operation Director, of the Tri-Valley YMCA gave an update on the Y-Camp, Kids with Special Needs program. He stated that they were able to lower ratios (8 to 1) of children to licensed child care personnel because of funding from the Commissions, an impressive number in comparison with other camps. He next directed attention to the Emerald Vista Apartment Community as they are requesting more services for resident parents. With the help of grant funding through Kaiser, YMCA is looking to offer a holistic health program. He then introduced YMCA's Case Manager, Susan, who is providing valuable one-on-one counseling and case management to residents at Emerald Vista.

## **AXIS COMMUNITY HEALTH – FUTURE COMMUNITY HEALTH CENTER PRESENTATION**

Sue Compton, CEO, of Axis Community Health (Axis) shared information about the community capital campaign to build a new community health center. She explained that Axis is the sole provider of primary care medical services to the uninsured and low income residing in the Tri-Valley with clinics in Pleasanton and Livermore (including mental health). They serve 14,000 people and project an estimated 20,000 by the year 2016. Their current clinic sites are bursting at the seams even with 22 exam rooms, an estimated 50 exam rooms are needed to cover anticipated growth. She explained that the next phase of the project is construction. It is estimated to start November 1, 2014 with a target opening date of August 1, 2015.

She then answered questions from the Commissioners, explaining the community capital campaign goal is \$1.7 million dollars. The current clinics will not close because the exam rooms are needed and the patients expected to use the new clinic are residents of the Tri-Valley, with 60% of the patients living in Livermore.

Ms. Hopkins introduced the M & M game. Commissioners answered a question of choice (from the list provided), corresponding to the M & M color. This exercise encouraged relationship building and familiarity among Commissioners; a lively discussion ensued.

## **COMMISSIONS ROUNDTABLE**

Chair Lockhart opened up the floor to each Commission to share information about recent activities and accomplishments.

Chair Weathers of Livermore related that their total grant funding of \$703,901 dollars was disbursed among capital projects, public service and program administration. She explained the difficulty of only funding 20 of the 33 applicants. She next spoke of the Livermore Human Services Commission's (HSC) involvement in the Housing First Program and the City of Livermore's Homeless Summit.

Ms. Prasher explained that 203 people attended the Homeless Summit and (for the first time) the City of Livermore will be funding a homeless outreach team with the aide of Abode Services (Abode). She then explained that the City of Livermore is participating in Housing First. This is a pilot program in Alameda County, in collaboration with other cities, where

grant money is used to put the chronically homeless directly into a home instead of a shelter, which contributes to a reduction of overall medical and emergency service costs.

Chair Weathers also mentioned that December is a dynamic month of fund raising with efforts to provide warm clothing to the homeless and concluded by inviting fellow Commissioners to participate in these events.

Ms. Prasher answered additional questions about the Housing First program. She explained that Alameda County provides an Emergency Solutions Grant for permanent housing vouchers and that the City of Livermore gives Abode \$25,000 dollars for case management. Abode also provides other sources of funding with the goal of getting those housed stabilized and off the housing voucher, so it can be used to assist others in need.

Chair Berger informed fellow Commissioners that the City of Pleasanton HSC put together a strategic plan (with the help of a consultant), a work plan and a timeline to promote education and outreach, focusing on dental services with the goal of producing a white paper for their City Council.

The Joint HSC discussed dental services further clarifying the need to find willing providers to deliver services to low income families and the uninsured in the Tri-Valley with the current reimbursements that are available. In the discussion the Joint HSC identified program funding sources through the school district (awarded \$5,000 from the City of Livermore), Medi-Cal (covering foster children until the age of 26), but noted the additional out-of-pocket co-pay would make it difficult for these income groups.

Cm. McCormick asked the Commissions how often they meet. Livermore and Pleasanton Commissions confirmed they meet once a month.

Chair Lockhart stated that the Dublin HSC meets quarterly and although newly formed jumped right into Community Grant funding and directing funds to organizations that provide services as identified in the needs assessment. The HSC set a precedent in requesting that arts programs be referred to a different funding source. She stated that \$120,000 dollars was allocated from the City's General Fund, and additional CDBG funding through Alameda County. She then mentioned that the HSC created a mission and vision statement. She also mentioned a noteworthy event, the "Senior Resource Open House." This event was held in Dublin to bring seniors together with service providers that are able to offer targeted human services resources.

Chair Weathers asked how many homeless are in Dublin.

Ms. Cunningham stated that Alameda County issued numbers, but concerns arose as to the accuracy of the numbers.

Chair Lockhart stated that the homeless in Dublin are primarily those living on the edge or "couch surfing."

Cm. Roby asked if Dublin would have to wait until the next census to know if the population has reached 50,000.

Ms. Darensburg responded that HUD looks at the American Community Survey annually, even though the numbers come out every 2-3 years, and it is anticipated that as of July 1, 2014, the City will know if it has become an entitlement City.

Ms. Prasher stated that a homeless count is coming up January 2015 and volunteers will be needed to interview the homeless. The interviews are usually conducted at feeding sites or locations where the homeless congregate.

Ms. Cunningham stated that information can be sent to the Commissioners when available regarding volunteer opportunities for the up-and-coming homeless count.

### **TRI-VALLEY HUMAN SERVICES NEEDS – DISCUSSION AND PRIORITIZATION**

Chair Lockhart opened the floor for a discussion on the Tri-Valley human service needs, suggesting the formation of a subcommittee of the three Commissions focusing on the group's top priority needs.

Ms. Prasher gave a brief overview of the Eastern Alameda County Human Services Needs Assessment (June 2012) (needs assessment), highlighting the top 14 needs.

Ms. Cunningham next had the Commissioners identify the top five needs out of the fourteen, and then explained that two from the top five will be further identified.

Chair Lockhart recessed the Joint HSC at 8:31 PM for a break.

Chair Lockhart called the meeting back to order at 8:43 PM.

**The Joint HSC choose six human service needs, instead of five (due to a tie), and then out of the top six, chose their top three. The top three human services needs are: 1. behavioral health; 2. health care (including dental); and 3. senior services.**

Ch. Lockhart opened up a discussion on how the Commissions could deal with the top priorities either through forming a subcommittee or by some other means. One idea was to communicate between Commissions to keep all informed of progress.

Ms. Cunningham commented that the agendas from each Commission's meeting can be shared with the other Commissions.

Chair Lockhart reminded the Commissioners of the Brown Act and the responsibility of notifying the public when meeting together.

Additional thoughts from the HSC were to tackle projects that affect all three Cities. All Commissioners were in agreement of forming a subcommittee to address the identified three priorities.

Ch. Rowland mentioned the issue of families in poverty and suggested holding a summit and including City leadership, HSC, and school districts to problem solve, explaining that visibility would show concern in the eyes of the community.

Chair Lockhart stated that as neighboring communities, one of the biggest powers is to speak with one voice. She continued that the Joint HSC offering findings to Alameda County on what needs the cities have in common carries weight.

Cm. Nagler suggested a systemic approach versus programmatic. He gave an example of a work group with ongoing discussions between the HSC and the school districts. He mentioned the need to create a way for the HSC to know of evolving changes and what individual jurisdictions can do to respond to them.

Ms. Prasher spoke of an initial convening meeting at Axis's new center regarding poverty in the Tri-Valley. She stated that Kaiser handed out a book, "Poverty in Suburbia," which talks about poverty seeping into suburban areas. These areas have no infrastructure to handle the poverty issues and it leads to people getting overlooked and hiding because they feel stigmatized. She mentioned that the next meeting is September 30, 2014. She also stated that the East Bay Community Foundation would like to expand their focus to the Tri-Valley.

The Joint HSC discussed this important step in acknowledging poverty in the Tri-Valley. Available data provides evidence of the needs. Concern was noted not to duplicate efforts, but to liaison and to get involved with tangible, doable ideas that can fill an unmet needs.

Chair Lockhart expressed concern about holding a summit and suggested supporting local city councils that have the power to make things happen and encouraged a tangible project of supporting summits without initiating them.

The Joint HSC discussed agencies with surplus supplies (i.e. vans, food) and how the Commissioners can use this information to relate needs and solutions to elected officials.

Ms. Cunningham explained the reason for the meeting today is to identify regional priorities, rather than distinguishing between strategy or tangibility. She encouraged the HSC to talk with elected officials and community members about the identified priorities and reminded the Joint HSC that dental care is under the umbrella of health care.

Ms. Hopkins talked about the idea of a joint platform to educate the community and Alameda County on the Joint HSC priorities.

Chair Lockhart asked if each Commission should work on one priority each.

Ms. Prasher stated the Joint HSC should work jointly to have a Tri-Valley voice directing attention to priorities affecting all three cities.

Ms. Hopkins emphasized that a joint voice is tangible and recommended a smaller work group to come up with a statement and objectives that would create a communication piece around the needs assessment.

Ms. Cunningham explained that Staff was hoping the Joint HSC Subcommittee could brainstorm ideas, bringing concepts back to their respective Commissions who could further identify solutions.

Ms. Prasher reminded the Joint HSC that according to the City of Livermore attorney, if there is one person from each Commission meeting together, the Brown Act applies.

**Representatives for the Joint HSC Subcommittee from the Dublin and Livermore Commissions were decided upon: Chair Lockhart and Cm. Wakamoto-Lee from Dublin, Cm. Horgan, Cm. Schnitter and Cm. Carey from Livermore; and Pleasanton will decide next week at their Commission meeting.**

**OTHER BUSINESS**

The Tri-Valley Health Fair, Carnaval de la Salud, August 23, 2014, 10 AM - 4 PM, is funded through Measure A dollars. The health fair will focus on Spanish speaking and low income families, providing health screening, and free transportation to and from the event. Outreach is provided through the schools and a speaker series was conducted in all three communities targeting specific language groups. Volunteers are needed and can sign up through the website at [trivalleyhealth.org](http://trivalleyhealth.org).

**ADJOURNMENT**

Being no further business, the meeting adjourned at 9:39 PM.

Respectfully Submitted,

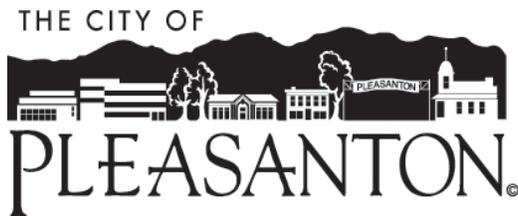
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Anastasia Nelson, Recording Secretary

APPROVED:

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Chairperson, Janet Lockhart



# Human Services Commission Minutes

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City Council Chamber – 200 Old Bernal Avenue, Pleasanton, CA  
June 18, 2014 – 7:00 p.m.

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

Chairperson Berger called the meeting to order at 7:15 p.m. The Pledge of Allegiance to the flag was recited.

### **Roll Call**

Commissioners Present: Susan Hayes, and Chairperson Joyce Berger.

Commissioners Absent: Allison Boswell, Varsha Clare, Prashant Jhanwar, David Nagler Brock Roby, Theresa Rowland, and Rosiland Wright.

Staff Present: Becky Hopkins, Community Services Manager; and Edith Caponigro, Recording Secretary.

## **AGENDA AMENDMENTS**

None.

## **MINUTES**

### **1. Approve regular meeting minutes of May 21, 2014**

Due to a lack of quorum the minutes were not approved.

## **MEETING OPEN TO THE PUBLIC**

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

There were none.

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

There were none.

## **MATTERS BEFORE THE COMMISSION**

**4. Topics for Guest Speakers/Presentations for FY 2014/15**

No discussion due to the lack of a quorum. This item will be added to the agenda for the next Human Services Commission meeting.

**5. Discussion of Commissioner Assignments to attend various Community Based Providers' and/or Committee meetings**

No discussion due to the lack of a quorum. This item will be added to the agenda for the next Human Services Commission meeting.

**COMMUNICATIONS**

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

No discussion. Item to be included in the next meeting agenda.

**COMMISSION REPORTS**

**Committee Meetings**

Pleasanton Senior Program Advisory Committee - no report.

Pleasanton Paratransit Task Force - no report.

Tri-Valley Housing Scholarship Program Committee - no report.

**COMMISSION COMMENTS**

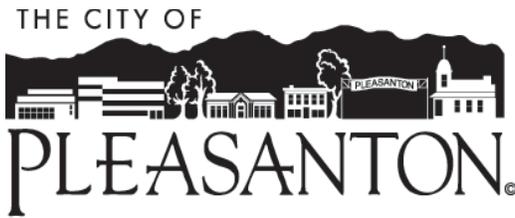
Chairperson Berger indicated to staff that she felt it would be unproductive and a waste of time for the Commission to try to influence Alameda County on various issues, including that of dental care. Commissioner Hayes agreed, but thought it was important that the County be brought up-to-date regarding dental and other concerns in the Tri-Valley area as noted in the recent Needs Assessment. It was agreed by Chairperson Berger and Commissioner Hayes that the Commission should discuss and provide staff with direction on this matter.

**STAFF COMMENTS**

Work Plan Status Update – Ms. Hopkins advised that staff was planning to provide the Commission with a Work Plan Status Update at each Commission meeting.

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 7:29 p.m.



# Human Services Commission Agenda Report

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August 20, 2014  
Item 6

**SUBJECT: REVIEW OF COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)  
CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT  
(CAPER) FOR FISCAL YEAR 2013**

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## **SUMMARY**

This report describes the CAPER process and makes a recommendation to submit the annual report to HUD pursuant to CDBG program requirements.

## **RECOMMENDATION**

It is recommended that the Commission hold the public hearing and direct staff to finalize the required CAPER document for submittal to HUD. The information submitted by each agency will be compiled into the standardized CAPER format using HUD computer software. Related documents (e.g., staff reports, public hearing notices, minutes from public meetings) will be included in the submittal to HUD.

## **FINANCIAL STATEMENT**

There is no fiscal impact to the City related to review of the annual CAPER report.

## **BACKGROUND**

One of the City's responsibilities relative to its annual allocation of Community Development Block Grant (CDBG) funds is the preparation of an annual report called the Consolidated Annual Performance and Evaluation Report, or CAPER. The CAPER is intended to provide a systematic format for reporting on the use of CDBG entitlement funds and is required by Section 104(e) of the Housing and Community Development Act. The CAPER provides detailed information on the use of CDBG funds by subrecipients during the prior fiscal year.

The CAPER process is intended to provide an opportunity for public participation and input at the local level. The information submitted in the report provides an evaluation of grantee and jurisdiction performance to HUD. The CAPER is forwarded to HUD in Washington and is the basis for meeting the statutory requirement to report to Congress on the CDBG program. HUD requires the submittal of the CAPER for the prior fiscal year by September 30 of each year.

The City must now prepare and submit its CAPER for FY 2013 (13/14), which ended on June 30, 2014. The agencies which received funds in FY 2013 are listed in Table P-1. While the CAPER will be reviewed by the Human Services Commission, the City's Housing Commission is being provided with copies of the staff report and related materials, and HC members may attend as observers if desired. [The Housing Commission makes annual CDBG funding decisions for housing-related projects.]

## **DISCUSSION**

The attached Table P-2 provides a summary of the following statistics for each of the agencies which received CDBG funds in FY 2013: 1) use of funds (budgeted vs. spent); 2) subrecipient accomplishments / project status; 3) performance measures (a requirement that was recently introduced by HUD); and 4) statistics on households and/or persons assisted (e.g., number of beneficiaries, income level, ethnicity, family status, etc.).

As shown in Table P-2, CDBG and City funds allocated in FY 2013 benefited 3,120 primarily low-income individuals through various projects, programs, and services coordinated through subrecipients. The information contained in Table P-2 was submitted by subrecipient agencies via the ZoomGrants online grant management software (copies of individual reports are also included as Attachment 3). The Commission is encouraged to review the table and individual CAPER reports and to prepare questions as appropriate for discussion at the public hearing.

In addition to the statistical information provided in Table P-2, an important element of the CAPER process is the opportunity for presentations by each of the subrecipient agencies. Each agency has been invited to make a brief presentation at the meeting to summarize the accomplishments of projects which were funded in FY 2013 with Pleasanton CDBG funds. In addition, projects which were funded with City General Funds and/or Lower Income Housing Funds (allocated at the same time as CDBG funds) will also be invited to discuss the status and results of their projects. The presentations will provide an opportunity to illustrate "human interest" and other aspects of each CDBG project which may not be apparent in the statistics shown in Table P-2.

Commissioners will have the opportunity to ask questions of subrecipients at the hearing. In addition to its use in the CAPER process, the information obtained at the public hearing may be useful during the next grant funding allocation rounds that will take place in late 2014 and early 2015.

**ALTERNATIVE ACTION**

Any other action as determined by the Human Services Commission.

Submitted by:



Scott Erickson  
Housing Specialist

Attachments

1. Table P-1, FY 2013 CDBG Program Funding Allocation
2. Table P-2, FY 2013 CDBG Program Accomplishment Data
3. CAPER Reports Submitted by Subrecipients

**Table P-1:  
City of Pleasanton FY 2013 CAPER – HHSO Program Funding Allocation**

<u>AGENCY:</u>	<u>PURPOSE:</u>	<u>PROJECT TYPE:</u>	<u>CDBG</u>	<u>FUNDING:</u> <u>City (Gen Fund)</u>	<u>City (Housing)</u>
Abode Services	Case management services for Housing Scholarship Program	Housing Service			\$30,000
Axis Community Health	Pre-development for capital project	Capital	\$100,000		
Axis Community Health	Coordination of health care access for uninsured families	Public Service	\$2,000	\$13,000	
Bay Area Community Services (BACS)	Valley Wellness Center	Public Service	\$2,000	\$5,000	
City "Section 108" Loan Repayment	Sojourner House (formerly Family Crisis Shelter)	Capital	\$21,408		
City of Pleasanton	Administration of CDBG program by City of Pleasanton	Administration	\$54,488		
Comm. Res. for Indep. Living (CRIL)	Housing assistance services for disabled persons	Housing Service			\$12,000
East Bay Innovations	Ramping Up for Independence	Public Service		\$5,000	
Easter Seals Bay Area	Tri-Valley Community Inclusion Program for dev.-disabled youth	Public Service		\$5,000	
ECHO Housing	Tenant-landlord, fair housing, and rental assistance programs	Housing Service			\$48,000
Eden I&R, Inc.	2-1-1 Alameda County	Public Service		\$16,000	
Legal Assistance for Seniors	Free legal services for seniors through Pleasanton Senior Center	Public Service		\$13,000	
Neighborhood Solutions	Housing rehab. services for low-income Pleasanton residents (*)	Housing Rehab	\$55,646		
Open Heart Kitchen	Operation of RVC hot meal program for low-income seniors	Public Service	\$12,866	\$11,000	
Open Heart Kitchen	Operation of Trinity hot meal program for low-income residents	Public Service		\$8,000	
Spectrum Community Services	Meals on Wheels program for low-income seniors	Public Service	\$5,000		
Spectrum Community Services	Congregate meal program for low-income seniors	Public Service	\$19,000		
Tri-Cities Health Center	East County HIV client service advocacy	Public Service		\$5,000	
Tri-Valley Haven	Food pantry project	Public Service		\$8,000	
Tri-Valley Haven	Counseling and restraining order clinic	Public Service		\$12,000	
Tri-Valley Haven	Sojourner House emergency shelter operations	Public Service		\$22,000	
Tri-Valley Haven	Shiloh domestic violence shelter operations	Public Service		\$18,000	
Tri-Valley YMCA	Case management services for children and families	Public Service		\$19,000	
Tri-Valley Housing Opportunity Center	Community Stabilization Project	Public Service			\$25,000
<b><u>TOTAL FUNDING (FY 2013): \$547,408</u></b>			<b>\$272,408</b>	<b>\$160,000</b>	<b>\$115,000</b>

**Table P-2a:**  
**City of Pleasanton FY 2013 CAPER - CDBG Program Accomplishment Data**

Agency	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
	Budget	Spent (Aug 14)		Objective	Outcome	Indicator	
Abode Services	\$30,000	\$27,567	The Tri-Valley Housing Scholarship Program provided housing subsidy and case management services to a total of 5 households living in Pleasanton. These households consisted of 2 single adults, 2 single head-of -households, 1 two parent household and 3 children during this reporting period. Two of the households completed their education/training and graduated from the program. Both of the participants have remained living in Pleasanton and have gained full time employment. In addition to the four current households, two (2) new households were approved for the program.	Provide Decent Affordable Housing	Affordability	Tenant-Based Rental Assistance	5
Axis Community Health (Pre-Dev for Capital Project)	\$100,000	\$25,050	CDBG funds were used to support the pre-development of a new community clinic to increase Axis's capacity to provide medical care for low income residents by over 50%. Axis is the only federally qualified clinic and provider of medical services to low income uninsured and under insured residents in our area. Funds from the prior year helped Axis purchase a new site on West Las Positas Blvd. in north Pleasanton. This year's funding enabled Axis to pay for project financial and feasibility consultants to pursue necessary financial modeling in preparation for pursuing tax-exempt bond financing. Funding also enabled completion of the architectural design and a capital campaign feasibility study.	Create a sustainable living environment	Availability / Accessibility	Infrastructure and Public Service Activities	0
Axis Community Health (Health Care Access)	\$15,000	\$15,000	A total of 423 unduplicated Pleasanton residents received enrollment services during the project year. Axis's enrollment service is an ongoing program that is provided at clinic sites in Pleasanton and Livermore as well as at locations throughout the community, including health fairs and libraries. This program provides assistance to low-income and uninsured residents in accessing medical care through enrollment in public health insurance plans. Axis's innovative enrollment service positively impacts the community by improving access to care.	Create a suitable living environment	Availability / Accessibility	Public Service	423
Bay Area Community Services (BACS)	\$7,000	\$7,000	The Valley Wellness Center provided services to 34 Pleasanton residents in FY 2013, providing quality mental health recovery services and supporting our participants to be productive citizens in the community. This community integration includes gainful employment, family reunification, civic involvement, engagement, adherence and collaboration in the areas of medical care and community based social supports and is the foundation of our ultimate goal of assisting individuals to graduate from higher levels of care and re-integrate into the community.	Create a suitable living environment	Availability / Accessibility	Public Service	34
City "Section 108" Loan Repayment	\$21,408	\$21,408	The 11th and final of 11 annual payments on the HUD Section 108 loan was made on schedule in August 2013. The loan was obtained jointly by the cities of Pleasanton, Livermore, and Dublin to acquire and rehabilitate the former Family Crisis Shelter, now known as Sojourner House.	---	---	---	---
Community Resources for Independent Living (CRIL)	\$12,000	\$11,910	CRIL provided Independent Living Services, Housing Assistance and Benefits Counseling to 12 new Pleasanton Consumers. CRIL also helped, indirectly, 65 Pleasanton residents with disabilities who have not yet become consumers. Pleasanton agencies or businesses that CRIL worked with this last quarter: Eden Housing; Eden I & R; Carmen Avenue Apartments; Hindu Community Center; Las Positas College; Legal Assistance for Seniors; Livermore Adult Education; NAMI Tri-Valley; Open Heart Kitchen; Pleasanton Chamber of Commerce; Parkinson's Support Group; Pleasanton Adult Education; Satellite Affordable Housing Associates; St. Vincent de Paul; and Tri-Haven Food Pantry for a total of 31 this FY.	Create a suitable living environment	Availability / Accessibility	Number of persons who were assisted in obtaining new or improved access to benefits.	15
East Bay Innovations	\$5,000	\$5,000	EBI served 29 Pleasanton residents through the Ramping Up for Independence program during FY2013. On January 15, 2014, the first session took place at the Pleasanton Senior Center on Sunol Blvd and included a panel of EBI clients who are currently employed, the parent of an EBI client who is working, and staff from EBI. On February 19, 2014, the second session took place at the same location and included a panel of clients, parents, and housing and independent living specialists.	Creating a Suitable Living Environment	Availability / accessibility	Public Service	29

**Table P-2a:**  
**City of Pleasanton FY 2013 CAPER - CDBG Program Accomplishment Data**

Agency	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
	Budget	Spent (Aug 14)		Objective	Outcome	Indicator	
Easter Seals Bay Area	\$5,000	\$5,000	The HHSF funds directly help to support the Lead Teacher of the Community Inclusion Group. Participants engaged in volunteer activities, life skill training, social skill training, and leisure activities. The Lead teacher of the group plans their calendar monthly which the participants in the Community Inclusion Group provide feedback. The Lead Teacher also works with the participants IEP to ensure that the goals set up by the school districts are met. Parent input is also used to create these calendars. Within this reporting period, the CI group has volunteered their time doing community clean ups at the Bart Station in Pleasanton, throughout Main St., the parking lot at the Stoneridge mall, the Pleasanton sports park, and parking lot at Valley Care.	Create Economic Opportunities	Availability / Accessibility	Public Service	9
ECHO Housing (Fair Housing Counseling)	\$48,000	\$48,000	The funds for FY2013 permitted ECHO to serve 497 client households. The agency was able to complete 141% of its total service goal. Specific achievements include: Goal #1: Fair Housing Counseling, Mediation, Investigation, or Enforcement - 8 households / 4 cases investigated; Goal #2: Tenant/Landlord Counseling and Mediation - 119 households; Goal #3: Rental Assistance Program - 12 households; Goal #4: Homeseeking Program - 381 households; Goal #5: Shared Housing Counseling and Placement - N/A.	Creating a Suitable Living Environment	Availability / accessibility	Number of clients receiving access (or improved access) to service.	497
Eden I&R (2-1-1 Alameda County)	\$16,000	\$16,000	Eden I&R served a total of 207 Pleasanton residents during FY2013. The City of Pleasanton granted these funds for 2-1-1, a 24/7, multilingual communication system that connects individuals and families (particularly low-income, at-risk people) with, and provides free and easy access to, city and countywide health, housing and human service resources, specifically to provide assistance to at least 235 Pleasanton households by handling 660 Pleasanton calls during FY13/14. A total of 207 unduplicated Pleasanton households was assisted in 697 calls to 2-1-1 over the course of the year.	Creating a Suitable Living Environment	Availability / accessibility	Number of clients receiving access (or improved access) to service.	207
Legal Assistance for Seniors	\$13,000	\$11,762	The purpose for which LAS received funding from the city of Pleasanton was to provide free, legal services to low income Pleasanton seniors to help them resolve such issues as denial of medical coverage, problems with Social Security, scams or frauds, elder abuse, obtaining citizenship, or becoming the legal guardian of minor children in their care. This year we received many calls from Pleasanton seniors who asked for services which LAS cannot provide such as estate planning. We therefore spent \$1000 less than our grant awarded. This is the first time that we did not reach or exceed our client goals. It signals us to seek information about additional locations where we can meet and educate clients about our services. Our plan for this year is to reach out to low income communities in Pleasanton to be sure we are reaching the population that is most in need of our services.	Creating a Suitable Living Environment	Availability / accessibility	Number of clients receiving access (or improved access) to service.	24
Neighborhood Solutions	\$55,646	\$31,932	The program provided many critically necessary repairs and replacements this year, and was an overwhelming success, particularly in the low income senior (mobile home) community. Many homeowners found themselves without water heaters, heat, or air conditioning and the housing rehab program was able to come to the rescue. We upgraded several dangerous electrical systems. Dual-pane windows, for energy efficiency upgrades was an extremely popular item. We were even able to replace several roofs (particularly important for mobile homes). We worked with two projects that involved disabled adults this year. Working with REACH (another sub-recipient) we were able to remodel outdated bathrooms and turn them into units that were easy to manage for the tenants. We feel the program was a significant success, and a positive influence on the community. We measure success by the number of projects we complete. We had a goal of 10 households to rehabilitate, and the actual number of households we helped was 18. Therefore, we almost doubled our goal.	Creating a Suitable Living Environment	Sustainability (maintain housing)	Number of owner-occupied homes rehabilitated	18

**Table P-2a:**  
**City of Pleasanton FY 2013 CAPER - CDBG Program Accomplishment Data**

Agency	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
	Budget	Spent (Aug 14)		Objective	Outcome	Indicator	
Open Heart Kitchen (RVC)	\$23,866	\$23,866	Open Heart Kitchen provided nutritious meals to 247 low income seniors meals at Ridge View Commons senior apartments during the past fiscal year. A total of 13,419 senior-friendly meals were served. Meals were served Monday through Friday from 4:00 to 6:00 pm and were freshly prepared on site each serving day. The agency also provided nutritional education for the seniors each quarter, as well as classes on helping seniors with depression, and food interaction with medications.	Creating a Suitable Living Environment	Sustainability	Public Service	247
Open Heart Kitchen (Trinity)	\$8,000	\$8,000	OHK served served a total of 15,036 hot meals and 13,203 weekend box meals to 283 Pleasanton low income residents and school children in FY2013. Last year OHK added new schools for its weekend box lunch program and this year they expanded the program to provide service during the summer months. Starting July 1st, 2014, the agency will be serving adding another senior meal program in Pleasanton. Consequently they feel they are further meeting the goals of their grant by expanding service to match the Pleasanton community needs.	Creating a Suitable Living Environment	Sustainability	Public Service	283
Spectrum Community Services (Meals on Wheels)	\$5,000	\$5,000	As the senior population continues to increase, home delivered meals are an essential resource for seniors to help them remain healthy and stay in their homes. With the help of the HHSF funds, Spectrum has been able to ensure that 98 homebound, Pleasanton seniors have been able to receive healthy, hot meals 5 days a week. During FY2013 Spectrum's Meals on Wheels program has ensured that homebound Pleasanton seniors have continued to maintain independence in their homes while receiving up to 7 healthy, balanced meals each week. Not only has the service provided nutrition and nourishment for those in need but the delivery drivers also serve as a safety check for fragile and vulnerable Pleasanton seniors.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	98
Spectrum Community Services (Congregate Meals)	\$19,000	\$19,000	In FY2013, Spectrum was able to serve 5,638 meals to 269 Pleasanton seniors. Unfortunately, the agency did not meet the initial goals set for clients and meals served. Each year, they have seen a decline in participation with the Spectrum Lunch Program, but the agency has not been able to pinpoint the exact reason for the decrease in participation. The seniors still seemed to enjoy the food and Spectrum received positive feedback in that regard. This was also our last year that Spectrum will be providing the congregate meal service at the Pleasanton Senior Center.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	269
Tri-City Health Center	\$5,000	\$4,663	The program filled a continuing gap in services: the lack of HIV Services in East Alameda County. By allowing us to continue staffing our Livermore office, HIV+ Pleasanton and other East Alameda County residents were able to access lifesaving services without the hardship of having to travel to Oakland or Fremont each time they needed assistance. This is especially important given the many steps that are required to obtain and maintain medical and social services benefits that allow uninterrupted treatment of HIV disease.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	8
Tri-Valley Haven (Food pantry)	\$8,000	\$8,000	In FY2013, the Tri-Valley Haven Food Pantry provided food for 659 Pleasanton residents in needy households, exceeding its goal of 600. 613 of those served were extremely low income, 50 were disabled head of households, 125 were female headed households, and 129 were senior households. Clients received free food (ACCFB programs, in addition to donated food), toiletries, household items, clothing vouchers, emergency transportation and housing, and referral information to local social service programs and agencies. TVH also offered programs to supply families with Thanksgiving and Holiday food. The agency conducts continuous networking and outreach to the community to solicit donations to meet the needs of our expanding clientele.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	659

**Table P-2a:**  
**City of Pleasanton FY 2013 CAPER - CDBG Program Accomplishment Data**

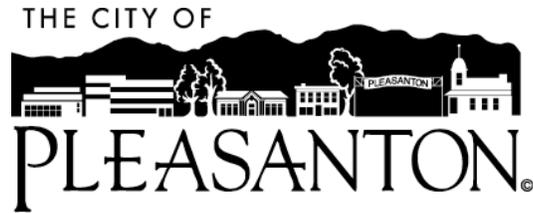
Agency	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
	Budget	Spent (Aug 14)		Objective	Outcome	Indicator	
Tri-Valley Haven (TRO clinic)	\$12,000	\$12,000	Counseling and temporary restraining order clinic services were provided to 51 Pleasanton residents in FY2013, exceeding the goal of 50 clients. Individual and group counseling services by trained counselors were provided to both adult and child survivors of domestic violence and sexual assault. The focus of counseling is specific to the unique needs of each client. The legal clinic is offered in Livermore and Pleasanton and transportation is provided to and from court if needed.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	51
Tri-Valley Haven (Sojourner op)	\$22,000	\$22,000	Pleasanton HHSF funds were used to pay part of the Case Manager's and Life Skills Instructor's time. Both provide core services related to clients' success. A total of 2 Pleasanton residents were served in FY2013 which fell short of the goal of 5 clients. The Sojourner House program is certainly viewed as an (on-going) success. In addition to the successful housing placement and stability rates, we measure success in smaller ways. While we met and exceeded the client service units provided Pleasanton clients we were one client shy of meeting our estimated number of unduplicated Pleasanton clients. Due to the transient nature of the target population, it is difficult to determine their city of origin. We determine where a resident comes from based on where they spent the night prior to entering the shelter. Homeless families tend to move around between hotels, friends/family, or on the street. By the time they enter the program they may have spent extensive periods of time in Pleasanton, Dublin, and Livermore.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	2
Tri-Valley Haven (Shiloh op)	\$18,000	\$18,000	The purpose of the grant was to support client services at our confidential domestic violence shelter. The grant paid a portion of the salaries of TVH's Spanish-speaking Bilingual Case Manager who conducts the shelter residents' weekly house meeting, the Lead Case Manager who supervises and schedules shelter staff, and the Overnight Case Manager who provides support for shelter clients in the late evening hours and performs data entry of crisis line statistics. These positions are essential to the operation and success of our shelter. TVH continued its policy of offering support groups and counseling to clients on a voluntary basis, and the fact that they exceeded service goals when participation in program services is not mandatory indicates that these services are relevant to client needs.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	11
Tri-Valley Housing Opp. Center	\$25,000	\$25,000	The TVHOC provided the following services to 71 Pleasanton households in FY2013: 8-hour HUD-approved homebuyer education class; financial literacy classes; homeownership counseling services; mortgage default and delinquency counseling services; income tax preparation services through the Volunteer Income Tax Assistance (VITA) program; and other services such as rental assistance, homeless prevention and post-purchase counseling. The TVHOC also processed the resale of one City of Pleasanton BMR ownership home, including buyer selection and assistance with the purchase process.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	71
Tri-Valley YMCA	\$19,000	\$19,000	The YMCA provided service to 160 Pleasanton residents in FY2013 with a variety of case management services. Several children with anxiety and depression received weekly therapeutic support and collaborative family therapy. Families with high levels of stress due to grief, single parenthood, financial stress, and divorce, are now receiving weekly case management and therapeutic services. The Case Manager is able to work with children in need directly and follow up when there are chronic behavioral issues, as well as coach staff on new or alternate interventions to address challenging behaviors.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	160

**TOTAL:**      \$492,920      \$390,159      (includes FY 2013 CDBG, HOME, City General Funds, and City Housing Funds; does not include \$54,488 for City Admin.)

**3,120**

**Table P-2b:  
City of Pleasanton FY 2013 CAPER - CDBG Program Demographic Data**

Agency	Number of Households / Persons Assisted																		
	TOTAL	Income				Racial Categories										Hispanic Ethnicity	Household Characteristics		
		Extr Low Income (<30% of median)	Very Low Income (50% of median)	Low Income (80% of median)	Other Income (>80% of median)	White	Black or Afr Am	Asian	Am Ind or Alaska Native	Native Hawn or Other Pac Is	Am Ind Alaska Nat + White	Asian + White	Black or Afr Am + White	Am Ind Alaska Nat + Afr Am	Other Multi-Racial		Disabled	Female Head of Hshld	Senior (62 and older)
Abode	5	5	0	0	0	5	0	0	0	0	0	0	0	0	0	1	3	2	0
Axis (Pre-dev for Cap)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Axis (Healthcare Access)	423	312	111	0	0	334	17	62	2	0	0	0	0	0	8	189	8	39	14
BACS	34	28	0	6	0	32	2	0	0	0	0	0	0	0	0	2	34	0	4
City "Section 108" Loan	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
CRIL	15	8	7	0	0	11	2	2	0	0	0	0	0	0	0	2	15	3	5
East Bay Innovations	29	0	0	11	18	22	0	5	0	0	0	2	0	0	0	2	11	7	1
Easter Seals Bay Area	9	9	0	0	0	9	0	0	0	0	0	0	0	0	0	0	9	0	0
ECHO (Housing Counseling)	497	422	20	12	43	275	84	53	0	3	0	1	2	0	79	73	125	325	58
Eden I&R (2-1-1 Alameda Co.)	207	162	15	5	25	135	29	25	8	3	4	1	1	1	0	40	58	59	27
Legal Asst for Seniors	24	19	3	0	2	21	0	3	0	0	0	0	0	0	0	0	10	0	24
Neighborhood Solutions	18	3	11	4	0	18	0	0	0	0	0	0	0	0	0	0	2	10	18
Open Heart Kitchen (RVC)	247	97	95	55	0	137	2	33	0	2	0	11	0	0	62	48	34	145	247
Open Heart Kitchen (Trinity)	283	77	137	69	0	116	14	42	0	0	0	28	0	0	83	66	18	33	36
Spectrum (Meals on Wheels)	98	18	80	0	0	90	1	6	0	0	0	0	0	0	1	8	98	29	98
Spectrum (Congregate Meals)	269	31	238	0	0	246	2	21	0	0	0	0	0	0	0	5	116	83	217
Tri-City Health Center	8	4	2	1	1	8	0	0	0	0	0	0	0	0	0	3	0	0	0
TVH (Food Pantry)	659	613	46	0	0	229	34	141	6	2	0	0	0	0	247	216	50	129	129
TVH (TRO Clinic)	51	35	5	2	9	36	4	5	0	1	0	0	0	0	5	11	1	42	1
TVH (Sojourner House)	2	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	1	2	1
TVH (Shiloh Operations)	11	9	1	0	1	11	0	0	0	0	0	0	0	0	0	9	0	5	0
TVHOC	71	18	12	16	25	51	4	14	0	0	0	0	0	0	2	16	5	19	9
YMCA	160	8	15	30	107	68	19	30	0	15	0	3	10	0	15	18	0	28	0
<b>TOTAL:</b> <i>(percent)</i>	<b>3,120</b>	<b>1,879</b> <i>60%</i>	<b>799</b> <i>26%</i>	<b>211</b> <i>7%</i>	<b>231</b> <i>7%</i>	<b>1,855</b> <i>59%</i>	<b>215</b> <i>7%</i>	<b>442</b> <i>14%</i>	<b>16</b> <i>1%</i>	<b>26</b> <i>1%</i>	<b>4</b> <i>0%</i>	<b>46</b> <i>1%</i>	<b>13</b> <i>0%</i>	<b>1</b> <i>0%</i>	<b>502</b> <i>16%</i>	<b>709</b> <i>23%</i>	<b>598</b> <i>19%</i>	<b>960</b> <i>31%</i>	<b>889</b> <i>28%</i>

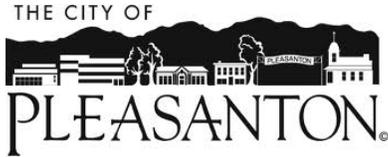


**FY 2013**  
**Consolidated Annual Performance and Evaluation Report**  
**(CAPER)**

**Attachment 3:**

**CAPER Reports Submitted by Subrecipients**

1	Abode Services	TVHSP Case Management Services	\$30,000
2	Axis Community Health	Pre-Development for Capital Project	\$100,000
3	Axis Community Health	Healthcare Access for Low-Income Residents	\$15,000
4	Bay Area Comm Svcs (BACS)	Valley Wellness Center	\$7,000
5	City of Pleasanton	Sojourner House Section 108 Loan Payment	\$21,408
6	CRIL	Independent Housing Services for the Disabled	\$12,000
7	East Bay Innovations	Ramping Up for Independence	\$5,000
8	Easter Seals Bay Area	Tri-Valley Community Inclusion Group	\$5,000
9	ECHO Housing	Housing Counseling Services	\$48,000
10	Eden I&R, Inc.	2-1-1 Alameda County	\$16,000
11	Legal Asst for Seniors	Legal Services and Education for Seniors	\$13,000
12	Neighborhood Solutions	Housing Rehab Prog (Minor Home Repair Pool)	\$55,646
13	Open Heart Kitchen	Hot Meal Program - Ridge View Commons	\$23,866
14	Open Heart Kitchen	Hot Meal Program - Trinity Lutheran	\$8,000
15	Spectrum	Meals on Wheels for Pleasanton Seniors	\$5,000
16	Spectrum	Congregate Meals for Seniors in Pleasanton	\$19,000
17	Tri-City Health Center	East County HIV Advocacy	\$5,000
18	Tri-Valley Haven	Tri-Valley Haven Food Pantry	\$8,000
19	Tri-Valley Haven	Counseling / Temp Restraining Order Clinic	\$12,000
20	Tri-Valley Haven	Sojourner House Homeless Shelter	\$22,000
21	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$18,000
22	Tri-Valley YMCA	Case Management Services for Children / Families	\$19,000
22	Tri-Valley Housing Opp Ctr	TVHOC Community Stabilization Program	\$25,000



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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Abode Services  
 Tri-Valley Housing  
 Scholarship Program  
 \$ 33,925.00 Requested

Application Status: **Approved \$  
 30,000.00**

Reports Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/21/2014

**1 Name of Person Completing Report:**

Jason Blair

**2 Title:**

Director of Housing Programs

**3 Telephone:**

510 657 7409 x 227

**4 E-Mail:**

jblair@abodeservices.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

The Tri-Valley Housing Scholarship Program provided housing subsidy and case management services to a total of 4 households living in Pleasanton. These households consisted of 2 single adults, 2 single head-of-households, 1 two parent household and 3 children during this reporting period. Two of the households completed their education/training and graduated from the program. Both of the participants have remained living in Pleasanton and have gained full time employment.

**6 Describe any significant actions taken during the reporting period.**

In addition to providing housing subsidy and case management services, the Case Manager continues to execute a comprehensive outreach/marketing plan to recruit new candidates and establish a waiting list for the program.

In this second half of the year, 2 new households were approved for the program and successfully moved into housing while maintaining their educational responsibilities. With significant effort by the participants, case manager and leasing services coordinator new landlords were acquired so the participants could be housed in a very challenging housing market.

In addition to working with the current and new participants, the case Manager receives multiple calls from people needing housing assistance and inquiring about the Housing

Scholarship program. We have found that the majority of the people interested meet the criteria of the program to be given an application.

Outreach at Las Positas College is conducted twice a month, where the Case Manager sees between 5-8 students of which an average of 2 meet qualifications to apply.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons  
 Households 2 total to date

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

<input type="text" value=""/>	6A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	12 total to date
<input type="text" value="0"/>	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	5 total to date
<input type="text" value="2"/>	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	7 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

<input type="text" value="0"/>	Low Income (50% to 80% Median)	0 total to date
<input type="text" value="0"/>	Very Low Income (30% to 50% Median)	0 total to date
<input type="text" value="0"/>	Extremely Low Income (<30% Median)	5 total to date
<input type="text" value="0"/>	Seniors (62 and older)	0 total to date
<input type="text" value="0"/>	Disabled	3 total to date
<input type="text" value="0"/>	Female-Headed Households	2 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

<input type="text" value="0"/>	White	4 total to date
<input type="text" value="0"/>	White + HISPANIC	1 total to date
<input type="text" value="0"/>	Black/African American	0 total to date
<input type="text" value="0"/>	Black/African American + HISPANIC	0 total to date

<input type="text" value="0"/>	Asian	0 total to date
<input type="text" value="0"/>	Asian + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native + HISPANIC	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian and White	0 total to date
<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Other/Multi Racial	0 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHSG contract):**

1 unit of service = 1 hr.

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="400"/>	Numeric GOAL stated in your HHSG contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	500 total to date
<input type="text" value="304"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	364 total to date
<input type="text" value="608"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	704 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**

N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHSG contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**

N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHSG contract for the units of service to be provided to Pleasanton	0 total to date
--------------------------------	---	-----------------

clients THIS FISCAL YEAR (if none, enter a zero)

Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero) 0 total to date

Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer) 0 total to date

**20 Please include any additional comments or clarifications here:**

N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**

Vivian Wan, Jason Blair, Flora Garcia

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The original purpose for these funds was to provide rental assistance and case management to low income head of households who are in educational or vocational training programs. The program was to provide rental assistance to 4-5 households (per jurisdiction) in Pleasanton and Livermore this fiscal year. the goal was exceeded with 6 households provided case management and rental assistance during the year in Pleasanton.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

A total of 8 households received rental assistance and case management services this fiscal year in both cities of Pleasanton and Livermore. Pleasanton was at capacity 4-6 households in the first part of the fiscal year. A total of 5 participants completed/exited the Tri- Valley Housing Scholarship Program this year. Four of those lived in Pleasanton with 2 participants completed their program goals and graduated from their respective schools and 1 participant exited the program for a full time permanent job opportunity. The other participant exited the program after one year to relocate due to domestic violence. The program continues outreach efforts to increase the number of affordable units by strengthening relationships with current and new housing providers.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

The agency feels that the program was a success. The graduates are successful if they complete their educational/training, find full employment with a living wage and retain stable housing. Approximately 80%-90% of graduates have met this criteria since the program's inception in 1999. Program goals were exceeded this fiscal year.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

This year has been a difficult year locating affordable available units for our participants. We are under spent in the subsidy line item as due to the increasing rental amounts in Livermore and the lack of Fair Market Rate units available.

At times, there were delays in locating an appropriate unit for a participant as well. Having the ability to allow participants to pay between \$50 - \$100 out of pocket for units above FMR has enabled the participants to maintain and locate housing.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

Las Posidas College - ongoing outreach techniques and referral services, educational plans, and member of Advisory Board

Echo Housing- assistance with rent deposits, member of the Advisory Board

Tri-Valley One Stop Career Center - resource and information on job leads, job fairs and job openings

CRIL - information and referral to assist clients with disabilities, offered tax preparation services to all low income households, member of the Advisory Board

Tri-Valley Housing Opportunity Center - assist households interested in first time home buyer programs and credit repair

Eden I&R - mutual referrals, member of Advisory Board

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**  
The Agency was unable to secure any additional funding this program year.

Application ID: 15914

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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Axis Community Health  
**Pre-Development for Capital  
 Project**  
 \$ 100,000.00 Requested

Application Status: **Approved \$  
 100,000.00**

Reports Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/14/2014

**1 Name of Person Completing Report:**

Valerie Jonas

**2 Title:**

Chief Development Officer

**3 Telephone:**

925-201-6068

**4 E-Mail:**

vjonas@axishealth.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

Funds were approved in support of pre-development costs for a new facility that Axis is developing in order to increase its capacity to provide medical care for low-income Tri-Valley residents. This project supports the services of project/finance consultants, architectural design, a fundraising consultant, and legal costs which are necessary pre-development tasks leading up to the construction phase. During this reporting period we continued the permitting process with the City Planning Department with INDE Architecture, continued to prepare our financial feasibility study, and moved into the active phase of the capital campaign.

**6 Describe any significant actions taken during the reporting period.**

During this reporting period we focused on architectural permitting, which involved submitting responses from INDE Architecture to questions from the City. We updated project financial projections and our business plan with the most up-to-date information regarding state, county and federal health reform regulations. We worked with Capital Incubator to update project timelines and to identify project support necessary to each phase. We worked with our fundraising consultant (Laura McCrea and Associates) and capital campaign committee to begin campaign activities. These included meeting with potential contributors and holding a donor cultivation event.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

There have been no modifications to this project.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

<input type="text" value="0"/>	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	0 total to date
<input type="text" value="0"/>	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	0 total to date
<input type="text" value="0"/>	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	0 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

<input type="text" value="0"/>	Low Income (50% to 80% Median)	0 total to date
<input type="text" value="0"/>	Very Low Income (30% to 50% Median)	0 total to date
<input type="text" value="0"/>	Extremely Low Income (<30% Median)	0 total to date
<input type="text" value="0"/>	Seniors (62 and older)	0 total to date
<input type="text" value="0"/>	Disabled	0 total to date
<input type="text" value="0"/>	Female-Headed Households	0 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

<input type="text" value="0"/>	White	0 total to date
<input type="text" value="0"/>	White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American	0 total to date
<input type="text" value="0"/>	Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian	0 total to date
<input type="text" value="0"/>	Asian + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native + HISPANIC	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White	0 total to date

<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian and White	0 total to date
<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Other/Multi Racial	0 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**

Number of people served (unduplicated)

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**

N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="N/A"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**

N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="N/A"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

project serves only Pleasanton clients; do not include Pleasanton units in this answer)

**20 Please include any additional comments or clarifications here:**

Please note that the new facility will not be completed until FY 14/15 when an estimated 7,525 Pleasanton residents will be served. No patients will be served through this project until that time. Pleasanton residents were served in FY 13/14 through existing services at existing sites.

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Sue Compton, CEO

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

Axis Community Health has outgrown its medical clinic space and must increase facility capacity in order to serve increasing numbers of patients. We have initiated a facility development project and received funding from the City of Livermore related to pre-development costs prior to the construction phase. The grant allowed Axis to engage the services of a project/finance consultant, business plan/financial feasibility consultant, architectural firm, and fundraising consultant. At construction completion in 2015, an estimated 7,525 Pleasanton residents will be served by the new facility.

Axis expended a total of \$25,050.11 of this grant award and has requesting the remainder (\$74,949.89) be carried over into the next fiscal year for use during the construction phase of this project. Axis was unexpectedly the beneficiary of an additional \$200,000 in Alameda County Measure A funds. These funds had to be expended on predevelopment within a short time frame or would have been lost. This resulted in a reduction of the expenditures invoiced to this grant award.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

Funds from this project enabled Axis Community Health to achieve several accomplishments in our pre-development project. The funding provided for a project/financial consultant and financial feasibility consultant to pursue necessary financial modeling in preparation for pursuing construction financing. Funding for consultants also enabled us to complete the architectural design and launch a capital campaign.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

The program has been successful in that we are on track to meet our goal of completing pre-development work and moving into the construction phase of this project. Hitting these project milestones is critical to achieving our goal of opening the much-needed new medical facility slated for 2015.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

There were no problems or delays encountered with the project. Nor were there any unforeseen effects on project costs.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

This project did not involve collaborating agencies.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

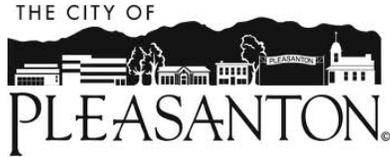
City of Dublin - \$15,000  
City of Livermore - \$125,000  
Alameda County Measure A - \$200,000

Application ID: 15262

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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Axis Community Health  
**Access to Health Care for  
 Uninsured, Low-income  
 Pleasanton Residents**

Application Status: **Approved**  
**\$ 15,000.00**

\$ 15,000.00 Requested

Reports  Report 1  Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/14/2014

**1 Name of Person Completing Report:**  
 Valerie Jonas

**2 Title:**  
 Chief Development Officer

**3 Telephone:**  
 925-201-6068

**4 E-Mail:**  
 vjonas@axishealth.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

Axis's enrollment service is an ongoing program that is provided at clinic sites in Pleasanton and Livermore as well as at locations throughout the community, including health fairs and libraries. This program provides assistance to low-income and uninsured residents in accessing medical care through enrollment in public health insurance plans.

**6 Describe any significant actions taken during the reporting period.**

Axis enrolled a total of 657 Pleasanton residents during this reporting period, of which 271 received enrollment assistance through this project. This represents 60% of the total project goal of 450 being achieved during this reporting period. The number of people seeking care at our clinical sites continues to grow and we are enrolling 400 people each month. Those who come to Axis who do not have medical insurance meet on a one-on-one basis with an Enrollment Specialist who provides assistance in enrolling them in a health plan that is applicable to the individual's circumstances and medical needs. Because most public plans require the completion of re-enrollment documents at six- and 12-month intervals, our enrollment staff also provide assistance in maintaining enrollment. As a result of this service, low-income residents have access to medical care and are able to maintain optimal health.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please**

**provide details here.**

There have been no modifications to this project.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

450	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	900 total to date
271	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	423 total to date
0	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	0 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

0	Low Income (50% to 80% Median)	0 total to date
71	Very Low Income (30% to 50% Median)	111 total to date
200	Extremely Low Income (<30% Median)	312 total to date
9	Seniors (62 and older)	14 total to date
5	Disabled	8 total to date
25	Female-Headed Households	39 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

93	White	145 total to date
121	White + HISPANIC	189 total to date
11	Black/African American	17 total to date
0	Black/African American + HISPANIC	0 total to date
40	Asian	62 total to date
0	Asian + HISPANIC	0 total to date
1	American Indian/Alaskan Native	2 total to date
0	American Indian/Alaskan Native + HISPANIC	0 total to date
0	Native Hawaiian/Other Pacific Islander	0 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date

0	American Indian/ Alaskan Native and White	0 total to date
0	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
0	Asian and White	0 total to date
0	Asian and White + HISPANIC	0 total to date
0	Black/African American and White	0 total to date
0	Black/African American and White + HISPANIC	0 total to date
0	American Indian/Alaskan Native and Black/African American	0 total to date
0	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
5	Other/Multi Racial	8 total to date
0	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHS contract):**  
hours of service

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

780	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	1,560 total to date
390	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	780 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
number enrolled

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

450	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	900 total to date
271	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	423 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

N/A	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
N/A	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
N/A	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if	

project serves only Pleasanton clients; do not include Pleasanton units in this answer)

**20 Please include any additional comments or clarifications here:**

N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**

Sue Compton, CEO

**22 For CAPER: Describe the original purpose for which the City granted the HHSF funds. If applicable, explain why your agency did not spend the entire grant.**

Axis's enrollment services reach out to uninsured families to assist them in accessing medical care by enrolling in publicly-funded health insurance programs. Axis is the sole provider of medical services for low-income and uninsured Pleasanton residents and the only provider of enrollment assistance in the Tri-Valley. This grant supported the salary costs of a 0.38 FTE Enrollment Specialist who assisted a total of 423 Pleasanton residents in enrolling in health insurance plans. All project funds were expended in support of this service during this project year.

**23 For CAPER: Describe the accomplishments of the program funded through HHSF funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

A total of 1,209 Pleasanton residents received enrollment services during the project year, of which 423 were enrolled in a health insurance plan with the support of the City of Pleasanton CDBG. The Affordable Care Act began this year which expanded Medi-Cal and affordable health care coverage for thousands of newly eligible residents in the Tri-Valley. Axis is a Certified Enrollment Entity (CEE) for Covered CA, and the only Covered CA entity in the Tri-Valley. Our Enrollment Specialists are trained Covered CA Certified Enrollment Counselors who provide in-person enrollment assistance to residents seeking health care coverage for health plans through Covered CA. Our Enrollment Specialists are also trained to assist in Medi-Cal, HealthPAC and all other forms of public insurance enrollment. Key strategies that have contributed to the success of our enrollment efforts include outreach and education activities such as interactive presentations, one-on-one meetings, flyers, and e-newsletters to inform the community about affordable health insurance, and determine appropriate health plans and subsidy eligibility. As a result of our enrollment services, residents were able to access primary medical care.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

Axis enrolled a total of 1,209 Pleasanton residents during this project period, of which 423 received enrollment assistance with the support of the City of Pleasanton CDBG. Success was measured through the evaluation of the number of persons served. We also conduct a comprehensive quality assurance program on an ongoing basis which tracks patient outcomes. Data demonstrated clinical improvement in patient outcomes for chronically ill patients, increased mammogram rates for women over the age of forty, increased immunization rates for children and excellent outcomes for all prenatal patients and their newborns. Axis's clinical data demonstrates that our patient outcomes consistently meet federal health standards.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

While Axis had significant achievements enrolling residents in health insurance plans, we also encountered challenges. The online application portal for California's health exchange experienced system errors, delaying the enrollment process. Axis Enrollment Specialists had trouble uploading required documents and experienced long loading periods after entering client information. To resolve this issue Axis enrolled clients by submitting paper applications. Another challenge encountered was the need for longer appointments with clients because of ACA. More time is now necessary to educate clients about the different health insurance plans that would best meet their individualized needs. As a result, the appointment time increased and thus reduced the number of clients served by these grant funds. Even with these challenges we were able to accomplish 94% (423 of 450) of our project goal.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

Axis coordinates enrollment services with a variety of local entities, including the City of Pleasanton 's Multi-Service Center (where enrollment services are provided), CAPE Head Start and the local libraries. We also provide enrollment information at various health fairs and at school-based events in the Tri-Valley throughout the year. We also work closely with all Tri-

Valley safety net providers to ensure that information regarding the service is widely available.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

Axis received additional support for enrollment services from the federal Health Resources and Services Administration (HRSA). We received a grant that totaled \$180,690, of which \$29,848 was allocated in additional support for this service in Pleasanton.

Application ID: 14671

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Bay Area Community Services, Inc.  
**Valley Wellness Center**  
 \$ 10,000.00 Requested

Application Status: **Approved \$**  
**7,000.00**

Reports [Report 1](#) [Report 2](#)

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/17/2014

**1 Name of Person Completing Report:**  
 Benjamin Blake

**2 Title:**  
 Chief of Program Operations

**3 Telephone:**  
 510-613-0330

**4 E-Mail:**  
 bblake@bayareacs.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

We continue to operate the Wellness Center in Pleasanton and have been very stable and effective in providing service to the individuals who attend the wellness center and to their families and the community as well. We are working closely with other professionals in the community to provide safety net services for the community and to assist with individuals transitioning out of the behavioral health care system.

**6 Describe any significant actions taken during the reporting period.**

In the reporting period program has succeeded in it's goal of providing high quality assessment, treatment planning and support services to 100% of it's participants. The program has succeeded in supporting participants to find 11 jobs, 2 participants to enroll in school, 2 participants to find volunteer jobs and, currently, 21 participants are actively engaged in employment services. Livermore residents that are participants of the program have been successfully engaged in approximately 26 hours service per month, receiving a wide array of services that support their goals of reintegration, self-sufficiency and higher life quality. We continue to negotiate with our primary referral source to increase referrals, as well as with Alameda County to expand the eligibility criteria for our services so that more access can be afforded to residents of specific cities such as Livermore. We have succeeded in expanding our referral sources to include Behavioral Health Care Services contracted Full Service Partnerships (FSPs). Unfortunately, there are no FSPs in the Livermore area, so this major development effects only our sites in Fremont, Hayward and Oakland. We will continue to advocate for expansion of our referral sources in the Livermore area. We continue to meet monthly with the Valley Community Support Center team, our primary referral source for

Livermore residents to market our program and encourage referrals off of Intensive Case Management to a our lower level of care according to medical necessity. In the reporting period we have trained our staff and begun implementation of two evidence based practices, the Illness Management and Recovery Model (IMR) and the Independent Place and Support model of supported (IPS). IMR is a highly effective skills building, educational and self-sufficiency curriculum that has been proven to garner outcome of increased self-sufficiency and health. IPS is a proven and effective model for rapid job placement and support

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

We routinely submit annual invoices, not due to delays, but to agency policy. There have been no modifications to the project goals or timeline.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 1 total to date  
 Yes (but invoice/s not yet submitted) 1 total to date  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

25	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	50 total to date
17	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	34 total to date
34	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	68 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

3	Low Income (50% to 80% Median)	6 total to date
	Very Low Income (30% to 50% Median)	
14	Extremely Low Income (<30% Median)	28 total to date
2	Seniors (62 and older)	4 total to date
17	Disabled	34 total to date
	Female-Headed Households	0 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

15	White	30 total to date
1	White + HISPANIC	2 total to date

<input type="text" value="1"/>	Black/African American	2 total to date
<input type="text"/>	Black/African American + HISPANIC	
<input type="text"/>	Asian	
<input type="text"/>	Asian + HISPANIC	
<input type="text"/>	American Indian/Alaskan Native	
<input type="text"/>	American Indian/Alaskan Native + HISPANIC	
<input type="text"/>	Native Hawaiian/Other Pacific Islander	
<input type="text"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	
<input type="text"/>	American Indian/ Alaskan Native and White	
<input type="text"/>	American Indian/ Alaskan Native and White + HISPANIC	
<input type="text"/>	Asian and White	
<input type="text"/>	Asian and White + HISPANIC	
<input type="text"/>	Black/African American and White	
<input type="text"/>	Black/African American and White + HISPANIC	
<input type="text"/>	American Indian/Alaskan Native and Black/African American	
<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	
<input type="text"/>	Other/Multi Racial	
<input type="text"/>	Other/Multi Racial + HISPANIC	

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHS contract):**  
 Days of Service

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="650"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	1,300 total to date
<input type="text" value="884"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	1,768 total to date
<input type="text" value="1768"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	3,536 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
 n/a

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="n/a"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
 n/a

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="n/a"/>	Numeric GOAL stated in your HHSG contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)

**20 Please include any additional comments or clarifications here:**

n/a

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**

Ben Koerner, MFTI Program Manager

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The original purpose of this grant proposal was to support staffing to provide the highest level of care for the participants at the wellness center.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

The agency and the program assisted with supporting clients with housing supports and with employment support and utilized a innovative model of Individual Placement and Support services which we are involved in with ACBHCS. We responded to the needs of the participants in the community with integrating employment, mental health supports and primary health care supports.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

We were successful in our community linkage for employment, health care and mental health care. We also do satisfaction surveys 2 times per year and the participants rate the quality of service at a very high level.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

The biggest struggle for the wellness centers is the struggle with referrals from ACBHCS case management service teams and the low level of referrals. We are collaborating with them on a regular basis and this has been a slow and laborious process.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

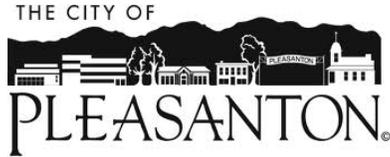
Tri-Cities Behavioral Health Care  
Alameda County Behavioral Health Care  
Local Senior Centers  
Local Community Centers

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

We receive the bulk our funding from Alameda County Behavioral Health Care Services

Application ID: 15835

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

City of Pleasanton  
 City "Section 108" Loan  
 Repayment  
 \$ 21,408.00 Requested

Application Status: **Approved \$  
 21,408.00**

Reports [Report 1](#) [Report 2](#)

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/17/2014

**1 Name of Person Completing Report:**

Scott Erickson

**2 Title:**

Housing Specialist

**3 Telephone:**

925-931-5007

**4 E-Mail:**

serickson@cityofpleasantonca.gov

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

The project was completed in July 2013.

**6 Describe any significant actions taken during the reporting period.**

Payment was made in July 2013 to the City of Livermore. This was the final of 11 annual installments on the City's Section 108 loan that was used to acquire and rehabilitate the former Family Crisis Shelter now known as Sojourner House.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/a

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes

2 total to date

No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

Yes (already submitted invoice/s)

2 total to date

- Yes (but invoice/s not yet submitted)
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

<input type="text" value="0"/>	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	5 total to date
<input type="text" value="0"/>	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	5 total to date
<input type="text" value="0"/>	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	30 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

<input type="text" value="0"/>	Low Income (50% to 80% Median)	0 total to date
<input type="text" value="0"/>	Very Low Income (30% to 50% Median)	5 total to date
<input type="text" value="0"/>	Extremely Low Income (<30% Median)	0 total to date
<input type="text" value="0"/>	Seniors (62 and older)	0 total to date
<input type="text" value="0"/>	Disabled	0 total to date
<input type="text" value="0"/>	Female-Headed Households	5 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

<input type="text" value="0"/>	White	0 total to date
<input type="text" value="0"/>	White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American	0 total to date
<input type="text" value="0"/>	Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian	0 total to date
<input type="text" value="0"/>	Asian + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native + HISPANIC	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian and White	0 total to date
<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date

<input type="text"/>	Other/Multi Racial	5 total to date
<input type="text"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHSG contract):**  
N/a

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text"/>	0 Numeric GOAL stated in your HHSG contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	1 total to date
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	1 total to date
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	1 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/a

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text"/>	0 Numeric GOAL stated in your HHSG contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/a

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text"/>	0 Numeric GOAL stated in your HHSG contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**  
N/a

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Scott Erickson, City of Pleasanton

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**  
N/a

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

N/a

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

N/a

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/a

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

N/a

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

N/a

Application ID: 16074

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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Community Resources for Independent Living  
**Housing & Independent Living  
 Support Services for People with  
 Disabilities**

Application Status:  
**Approved \$ 12,000.00**

\$ 15,000.00 Requested

Reports

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**  
 Michael Galvan

**2 Title:**  
 Program Director

**3 Telephone:**  
 510.881-5743

**4 E-Mail:**  
 Michael.Galvan@crilhayward.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

CRIL provided Independent Living Services, Housing Assistance and Benefits Counseling to 12 new Pleasanton Consumers. CRIL also helped, indirectly, 65 Pleasanton residents with disabilities who have not yet become consumers.

Pleasanton agencies or businesses that CRIL worked with this last quarter: Eden Housing; Eden I & R; Carmen Avenue Apartments; Hindu Community Center; Las Positas College; Legal Assistance for Seniors; Livermore Adult Education; NAMI Tri-Valley; Open Heart Kitchen; Pleasanton Chamber of Commerce; Parkinson's Support Group; Pleasanton Adult Education; Satellite Affordable Housing Associates; St. Vincent de Paul; and Tri-Haven Food Pantry for a total of 31 this FY.

**6 Describe any significant actions taken during the reporting period.**

In January of 2014, CRIL hired a 1.0 FTE IL Coordinator and Travel Trainer who works out of the Tri-Valley Office in the Livermore Multi-Service Center. In fact, 80% of this FY's Pleasanton consumers have been served since this additional personnel has come on board. Next year's number of Pleasanton residents served are expected to increase dramatically.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 1 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other: 1 total to date

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

30	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	70 total to date
12	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	15 total to date
N/A	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

0	Low Income (50% to 80% Median)	0 total to date
5	Very Low Income (30% to 50% Median)	7 total to date
7	Extremely Low Income (<30% Median)	8 total to date
3	Seniors (62 and older)	5 total to date
12	Disabled	15 total to date
3	Female-Headed Households	3 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

6	White	9 total to date
2	White + HISPANIC	2 total to date
2	Black/African American	2 total to date
0	Black/African American + HISPANIC	0 total to date
2	Asian	2 total to date
0	Asian + HISPANIC	0 total to date
0	American Indian/Alaskan Native	0 total to date
0	American Indian/Alaskan Native + HISPANIC	0 total to date
0	Native Hawaiian/Other Pacific Islander	0 total to date

<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian and White	0 total to date
<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Other/Multi Racial	0 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
hours of counseling

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="312.5"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	625 total to date
<input type="text" value="295.5"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	340 total to date
<input type="text" value="N/A"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="N/A"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="N/A"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text" value="N/A"/>		

Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)

**20 Please include any additional comments or clarifications here:**

N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**

Michael Galvan

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

CRIL's comprehensive housing assistance and independent living services will help vulnerable Pleasanton residents retain or find suitable, affordable and accessible housing and maintain their personal independence through a multitude of peer-based support services and advocacy.

This project will provide affordable, accessible Housing Assistance, Advocacy and Independent Living support services to 30 under-served, low income Pleasanton residents with disabilities and seniors with disabling conditions. Additionally, the project will provide technical assistance and information & referral to 50 Pleasanton businesses, agencies and other residents.

CRIL's supportive living services include application assistance, emergency fund & low-cost utilities access, benefits counseling, peer counseling, employment assistance/job club, advocacy, transportation information, budgeting and money management, healthy living workshops, disaster preparedness & safety training workshops, and assistive technology & equipment access.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

15 Pleasanton residents with disabilities were provided direct housing assistance or independent living services during the 2013-14 year. Independent Living Services included: Benefits counseling, Advocacy, Assistive Technology services and AT device loans, IL Skills training, Peer counseling, Personal Assistance Services, Employment services, ADA assistance, and Information & Referral.

Another 93 Pleasanton residents with disabilities, for whom we do not have demographic details, and 31 businesses were provided disability education, advocacy, technical assistance and information & referral and 1:1 counseling time, bringing the total number of Pleasanton residents with disabilities served to 108. However, we were only able to obtain demographic information on the 15 Pleasanton residents directly served.

7 or 47% of the 15 Pleasanton consumers who were provided with 1:1 assistance chose Housing as their primary or secondary goal. 211 reports that 44% of their Pleasanton callers are seeking housing assistance. Finding affordable and, often accessible, housing frequently takes more than one year, so only one (1) of these housing consumers was able to meet her long-range goal of moving into permanent, low-cost housing. CRIL service coordinators continue to work with the consumers who have ongoing goals that have yet to be met.

CRIL participated in several outreach events and facilitated workshops to educate Pleasanton residents with disabilities about benefits, employment opportunities, healthy living options, assistive technology, travel training and more. CRIL has increased its collaboration with Pleasanton Paratransit and will continue to do so with CRIL's new travel training program. CRIL also transported 60 consumers, some of whom live in Pleasanton, to the 2014 Disability Capitol Action Day in Sacramento. This annual event attracts 2,000 Californians disabilities and offers both a celebratory disability pride experience as well as a networking opportunity

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

Though CRIL fell short of our targeted direct service numbers this year, we did serve a total of 108 Pleasanton residents with disabilities. Since the economic downturn, CRIL has noticed an increase in the number of consumers county-wide who have multiple service needs and require additional assistance in meeting their goals. Our overall unduplicated consumer

numbers are down, but those requesting multiple or long-range services have increased; therefore, our duplicated consumer numbers are up.

CRIL's consumers are empowered to self-assess their success in meeting their individual goals through creating an Independent Living Plan. 100% of Pleasanton consumers created an ILP and a total of 19 goals were set in such areas as Self-Advocacy, Housing, Vocational, Healthcare access and Assistive Technology. Two met their Assistive Technology goal and two others met their self-care goal. CRIL's Service Coordinators will continue to work with these consumers during the 2013-14 year in assisting them with meeting their independent living goals.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

The need for affordable, accessible, housing has become more critical this year. Rising rents, the lack of landlords accepting Section 8, and the conversion of rental units to owner occupant has increased the shortage of affordable units. Along with other housing providers in Pleasanton, CRIL is attempting to identify ways to address this need.

CRIL staff and management will continue our enhanced Pleasanton community outreach efforts during the 2014-15 year to make sure all Pleasanton residents with disabilities are aware of CRIL services, advocacy assistance and peer support.

CRIL has actively collected the email addresses of our consumers. At this time, our listserv has 535 email addresses out of approximately 800 total consumers. Twice a month, notices are sent out regarding housing, employment, benefits, travel training, assistive technology and special events. CRIL plans to increase its use of email to inform our consumers.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

ABODE (refer consumers back and forth)  
 Alameda County Housing Authority (collaborate to find low-cost housing)  
 Alameda County Public Authority (collaborate to match consumers with caregivers)  
 Alameda County Public Health (collaborate to find medical services)  
 Alameda County Social Services (collaborate to find benefits)  
 Alliance Healthcare (affordable health insurance our consumers)  
 American Job Center (help consumers obtain employment)  
 AXIS Healthcare Center (collaborate to find medical services for consumers)  
 Department of Rehabilitation (refer consumers back and forth)  
 Eden Housing (assist consumers to find affordable housing)  
 Eden I & R (to fight housing discrimination against people with disabilities)  
 Carmen Avenue Apartments (collaborate to find low-cost housing for consumers)  
 FERC (collaborated to assist parents of psychotic children)  
 Hindu Community Center (for Mega Hindu Health Fair)  
 Las Positas College (provide assistance to students who are seeking employment)  
 Legal Assistance for Seniors (legal advice for our consumers)  
 Livermore Adult Education (collaborate to ready consumers for work)  
 NAMI Tri-Valley (psychological counseling)  
 Open Heart Kitchen (meals for consumers)  
 Planned Parenthood (collaborate to find medical services)  
 Pleasanton Chamber of Commerce (meet local businesses that could use disability awareness training; outreach to businesses)  
 Parkinson's Support Group (assist consumers with support and advocacy)  
 Planned Parenthood (collaborate to find medical services for consumers)  
 Pleasanton Adult Education (collaborate to get consumers ready for work)  
 Pleasanton Paratransit (assist consumers with transportation)  
 Satellite Affordable Housing Associates (low-cost housing for consumers)  
 St. Vincent de Paul (food & rental assistance)  
 Tri-City Healthcare Center (medical services for consumers)  
 Tri-Haven Food Pantry (food for consumers)  
 Valley Care Medical Center (medical care for consumers)  
 WHEELS (para-transit services)

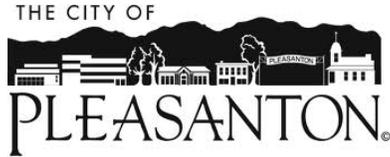
**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

Kaiser-\$1,334.68  
 City of Livermore-\$7,725  
 City of Pleasanton Community Grant- \$3,312.19  
 City of Dublin- \$3,500  
 Dept. of Education-ARRA-\$836.08  
 Dept. of Rehabilitation-\$1,349.29

Western Digital-\$2236.24  
Lead-\$1,020.38  
CIL-WIPA-19,937.68  
CIL-GAP-22,290.95

Application ID: 15920

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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

East Bay Innovations  
**Ramping Up for Independence  
 (RU4I)**  
 \$ 7,500.00 Requested

Application Status: **Approved \$  
 5,000.00**

Reports

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**

Linda Ratner

**2 Title:**

Program Developer

**3 Telephone:**

(510)882-8758

**4 E-Mail:**

lindaratner@comcast.net

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

During January and February 2014, the two part training series was implemented and completed for parents and their transition-age sons and daughters with disabilities. The sessions addressed 1) Employment and 2) Housing and Independent Living -- life after high school.

**6 Describe any significant actions taken during the reporting period.**

On January 15, 2014, the first session took place at the Pleasanton Senior Center on Sunol Blvd and included a panel of EBI clients who are currently employed, the parent of an EBI client who is working, and staff from EBI. On February 19, 2014, the second session took place at the same location and included a panel of clients, parents, and housing and independent living specialists.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes  
 No

2 total to date

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 1 total to date
- Yes (but invoice/s not yet submitted) 1 total to date
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

27	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	54 total to date
29	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	29 total to date
13	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	13 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

11	Low Income (50% to 80% Median)	11 total to date
0	Very Low Income (30% to 50% Median)	0 total to date
0	Extremely Low Income (<30% Median)	0 total to date
1	Seniors (62 and older)	1 total to date
11	Disabled	11 total to date
7	Female-Headed Households	7 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

20	White	20 total to date
2	White + HISPANIC	2 total to date
0	Black/African American	0 total to date
0	Black/African American + HISPANIC	0 total to date
5	Asian	5 total to date
0	Asian + HISPANIC	0 total to date
0	American Indian/Alaskan Native	0 total to date
0	American Indian/Alaskan Native + HISPANIC	0 total to date
0	Native Hawaiian/Other Pacific Islander	0 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
0	American Indian/ Alaskan Native and White	0 total to date
0	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
2	Asian and White	2 total to date
0	Asian and White + HISPANIC	0 total to date

<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Other/Multi Racial	0 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHS contract):**  
Hours of outreach, program development, and training.

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="129"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	258 total to date
<input type="text" value="129"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	154 total to date
<input type="text" value="21"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	26 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**  
N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Linda Ratner

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The purpose of Ramping Up for Independence was to prepare Pleasanton young adults with a developmental disability and their parents for the often daunting transition from school to adult life. The workshops were designed to address preparing for and becoming employed, finding affordable housing, and living independently.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

RU4I reached 19 parents/careproviders and 10 youth who were seeking information related to the transition from school to work and independent living. By hearing the presenters -- a number of whom were adults with disabilities and parents of sons and daughters with disabilities -- and being encouraged to ask them questions, the workshop attendees were able to more personally understand the challenges and successes they faced while becoming independent. At the same time, specialists were able to concretely address the nuts and bolts of finding and keeping a job, expectations of employers, skills needed to live independently, and ways to strategically locate affordable housing. Resource materials were distributed, as well.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

EBI feels the program was tremendously successful and feedback on questionnaires completed by the attendees confirms this. Success was measured by the ability to meet and exceed (in attendance) our goals and outcomes; the strong attendance and engagement of the audience at both workshops; and the descriptive, positive comments offered by workshop participants. People wanted and were able to access: resources, ideas, strategies, concrete information, and perhaps most dramatic of all -- strong, honest, role models. Participants left the workshops with greater understanding of what it will require to successfully, safely make the transition from school to the adult world and a more realistic understanding of the hurdles as well as the support available to them.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/A

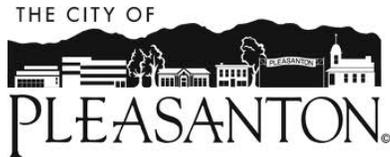
**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

EBI collaborated with the Housing Consortium of the East Bay, Pleasanton Unified School District staff, Regional Center of the East Bay, Project SEARCH, and REACH for outreach and/or presentation content.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**  
No.

Application ID: 14566

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Eden Council for Hope and Opportunity  
**Housing Counseling**  
 \$ 50,000.00 Requested

Application Status: **Approved \$  
 48,000.00**

Reports

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/16/2014

**1 Name of Person Completing Report:**  
 Marjorie A. Rocha

**2 Title:**  
 Executive Director

**3 Telephone:**  
 510-581-9380

**4 E-Mail:**  
 margie@echofairhousing.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

Activity has been underway for this project since the start of the fiscal year (July 1, 2013). During the second half of the fiscal year, we provided 243 counseling sessions to 231 unduplicated client households.

**6 Describe any significant actions taken during the reporting period.**

ECHO continues to provide services to the Spanish-speaking community. A bilingual staff person is available 9am to 5pm, Monday through Friday.

ECHO distributed 100 fliers to Pleasanton agencies, and conducted fair housing trainings at Pleasanton Habitat for Humanity for 26 service providers. The Counselor also distributed 2 public service announcements to 40 media outlets.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes  
 No

2 total to date

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 1 total to date
- Yes (but invoice/s not yet submitted) 1 total to date
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons
- Households 2 total to date

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

370	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	740 total to date
231	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	497 total to date
462	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	1,343 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

8	Low Income (50% to 80% Median)	12 total to date
10	Very Low Income (30% to 50% Median)	29 total to date
196	Extremely Low Income (<30% Median)	422 total to date
24	Seniors (62 and older)	58 total to date
68	Disabled	125 total to date
156	Female-Headed Households	325 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

131	White	268 total to date
3	White + HISPANIC	7 total to date
43	Black/African American	84 total to date
0	Black/African American + HISPANIC	0 total to date
25	Asian	53 total to date
0	Asian + HISPANIC	0 total to date
0	American Indian/Alaskan Native	0 total to date
0	American Indian/Alaskan Native + HISPANIC	0 total to date
2	Native Hawaiian/Other Pacific Islander	3 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
0	American Indian/ Alaskan Native and White	0 total to date
0	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
1	Asian and White	1 total to date
0	Asian and White + HISPANIC	0 total to date

0	Black/African American and White	2 total to date
0	Black/African American and White + HISPANIC	0 total to date
0	American Indian/Alaskan Native and Black/African American	0 total to date
0	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
3	Other/Multi Racial	13 total to date
23	Other/Multi Racial + HISPANIC	66 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHS contract):**  
Inquiry/Complaint

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

370	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	740 total to date
243	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	520 total to date
461	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	1,342 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**  
N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Marjorie A. Rocha, Executive Director

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**  
For fiscal year 2013-2014, ECHO was to provide 370 units of service to Pleasanton households.

Specific services were as follows:

Goal #1: Fair Housing Counseling, Mediation, Investigation, or Enforcement - 5 Households

Goal #2: Tenant/Landlord Counseling and Mediation - 165 households

Goal #3: Rental Assistance Program - 5 households

Goal #4: Homeseeking Program - 190 households

Goal #5: Shared Housing Counseling and Placement - 5 households

We spent the entire grant amount.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

The funds for 2013-2014 permitted ECHO to complete 520 units of service to 497 client households.

The agency was able to complete 141% of its total service goal. Specific achievements include:

Goal #1: Fair Housing Counseling, Mediation, Investigation, or Enforcement - 8 households/4 cases investigated

Goal #2: Tenant/Landlord Counseling and Mediation - 119 households

Goal #3: Rental Assistance Program - 12 households prescreened/one household secured housing; another remained housed

Goal #4: Homeseeking Program - 381 households

Goal #5: Shared Housing Counseling and Placement - N/A

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

The Agency feels the program was a success. It exceeded the annual goal, and provided hundreds of households with resources to empower them to resolve their housing issues. ECHO completed 520 of the 370 service units in our contract, thus achieving 141% of the annual goal.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**  
N/A

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

ECHO has a cooperative relationship with ABODE, Tri-Valley Housing Opportunity Center, Horizons Family Counseling, Axis Community Health, Alameda County Social Services Agency, Livermore Housing Authority, Livermore Senior Center, Tri-Valley Haven, Shepherd's Gate, and Community Resources for Independent Living. They refer clients needing basic understanding of their rights and responsibilities or mediation, as necessary.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

City of Alameda - \$32,290; City of Antioch - \$10,000; City of Concord - \$13,159; City of Cupertino - \$8,560; City of Hayward - \$52,205; City of Oakland - \$75,000; City of Livermore - \$30,000; City of San Leandro - \$25,000; City of Union City - \$10,000; City of Walnut Creek - \$11,500; Alameda County - \$85,000; Contra Costa County - \$24,000.

Application ID: 15859

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Eden I&R, Inc.  
**2-1-1 Alameda County**  
 \$ 20,000.00 Requested

Application Status: **Approved \$**  
**16,000.00**

Reports [Report 1](#) [Report 2](#)

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/14/2014

**1 Name of Person Completing Report:**

Alison DeJung

**2 Title:**

Deputy Director

**3 Telephone:**

510-537-2710

**4 E-Mail:**

adejung@edenir.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

During the second half of FY13/14, 2-1-1 Alameda County provided Pleasanton callers with access to information from Eden I&R's database of over 2,850 programs, as well as to a database of over 81,000 units of housing. Pleasanton callers to 2-1-1 received free, confidential, comprehensive assessments of their needs as a tool towards gaining self-sufficiency. The 2-1-1 system served the Pleasanton community 24/7, in multiple languages. Through Eden I&R's ongoing partnerships with the Office of Emergency Services, Red Cross, and other local public and nonprofit responders, 2-1-1 was also available to respond if local disasters occurred. From January through June 2014, 2-1-1 handled a total of 51,287 calls, of which 322 were from Pleasanton. These callers were provided 574 referrals to housing and services. Monthly activity reports on 2-1-1, including specific call examples from Pleasanton, continued to be submitted to the City. The 2-1-1 Program Manager continued to monitor 2-1-1's daily performance (data and call record notes) to analyze program and individual staff performance. This helps assess strengths and challenges impacting performance and plan next steps accordingly. Weekly in-services continued to be held for 2-1-1 staff during which representatives from agencies that offer direct services to Alameda County residents made presentations about their programs. These provide more in-depth information to the 2-1-1 phone line team as to what services (new, changing, expanding) are available to 2-1-1 callers. Eden I&R's Information Management team continued to monitor and update the information and housing databases to ensure the highest level of accuracy in 2-1-1's referral process.

**6 Describe any significant actions taken during the reporting period.**

2-1-1 Phone Resource Specialists continued to increase their proactive outreach to callers

about the CalFresh (formerly food stamps) program. There was an 11% increase in the number of calls to 2-1-1 in which outreach/pre-screening for the CalFresh program occurred in Q4 of FY14 as compared to the same time period in FY13. For the full FY14, outreach/pre-screening occurred in a total of 12,229 calls, a 70% increase over the previous fiscal year! The community partnership that allows for this CalFresh outreach is a great example of how 2-1-1 Resource Specialists are trained to conduct a comprehensive assessment with callers, including those from Pleasanton, whenever possible. Based on the information provided, the caller often ends up with referrals to such critical programs as CalFresh (that can quite literally help put food on the table) that they had perhaps not even been aware of, or did not realize they were potentially eligible for, before they placed a call to 2-1-1.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

None.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons  
 Households 2 total to date

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

235	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	470 total to date
88	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	207 total to date
9,119	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	22,715 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

5	Low Income (50% to 80% Median)	10 total to date
15	Very Low Income (30% to 50% Median)	31 total to date
65	Extremely Low Income (<30% Median)	162 total to date
13	Seniors (62 and older)	27 total to date
21	Disabled	58 total to date
22	Female-Headed Households	59 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

48	White	104 total to date
10	White + HISPANIC	31 total to date
9	Black/African American	28 total to date
1	Black/African American + HISPANIC	1 total to date
15	Asian	25 total to date
0	Asian + HISPANIC	0 total to date
0	American Indian/Alaskan Native	1 total to date
1	American Indian/Alaskan Native + HISPANIC	7 total to date
1	Native Hawaiian/Other Pacific Islander	3 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
1	American Indian/ Alaskan Native and White	3 total to date
1	American Indian/ Alaskan Native and White + HISPANIC	1 total to date
0	Asian and White	1 total to date
0	Asian and White + HISPANIC	0 total to date
0	Black/African American and White	1 total to date
0	Black/African American and White + HISPANIC	0 total to date
1	American Indian/Alaskan Native and Black/African American	1 total to date
0	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
0	Other/Multi Racial	0 total to date
0	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHS contract):**  
2-1-1 calls

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

660	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	1,320 total to date
322	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	697 total to date
50,965	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	103,370 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

N/A	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
N/A	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
N/A	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

N/A	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)
N/A	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
N/A	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)

**20 Please include any additional comments or clarifications here:**

Please note that there were a total of 17 callers who declined to state their race. That number was distributed proportionally among the various other race/ethnicity categories.

Below are four call examples from Pleasanton received during the report period:

-A high school student called because she had collected back to school supplies at school for South African children but needed to know how to get the donated items to South Africa. She was referred to Angel Flight West for assistance with mercy transportation.

-A young mother who had recently given birth called for information on whom she could surrender her newborn to as she did not want to raise the child. She was referred to the City of Pleasanton Fire Department and Police Department as they would work with Child Protective Services and would ensure the safety and wellbeing of the infant.

-A Farsi speaking woman who was homeless with her two children and moving between the homes of friends and relatives in Pleasanton and Fremont called for information on shelter or housing waiting lists. The caller wanted to remain connected to both cities. She was referred to Alameda County Social Services for CalWorks and CalFresh as she had not realized she was eligible. 2-1-1 also provided her with referrals to Tri-Valley Haven for shelter and to the Maple Street Apartments in Fremont for housing.

-A woman called for a detoxification program for pregnant women. She had a child who was not living in the home and was expecting a second. The caller indicated that her child's father, who had both mental and physical disabilities, had Medi-Cal. When 2-1-1 asked, she stated that she had no health coverage and was not receiving CalFresh or WIC. 2-1-1 provided her with referrals to Magnolia Women's Recovery Program and to Alameda County Social Services for Medi-Cal and CalFresh application.

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Mitch Reitman, Development/Marketing Officer

**22 For CAPER: Describe the original purpose for which the City granted the HHS funds. If applicable, explain why your agency did not spend the entire grant.**

The City of Pleasanton granted these funds for 2-1-1, a 24/7, multilingual communication system that connects individuals and families (particularly low-income, at-risk people) with, and provides free and easy access to, city and countywide health, housing and human service resources, specifically to provide assistance to at least 235 Pleasanton households by handling 660 Pleasanton calls during FY13/14. A total of 207 unduplicated Pleasanton households was assisted in 697 calls to 2-1-1 over the course of the year.

Additionally, during the event of a local or regional disaster, 2-1-1 becomes THE public communication vehicle to provide the most current, verified information such as road closures, operational hospitals, Red Cross shelters, safe drinking water, etc. To ensure its readiness, staff continued to participate in a number of local disaster response groups such as VOAD (Voluntary Organizations Active in Disaster) and CARD (Collaborating Agencies Responding to Disaster) as well as agency participation in disaster drills including the California Great ShakeOut and Golden Guardian.

Eden I&R expended the full grant amount awarded from the City of Pleasanton.

**23 For CAPER: Describe the accomplishments of the program funded through HHS funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community**

**needs.**

Throughout the grant period, 2-1-1:

- Continued to provide a major point of entry to health, housing & human service information & referrals for Pleasanton residents & employees
- Maintained and updated all of the more than 2,850 program entries in the services database at least once in the year
- Increased the number of affordable rental housing units in the housing database by 4,146 units countywide
- Provided weekly trainings to 2-1-1 phone resource specialists on new and existing programs in the community
- Conducted outreach in Pleasanton by hosting tables at relevant events and replenished outreach materials for organizations and government departments. This included Pleasanton Public Library, City of Pleasanton Teen Job Fair, Child Care Links, Pleasanton Senior Center, Tri-Valley Transition Fair, Tri-Valley Property Owner Mixer, Alameda County Sheriff's Office Reentry Expo at Santa Rita Jail, and attendance at PTownlife Resource Network meetings.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

2-1-1 continued to operate successfully throughout FY13/14 and met or exceeded its outcomes set forth in the grant application (see question 23). As it has the last several years, 2-1-1 handled more than 100,000 calls (104,070). Those callers were provided 162,027 health, housing and human service referrals. At the conclusion of each call to 2-1-1, callers are asked two questions: "Is this information better than what you've gotten elsewhere?" and "Have you received enough information to help you with your search?" 99% of callers indicated in the affirmative to both questions in FY13/14. Other methods used to evaluate the program include messages left on the anonymous caller feedback line; analysis of various quantitative and qualitative data; and follow-up calls placed to a select number of 2-1-1 callers within a couple of weeks of their original call to assess their customer service experience and the impact the referrals they were provided had.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

The biggest challenge that continues to face Eden I&R/2-1-1 Alameda County is funding. Despite the high number of calls handled by 2-1-1, we still miss between 800 and 1,300 calls a month simply because we cannot afford to hire enough staff to field them all. The Marketing/Development Officer and other management staff are constantly working to try and increase our funding stream from diverse sources.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

Eden I&R relies upon the mutual and longstanding partnerships with approximately 2,850 property owners/managers and over 1,000 agencies to maintain its databases. Additionally, Eden I&R works directly with numerous organizations and is involved with many partnerships. For example, the agency is one of nine Bay Area 2-1-1s partnering to develop mutual support systems and data sharing agreements; is an active member/participant of emergency preparedness and planning groups with the County's Office of Emergency Services and the Public Health Department, among others; staff participates in the Tri-Valley Housing Scholarship meetings; is involved in EveryOne Home Ending Homelessness in Alameda County; and was a member of the East County's Needs Assessment Steering Committee. Specific collaborations in the Tri-Valley include a partnership with CityServe whose volunteers conduct 2-1-1 outreach; Tri-Valley One Stop Career Centers; Rental Housing Association; participation in PTown Life meetings; and Dublin, Livermore and Pleasanton Libraries and Senior Centers.

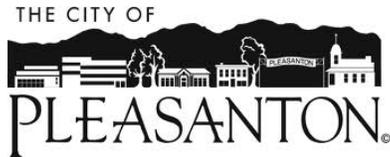
**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

City of Oakland 100,000.00  
 City of Alameda 25,000.00  
 City of Albany 5,000.00  
 City of Berkeley 35,000.00  
 City of Dublin 10,000.00  
 City of Emeryville 5,000.00  
 City of Fremont 10,000.00  
 City of Hayward 50,000.00  
 City of Livermore 15,000.00  
 City of Newark 15,000.00  
 City of Piedmont 5,000.00  
 City of San Leandro 25,000.00  
 City of Union City 10,000.00  
 Alameda County CHAIN 9,685.00

Alameda County SSA 60,879.00  
Alameda County HCD 45,000.00  
Alameda Cty Probation 15,000.00  
Alameda County WIB 20,000.00  
MAA program 160,061.00  
UWBA 50,000.00  
Cisco Foundation 15,000.00  
Comerica Bank 4,000.00  
Eden Area Foundation 12,000.00  
Eden Township 10,000.00  
Firedoll Foundation 20,000.00  
First 5 10,000.00  
Fremont Bank 20,000.00  
PG&E 25,000.00  
Haas Fund 59,588.00  
Kaiser Regional 29,166.00  
Safeway Foundation 3,500.00  
Thomas J Long Fdn 25,000.00  
Van Loben Sels Fdn 2,500.00  
Wells Fargo 5,000.00  
Westamerica Bank 1,000.00

Application ID: 14445

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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Easter Seals Bay Area  
 Kaleidoscope Community  
 Integration  
 \$ 10,000.00 Requested

Application Status: **Approved \$  
 5,000.00**

Reports Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**

Zach Lupton

**2 Title:**

Administrative Coordinator

**3 Telephone:**

925-828-8857

**4 E-Mail:**

zlupton@esba.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

The current project is underway. Our participants are engaged in volunteer activities, life skill training, social skill training, and leisure activities. The Lead teacher of the group plans their calendar monthly which the participants in the Community Inclusion Group provide feedback. The Lead Teacher also works with the participants IEP to ensure that the goals set up by the school districts are met. Parent input is also used to create these calendars.

Within this reporting period, the CI group has volunteered their time doing community clean ups at the Bart Station in Pleasanton, throughout Main St., the parking lot at the Stoneridge mall, the Pleasanton sports park, and parking lot at Valley Care.

**6 Describe any significant actions taken during the reporting period.**

During this reporting period our participants had more of a choice where they would like to volunteer and some of the leisure activities that they would like to participate in.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

No modifications were made to this project.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date
- No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 1 total to date
- Yes (but invoice/s not yet submitted) 1 total to date
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

<input type="text" value="9"/>	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	18 total to date
<input type="text" value="0"/>	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	0 total to date
<input type="text" value="0"/>	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	0 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

<input type="text" value="0"/>	Low Income (50% to 80% Median)	0 total to date
<input type="text" value="0"/>	Very Low Income (30% to 50% Median)	0 total to date
<input type="text" value="0"/>	Extremely Low Income (<30% Median)	0 total to date
<input type="text" value="0"/>	Seniors (62 and older)	0 total to date
<input type="text" value="0"/>	Disabled	0 total to date
<input type="text" value="0"/>	Female-Headed Households	0 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

<input type="text" value="0"/>	White	0 total to date
<input type="text" value="0"/>	White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American	0 total to date
<input type="text" value="0"/>	Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian	0 total to date
<input type="text" value="0"/>	Asian + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native + HISPANIC	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian and White	0 total to date

<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Other/Multi Racial	0 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
Project performance measurement is tracked by NUMBER of CLIENTS SERVED.

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="9"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	18 total to date
<input type="text" value="9"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	18 total to date
<input type="text" value="15"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	30 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="N/A"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="N/A"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**20 Please include any additional comments or clarifications here:**

N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Zach Lupton

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**  
To supplement the salary of the Lead Teacher of the community integration group.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

During this reporting period our participants were given a voice to choose where they would like to spend their time volunteering. The participants made the choice to volunteer doing community clean-ups on Main St. in Pleasanton, clean-ups at Bart, leisure activities at the big slide park and Del Prado Park and community outings to the Stoneridge Mall.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

Yes, Easter Seals feels that this is a very successful program. We gauged the outcome by parent responses, teachers responses, Case Managers responses and the responses of the participants.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

Staffing has always been an issue, once we get new staff and have them properly trained and put in program this problem is resolved.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

Regional Center of the East Bay  
Livermore School District  
Pleasanton School District  
Dublin School District  
San Ramon School District  
Castro Valley School District

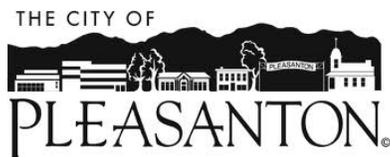
**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

Regional Center of the East Bay is our primary funder for our program as a whole. Other funding sources for this program were:

City of Pleasanton \$5000.00  
City of Dublin \$2500.00

Application ID: 14486

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Legal Assistance for Seniors  
**Legal Services for Pleasanton  
 Seniors**  
 \$ 15,000.00 Requested

Application Status: **Approved \$  
 13,000.00**

Reports Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**

Francel D' Andrea/ Tracy Liu

**2 Title:**

Executive Director/Contract Administrator

**3 Telephone:**

(510)832-3040

**4 E-Mail:**

Fdandrea@lashicap.org/tliu@lashicap.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

From January 1st through June 30th, 2014, LAS has assisted 10 additional unduplicated clients, as well as given 3 community education presentations to 23 seniors and service providers. An attorney is available once a month to speak to the Pleasanton community at the Pleasanton senior center on a variety of legal topics ranging from public benefits, guardianship, elder abuse, naturalization, and health law issues.

**6 Describe any significant actions taken during the reporting period.**

Because we are noticing Pleasanton seniors are cancelling appointments at the senior center, or do not reside in the city of Pleasanton, we are focusing our efforts to reach the Pleasanton community more effectively and welcome any suggestions on how to better serve your community.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

While we did not modify the project goals this fiscal year, we realized we need to do additional research to reach the population that needs our services. We will address this issue in the year ahead.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date
- No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 1 total to date
- Yes (but invoice/s not yet submitted) 1 total to date
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

40	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	80 total to date
10	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	24 total to date
0	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	0 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

0	Low Income (50% to 80% Median)	0 total to date
1	Very Low Income (30% to 50% Median)	3 total to date
8	Extremely Low Income (<30% Median)	19 total to date
10	Seniors (62 and older)	24 total to date
4	Disabled	10 total to date
0	Female-Headed Households	0 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

10	White	21 total to date
0	White + HISPANIC	0 total to date
0	Black/African American	0 total to date
0	Black/African American + HISPANIC	0 total to date
0	Asian	3 total to date
0	Asian + HISPANIC	0 total to date
0	American Indian/Alaskan Native	0 total to date
0	American Indian/Alaskan Native + HISPANIC	0 total to date
0	Native Hawaiian/Other Pacific Islander	0 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
0	American Indian/ Alaskan Native and White	0 total to date
0	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
0	Asian and White	0 total to date

<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Other/Multi Racial	0 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**

The primary unit of services to track this project are hours of legal services.

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="125"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	250 total to date
<input type="text" value="26.1"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	76 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**

The second unit of services are 5 community presentations.

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="5"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	10 total to date
<input type="text" value="3"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	7 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**

N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**

It is of a concern to LAS that we have not been able to reach the low income population that we know exist in Pleasanton. We have traditionally exceeded our goals but this year we have noted some changes. We have also had senior center appointments scheduled in Pleasanton that were actually Dublin clients. LAS is seeking new contacts that will assure we are reaching the low income senior population in the year ahead.

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
 Francel D'Andrea/Executive Director, Lucas McGranahan/ Development Assistant

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The purpose for which LAS received funding from the city of Pleasanton was to provide free, legal services to low income Pleasanton seniors to help them resolve such issues as denial of medical coverage, problems with Social Security, scams or frauds, elder abuse, obtaining citizenship, or becoming the legal guardian of minor children in their care. For the safety and convenience of the seniors, these services will be provided in Pleasanton at the Senior Center or in client homes when needed as well as in our Oakland office. Community Education presentations for prevention and information would also be offered in Pleasanton to insure that Pleasaanton seniors are informed about how to protect themselves and to access the services available to them.

This year we received many calls from Pleasanton seniors who asked for services which LAS cannot provide such as estate planning. We therefore spent \$1000 less than our grant awarded. This is the first time that we did not reach or exceed our client goals. It signals us to seek information about additional locations where we can meet and educate clients about our services. Our plan for this year is to reach out to low income communities in Pleasanton to be sure we are reaching the population that is most in need of our services.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

LAS has reached out to Pleasanton seniors providing them with free legal services including full representation in court. We provide legal services in the area of elder abuse, guardianship of minor children, health law, public benefits and naturalization.

We have also offered free education presentations to seniors helping them to increase their knowledge regarding their rights and informing them of processes and procedures which would help them to gain the services they need in the most timely and efficient manner. One of the important services provided by LAS is that we make home visits to Pleasanton seniors when they are unable to travel to our Oakland office or even the senior center. This alleviates a stress on seniors when they are already dealing with difficult sometimes abusive situations.

Our HICAP provide individual counseling at convenient Pleasanton sites.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

While we did not meet all the performance measures stated in our original application, we do feel the program is a success in that we were able to bring positive outcomes to Pleasanton seniors for whom we successfully provided legal support and representation. In that sense we did meet our goals, but we need to work on selecting areas or service providers to bring our work to the low income seniors in Pleasanton.

We have received calls to meet clients at the Pleasanton senior center to find out that they were actually residents of Dublin, in which case we record the consultation or case as a Dublin client. This has happened on more than one occasion so that while we are spending the time in Pleasanton, we are not working with Pleasanton clients. We will try to correct this with the senior center as well.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

Problems were centered around the ineligible calls from seniors and the senior center registrations, which we plan to address.

Changes in meeting places and reaching the targeted population will help LAS to reach those who are most in need of free legal services and education about their rights and available services.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

The organizations our agency partners with to provide services to Pleasanton seniors are as follows:

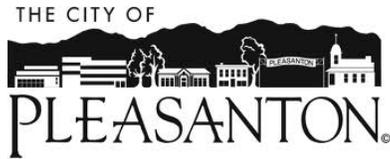
- Our Community Education Coordinator has worked with local Pleasanton agencies, employers and service providers including: the Pleasanton Senior Center, Pleasanton Gardens Senior Housing, Safeway ElderCare Support Group, Gardens at Ironwood Senior Apartments, the Pleasanton Public Library, Kottinger Place Apartments, and Ridgeview Commons.
- Through a contract with Adult Protective Services, LAS accepts referrals and serves victims of elder abuse in a timely manner.
- LAS has relationships with Family Support Services of the Bay Area, Lincoln Child Center and Alameda County Department of Children and Family Services—which make referrals for those seniors needing guardianship cases.
- LAS maintains excellent relationships with the State Bar of California, the Alameda County Area Agency on Aging, and the courts with whom we partner and work.
- LAS collaborates with Alameda County Social Services and other ethnically diverse groups to assist seniors who apply for U.S. citizenship as well as public benefits to which they are entitled.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

Legal Assistance for Seniors is funded by the Area Agency on Aging for legal services. We are funded by the State Bar of CA. LAS receives funding from the cities of Livermore, Hayward, Fremont and now Alameda. We received for funding from private foundations such as Van Loben Sels Rembe Rock, True North, and the Gold Foundation.

Application ID: 15694

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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Neighborhood Solutions  
 City of Pleasanton Housing  
 Rehabilitation Program  
 \$ 200,000.00 Requested

Application Status: **Approved \$**  
**150,803.00**

Reports Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**

Victoria Johnson

**2 Title:**

Executive Director

**3 Telephone:**

(925) 209-7610

**4 E-Mail:**

housingrehab@sbcglobal.net

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

We continue to receive requests for applications for this very popular program. We have five projects underway, two applications in the income verifications process, and two more applications just mailed out.

**6 Describe any significant actions taken during the reporting period.**

We completed a HUD audit with the City of Pleasanton and HUD with no negative findings!

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A. All projects are proceeding according to schedule.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes

1 total to date

No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date
- Yes (but invoice/s not yet submitted)
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons
- Households 1 total to date

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

<input type="text"/>	10 A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	20 total to date
<input type="text"/>	11 B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	18 total to date
<input type="text"/>	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

<input type="text"/>	Low Income (50% to 80% Median)	
<input type="text"/>	5 Very Low Income (30% to 50% Median)	11 total to date
<input type="text"/>	2 Extremely Low Income (<30% Median)	3 total to date
<input type="text"/>	Seniors (62 and older)	
<input type="text"/>	2 Disabled	2 total to date
<input type="text"/>	Female-Headed Households	

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

<input type="text"/>	11 White	18 total to date
<input type="text"/>	White + HISPANIC	
<input type="text"/>	Black/African American	
<input type="text"/>	Black/African American + HISPANIC	
<input type="text"/>	Asian	
<input type="text"/>	Asian + HISPANIC	
<input type="text"/>	American Indian/Alaskan Native	
<input type="text"/>	American Indian/Alaskan Native + HISPANIC	
<input type="text"/>	Native Hawaiian/Other Pacific Islander	
<input type="text"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	
<input type="text"/>	American Indian/ Alaskan Native and White	
<input type="text"/>	American Indian/ Alaskan Native and White + HISPANIC	
<input type="text"/>	Asian and White	
<input type="text"/>	Asian and White + HISPANIC	
<input type="text"/>	Black/African American and White	
<input type="text"/>	Black/African American and White + HISPANIC	

<input type="text"/>	American Indian/Alaskan Native and Black/African American
<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC
<input type="text"/>	Other/Multi Racial
<input type="text"/>	Other/Multi Racial + HISPANIC

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
Housing Rehabilitation Grants

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="10"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	12 total to date
<input type="text" value="11"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	12 total to date
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
Housing Rehabilitation Loans

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="2"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	10 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	6 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="N/A"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text" value="N/A"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**20 Please include any additional comments or clarifications here:**  
We feel very pleased with the program this year. See CAPER comments.

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person**

**who will attend Human Services Commission CAPER meeting (August or September):**  
Victoria Johnson

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

This CDBG grant for FY 13-14 was for the Housing Rehabilitation Loan and Grant Program. The program provides low-interest loans and grants to extremely low to low income homeowners and renters to make necessary health and safety repairs to their homes.

We did not spend all of the funds because a) applications are still in progress and b) we have a hard time marketing 3% loans. We continue to market the loan program, and actually have one loan in the pipeline.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

The program provided many critically necessary repairs and replacements this year, and was an overwhelming success, particularly in the low income senior (mobile home) community. Many homeowners found themselves without water heaters, heat, or air conditioning and the housing rehab program was able to come to the rescue. We upgraded several dangerous electrical systems. Dual-pane windows, for energy efficiency upgrades was an extremely popular item. We were even able to replace several roofs. With the mobile home community, particularly, it's important to have an insulated roof or else the unit becomes extremely hot.

We worked with two projects that involved disabled adults this year. Working with REACH (another sub-recipient) we were able to remodel outdated bathrooms and turn them into units that were easy to manage for the tenants. We also replaced flooring for REACH.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

We feel the program was a significant success, and a positive influence on the community. We measure success by the number of projects we complete. We had a goal of 10 households to rehabilitate, and the actual number of households we helped was 18. Therefore, we almost doubled our goal.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

The goal of 10 households included 2 loans, which we were not able to achieve. We need marketing funds and creative marketing to bring loan applicants into the program. Loans are important because upon repayment they create a self-perpetuating loan pool that adds to the program. However, grants are tremendously popular and we have a waiting list for those forms of assistance.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

We collaborated with REACH, a non-profit organization that provides housing for disabled adults. See above for the work that we did.

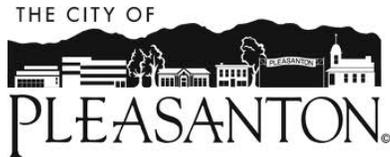
We collaborate regularly with Senior Support of the Tri-Valley to obtain client referrals. We have also worked with CRIL ro obtain referrals for disabled adults to rehabilitate/access their homes.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

N/A. All funds received from Pleasanton are spent in Pleasanton.

Application ID: 15599

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Open Heart Kitchen  
**Open Heart Kitchen senior  
 meal program**  
 \$ 25,000.00 Requested

Application Status: **Approved \$  
 23,866.00**

Reports

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**

Linda McKeever

**2 Title:**

Executive Director

**3 Telephone:**

925 580 1616

**4 E-Mail:**

executivedirector@openheartkitchen.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

Open Heart Kitchen is providing meals for low income senior through our Senior Hot Meal Program. The Senior Hot Meal Program provides "senior friendly" nutritious meals to low income seniors 60+ years of age. The meals are made fresh daily and served at 5200 Case Avenue here in Pleasanton every weekday, from 4:00 to 6:00 pm. Meals can be eaten at this location or taken home. Each day we offer a main course, a full salad bar, juice, coffee or tea and dessert. Most days we also offer a hot nutritious soup.

**6 Describe any significant actions taken during the reporting period.**

During this reporting period Open Heart Kitchen has Provided 7,583 senior meals and education on nutrition for seniors.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes

1 total to date

No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

165	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	330 total to date
102	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	247 total to date
146	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	166 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

35	Low Income (50% to 80% Median)	55 total to date
20	Very Low Income (30% to 50% Median)	95 total to date
47	Extremely Low Income (<30% Median)	97 total to date
102	Seniors (62 and older)	247 total to date
11	Disabled	34 total to date
67	Female-Headed Households	145 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

43	White	108 total to date
7	White + HISPANIC	27 total to date
2	Black/African American	2 total to date
	Black/African American + HISPANIC	
17	Asian	33 total to date
	Asian + HISPANIC	
	American Indian/Alaskan Native	
	American Indian/Alaskan Native + HISPANIC	
	Native Hawaiian/Other Pacific Islander	2 total to date
	Native Hawaiian/Other Pacific Islander + HISPANIC	
	American Indian/ Alaskan Native and White	
	American Indian/ Alaskan Native and White + HISPANIC	
4	Asian and White	11 total to date
	Asian and White + HISPANIC	
	Black/African American and White	
	Black/African American and White + HISPANIC	

<input type="text"/>	American Indian/Alaskan Native and Black/African American	
<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	
21	Other/Multi Racial	41 total to date
6	Other/Multi Racial + HISPANIC	21 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHS contract):**  
Meals served

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text"/>	7655 Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	15,610 total to date
<input type="text"/>	5975 Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	13,419 total to date
<input type="text"/>	7700 Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	15,394 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text"/>	N/A Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text"/>	N/A Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)

**20 Please include any additional comments or clarifications here:**  
N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person**

**who will attend Human Services Commission CAPER meeting (August or September):**  
Linda McKeever Executive Director

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The grant funding was to provide low cost or no cost nutritious meals to low income Pleasanton seniors. All funds have been spent.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

The Goal was to provide hot nutritious meals to the growing senior population in Pleasanton. OHK serves freshly prepared nutritious meals Monday through Friday at Ridge View Commons Senior center in Pleasanton. All low income seniors in Pleasanton are welcome to join us for dinner.

This year we changed the menus to make sure we put the seniors favorite dinners on the menus and added lots of fresh straight from the garden vegetables.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

We feel the program was a success. We measure success in 2 ways: Have we met the meal goal for units of service and are we within budget. We successfully exceeded the meal count goal and we stayed within budget. We served a total of 13,419 meals to Pleasanton seniors. This year we expand the senior meal program to continue to meet the community needs.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/A

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

Alameda Aging Agency funding

Alameda food bank to purchase food

Tri-valley haven client referral

Local schools for volunteer help and fundraising events

Local businesses for funding and volunteer help

Local churches for funding and volunteer help

Local organizations for funding and volunteer help

Axis community health client referral

Local food pantries we help them with food drives and sources to fill their pantries.

The homeless refuge of Livermore we provide meals for their clients.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

We take funds from open heart kitchens general funds for this program.

Our funds come from churches, local businesses, fundraising activities, foundation grants, general grants, and Individual donations.

We also receive some funds from Alameda Aging Agency about 20,000.

Application ID: 14883

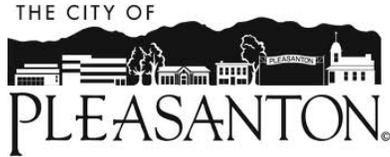
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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Open Heart Kitchen  
**Open Heart Kitchen**  
**Pleasanton Hot Meal Program**  
 \$ 10,000.00 Requested

Application Status: **Approved \$**  
**8,000.00**

Reports

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/6/2014

**1 Name of Person Completing Report:**

Linda McKeever

**2 Title:**

Executive Director

**3 Telephone:**

925 580 1616

**4 E-Mail:**

executivedirector@openheartkitchen.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

Open Heart Kitchens Hot Meal Program provides nutritious meals free of charge to those in need in Pleasanton each Friday: Hours of meal service 3 to 6 pm at the Trinity serving location on Hopyard.

**6 Describe any significant actions taken during the reporting period.**

From January 1st of 2014 to June 30st of 2014 Open Heart Kitchen served 7,421 hot meals at the Pleasanton serving location. CDBG funds paid for 2610 of the Hot meals served here in Pleasanton to Pleasanton residents. Open Heart Kitchen also provided 7603 weekend box lunches to children of low income families in the Pleasanton schools. No CDBG funds used for this project.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes

2 total to date

No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

200	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	400 total to date
83	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	583 total to date
127	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	707 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

39	Low Income (50% to 80% Median)	69 total to date
27	Very Low Income (30% to 50% Median)	137 total to date
17	Extremely Low Income (<30% Median)	77 total to date
16	Seniors (62 and older)	36 total to date
3	Disabled	18 total to date
12	Female-Headed Households	33 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

19	White	74 total to date
12	White + HISPANIC	42 total to date
4	Black/African American	14 total to date
	Black/African American + HISPANIC	
17	Asian	42 total to date
	Asian + HISPANIC	
	American Indian/Alaskan Native	
	American Indian/Alaskan Native + HISPANIC	
	Native Hawaiian/Other Pacific Islander	
	Native Hawaiian/Other Pacific Islander + HISPANIC	
	American Indian/ Alaskan Native and White	
	American Indian/ Alaskan Native and White + HISPANIC	
8	Asian and White	28 total to date
	Asian and White + HISPANIC	
	Black/African American and White	
	Black/African American and White + HISPANIC	

<input type="text"/>	American Indian/Alaskan Native and Black/African American	
<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	
<input type="text"/> 14	Other/Multi Racial	59 total to date
<input type="text"/> 9	Other/Multi Racial + HISPANIC	24 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
meals served

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text"/> 2610	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	5,220 total to date
<input type="text"/> 7421	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	15,036 total to date
<input type="text"/> 7942	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	15,942 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text"/> n/a	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text"/> N/A	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
<input type="text"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
<input type="text"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**20 Please include any additional comments or clarifications here:**  
N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person**

**who will attend Human Services Commission CAPER meeting (August or September):**  
Linda McKeever Executive Director

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The goal was to provide healthy meals to low income residents of Pleasanton. All funds have been spent.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

We served 15,036 hot meals and 13,203 weekend box meals to Pleasanton low income school children.

This year we expanded the weekend box lunch program to serve all summer long. In the past, we did not serve during the summer school session.

Starting July 1st, 2014, we will be serving adding another senior meal program in Pleasanton. So we feel we are meeting the goals by expanding our service to match the Pleasanton community needs.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

We feel the program was a success. We measure success in 2 ways: Have we met the meal goal for units of service and are we within budget. We successfully exceeded the meal count goal and we stayed within budget. We served a total of 15,036 hot meals and 13,203 weekend box meals to Pleasanton low income school children.

We are also now serving the weekend box lunch program all summer long in Pleasanton. We will also be expanding our senior meals services in Pleasanton as of July 2014.

So we feel we are meeting the goals by expanding our service to match the Pleasanton community needs.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/A

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

Alameda County Food bank; to purchase food.

Pleasanton schools volunteer helped prepare and distribute lunches.

Local Pleasanton churches volunteers and financial support.

Axis community Health referrals

Tri- Valley Haven referrals

Social service programs referrals.

211 referrals

Local food pantries we help them with food drives and filling their pantries.

Pleasanton low income senior centers we supply meals for their residents.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

yes funds for this program also come from our general funds.

Sources: Churches, local service groups, individual donors, Foundation grants, corporate grants, special events.

Application ID: 14887

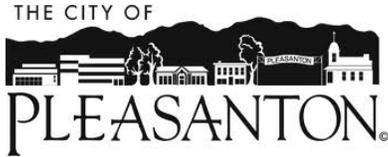
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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Spectrum Community Services  
**Meals on Wheels for  
 Pleasanton's Homebound  
 Elderly**

Application Status: **Approved**  
**\$ 5,000.00**

\$ 5,387.00 Requested

Reports [Report 1](#) [Report 2](#)

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/18/2014

**1 Name of Person Completing Report:**

Tara Marino

**2 Title:**

Program Manager

**3 Telephone:**

5108810300 ext. 222

**4 E-Mail:**

tmarino@spectrumcs.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

Spectrum's Meals on Wheels program is currently serving home delivered meals to homebound Pleasanton seniors.

**6 Describe any significant actions taken during the reporting period.**

N/A

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes

2 total to date

No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date
- Yes (but invoice/s not yet submitted)
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

75	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	150 total to date
18	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	98 total to date
21	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	159 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

	Low Income (50% to 80% Median)	
17	Very Low Income (30% to 50% Median)	80 total to date
1	Extremely Low Income (<30% Median)	18 total to date
18	Seniors (62 and older)	98 total to date
18	Disabled	98 total to date
4	Female-Headed Households	29 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

15	White	82 total to date
	White + HISPANIC	8 total to date
	Black/African American	1 total to date
	Black/African American + HISPANIC	
3	Asian	6 total to date
	Asian + HISPANIC	
	American Indian/Alaskan Native	
	American Indian/Alaskan Native + HISPANIC	
	Native Hawaiian/Other Pacific Islander	
	Native Hawaiian/Other Pacific Islander + HISPANIC	
	American Indian/ Alaskan Native and White	
	American Indian/ Alaskan Native and White + HISPANIC	
	Asian and White	
	Asian and White + HISPANIC	
	Black/African American and White	
	Black/African American and White + HISPANIC	
	American Indian/Alaskan Native and Black/African American	

<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	
<input type="text"/>	Other/Multi Racial	1 total to date
<input type="text"/>	Other/Multi Racial + HISPANIC	

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**

Meals Served

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text"/>	10,500	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	21,000 total to date
<input type="text"/>	2778	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	8,439 total to date
<input type="text"/>	5963	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	17,394 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**

N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text"/>	0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text"/>	0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text"/>	0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**

N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text"/>	0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text"/>	0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text"/>	0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**

N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**

Tara Marino

**22 For CAPER: Describe the original purpose for which the City granted the HHS**

**funds. If applicable, explain why your agency did not spend the entire grant.**

Funds were requested to cover mileage costs for our Meals on Wheels delivery drivers. The entire grant was used.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

During the FY 2013-14 Spectrum's Meals on Wheels program has ensured that 75 homebound, Pleasanton seniors have continued to maintain independence in their homes while receiving up to 7 healthy, balanced meals each week. Not only has our service provided nutrition and nourishment for those in need--our delivery drivers also serve as a safety check for these fragile and vulnerable Pleasanton seniors.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

We had set a goal to serve 75 homebound Pleasanton seniors at least 10,500 hot, nutritious meals and exceeded our goals by serving 11,167 meals to 121 seniors in FY 2013-14. Spectrum's Meals on Wheels program has been successful in reaching Pleasanton seniors in need of nutritious, home delivered meals.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/A

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

Alameda County Meals on Wheels-fundraising and program support  
ValleyCare Health Systems-Spectrum purchases the home delivered meals from the hospital  
Alameda County Area Agency on Aging

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

Funding from Alameda County Area Agency on Aging  
Alameda County Meals on Wheels  
Senior donations

Application ID: 15910

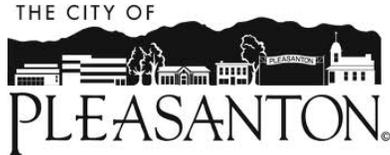
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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Spectrum Community Services  
**Congregate Meals Program for  
 Pleasanton's Elderly**  
 \$ 21,139.00 Requested

Application Status: **Approved \$  
 19,000.00**

**Reports** Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/21/2014

**1 Name of Person Completing Report:**

Tara Marino

**2 Title:**

Program Manager

**3 Telephone:**

5108810300 ext 222

**4 E-Mail:**

tmarino@spectrumcs.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

At this time, we have completed the project and for FY 2014-15, we are no longer serving congregare meals in Pleasanton.

**6 Describe any significant actions taken during the reporting period.**

N/A

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

During the FY 2013-14, we decided to no longer staff a Meal Handler after our current Meal Handler resigned. We asked if we could use the remaining funds allocated for the Meal Handler salary and benefits for raw food costs. Fortunately, we had great volunteers in Pleasanton to keep the program running smoothly despite less staff.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes

2 total to date

No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date
- Yes (but invoice/s not yet submitted)
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

350	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	700 total to date
52	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	269 total to date
93	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	267 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

	Low Income (50% to 80% Median)	
42	Very Low Income (30% to 50% Median)	238 total to date
10	Extremely Low Income (<30% Median)	31 total to date
	Seniors (62 and older)	217 total to date
	Disabled	116 total to date
	Female-Headed Households	83 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

46	White	241 total to date
	White + HISPANIC	5 total to date
	Black/African American	2 total to date
	Black/African American + HISPANIC	
6	Asian	21 total to date
	Asian + HISPANIC	
	American Indian/Alaskan Native	
	American Indian/Alaskan Native + HISPANIC	
	Native Hawaiian/Other Pacific Islander	
	Native Hawaiian/Other Pacific Islander + HISPANIC	
	American Indian/ Alaskan Native and White	
	American Indian/ Alaskan Native and White + HISPANIC	
	Asian and White	
	Asian and White + HISPANIC	
	Black/African American and White	
	Black/African American and White + HISPANIC	

American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC
Other/Multi Racial
Other/Multi Racial + HISPANIC

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
Meals Served

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

6500	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	13,000 total to date
2907	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	5,638 total to date
3338	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	7,057 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**  
N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person**

**who will attend Human Services Commission CAPER meeting (August or September):**  
Tara Marino

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

We requested funds to cover the costs of salary and benefits for the Site Coordinator and Meal Handler at the Pleasanton Senior Center. As mentioned in question #7, we ended up using the remaining meal handler funding for raw food costs. All funds were used.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

The Spectrum Senior Lunch Program provided 5,638 hot, nutritious lunches to seniors at the Pleasanton Senior Center in FY 2013-14. The program served as not only a healthy meal but an opportunity for the seniors to come together, socialize and learn about other activities at the center.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

Unfortunately, we did not meet the initial goals we set for our seniors and meals served. However, the program did serve 269 Pleasanton seniors, 5,638 meals this past FY. Each year, we have seen a decline in participation with the Spectrum Lunch Program, but we have not been able to pinpoint the exact reason for the decrease in participation. The seniors still seemed to enjoy the food and we received positive feedback in that regard. Sadly, this was also our last year serving at the Pleasanton Senior Center and we have really enjoyed serving the Pleasanton seniors.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/A

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

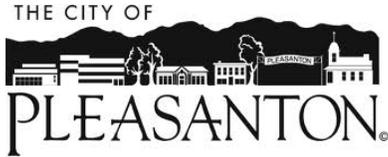
Our meal program is based at the Pleasanton Senior Center.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

City of Pleasanton  
Government Grants \$22,954.45  
Government Grants USDA-C1 \$1,067.34  
City of Pleasanton \$19,000.00  
Fremont Bank Foundation \$2,175.00  
Fund Raising \$2,610.00  
Program Services Revenue \$18,103.00  
Other Contributions \$936.28

Application ID: 15828

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Tri-City Health Center  
**East County HIV Advocacy**  
 \$ 5,000.00 Requested

Application Status: **Approved \$**  
**5,000.00**

Reports

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**  
 Tiffany Woods

**2 Title:**  
 HIV Program Manager

**3 Telephone:**  
 5104563521

**4 E-Mail:**  
 twoods@tri-cityhealth.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

TCHC continues to provide case management services to Pleasanton and East County while striving to improve their quality of care. Case managers have become more efficient through better collaboration utilizing a weekly huddle method. Case managers are conducting peer audits and are actively troubleshooting in partnership with the Quality Coordinator. As a result of this collaboration, TCHC is experiencing a higher satisfaction and retention rate from clients. Case manager Elias Arroyo continues to serve to Pleasanton and East County clients, including meeting them at our Livermore Satellite office at least once a week, usually on Tuesday afternoon.

**6 Describe any significant actions taken during the reporting period.**

No new significant changes leading to significant actions have occurred during this reporting period. The case management team remains consistent, with TCHC's housing advocate and quality assurance coordinator providing case management services.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

None

**8 Were any costs incurred for this project (from any source) during this reporting period?**

Yes

2 total to date

No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

10	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	20 total to date
2	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	8 total to date
629	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	722 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

	Low Income (50% to 80% Median)	1 total to date
1	Very Low Income (30% to 50% Median)	2 total to date
1	Extremely Low Income (<30% Median)	4 total to date
	Seniors (62 and older)	
	Disabled	
	Female-Headed Households	

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

	White	5 total to date
2	White + HISPANIC	3 total to date
	Black/African American	
	Black/African American + HISPANIC	
	Asian	
	Asian + HISPANIC	
	American Indian/Alaskan Native	
	American Indian/Alaskan Native + HISPANIC	
	Native Hawaiian/Other Pacific Islander	
	Native Hawaiian/Other Pacific Islander + HISPANIC	
	American Indian/ Alaskan Native and White	
	American Indian/ Alaskan Native and White + HISPANIC	
	Asian and White	
	Asian and White + HISPANIC	

<input type="text"/>	Black/African American and White
<input type="text"/>	Black/African American and White + HISPANIC
<input type="text"/>	American Indian/Alaskan Native and Black/African American
<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC
<input type="text"/>	Other/Multi Racial
<input type="text"/>	Other/Multi Racial + HISPANIC

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**

One Unit of Service = 15 minutes of direct or ancillary client contact

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="60"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	120 total to date
<input type="text" value="204"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	258 total to date
<input type="text" value="3442"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	3,902 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**

N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**

N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**

TCHC continues to experience some difficulty with the New ARIES Reporting System to get accurate reports generated, especially those sorted through zip codes/ broken down by

individual cities but are working with ARIES System personnel to fix and improve.

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Elias Arroyo, HIV Case Manager, and, DaThao Tran, Planning and Development Specialist

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The funding is to continue TCHC's East County HIV Advocacy services in order for staff time to be allocated specifically to serve Pleasanton residents. Services are provided at the Livermore office and include home visits when clients are ill or have mental health diagnoses that make it hard for them to leave the house. For those who are newly diagnosed with HIV, relationship-building is necessary to encourage coming to agency sites after being newly diagnosed with HIV. In East Alameda County, there is still such a high level of stigma associated with being HIV+ that many HIV+ residents delay beginning medical care and other services due to fear of their status being discovered by their neighbors and employers.

TCHC's proposed project relates to the Pleasanton Consolidated Plan Goal of improving community health and access to basic and specialty care. This includes dental care, optometry care, and behavioral and mental health care services for low-income, uninsured and under-insured residents, specifically with emphasis on activities that foster and encourage innovative programs that meet emerging community needs. Through maintaining a geographically accessible HIV services access point in East County, City of Pleasanton and other East Alameda County residents living with HIV can receive and be connected to HIV specialty medical and mental/behavioral health care as well as a large variety of HIV-specific social services without having to travel to Oakland or other distant locations. The Livermore office also serves as a safe place for people living with HIV in East County to attend social support groups and enter into an environment where they do not need to fear being stigmatized or discriminated against due to the HIV+ status. These two issues, distance and stigma, are major reasons why HIV+ people do not access HIV care.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

All requested funds were used for direct services to clients. The East County Client Advocate will provide annual intake and assessment to Pleasanton residents living with HIV and worked with each client to assure adequate access to medical care, mental health services, housing, benefits, promote stability. Psychosocial support services included home visits, accompanying client to other social services agencies, arranging transportation to appointments and peer support groups that are held at the Livermore office.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

Yes. TCHC's specific goal is to increase the number of Pleasanton and other East County residents living with HIV disease who access services, including medical care, mental health counseling, housing advocacy, medication, financial assistance programs, nutritious food and transportation to appointments as well as continually retaining in care and treatment as well as supportive services. TCHC continues to accomplish these ongoing goals.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

TCHC has not experienced problems/delays.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

N/A

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

TCHC receives refunding for our Ryan White Part A, Part B, Part C services.

Application ID: 15544

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Tri-Valley Haven  
 Tri-Valley Haven's Food  
 Pantry  
 \$ 20,000.00 Requested

Application Status: **Approved \$  
 8,000.00**

Reports Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/14/2014

**1 Name of Person Completing Report:**

Irina Milinevskaya

**2 Title:**

Contracts Manager

**3 Telephone:**

925-449-5845 x2720

**4 E-Mail:**

irina@trivalleyhaven.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

The Tri-Valley Haven Food Pantry not only met, but exceeded their goal for 2013-2014 Fiscal Year.

The Haven Pantry provides free food and personal necessities to low income, homeless, and "at risk of becoming homeless" Tri-Valley residents. Clothing vouchers, referrals to other social services and emergency assistance with housing and transportation is also provided

**6 Describe any significant actions taken during the reporting period.**

Once a month we distribute food through a Mobile Pantry to two senior locations in Pleasanton; Ridgeview Commons and Kottinger Place/Gardens. This assists individuals who are unable to travel to the food pantry site in Livermore.

We collaborate with the ACCFB to provide Food Stamp Outreach and the Valley Humane Society to provide free pet food twice a month.

The Food Pantry Coordinator did Outreach to several Pleasanton residential communities to educate residents about our services.

We continue to network with the local community to gain donors.

This reporting period we provided 3 clothing vouchers and 22 referrals to other social services

to Pleasanton residents.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

No modifications were made.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

600	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	1,200 total to date
230	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	659 total to date
854	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	4,785 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

0	Low Income (50% to 80% Median)	0 total to date
27	Very Low Income (30% to 50% Median)	46 total to date
203	Extremely Low Income (<30% Median)	613 total to date
24	Seniors (62 and older)	129 total to date
15	Disabled	50 total to date
37	Female-Headed Households	125 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

97	White	222 total to date
2	White + HISPANIC	7 total to date
5	Black/African American	34 total to date
0	Black/African American + HISPANIC	0 total to date
32	Asian	141 total to date
0	Asian + HISPANIC	0 total to date
6	American Indian/Alaskan Native	6 total to date

0	American Indian/Alaskan Native + HISPANIC	0 total to date
0	Native Hawaiian/Other Pacific Islander	2 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
0	American Indian/ Alaskan Native and White	0 total to date
0	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
0	Asian and White	0 total to date
0	Asian and White + HISPANIC	0 total to date
0	Black/African American and White	0 total to date
0	Black/African American and White + HISPANIC	0 total to date
0	American Indian/Alaskan Native and Black/African American	0 total to date
0	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
12	Other/Multi Racial	38 total to date
76	Other/Multi Racial + HISPANIC	209 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHS contract):**  
Employee hour units

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

400	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	800 total to date
191.1	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	400 total to date
1204.9	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	2,079 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
n/a

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
n/a

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
0		0 total to date

Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)

Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer) 0 total to date

**20 Please include any additional comments or clarifications here:**

n/a

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**

Ann King, Executive Director

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The entire Grant money was spent.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

Tri-Valley Haven Food Pantry provided any household in need with free food (ACCFB programs, in addition to donated food), personal hygiene items, household items, clothing vouchers, emergency transportation and housing, and referral resources to local social service programs and agencies.

New clientele, on-going clientele and returning clientele who had been self-sustaining but unfortunately found themselves requiring help again, continue to receive our services.

We actively network and outreach to the local community to solicit donations to meet the needs of our program participants. The Food Pantry Coordinator did Outreach to several Pleasanton residential communities to educate residents about our services.

We continue to collaborate with the ACCFB to provide Food Stamp Outreach and the Valley Humane Society to provide free pet supplies twice a month.

We also held several Homeless Outreach events to provide clients with seasonal supplies, as well as Thanksgiving and December programs to provide holiday food and gifts.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

Yes this agency believes the food pantry program is a success. Success is defined by our ability to meet, and hopefully exceed, the needs of our program participants from the Tri-Valley community.

The Food Pantry exceeded the original objective of serving 600 Pleasanton homeless or near-homeless individuals. The pantry actually served 659 unduplicated individual Pleasanton clients. 613 of these were extremely low income, 50 were disabled head of households, 125 were female headed households, and 129 were senior households. We distributed 9 clothing vouchers to Pleasanton residents and we provided 53 social service referrals to Pleasanton clients

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/A

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

n/a

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

n/a

Application ID: 15660

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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Tri-Valley Haven  
**Counseling and Temporary  
 Restraining Order Clinic**  
 \$ 20,000.00 Requested

Application Status: **Approved \$  
 12,000.00**

Reports Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**

Irina Milinevskaya

**2 Title:**

Contracts Manager

**3 Telephone:**

325-449-5845 x2720

**4 E-Mail:**

irina@trivalleyhaven.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

The project is actively underway, providing legal services and counseling to Pleasanton residents both at our Livermore community building and at two sites in Pleasanton.

**6 Describe any significant actions taken during the reporting period.**

In the last quarter of the fiscal year, we were offered the use of office space one day per week by a Marriage and Family Therapist near downtown Pleasanton, which has facilitated access to our counseling services.

In January, our Legal Services Coordinator, Deanna Dyer, left the Haven to accept a full time position with a family law practice. In February, Stephanie Stevens joined TVH as Legal Services Coordinator. Stephanie is an attorney, though she is no longer practicing, and she also has non-profit experience, which makes her a very good fit for this position.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date  
 Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

50	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	100 total to date
30	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	51 total to date
58	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	190 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

1	Low Income (50% to 80% Median)	2 total to date
2	Very Low Income (30% to 50% Median)	5 total to date
22	Extremely Low Income (<30% Median)	35 total to date
0	Seniors (62 and older)	1 total to date
1	Disabled	1 total to date
25	Female-Headed Households	42 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

16	White	25 total to date
8	White + HISPANIC	11 total to date
3	Black/African American	4 total to date
0	Black/African American + HISPANIC	0 total to date
2	Asian	5 total to date
0	Asian + HISPANIC	0 total to date
0	American Indian/Alaskan Native	0 total to date
0	American Indian/Alaskan Native + HISPANIC	0 total to date
0	Native Hawaiian/Other Pacific Islander	1 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
0	American Indian/ Alaskan Native and White	0 total to date
0	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
0	Asian and White	0 total to date

<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="1"/>	Other/Multi Racial	5 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
Counseling/Legal Clinic Sessions

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="100"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	200 total to date
<input type="text" value="66"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	131 total to date
<input type="text" value="441"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	911 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**

N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Ann King, Executive Director

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**  
The funds were requested to pay a portion of the salaries of the Legal Services Advocate and a counselor. The entire grant was spent.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

We worked to ensure that our services are easily accessible to Pleasanton residents. We offer a weekly Legal Clinic in Pleasanton every Tuesday from 5:30-7:30 in the Britannia Business center, which allows us to use office space free of charge, to make services more easily available to working people and to Pleasanton residents. In April, we also began offering counseling services on Fridays at a convenient location near downtown Pleasanton.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**  
Yes, the program was a success, meeting and exceeding the goals stated in the application.

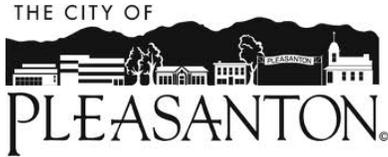
**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**  
There were no problems or delays in implementing the project

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**  
N/A

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**  
N/A

Application ID: 15663

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Tri-Valley Haven  
**Shiloh Domestic Violence  
 Shelter and Services**  
 \$ 20,000.00 Requested

Application Status: **Approved \$  
 18,000.00**

**Reports** [Report 1](#) [Report 2](#)

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/14/2014

**1 Name of Person Completing Report:**

Irina Milinevskaya

**2 Title:**

Contracts Manager

**3 Telephone:**

925-449-5845 x2720

**4 E-Mail:**

irina@trivalleyhaven.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

Shiloh has been actively providing shelter and supportive services to survivors of domestic violence and their children.

**6 Describe any significant actions taken during the reporting period.**

During this period, we wrapped up participation in a Blue Shield-funded cultural competency project focused on the African American community. Through interviews with African American professionals in the DV field, we gained suggestions about ways to make our services more accessible, and to recruit and retain more African American staff members. The project was led by the Jenness Center in Los Angeles, and was very beneficial to the Haven.

We also continued participating in two collaboratives of Bay Area domestic violence programs, one focused on developing new sources of funding for shelter programs, and the other on movement building and setting goals and priorities for the movement.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date
- No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date
- Yes (but invoice/s not yet submitted)
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

<input type="text" value="5"/>	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	10 total to date
<input type="text" value="1"/>	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	11 total to date
<input type="text" value="124"/>	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	259 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

<input type="text" value="0"/>	Low Income (50% to 80% Median)	0 total to date
<input type="text" value="0"/>	Very Low Income (30% to 50% Median)	1 total to date
<input type="text" value="0"/>	Extremely Low Income (<30% Median)	9 total to date
<input type="text" value="0"/>	Seniors (62 and older)	0 total to date
<input type="text" value="0"/>	Disabled	0 total to date
<input type="text" value="1"/>	Female-Headed Households	5 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

<input type="text" value="1"/>	White	2 total to date
<input type="text" value="0"/>	White + HISPANIC	9 total to date
<input type="text" value="0"/>	Black/African American	0 total to date
<input type="text" value="0"/>	Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian	0 total to date
<input type="text" value="0"/>	Asian + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native + HISPANIC	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC	0 total to date

<input type="text" value="0"/>	Asian and White	0 total to date
<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Other/Multi Racial	0 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
Client Service Units (Life Skills, Social Service Advocacy, Adult Advocacy)

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="25"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	50 total to date
<input type="text" value="14"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	29 total to date
<input type="text" value="559"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	968 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**

N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Ann King, Executive Director**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The purpose of the grant was to support client services at our confidential domestic violence shelter. The grant paid a portion of the salaries of our Spanish-speaking Bilingual Case Manager who conducts the shelter residents' weekly house meeting, our Lead Case Manager who supervises and schedules shelter staff, and our Overnight Case Manager who provides support for shelter clients in the late evening hours and performs data entry of crisis line statistics. These positions are essential to the operation and success of our shelter. The entire grant was spent.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

We continued our policy of offering support groups and counseling to clients on a voluntary basis, and the fact that we exceeded our service goals when participation in program services is not mandatory indicates that these services are relevant to our clients' needs. We seek feedback from our residents when they exit the shelter to aid us in program planning. In the coming year, it is the policy of the Office of Emergency Services, our primary state funding source, that all shelters will offer services on a voluntary basis only, so we are pleased to be ahead of the curve on this policy.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

Yes, the program was successful; we exceeded the goals set in our application, and client feedback has been positive.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/A

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

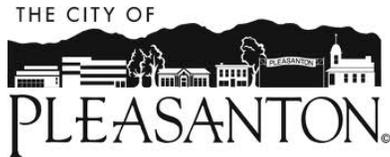
There were no problems or delays in implementing the project.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

N/A

Application ID: 15662

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Tri-Valley Haven  
 Sojourner House Homeless  
 Shelter  
 \$ 20,000.00 Requested

Application Status: **Approved \$  
 22,000.00**

Reports Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**

Irina Milinevskaya

**2 Title:**

Contracts Manager

**3 Telephone:**

925-449-5845 x2720

**4 E-Mail:**

irina@trivalleyhaven.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

The program activities at Sojourner House continue to include case management and life skills services provided by on-site staff. All eligible adult participants are referred to our Linkages Case Manager for assessment in hopes of securing a placement into subsidized transitional housing. All adult participants are offered counseling services provided by staff located at Tri-Valley Haven's Community Building.

**6 Describe any significant actions taken during the reporting period.**

Sojourner House is an on-going program. Program participants work one-on-one with case management staff to establish and work towards their individualized goals. Every participant is encouraged to enhance their financial situation through employment search or applying for public entitlements. Emphasis is also placed on securing safe and stable housing. Adult participants attend life skills sessions throughout the week that assist them in establishing resumes, improving parenting skills, and maintaining healthy relationships. Tutors provided through Twin Valley Learning Center continue to assist shelter school-aged children with their schoolwork.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date
- No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date
- Yes (but invoice/s not yet submitted)
- No (no expenditures this period)
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

<input type="text" value="5"/>	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	10 total to date
<input type="text" value="2"/>	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	4 total to date
<input type="text" value="39"/>	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	82 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

<input type="text" value="0"/>	Low Income (50% to 80% Median)	0 total to date
<input type="text" value="1"/>	Very Low Income (30% to 50% Median)	2 total to date
<input type="text" value="0"/>	Extremely Low Income (<30% Median)	1 total to date
<input type="text" value="0"/>	Seniors (62 and older)	1 total to date
<input type="text" value="0"/>	Disabled	1 total to date
<input type="text" value="2"/>	Female-Headed Households	4 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

<input type="text" value="1"/>	White	2 total to date
<input type="text" value="0"/>	White + HISPANIC	0 total to date
<input type="text" value="1"/>	Black/African American	2 total to date
<input type="text" value="0"/>	Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Asian	0 total to date
<input type="text" value="0"/>	Asian + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native + HISPANIC	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander	0 total to date
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White	0 total to date
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC	0 total to date

<input type="text" value="0"/>	Asian and White	0 total to date
<input type="text" value="0"/>	Asian and White + HISPANIC	0 total to date
<input type="text" value="0"/>	Black/African American and White	0 total to date
<input type="text" value="0"/>	Black/African American and White + HISPANIC	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American	0 total to date
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
<input type="text" value="0"/>	Other/Multi Racial	0 total to date
<input type="text" value="0"/>	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
Client Services Units (Case Management and Life Skills)

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

<input type="text" value="60"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	120 total to date
<input type="text" value="53"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	106 total to date
<input type="text" value="404"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	918 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

<input type="text" value="0"/>	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
<input type="text" value="0"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**

N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Ann King, Executive Director**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

Sojourner House Homeless Shelter provides shelter, homeless services including Life Skills education focused on job readiness/job search, case management, counseling, and referrals throughout Pleasanton and the Tri-Valley Area.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

During the fiscal year Sojourner House provided 52 Adults and 43 children with shelter and support services. Of the program participants that exited the program this fiscal year, 58% of them moved into permanent housing. Given the cost of living out in the Tri-Valley Area and the numerous barriers to self-sufficiency our program participants face, this is a solid success rate. One hundred four Client Service Units (case management and life skills) were provided to Pleasanton clients during the fiscal year. Sojourner House is the only program that accepts two-parent households and single-father households addressing a huge need within the community. Additionally, it is the only non-faith based assistance shelter program in the Tri-Valley Area.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

The Sojourner House program is certainly viewed as an (on-going) success. In addition to the successful housing placement and stability rates, we measure success in smaller ways. Success can be obtaining legal employment for the first time in their life. Success can be obtaining a GED or learning English as a second language. Or success can be a parent creating a stable living environment and structure for their children for the first time since becoming homeless. Other successful outcomes include a client's 30 days of sobriety for the first time in years, a family obtaining health insurance, a child feeling safe because they didn't have to sleep in a car or park. While we met and exceeded the client service units provided Pleasanton clients we were one client shy of meeting our estimated number of unduplicated Pleasanton clients. Due to the transient nature of the target population, it is difficult to determine their city of origin. We determine where a resident comes from based on where they spent the night prior to entering the shelter. Homeless families tend to move around between hotels, friends/family, or on the street. By the time they enter the program they may have spent extensive periods of time in Pleasanton, Dublin, and Livermore.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

N/A

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

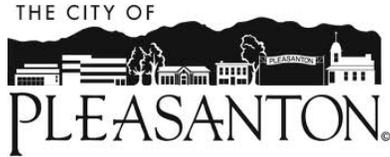
N/A

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

N/A

Application ID: 14904

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City of Pleasanton  
 FY 2013/14 Housing and  
 Human Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Tri-Valley Housing Opportunity Center  
**Community Stabilization  
 Program**  
 \$ 30,000.00 Requested

Application Status: **Approved \$  
 25,000.00**

**Reports** Report 1 Report 2

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/7/2014

**1 Name of Person Completing Report:**

Annika Olson

**2 Title:**

Executive Director

**3 Telephone:**

925-373-3130 Ext. 301

**4 E-Mail:**

annika@tvhoc.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

During the reporting period of January to June 2014, 57 Pleasanton households signed up for services provided through the TVHOC including home buyer education, financial literacy courses, foreclosure prevention counseling, one-on-one pre-purchase counseling, and free tax preparation. Sixteen households received First time home buyer education services; 3 households received one-on-one pre-purchase counseling services; 2 households received one-on-one default and delinquency counseling and 32 households received free tax assistance through our VITA services. The increase in demand for both home buyer education and pre-purchase counseling services suggest that families are interested in finding avenues (whether through Below Market Rate opportunities or market rate opportunities) in transitioning from renting to owning a home. An addition, the Center fielded 26 phone calls and 10 walk ins between January and June 2014 (estimating 15 minutes per phone call of Center staff time) from Pleasanton households. The majority of these households were requesting information about affordable rental opportunities in the Tri-Valley region.

**6 Describe any significant actions taken during the reporting period.**

From January to June 2014, the TVHOC held 3 separate 8-hour First time Homebuyer Education classes (equivalent to 51 hours of Center staff time) in February, March, and May. All three classes were held at Las Positas Community College and were marketed throughout the Chabot/ Las Positas market area as well as through the TVHOC website and social media sources (Facebook, Twitter, etc.). During the months of March and April the Center also assisted in the sale of 1 Below Market Rate home for the City of Pleasanton. To facilitate in

the process, the Center met with the seller to discuss the process of selling his home and acted as an intermediary between the City of Pleasanton and the seller during the initial selling and screening process of potential candidates. Qualified candidates that were previously screened for eligibility and placed on the Center's Below Market Rate eligible candidate list were emailed along with interested households on the City of Pleasanton's housing list, and clients that had previously attended the Center's First Time Homebuyer Education class. In total, approximately 160 households were sent information about the home and instructions on how to apply; 22 households submitted applications for consideration. These households were screened using the City of Pleasanton's Below Market Rate qualification guidelines.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

N/A

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date  
 No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s) 2 total to date  
 Yes (but invoice/s not yet submitted)  
 No (no expenditures this period)  
 Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons  
 Households 2 total to date

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

97	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	168 total to date
57	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	71 total to date
439	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	584 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

13	Low Income (50% to 80% Median)	16 total to date
12	Very Low Income (30% to 50% Median)	12 total to date
17	Extremely Low Income (<30% Median)	18 total to date
9	Seniors (62 and older)	9 total to date
5	Disabled	5 total to date
15	Female-Headed Households	19 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

26	White	30 total to date
14	White + HISPANIC	16 total to date
4	Black/African American	4 total to date
0	Black/African American + HISPANIC	0 total to date
8	Asian	14 total to date
0	Asian + HISPANIC	0 total to date
0	American Indian/Alaskan Native	0 total to date
0	American Indian/Alaskan Native + HISPANIC	0 total to date
0	Native Hawaiian/Other Pacific Islander	0 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
0	American Indian/ Alaskan Native and White	0 total to date
0	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
0	Asian and White	0 total to date
0	Asian and White + HISPANIC	0 total to date
0	Black/African American and White	0 total to date
0	Black/African American and White + HISPANIC	0 total to date
0	American Indian/Alaskan Native and Black/African American	0 total to date
0	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
1	Other/Multi Racial	2 total to date
0	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.); should match the unit of service stated in your HHS contract):**  
Hours of service/ case management

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

250	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	500 total to date
308	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	411 total to date
2284	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	2,284 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

N/A	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	
N/A	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	
N/A	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

N/A	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)
N/A	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
N/A	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)

**20 Please include any additional comments or clarifications here:**

The Center participated in several community outreach events including the Downtown Pleasanton First Wednesday and the Tri-Valley Rental Property Owner Resource Mixer. Through the Pleasanton First Wednesday the Center was able to successfully connect with Pleasanton residents seeking Senior housing, home purchase opportunities and education, as well as residents that were at risk of losing their homes. The Center also provided information and outreach about its services and City programs (including the City of Pleasanton's Down Payment Assistance program) to the Pleasanton Rotary, Bay East Association's Housing Forum, and the Leadership Pleasanton group. The Center worked collaboratively with local congressman Eric Swalwell to address specific Pleasanton resident needs around mortgage default and delinquency.

Throughout the reporting period the Center continued to receive phone calls and walk-ins from low income Pleasanton residents that needed assistance with finding affordable rental opportunities, including Senior rental housing opportunities. These households represented hardworking, contributing citizens that had often spent much of their life in the Tri-Valley and/or were looking for ways that they could live closer to where they worked during the day. We continued to provide support in the best ways possible by utilizing the Affordable Rental Housing Opportunities Guide, published in collaboration by the 3 Tri-Valley cities, and referring to local collaborative resources such as ECHO housing, local shelters, 2-1-1, and free legal services. Our experience was that the majority of the clients seeking assistance had already exhausted the housing lists and/or found that all of the housing developments were either at full capacity or the monthly rent was still not within their financial means. Several households requested that an updated listed of currently available rental housing opportunities be maintained and distributed.

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
David Muellenhoff or Rebecca Dennis

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**

The City of Pleasanton granted the HHSG funds for the Center's Community Stabilization Program. All funds have been expended to serve Pleasanton residents.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

The Tri-Valley Housing Opportunity Center provided:

- 25 Pleasanton households with 8-hour HUD-approved homebuyer education class
- 2 Pleasanton households with a financial literacy classes
- 6 Pleasanton households with homeownership counseling services
- 3 Pleasanton households with mortgage default and delinquency counseling services
- 32 Pleasanton households with income tax preparation services through the Volunteer Income Tax Assistance (VITA) program
- 1 Pleasanton household received Real Estate assistant in selling their Below Market Rate Unit
- 1 Pleasanton household received assistance in applying for Down Payment Assistance funds with the Regional Tri-Valley Down Payment Assistance program.

Of the total 71 Pleasanton households served during the 2013/14 year, 9 were seniors, 5 were disabled and 19 were female head of household.

**24 For CAPER: Does the agency feel this program was a success? How do you**

**measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

The Center believes that the Community Stabilization Program was successful. This is supported by the fact that first time home buyers receiving education and one on one counseling have remained in their homes have continued to make payments on their mortgages. The Center supported first time home buyers in avoiding questionable loan products (such as adjustable rate mortgages or interest-only payment structured loans. The number of Pleasanton households that received home buyer education was more than the targeted goal for this fiscal year. Of the households that received mortgage default counseling, none of the households counseled were foreclosed upon. Through one on one counseling, homeowners received unbiased information regarding their various options with regards to their mortgages/ homes, and either worked with their lenders to modify their loan or develop a strategy to exit the property gracefully and secure sustainable housing.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

The Center provided financial education courses to pregnant and parenting teens enrolled in high school and independent living courses at Horizons school in Pleasanton. The courses aim at increasing basic budgeting, credit management, and independent living skills to at risk youth. The Center is actively trying to expand programs which provide assistance to Hispanic populations. The Center has created a relationship with Axis Community Health, a trusted resource and medical provider for Hispanic households in the Tri-Valley region. The Center has started offering First time home buyer education classes in Spanish, however additional resources and more permanent bilingual staff are needed in order to expand outreach and direct services.

Active engagement in community outreach events should be continued in order to further help community members identify the Center as a tangible resource in the Tri-Valley region.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

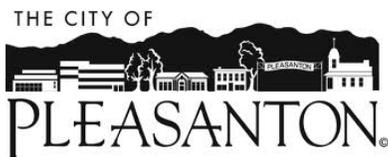
- National Budget Planners – financial education (Budgeting and Understanding Credit), in-kind donation of instructors and space to hold classes.
- RDH Education Services – in-kind donation of homebuyer education instruction.
- Cities of Dublin, Livermore, Pleasanton, San Ramon, and Town of Danville – technical assistance, marketing, outreach, in-kind donation of space
- Horizons School for Pregnant and Parenting Teens-financial education
- Axis Community Health-outreach and collaboration for various programs and classes

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

- City of Dublin--\$25,000
- HUD--\$17,059
- Wells Fargo--\$15,000
- Livermore Rotary--\$5,000
- LLNS--\$5,000
- National Association of Realtors--\$4,000
- Livermore Rotary Minigrant--\$500
- United Way of the Bay Area (VITA)--\$8,500
- Women's Council of Realtors--\$1,000
- National Foreclosure Mitigation Council (NFMC)--\$5398

Application ID: 15028

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City of Pleasanton  
 FY 2013/14 Housing and Human  
 Services Grant

\$ 627,243.02 Available  
 1/28/2013 Deadline

Tri-Valley YMCA  
**Case Management Services**  
 \$ 48,000.00 Requested

Application Status: **Approved \$  
 19,000.00**

Reports

**Report 2**

Due date (mm/dd/yyyy)

Report 2 not required

✓ Report 2 submitted: 7/15/2014

**1 Name of Person Completing Report:**

Kenny Altenburg

**2 Title:**

Branch Operations Director

**3 Telephone:**

925.263.4444

**4 E-Mail:**

kaltenburg@ymcaeastbay.org

**5 Describe the current status of your project (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**

Our Case Management Services are now being fully implemented throughout our Childcare and Camp programs. Our Case Manager regularly visits the 4 sites that these programs are at, works with our staff to develop behavioral plans for kids that need them, and schedules personal visits with the families that need her the most.

**6 Describe any significant actions taken during the reporting period.**

During this past reporting period, we got this program and these services off the ground and into full implementation. We utilized a current staff member with some Case Management experience to prep student and family files for the Part-Time Case Manager that we were hiring. Then, we finalized the hiring of Case Manager and began the actual implementation.

Since starting her work with us, this Case Manager Since starting my focus has been on the 3 Pleasanton Y-Kids sites (Lydiksen, Fairlands and Mohr) and the Y-Camp. Weekly, she rotates between each site, providing in classroom and on-site support to directors, staff and kids. In addition she meets 1:1 with families and kids who have been identified by site staff or herself as needing/wanting additional case management or counseling support. She also provides 1:1 sessions in the classroom, at camp, in the main office and through home visits. I have also identified key Tri-Valley social service resources which I assist families with referrals to as needed.

In preparation for the 2014 Summer camps, she lead several trainings for camp staff counselors:

- Anti-Bullying and developing empathetic social skills.
- Recognizing and addressing challenging camper behaviors
- Child Development as its related to camp curriculum and behavior interventions.
- Tools and importance of building relationships with kids/campers.

In the classroom she provides support for the staff through answering questions and providing coaching regarding behavior interventions, social skill building, conflict resolution, anti-bullying and identifying red-flag behaviors.

She consults and collaborates with site directors on staff training, kids with behavioral and emotional needs, and families who may need case management and therapeutic support. She also provides support for directors in their communication with family who may have high needs and need additional support.

**7 If applicable, describe any modifications to the project goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**

As stated in the previous report, we chose to implement the Case Management services in the last semester of the school year, as well as the beginning of the Summer Programs. For these reasons, we have not yet submitted an invoice, but will be doing so for the full amount of the grant.

Additionally, the project goals have been adjusted for the amount of money that we have received - as outlined in our previous report.

There have been NO MODIFICATIONS since the last report.

**8 Were any costs incurred for this project (from any source) during this reporting period?**

- Yes 2 total to date
- No

**9 Were any Pleasanton grant funds expended for this project during this reporting period?**

- Yes (already submitted invoice/s)
- Yes (but invoice/s not yet submitted) 1 total to date
- No (no expenditures this period) 1 total to date
- Other:

**10 Please indicate how client data are reported for this project (please keep consistent for questions 11 through 13 and with your original application):**

- Persons 2 total to date
- Households

**11 Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):**

146	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	292 total to date
160	B) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	160 total to date
35	C) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	35 total to date

**12 Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories (note that some clients may meet multiple categories and some not any):**

30	Low Income (50% to 80% Median)	30 total to date
15	Very Low Income (30% to 50% Median)	15 total to date
8	Extremely Low Income (<30% Median)	8 total to date
	Seniors (62 and older)	0 total to date
	Disabled	0 total to date
28	Female-Headed Households	28 total to date

**13 List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]**

50	White	50 total to date
18	White + HISPANIC	18 total to date
19	Black/African American	19 total to date
	Black/African American + HISPANIC	0 total to date
30	Asian	30 total to date
	Asian + HISPANIC	0 total to date
	American Indian/Alaskan Native	0 total to date
	American Indian/Alaskan Native + HISPANIC	0 total to date
15	Native Hawaiian/Other Pacific Islander	15 total to date
	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
	American Indian/ Alaskan Native and White	0 total to date
	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
3	Asian and White	3 total to date
	Asian and White + HISPANIC	0 total to date
10	Black/African American and White	10 total to date
	Black/African American and White + HISPANIC	0 total to date
	American Indian/Alaskan Native and Black/African American	0 total to date
	American Indian/Alaskan Native and Black/African American + HISPANIC	0 total to date
15	Other/Multi Racial	15 total to date
	Other/Multi Racial + HISPANIC	0 total to date

**14 Please define the primary UNIT OF SERVICE you use when tracking this project, submitting invoices, etc. (e.g., hours of counseling, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):**  
Hours of Case Management

**15 Please complete the following table regarding the UNIT OF SERVICE listed above:**

309	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	618 total to date
320	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	320 total to date
70	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	70 total to date

**16 If you had TWO unit of service types, please define the second UNIT OF SERVICE here (if you did not have a second unit of service, enter "N/A"):**  
N/A

**17 Please complete the following table regarding the second UNIT OF SERVICE listed above:**

0	Numeric GOAL stated in your HHS contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
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0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**18 If you had THREE unit of service types, please define the third UNIT OF SERVICE here (if you did not have a third unit of service, enter "N/A"):**  
N/A

**19 Please complete the following table regarding the third UNIT OF SERVICE listed above:**

0	Numeric GOAL stated in your HHSG contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)	0 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	0 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0 total to date

**20 Please include any additional comments or clarifications here:**  
N/A

**21 For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):**  
Kenny Altenburg, Branch Operations Director

**22 For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.**  
The City granted these funds to the Tri-Valley YMCA so that the families we serve would have access to Case Management services.

The lack of available support services for families has caused a huge gap in service, and there is no county funding available for these prevention and early intervention services for families. The behavioral and emotional challenges that children experiences are going untreated because of this... In every recent study or human services needs assessment, mental health services such as these have been identified as very limited.

This is why the City granted us these funds.

**23 For CAPER: Describe the accomplishments of the program funded through HHSG funds. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs.**

Here are some of our highlights and best successes...

We know of several kids presenting with anxiety and depression, who are now receiving weekly therapeutic support as well as collaborative family therapy and have shown a decrease in depressive symptoms and behavioral issues.

We also have a handful of families with high levels of stress due to grief, single parenthood, financial stress, and divorce, who are now receiving weekly case management and therapeutic services, and continue to request and express need and appreciation for services.

In our centers, kids are now approaching our Case Manager regularly to check in or ask for help resolving conflict with friends or siblings.

Camp counselors and Y-Kids staff provide excellent care but are often unable to provide extended 1:1 coaching to deescalate behavioral issues in the moment. In her current role, our Case Manager is able to work with kids more directly and follow up with kids and families when there are chronic behavioral issues, as well as coach staff on new or alternate interventions to address challenging behaviors.

As kids in the camp or classroom setting exhibit behavioral and emotional issues while in the program, our Case Manager works with them to help identify underlying feelings and coach them on alternate ways to appropriately express themselves. She may do this for individual kids (usually with camp counselor or site director support and collaboration,) pairs or small groups of kids. After having a "coaching" session with a kid/s, she always checks in on my next visit to the site with both the kid and the counselor to see if they need any follow up. Weekly, she may meet with approximately 15-20 kids in this manner to provide services. She always combines this support for kids with support and consultation with Y staff, and offers to also make contact with the families if the child demonstrates repeated behavioral or emotional issues.

**24 For CAPER: Does the agency feel this program was a success? How do you measure the success of the program? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?**

This program has been a HUGE success at the Tri-Valley YMCA. We measure this in a number of ways:

- Number of kids on behavioral plans that are showing an improvement in the classroom
- Number of children receiving 1:1 counseling services
- Number of families receiving 1:1 counseling services
- Number of families that have been given referrals to services in the community
- Improvement in our Staff Members' abilities to deal with these students/families

After scaling back our expectations after receiving partial funding, we were able to exceed the goals and outcomes that we put forward for ourselves. Additionally, we have been aggressively pursuing other funding opportunities to keep our Case Manager on board, now that she has become such a valuable member of our team.

**25 For CAPER: Describe any problems or delays encountered with the project. How were they handled? What effects, if any, were there on project cost? Describe any changes that made the project successful or will make it successful in future years.**

There were two main reasons for the delay in implementation of this project - Leadership turnover at the Y and the lack of a full funding for this position.

Once we were awarded with \$19,000 for this position - as opposed to the \$48,000 that was requested, we altered this position to be Part-Time and to begin at the end of 2013 or beginning of 2014. When I began at the Tri-Valley Y as the Branch Operations Director, I was told that the hiring was a lot further along than it really was. After straightening this out, we were right back on track and I was very communicative with the City and HHSC about the timeline and implementation of this program.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**

While we are referring many of our families to other resources in the Tri-Valley area, we did not officially collaborate with any other agencies on this project.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**

Foundation Grant - \$5,000  
 Corporate Grant - \$5,000  
 Individual Contributions - \$1,000

We will use these funds to keep our Case Manager on board throughout the summer months.

Application ID: 15706

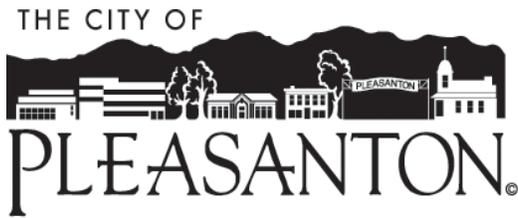
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# Human Services Commission Agenda Report

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August 20, 2014  
Item 7

**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 and/or presentations at each Commission meeting.

## **RECOMMENDATION**

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

## **FINANCIAL STATEMENT**

None

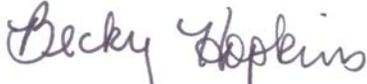
**BACKGROUND**

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,



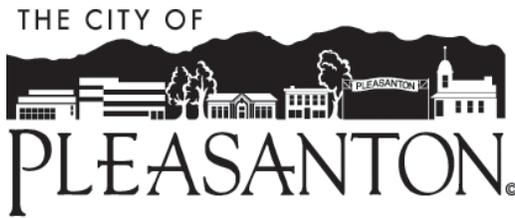
Becky Hopkins  
Community Services Manager

**Attachments**

1. DRAFT Speaker/Presentation Schedule

### Human Services Commission Guest Speaker/Presentations FY 2014-15

<b>Meeting Date</b>	<b>Topic</b>	<b>Presenters</b>
September 17, 2014	Food Insecurity – New Research Data for Alameda County	Alameda County Food Bank - TBD
October 1, 2014	Developmental and Physical Disability	Child Care Links – Inclusion Specialist - TBD RADD Program – Jessica Reaber REACH – TBD
November 5, 2014	Kinship/Foster Care	Lincoln Child Center – TBD
December 3, 2014	Foundation Collaborations	East Bay Community Foundation – TBD
January 14, 2015	Joint Meeting with Youth Commission – no presenter	
February 4, 2015	Early Childhood Resource & Referral	Child Care Links –TBD First 5 Alameda County - TBD CAPE –Head Start - TBD
March 4, 2015	Grant Allocation Meeting – no presenter	
April 1, 2015	Affordable Dental Care Services	Southern Alameda County Dental Society



# Human Services Commission Agenda Report

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August 20, 2014  
Item 8

**SUBJECT: REVIEW AND SELECTION OF COMMITTEE AND MEETING ASSIGNMENTS**

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## **SUMMARY**

Each year, the Human Services Commission reviews and discusses committee assignments and project representatives. On May 21, 2014, the Commission requested that additional committees or meetings be considered for attendance by a representative from the Human Services Commissioner. 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 review and appoint committee assignments and project representatives for the period July – December 2014.

## **FINANCIAL STATEMENT**

None

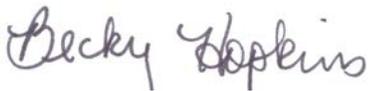
**BACKGROUND**

Annually, the Human Services Commission reviews its Committee Assignments and makes changes as needed. On December 3, 2013, the Commission made appointments to the Housing Scholarship Program Committee and Senior Program Advisory Committee; these appointments will expire on December 31, 2014. On May 21, 2014, the Commission requested that additional community based provider's and/or committees meetings be considered for attendance by a representative from the Human Services Commissioner.

**ALTERNATIVE ACTION**

Any other action as determined by the Human Services Commission.

Submitted by,



Becky Hopkins  
Community Services Manager

**Attachments**

1. Human Services Commission Committee and Meeting Assignments 2014

## Human Services Commission Committee and Meeting Assignments 2014

Meeting/Committee	Dates/Times	Location	Commissioner
Housing Scholarship Program Committee	As Needed	TBD	David Nagler
Senior Program Advisory Committee	July 14, October 13 3:00-5:00pm	Pleasanton Senior Center-Classroom	Varsha Claire
Ptownlife Resource Network	1st Wednesday of the Month 10:00- 11:30am	Operation Service Center - Remilard Conference Room	TBD
Pleasanton Paratransit Task Force	Quarterly 1:30-3:00pm	Pleasanton Senior Center	TBD
Tri-Valley Human Services Commission Work Group	TBD	TBD	TBD
Alameda County Advisory Commission on Aging	2nd Monday of the Month 9:30am	6955 Foothill Blvd Suite #300 Oakland	TBD
HUD Consolidated Plan Update Committee	October/November 2 meetings Date and Time TBD	TBD	TBD

**EDEN I & R, Inc.**

**2-1-1 Alameda County Monthly Narrative Report: May 2014**

**Noteworthy Updates**

During the month of May, 8,725 calls were handled by 2-1-1 Resource Specialists and 13,135 health, housing and human service referrals were provided. Of the unduplicated callers, 80% were female, 32% were single-headed households with minor children, and 43% 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 May it received 150,475 hits from 15,084 visitors. Traffic to our website continues to increase. There was a 41% increase and a 39% increase in the number of hits and visitors, respectively, in May of this year versus May 2013.

May 9-18 was East Bay Housing Organizations' (EBHO) Affordable Housing Week, an annual celebration of the benefits that affordable homes bring to our people and communities. EBHO and its members sponsored 20 events throughout Alameda and Contra Costa counties that call attention to the housing crisis and spotlight solutions. Thousands of people have attended Affordable Housing Week events for the past 17 years. As part of the week, Eden I&R and the Oakland Housing Authority co-sponsored the 6th annual Rental Property Owner and Manager Appreciation Day. In recognition of their commitment to provide affordable housing in the City of Oakland and Alameda County, property owners and managers were provided with resources on housing and tenant services as well as workshops which included "Fair Housing and Reasonable Accommodation/Violence Against Women Act", "How to Deal with Challenging Tenants", and other "how to" sessions.

Eden I&R would like to recognize two community leaders who left their respective agencies this month after decades of service. Mark Friedman, the Executive Director of First 5 for 15 years is moving to the Thomas J. Long Foundation as its new CEO. Mark's financial and professional support of Eden I&R will be missed but we look forward to our continued partnership with First 5's newly appointed Executive Director, Janis Burger. In addition, Rick Crispino retired from Bonita House after 36 years of dedicated service as the agency's Executive Director. Rick was instrumental in the enormous growth and expansion of services for the mentally ill locally and statewide. We wish Mark and Rick the very best in all of their future endeavors, and we look forward to our continued partnerships with First 5 and Bonita House as we continue to mutually assist individuals and families.

**Call Information**

**Call Examples**

~ A single mother of two small children called from Livermore for assistance with financial resources as she was fleeing a domestic violence situation. The caller shared with the Phone Resource Specialist that she lived with her father, who provided the only source of income since the father of her kids stopped working, began abusing alcohol and drugs, and eventually physically abused her. She had had to call the police to take him to jail. The caller and her father needed rental assistance and the caller needed resources for child support and custody. She was referred to ECHO Housing for rent, Alameda County Department of Child Support Services and the Self-Help Center at the Superior Court for child support and custody issues. For counseling for the abuse, the caller was referred to Tri-Valley Haven and Horizons Family Counseling. She was also pre-screened and referred to CalFresh.

~ A single male resident of Fremont on court probation called 2-1-1 for assistance with public benefits. The caller informed 2-1-1 that he had a mental disability and had been on SSI prior to incarceration in 2010. Since his release, he had re-applied for SSI but had been denied. He was looking for help with the appeals process. The caller was referred to benefits assistance programs through the Homeless Action Center, Fremont Family Resource Center, and CRIL.

~ An Oakland resident who was on probation called for job training programs. The caller was referred to Champion Workforce through St. Vincent de Paul, Cypress Mandela Training Center, America Works, Goodwill Job Placement Center, The Workforce Collaborative, Rising Sun Energy Center, and Rubicon Programs, Inc. He called again the same day for homeless shelter and was referred to CityTeam Ministries, as well as the requested phone number to Adult Probation.

~ A single, homeless senior called from Alameda requesting information on shared housing. The caller indicated that she did not want shelter. She was referred to the following transitional housing programs: Alpha Omega, Berkeley Food & Housing Project's Independent House, and Sweet Haven. The caller was also offered the 2-1-1 for Contra Costa County for more programs outside of Alameda County, which she accepted.

## EDEN I & R, Inc.

<b>Call Examples</b>	~ A single woman called from Piedmont. She has a criminal history and was residing in a residential drug treatment facility. She requested referrals for sober living homes that she could move into after her program ended. She was referred to Options Recovery Service, Life House Recovery Homes, and Tranquility House Alternatives.
	~ A single senior called from Union City for information on where she could learn computer skills and acquire specialized telephone equipment for her hearing impairment. She was referred to The STRIDE Center for a free or low-cost computer, the Ruggieri Senior Center for senior classes, and AT&T National Center for Customers with Disabilities for the telephone equipment.
	~ A Dublin resident who is a single mother of four children called for assistance with legal resources regarding her tenancy. The caller informed the Phone Resource Specialist that her landlord had given her an eviction notice for lack of payment, but she has all receipts for rent paid. For tenant rights, the caller was referred to Bay Area Legal Aid and Centro Legal de la Raza. She called 2-1-1 later the same day for rental payment assistance and food pantries and was referred to Season of Sharing, Operation Dignity, and St. Vincent de Paul.
<b>Caller Feedback</b>	~ "I live in San Leandro, and I just wanted to tell you that I use 2-1-1 services often, and you have always been wonderful. You always provide me with excellent assistance. I was denied Social Security Disability Insurance twice. Your employee gave me information on benefits assistance programs that can help me with the SSDI, as well as senior employment and several housing program referrals, that I can start working on. I think you guys are wonderful and I just want to say thank you. Your agency should be called an Agency of Hope, because you have given me hope. Thank you very much for your services."
	~ "I live in Oakland. Your staff helped me get referrals to places. This is the first time I've called and I was helped by a really good person."
	~ "Thanks to your staff, I was finally able to stabilize my housing situation. Thank you very much."
<b>Staff Inservice Training Sessions</b>	~ 2-1-1 Staff Training on Financial Inclusion for Underserved Consumers
	~ Centro de Servicios In-Service Presentation
	~ 2-1-1 Staff Discussion on Vicarious Trauma and Self-Care Part II

### Resource Information And Technology Updates

<b>Services Database</b>	~Two new agencies were added to the services database this month.
	~The services database contains 1,142 agencies and 2,911 programs.
	~The process of updating the 473 Non-Directory agencies is almost completed.
<b>Housing Database</b>	~ 321 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.
<b>Online Services Website</b>	~ Eden I&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 150,475 hits from 15,084 visitors.
<b>Technology</b>	~ Changes were made to the database to allow the Phone Resource Specialists to conduct proactive outreach to callers regarding low-cost broadband services, computer training, and free and low-cost computer equipment.
	~ Server backup processes were updated and a test using SharePoint OneDrive for desktop backup was conducted.
	~ In conjunction with the Finance Department, upgrade options and version migration options were evaluated for the current accounting software application.

## EDEN I & R, Inc.

### Outreach/Public Information Activities

	<p>~ The Executive Director represented the family of Ollie Arnold as she was recognized, posthumously, with the Red Cross' Community Preparedness Award. There were stories told and tears shed as Ollie's many contributions to the Red Cross (and those assisted by them) were shared.</p>
	<p>~ The Executive and Deputy Directors met with the Directors of the County Social Services and Healthcare Services agencies in order to review current services being provided to shared clients as well as the possibilities of enhanced services based upon prior best practices.</p>
	<p>~ Several members of the management team have been meeting with AC Transit regarding two major projects: the development of a transportation website portal through which seniors and people with disabilities will find easy access to paratransit information; and a national project, One Call/One Click, in which the public can gain more efficient means of contacting and accessing transportation services.</p>
	<p>~ The agency participated in a San Francisco Foundation disaster e-drill in which emergency test messages were sent and responded to in a prompt manner. The Foundation is knowledgeable and supportive of Eden I&amp;R's countywide disaster response efforts.</p>
	<p>~ Several members of the management team attended meetings related to Open Referral options including meeting with Code for America.</p>
	<p>~ Several members of the management team met with County Behavioral Health and Bonita House representatives as we reviewed the CHOICES housing website, and discussed the many ways in which the website can be improved over the next fiscal year.</p>
	<p>~ The Executive Director hosted a tour of the agency for Josh Leonard, East Bay Agency for Children's Executive Director. Discussions were held about possible future partnerships over and beyond current cross-referrals.</p>
	<p>~ The Executive Director participated in the statewide California Alliance of Information and Referral Services (CAIRS) monthly conference call during which topics included Open Referral options, CETF low-cost broadband services, CalFresh outreach, the statewide newsletter, and the annual statewide CAIRS Conference (October 2014) preparations.</p>
<b>Meetings</b>	<p>~ Several staff members have been preparing for the Operation Independence event, hosted by the City of Hayward and sponsored by the County Public Health Department, which will take place on June 21. Eden I&amp;R will have a table at the event with 2-1-1 marketing materials as well as two bilingual staff available to provide direct health, housing and human service referrals to people in attendance at the day long event.</p>
	<p>~ The Deputy Director attended Alameda City Council's meeting to update the Council on 2-1-1 service to the city.</p>
	<p>~ The Development/Marketing Officer gave an update about 2-1-1 at the following meetings this month: Pleasanton City Council, San Leandro City Council, and the Alameda County Housing and Community Development Commission.</p>
	<p>~ The Deputy Director and the Director of Information Technology attended an emergency coordination meeting at the American Red Cross in Oakland. Discussion revolved around establishing protocols and procedures for setting up emergency volunteer centers (EVCs) throughout the county in the event of a disaster.</p>
	<p>~ The Deputy Director attended the annual MAA (Medi-Cal Administrative Activities) conference in Sacramento. This 2.5 day conference, attended by government agencies and community-based organizations from throughout the state, offers a variety of informational sessions and networking opportunities for representatives of the various organizations who are involved in the MAA program. MAA provides for federal reimbursement to entities, including Eden I&amp;R, that conduct outreach to individuals potentially eligible for Medi-Cal as well as help connect Medi-Cal recipients to Medi-Cal covered services.</p>
	<p>~ The Deputy Director attended the NorCal VOAD (Voluntary Organizations Active in Disaster) meeting. Discussion included an update on the status of the statewide drought and an update on the NorCal VOAD Emergency Response and Communications Plan. The group also shared memories and stories of Ollie Arnold and the meeting was adjourned in her memory.</p>
	<p>~ The Deputy Director participated in a conference call with Alameda County VOAD. Agenda items included an update on a recent tabletop exercise and the group's participation in Operation Independence. Additionally, Vice-Chair Bruce Bird was elected the new Chair, a position that became vacant upon the untimely passing of Ollie Arnold.</p>

## EDEN I & R, Inc.

<b>Meetings</b>	<p>~ The Executive and Deputy Directors met with two staff from the County Public Health Department to discuss next steps on the Public Health Emergency Preparedness Registry, a pilot project to develop a database of individuals in Alameda County who may need assistance in the event of a local emergency or disaster.</p>
<b>Fairs/Events/ Outreach</b>	<p>~ The Information Management Supervisor attended the Senior Resource Open House at the Dublin Senior Center.</p> <p>~ The Executive Director and Development/Marketing Director attended Fremont Bank's celebration that included the donation of \$10,000 to 49 organizations (of which Eden I&amp;R was one) as well as \$50,000 to a cancer-related organization. The event was truly a love-fest as Fremont Bank praised the work of the community and faith-based organizations in attendance, and the agency representatives explained the ways in which the donations will assist those in need throughout the East Bay.</p> <p>~ The Executive Director attended the farewell receptions for Rick Crispino, Executive Director of Bonita House for over three decades, and Mark Friedman, First 5's Executive Director for 15 years. Both men were praised by elected officials, mutual CBO leaders, and others who had firsthand knowledge of their contributions to the fields of mental health (in Rick's case) and services for children 0-5 years old (in Mark's case). They will be missed but their work will be appreciated by the people they served for generations to come.</p> <p>~ 2-1-1 outreach materials were distributed this month to: Alameda County Geriatric Assessment and Response Team and Crisis Response Programs in Oakland; Castro Valley Senior Center; Emeryville Senior Center; and Alameda County Social Services Eden Self-Sufficiency Office in Hayward.</p> <p>~ The Development/Marketing Officer distributed 2-1-1 outreach materials to 300 soon-to-be released inmates at the Federal Correctional Institution in Dublin.</p> <p>~ The Development/Marketing Officer distributed 2-1-1 outreach materials at the Alameda County-Oakland Community Action Partnership's Annual March to End Poverty Community Resource Fair at Lake Merritt in Oakland and the Campbell Village Job Fair in Oakland.</p> <p>~ The Development/Marketing Officer made 2-1-1 presentations as part of an Emergency Preparedness Workshop sponsored by the Alameda County Social Service Agency Eastmont Self-Sufficiency Center in Oakland; at the Castro Valley Senior Center; and for victim advocates at the District Attorney Victim/Witness Office in Oakland.</p> <p>~ Staff participated in and distributed 2-1-1 outreach materials at the Cinco de Mayo Celebration co-sponsored by County Supervisor Nate Miley; Hayward Area Recreation and Park District; Alameda County Deputy Sheriff's Activities League; Alameda County Community Development Agency; Public Works Agency; and Alameda County Fire Department at Ashland Community Center; City of Dublin Senior Resource Open House and 4C's Annual Children's Fair in Hayward.</p> <p>~ The AIDS Housing and Information Project (AHIP) Rovers participated in, and distributed 2-1-1 and AHIP information at, the Asian Pacific Islander HIV Awareness Day in Oakland and at Asian Health Services in Oakland.</p>

# Alameda County Summary By City

5/1/2014 Through 5/31/2014; 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	174	96	78	71	25	11	60	35	20	318
Albany	16	6	10	4	1	1	3	2	2	38
Berkeley	459	174	285	118	64	25	93	46	31	753
Castro Valley	114	65	49	41	21	4	37	23	14	227
Dublin	47	26	21	21	7	5	16	12	10	91
Emeryville	31	10	21	9	4	3	6	2	2	60
Fremont	343	165	178	122	48	30	92	51	32	633
Hayward	1073	590	483	444	177	77	367	241	145	1934
Livermore	121	50	71	41	18	5	36	26	17	237
Newark	111	57	54	44	20	11	33	19	12	171
Oakland	3876	1632	2244	1187	538	253	934	621	398	6678
Piedmont	8	1	7	1	0	0	1	0	0	11
Pleasanton	44	17	27	13	4	2	11	6	3	91
San Leandro	533	304	229	206	89	37	169	104	61	935
San Lorenzo	71	51	20	29	13	3	26	16	13	95
Union City	162	95	67	62	24	10	52	34	19	262
Other	1542	130	1412	113	44	32	81	40	24	601
<b>Grand Total:</b>	<b>8725</b>	<b>3469</b>	<b>5256</b>	<b>2526</b>	<b>1097</b>	<b>509</b>	<b>2017</b>	<b>1278</b>	<b>803</b>	<b>13135</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 5/31/2014; 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	2053	1079	974	605	254	144	461	276	173	3632
Albany	208	96	112	59	21	16	43	24	16	419
Berkeley	5801	2684	3117	1171	547	322	849	451	312	9484
Castro Valley	1275	733	542	370	134	75	295	172	104	2287
Dublin	566	302	264	168	56	35	133	84	58	964
Emeryville	475	248	227	132	49	37	95	45	32	927
Fremont	4010	2275	1735	1169	414	303	865	525	293	6864
Hayward	12153	7057	5096	3435	1195	681	2753	1904	1143	21959
Livermore	1565	801	764	471	162	88	383	250	133	2764
Newark	1162	725	437	329	118	62	267	184	108	1932
Oakland	43192	20871	22321	10044	3937	2337	7699	4966	3325	74955
Piedmont	49	9	40	8	2	2	6	1	1	86
Pleasanton	644	335	309	191	52	36	155	101	55	1176
San Leandro	5873	3578	2295	1685	619	316	1369	847	518	11031
San Lorenzo	741	506	235	253	87	48	205	138	89	1376
Sunol	4	3	1	3	1	1	2	0	0	13
Union City	1472	944	528	525	172	100	425	294	171	2581
Other	14200	1295	12905	877	324	201	675	302	209	5978
<b>Grand Total:</b>	<b>95443</b>	<b>43541</b>	<b>51902</b>	<b>21495</b>	<b>8144</b>	<b>4804</b>	<b>16680</b>	<b>10564</b>	<b>6740</b>	<b>148428</b>

1. Total Calls: The total of Client Calls and General Calls for the reporting period.
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## EDEN I & R, Inc.

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

#### Noteworthy Updates

During the month of June, 8,627 calls were handled by 2-1-1 Resource Specialists and 13,600 health, housing and human service referrals were provided. Of the unduplicated callers, 79% were female, 32% 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 June it received 129,149 hits from 15,229 visitors. Traffic to our website continues to increase. There was a 56% increase and a 92% increase in the number of hits and visitors, respectively, in June of this year versus June 2013.

This report marks the end of Fiscal Year 2013-14. Eden I&R staff and board are extremely proud of another successful year providing the critical 2-1-1 service to Alameda County. Over the past 12 months, 2-1-1 Resource Specialists handled 104,070 total calls. These callers received 162,027 housing and service referrals. The agency's online resource directory was also heavily used throughout the year, receiving 1,542,326 hits from 159,963 visitors, which represents a more than 30% increase from FY 12/13.

Eden I&R's partnerships with municipal departments and other community-based organizations enabled 2-1-1 to continue to serve as an easy point of entry and eligibility assessment for numerous benefit programs including CalFresh, Earned Income Tax Credit, Medi-Cal, California Emerging Technology Fund, and holiday toys and food for needy families, as well as to maintain the daily inventory of available emergency shelter beds and our housing and services databases. Eden I&R also expanded its service during FY 2013-14 to become a Certified Enrollment Entity through Covered California. Two of our staff were trained to become enrollment counselors, ultimately assisting nearly 140 individuals and families apply for health insurance through the state's new exchange. These partnerships are truly appreciated because they assist us all in successfully serving the community. Eden I&R wishes to extend a heartfelt "Thank You" to all of our partners and funders. A 2-1-1 Annual Report will be available by the end of July that will provide greater detail and further highlights of 2-1-1 Alameda County over the past fiscal year. This report will be mailed to funders and will also be available online at [www.211alamedacounty.org](http://www.211alamedacounty.org).

#### Call Information

	~ A single female veteran with physical disabilities, PTSD, and night terrors, called 2-1-1 from Oakland for housing and income assistance. The caller and her fiancé were homeless and had only one part time job between them. The caller was referred to CalFresh and General Assistance at Alameda County Social Services as well as benefits assistance through the Homeless Action Center. For shelter, she was referred to Berkeley Food & Housing Project and the Brookside Shelter. The caller was very grateful for the referrals and said she was glad she had found out about 2-1-1, as she had not known whom to turn to for information earlier.
	~ A member of a two-parent family with two young children called from San Leandro for low-income housing. The caller shared with the resource specialist that the family relies on only one part-time job income. The caller was referred to Eastmont Court and Pullman Point Apartments, Season of Sharing and Operation Dignity for deposit assistance, as well as the Salvation Army and FESCO family shelters. The resource specialist suggested that the family may qualify for additional income from CalWorks and/or General Assistance, which the caller was pleased to learn.
<b>Call Examples</b>	~ A senior from Piedmont called as she needed information on classes that offered water fitness. The caller was referred to The City of Berkeley Park, Recreation and Waterfront Department.
	~ A Berkeley resident with a mental disability, who is a single mother of four children, called for deposit assistance to move into a new Section 8 rental unit. The caller was referred to Season of Sharing for deposit and was also provided a rental listing in Oakland. The resource specialist suggested that the caller may want to apply for CalWorks to supplement her SSI income, and the caller was very surprised and grateful to learn that she could apply for her children. The caller was referred to Alameda County Social Services to apply for CalWorks.
	~ A Pleasanton resident called 2-1-1 because she was having anxiety attacks and needed assistance. She was referred to the Pleasanton Community Counseling Center that assists with anxiety disorders, and to the Alameda County Behavioral Health Care Services.
	~ A Livermore resident with a toddler and an infant, called for information on transitional housing. The caller was referred to Alpha Omega Foundation, Images on the Rise, The East Oakland Community Project, Oakland Elizabeth House, and God's Love Transitional Housing Program.

## EDEN I & R, Inc.

<b>Caller Feedback</b>	~ "I live in Hayward. I just spoke with one of your representatives and I want to compliment her on her customer service, which was extraordinary. She helped me with a lot of referrals. She gave me everything that could possibly be available for me. She's very compassionate and I want to compliment her and let you know that she is doing a great job. The most important part for me was that she made me feel comfortable and made it a lot easier for me to get the information that I needed. I was a little tense when I called but her phone manner helped me relax. She gave me a lot of transitional housing and shelters that I am looking into today. Thank you."
	~ I just had the pleasure and benefit of speaking to a young lady who works for you. She went above and beyond to help me. She obviously loves her job. I've never had that much help from anyone, anywhere that I have reached out to before and I had just gotten turned away. This young lady gave me so many resources that I will be calling all this week. I have faith now, faith that my future is going to be bright. She is very professional, she's very warm and caring. She's very knowledgeable and just so willing to take the time with each person, at least me, probably everyone she talks with, I am sure. She's incredible, she should teach others. She is the model for how your employees should work, she's phenomenal. So I just want to give thanks. I am in Fremont. So, thank you very much, and God bless you, and thank you for having this young lady working for you. I am going to make it now."
	~ "Hello, I live in Oakland, and I talked with your staff. She is thorough, she is accurate and she speaks distinctly which is helpful since I have a little trouble with my hearing. She is very good, I want to leave a very good commendation. And she is very capable. I am grateful for your system. Thank you."
	~ "I just spoke with your operator, and she was excellent. She gave me numerous referrals to explore. I am a person being abused in my home, and I am in a very bad living situation. I am also disabled and facing surgery soon. So I need a lot of help, she gave me a huge amount of information. She also encouraged me to call back, if I have any information to share. She gave excellent details about resources and what to do, what the purpose of the referral was and the possibility that they might help me. I have never had to call you for help, but she was so very helpful. I really appreciate her help. She's very, very good, very patient with me. I appreciate your service, thank you."
	~ "I am calling from Livermore. I just called to say that I appreciate you guys for being a helpful resource because I am not in a position to get on a computer as much as I'd like, to access information and numbers, and I am sure my friends get tired of me calling them to search for something for me. So, you always make me feel comfortable, you guys are always helpful, very kind and I feel no one is judging me and I appreciate your service so much. And it would be a waste if we didn't have it, so I am glad that you guys are around. I appreciate all you do. Have a great day. Thanks again."
<b>Staff In-service Training Sessions</b>	~ East Bay Community Recovery Law Center In-Service Presentation
	~ Stop Waste Recycling Workshop
	~ 2-1-1 Staff Meeting & Training on Self-Care & Resiliency
	~ 2-1-1 Staff Meeting & Training on Advocacy and Medi-Cal Administrative Activities (MAA) Annual Training

### Resource Information And Technology Updates

<b>Services Database</b>	~ Three new agencies were added in the services database this month.
	~ The services database contains 1144 agencies and 2915 programs.
	~ The process of updating the Non-Directory agencies is completed.
<b>Housing Database</b>	~ 702 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.
<b>Online Services Website</b>	~ Eden I&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 129,149 hits from 15,229 visitors.
<b>Technology</b>	~ Eden I&R has been participating in and researching the Open Referral initiative. The goal of the Open Referral initiative is to join together all who wish to work towards a future of open, interoperable, reliable, and sustainable community resource directory data.
	~ Eden I&R is participating in the updated CETF (California Emerging Technology Fund) survey. CETF provides leadership statewide to close the "Digital Divide" by accelerating the deployment and adoption of broadband to unserved and underserved communities and populations.
	~ We have created a Website Steering Committee. The website steering committee meets monthly and reviews content and strategy related to each of Eden I&R's internet websites.

**EDEN I & R, Inc.**

<b>Outreach/Public Information Activities</b>	
<b>Meetings</b>	~ Eden I&R hosted the monthly 211 Bay Area Partnership meeting. Topics included: the new 211 CA Network Executive Director; the Kaiser-funded statewide 211 Business Plan; the California Teleconnect Fund; the Open Referral initiative; and the phonline Self Care discussion.
	~ The Executive Director participated in a regional Kaiser Permanente conference call whose purpose was to better coordinate work between 211 centers and local health care facilities (e.g., hospitals, clinics, etc).
	~ The Executive Director attended the EveryOne Home and Soda Foundation event honoring those agencies that excelled in placing homeless individuals and families in short and long term housing.
	~ The Executive Director met with HUD's Regional Administrator to update her about Eden I&R's housing department and the ways in which the agency's housing database is unique and helpful to the homeless and unstably housed families as well as their advocates.
	~ The Executive Director attended the Reentry Community Corrections Partnership Executive Committee meeting during which there were updates related to employment, housing, and the upcoming day reporting center (to be housed at the Probation Dept's Broadway building).
	~ 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 and IT Director participated in a conference call with representatives from AC Transit and East Bay Paratransit to continue the discussion about a national project, One Call/One Click, in which the public can gain more efficient means of contacting and accessing transportation services.
	~ The Deputy Director and 2-1-1 Program Manager attended a refresher training held at the County Health Care Services Agency to ensure participating agencies, including Eden I&R, are prepared for continued participation in FY15 doing Medi-Cal outreach through the MAA (Medi-Cal Administrative Activities) program.
	~ The Deputy Director made a 2-1-1 presentation to the Urban County Technical Advisory Committee at the County's office of Housing and Community Development.
	~ All management staff were involved in multiple meetings with the county's cities, county departments, and numerous foundations/corporations as we renegotiated contracts for FY2015.
	~ A Housing Resource Specialist attended a meeting of the Emergency Management and Disaster Preparedness Council to discuss preparations for the 25th Anniversary Commemoration of Loma Pieta earthquake and updates on other projects.
	~ A Housing Resource Specialist attended a disaster preparedness meeting about Emergency Volunteer Centers to discuss county level coordination of spontaneous volunteer centers that will be activated during disasters in Alameda County and to review the new website.
	~ A Housing Resource Specialist participated in the Alameda County VOAD Executive Committee Conference Call to plan the next meeting on "How to Cope with Stress After a Disaster" and to elect a new committee Vice Chair.
	~ Two Housing Resource Specialists attended the Grand Opening and ribbon cutting of Terraza Palmera at St. Joseph, a restored affordable housing complex.
<b>Fairs/Events/and Outreach</b>	~ 2-1-1 Outreach materials were distributed this month to Bonita House, Breaking the Cycle Event sponsored by El Shaddai Ministries and Park and Recreation Department, and City of Hayward Community Services.
	~ The Development/Marketing Officer participated in and distributed 2-1-1 outreach materials at the Alameda Health System Fairmont Hospital Community Resource Fair; a Summer Networking Mixer sponsored by Alameda County Social Services, Workforce Investment Board, Rubicon Programs, and Employment Development Department; and the Four Seasons of Health Expo in Fremont.
	~ The AIDS Housing and Information Project (AHIP) Specialist represented Eden I&R and AHIP at the 7 <sup>th</sup> Annual East Bay AIDS Walk, distributing 2-1-1 and AHIP outreach materials.
	~ The Executive Director represented the agency at PG&E's event promoting the number "811: Know what's below. Call before you dig."
	~ The AIDS Housing and Information Project (AHIP) Coordinator participated in and distributed 2-1-1 outreach materials at the East Bay HIV Update Conference in Oakland.

**EDEN I & R, Inc.**

<b>Fairs/Events/and Outreach</b>	<p>~ The Executive Director represented the agency and Ollie Arnold's family as the Alameda County Board of Supervisor's honored Ollie at their June 13, 2014 meeting.</p>
	<p>~ Staff participated in and distributed 2-1-1 outreach materials at the first of this summer's Hayward Chamber of Commerce Downtown Street Parties; the Tropics Senior Health and Resource Fair in Union City; and E.C. Reems Community Services Health and Job Fair in Oakland.</p>
	<p>~ As part of a grant Eden I&amp;R received from StopWaste, 25 agency staff and guests from nearby nonprofits participated in a recycling workshop to learn about and raise awareness about preventing compostables from going to the landfill. Eden I&amp;R is partnering with StopWaste on the Ready Set Recycle outreach campaign to build healthier and more sustainable communities. Participants had the opportunity to sign a recycling pledge. Following the workshop, a group of Eden I&amp;R staff members participated in a training session to learn how to introduce recycling as part of our outreach at community events.</p>
	<p>~ Staff participated in, distributed 2-1-1 outreach materials and provided referrals from the 2-1-1 database to individuals at the Alameda County Public Health Department's Fourth Annual Operation Independence 2014. It was hosted by the City of Hayward. The expo had presentations, demonstrations and hands on trainings for the public to know what to do before, during and after an emergency.</p>

# Alameda County Summary By City

6/1/2014 Through 6/30/2014; 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	202	110	92	75	29	19	56	29	19	381
Albany	18	9	9	8	3	4	4	4	3	34
Berkeley	503	221	282	142	64	28	114	65	45	880
Castro Valley	132	84	48	63	22	8	55	35	21	269
Dublin	37	18	19	17	11	3	14	7	6	67
Emeryville	42	26	16	21	9	6	15	7	7	74
Fremont	349	172	177	131	50	32	99	64	36	652
Hayward	1010	555	455	400	150	73	327	227	137	1874
Livermore	136	60	76	48	20	11	37	27	15	238
Newark	87	48	39	38	14	10	28	18	10	149
Oakland	3908	1683	2225	1286	579	297	989	647	427	6913
Piedmont	6	2	4	1	0	0	1	0	0	9
Pleasanton	53	21	32	19	4	1	18	10	6	90
San Leandro	511	294	217	210	91	41	169	104	64	1057
San Lorenzo	78	59	19	41	13	6	35	24	16	160
Union City	125	80	45	55	13	8	47	38	22	228
Other	1430	124	1306	105	43	23	82	38	23	525
<b>Grand Total:</b>	<b>8627</b>	<b>3566</b>	<b>5061</b>	<b>2660</b>	<b>1115</b>	<b>570</b>	<b>2090</b>	<b>1344</b>	<b>857</b>	<b>13600</b>

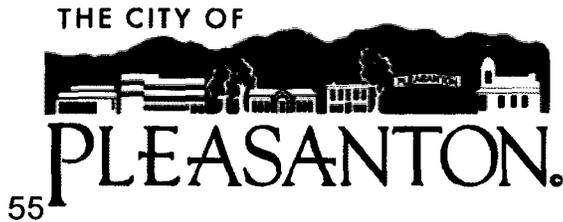
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# Alameda County Summary By City

7/1/2013 Through 6/30/2014; 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	2255	1189	1066	645	271	157	488	289	182	4013
Albany	226	105	121	66	23	20	46	27	18	453
Berkeley	6304	2905	3399	1238	575	338	900	476	330	10364
Castro Valley	1407	817	590	406	145	82	324	191	112	2556
Dublin	603	320	283	180	64	38	142	88	61	1031
Emeryville	517	274	243	143	54	39	104	49	37	1001
Fremont	4359	2447	1912	1240	444	325	914	560	311	7516
Hayward	13163	7612	5551	3639	1258	729	2909	2025	1209	23833
Livermore	1701	861	840	496	175	94	402	261	137	3002
Newark	1249	773	476	346	121	65	281	194	116	2081
Oakland	47100	22554	24546	10730	4224	2532	8190	5268	3505	81867
Piedmont	55	11	44	9	2	2	7	1	1	95
Pleasanton	697	356	341	205	56	37	168	108	58	1266
San Leandro	6384	3872	2512	1791	657	343	1448	899	548	12088
San Lorenzo	819	565	254	277	91	54	223	151	95	1536
Sunol	4	3	1	3	1	1	2	0	0	13
Union City	1597	1024	573	550	176	103	447	312	181	2809
Other	15630	1419	14211	960	356	218	741	333	227	6503
<b>Grand Total:</b>	<b>104070</b>	<b>47107</b>	<b>56963</b>	<b>22924</b>	<b>8693</b>	<b>5177</b>	<b>17736</b>	<b>11232</b>	<b>7128</b>	<b>162027</b>

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## Housing Commission Minutes

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*City Council Chambers, 200 Old Bernal Ave., Pleasanton, CA*

**April 17, 2014  
7:00 p.m.**

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

Chairperson Ann Welsh called the meeting to order at 7:00 p.m. on Thursday, April 17, 2014, in the City Council Chambers, 200 Old Bernal Avenue, Pleasanton, California.

The Pledge of Allegiance was recited, led by Chairperson Welsh.

Roll call:

Present: Chairperson Ann Welsh, Vice Chairperson Daniel Mermelstein, and Commissioner John Casey.

Absent: Commissioner Colleen Lopez.

Staff: Steven Bocian, Assistant City Manager; Scott Erickson, Housing Specialist; Janice Stern, Planning Manager; Jennifer Wallis, Associate Planner; and Edith Caponigro, Recording Secretary

### **AGENDA AMENDMENTS**

There were none.

### **MINUTES**

#### **1. Approve Regular Meeting Minutes of March 20, 2014**

A motion was made by Commissioner Mermelstein, seconded by Commissioner Casey, to approve the meeting minutes of March 20, 2014. **The motion was approved unanimously.**

### **CONSENT CALENDAR**

- 2. Approval of the March 2014 Financial Reports for Ridge View Commons and Kottinger Place**
  - 3. Management Updates for Kottinger Place and Ridge View Commons**
-

4. **Quarterly Update Regarding Miscellaneous Housing Projects and Issues (1st Quarter 2014)**
5. **Quarterly Report of Housing Commission Activities (1st Quarter 2014)**
6. **Quarterly Inventory of Below-Market Housing in Pleasanton (1st Quarter 2014)**

A motion was made by Commissioner Mermelstein, seconded by Commissioner Casey, to approve the consent calendar. **The motion was approved unanimously.**

**MEETING OPEN TO THE PUBLIC**

7. **Introductions / Awards / Recognitions**

There were none.

8. **Public Comment from the audience regarding items not listed on the agenda**

There were none.

**PUBLIC HEARINGS AND OTHER MATTERS**

9. **Appointment of Tenant Representatives for Ridge View Commons and Kottinger Place**

Mr. Erickson advised that a total of four (4) residents serve as tenant representatives for Ridge View Commons and Kottinger Place, the two senior complexes that the City is involved in. These tenant representatives serve as liaisons and present questions and concerns of tenants to the on-site management staff and City representatives.

The Commission was informed that Dottie Martinez and Lance Kawaharada have been serving as the tenant representatives at Ridge View Commission and are both eligible to serve another two-years. However, since Ms. Martinez has indicated that she is not able to serve another term, management staff has recommended that her position be filled by Ms. Marcie Harding, who has volunteered to serve in the position for the next two years.

Ms. Harding informed the Commission that she was honored to have been selected to fill the position as tenant representative for Ridge View Commons.

Mr. Erickson advised that similarly at Kottinger Place Mr. Shengbo Lai has agreed to serve another two-year term as tenant representative at Kottinger Place, while Ms. Chufen Gan's position will be filled by Mr. Don Byrd.

A motion was made by Commissioner Casey, seconded by Commissioner Mermelstein, to approve the two-year appointments of Mr. Lance Kawaharada and Ms. Marcie Harding as tenant representatives for Ridge View Commons, and Mr. Shengbo Lai and Mr. Don Byrd as tenant representatives for Kottinger Place.

**ROLL CALL VOTE:**

AYES: Commissioners Casey, Mermelstein, and Chairperson Welsh.  
 NOES: None  
 ABSENT: Commissioner Lopez  
 ABSTAIN: None

## 10. Update Regarding Status of the 2015-23 Housing Element

Mr. Erickson noted that the Housing Element is a part of the City's General Plan and is a comprehensive statement by the community of its current and future housing needs and proposed actions to facilitate the provision of housing that will meet needs at all income levels.

The State requires periodic review and update of the Housing Element and certification by the State Housing and Community Development Department (HCD) to demonstrate continued development capacity within the City to attain affordable housing goals.

Ms. Wallis provided the Commission with a PowerPoint presentation which included an overview of the Housing Element Update with information pertaining to Regional Housing Needs Allocation (RHNA); public outreach to date; goals, policies, and programs; and upcoming meetings. The presentation addressed the following areas:

- Requirements:
  - Mandated General Plan elements
  - Existing and projected housing needs of economic segments of the community
  - Reviews required by HCD
  - State set schedule for Housing Element updates.
- New for this Planning Period:
  - SB 812 – Planning of housing needs for persons with development disabilities
  - SB 375 - Timing of the planning cycle
  - Streamlined Review - for more efficient review of housing elements
- Regional Housing Needs Allocation (RHNA):
  - State law requiring HCD to determine total regional housing needs
  - ABAG allocates regional number among jurisdictions
  - Allocation distribution among income categories
- 2013-2022 RHNA
- Community Meeting Summary:
  - Ideas and Input
  - Summary of received input
- Stakeholder Meeting Summary
  - Strengths, Weaknesses, and Opportunities of City housing and services programs
- Goals, Policies, and Programs:
  - State Law requirements of the Housing Element
  - New mandates and areas to be refined
- Schedule:
  - Draft to be reviewed by Commissions; Community Workshop, City Council
  - Authorization to HCD, Adoption by City Council, Submit Adopted Housing Element to HCD, and Certified Housing Element.

**Chairperson Welsh opened the meeting for public comment at 7:25 p.m.**

Jocelyn Combs, 5165 Greentree Court – indicated that she supported the information provided in a letter dated April 16, 2014, from Becky Dennis of Citizens for a Caring Community that had been forwarded to the Commission with analysis information pertaining to demographic, employment, and housing trends, including availability, market conditions, infrastructure, and environmental factors.

Kay Ayala, 4515 Gatetree Circle - discussed the Housing Element and holding capacity in Pleasanton. She provided information from documents available for public review at the Pleasanton Library indicating that 29,000 housing units would be made available at the end of the Housing Element, and the fact citizens of Pleasanton had voted on the 29,000 cap, a number that is alive and well still with residents in the community.

Ms. Ayala discussed the RHNA numbers and noted that no additional sites need to be rezoned at this time. She appealed to the Commission to read through the Land Use position of the Housing Element and keep in mind RHNA numbers when considering any rezoning.

**Chairperson Welsh closed the meeting for public comment at 7:30 p.m.**

Commissioner Casey questioned if the Commission should be reviewing process when considering this item, since staff was asking for feedback. He asked if the Commission should be going over the elements and providing a narrative. Ms. Stern and Ms. Wallis indicated that staff wanted to make sure the different elements are all considered.

Chairperson Welsh suggested the Commission make comments with staff providing feedback and then the public be allowed to comment again if necessary.

Commissioner Casey commented on Program 1.1 as referenced by Citizens for a Caring Community in Attachment 1, with regard to the redesignation to "commercial/office" of the former Windstar apartment development site adjacent to the West Dublin BART station. Ms. Stern provided information about a proposal from WorkDay to develop this site, advising that staff needs to consider what impact this will have on the RHNA targets.

Commissioner Casey discussed Programs 9.5 and 11.2 and questioned whether the City could use funds for rehabbing existing properties rather than building new housing. Ms. Stern provided some information on how this might be addressed, and Mr. Bocian noted that staff has been supportive of this idea and has been considering how it related to the RHNA numbers. Commissioner Casey felt this was something that members of the community would embrace.

Chairperson Welsh had questions regarding Program 6.1 and wondered whether it applied to new units only. Staff advised that it applied half to new units and half to existing units. Chairperson Welsh questioned what incentive the City provided to encourage people to add second units to existing properties and Ms. Stern provided information. Chairperson Welsh feels there is a lot of under-utilized square footage in Pleasanton where City incentives would be helpful and should be encouraged.

Commissioner Casey discussed SB812 and indicated he would like to see more "aging in place" housing opportunities to be made available.

Chairperson Welsh discussed below-market rate housing and wondered if property owners could be approached about reconsidering and extending the term of existing BMR contracts. Mr. Bocian advised that much had been done when Mayor Pico was in office and a wide range of incentives had been offered. It was also noted that all BMR regulatory agreements since the early 2000's have been required to remain in effect in perpetuity. Chairperson Welsh provided information on what is being done with a development she is working on Foster City and how under-utilized space in the units is being allocated. Staff confirmed that they understood the concept that Chairperson Welsh was discussing.

Commissioner Casey wondered whether there would be enough funds in the Lower Income

Housing Fund to consider his earlier recommendation, taking into consideration the upcoming Kottinger Gardens project. Mr. Bocian indicated that staff would need to take this into consideration as part of the budget process.

Commissioner Casey asked about new RHNA numbers for the East Pleasanton Specific Plan and whether staff would be proposing any change to that Program. He noted that City Council has stated they wish to continue the Task Force. Ms. Stern advised that no sites needed to be rezoned to meet RHNA requirements and Council wishes to continue with the East Pleasanton plan. Staff is working on feasibility and unit numbers and has been given no direction to make changes. Commissioner Casey indicated that he did not want to see East Pleasanton be a focus for lower income units and encouraged diversity in Program 45.5.

**Chairperson Welsh reopened the meeting for public comment at 8:03 p.m.**

Ms. Ayala indicated it was refreshing to hear all of the creative ideas for affordable housing. She commented on City Council indicating that they wanted to continue the process for the East Pleasanton Plan, but also being open to look at all new options. Ms. Stern noted the plan for East Pleasanton had been put together as creatively as possible.

Ms. Combs discussed RHNA numbers and the need to consider whether it is now about responsibility to the community and if there was a need to continue moving forward. She further discussed:

1. The issue of second units and the need to look at parking requirements and hook-up fees;
2. Aging-in-place, citing the example of what is being done in Portland, Oregon, with foster families and seniors;
3. Lower Income Housing Fee increases; and
4. State and Federal funding for affording housing.

Mr. Bocian provided information on how staff works with developers on specific projects.

**Chairperson Welsh closed the meeting for public comment at 8:08 pm.**

**11. Discussion of Housing Commission Work Plan for 2014**

Mr. Bocian reviewed with the Commission a Commission Goal Setting Plan that included:

Primary Duties

- Initiating and pursuing opportunities for developing affordable housing within the City of Pleasanton.
- Cooperating with the private housing industry, City Commissions and regional agencies to produce affordable housing and/or maintain existing affordable housing.
- Make recommendations regarding affordable housing policy.
- Cooperating with the Human Services Commission in the annual allocation of Community Development Block Grant (CDBG) funds.
- Coordinate property and financial management of housing developments under the City's Housing Authority.
- Review and make recommendations to City Council regarding use of City's Lower Income Housing Fund (LIHF).
- Appoint tenant representatives to the Housing Authority Board of Commissioners.
- Review affordable housing proposals for new residential/commercial developments for

- consistency with the IZO.
- Participate in special projects, i.e. Kottinger Gardens, East Side Plan.

#### Three Elements Defining Scope

- Reactive – e.g., proposed new housing developments.
- City Council Assigned – e.g., Housing Element
- Self-Initiated – e.g., Kottinger Gardens project review

#### Housing Element Duties

- Prepare information regarding the potential for renting second units (ongoing).
- Identify and inform developers of incentives for affordable housing (ongoing).
- Provide ongoing public information on affordable housing opportunities (ongoing).
- Annual review of the Inclusionary Zoning Ordinance (completed).

#### Housing Element Duties

- Review opportunities for high density residential as part of the East Pleasanton Specific Plan (ongoing).
- Review of the City's Lower Income Housing Fee (completed).

#### Work Plan Goal Setting – Options

- Roundtable discussion.
- Free-flow brainstorming.
- Submit ideas to staff via email.

#### Next Step – Process

- Collect ideas.
- Present material at a subsequent meeting.
- Organize and finalize.
- Adoption.

#### **Chairperson Welsh opened the meeting for public comment at 8:18 p.m.**

Jocelyn Combs indicated she had looked at the duties and accountability of the Housing Commission and compared them to what other Housing Commissions were responsible for. She discussed workable policies and suggested members of the Commission meet with representatives from other local Commissions to determine if what they are doing would work for the City of Pleasanton. She felt possibilities were endless and it would be beneficial to be able to bring people who work in Pleasanton to live in Pleasanton.

#### **Chairperson Welsh closed the meeting for public comment at 8:22 p.m.**

Commissioner Casey was informed by Mr. Bocian that new Commissioners would likely be joining the Commission at the June meeting. Commissioner Casey felt it was important for the Commission to be up-to-speed when new Commissioners join and hoped there would be an opportunity for information to be given new Commissioners on all of the requirements, so they get a sense of the overall program. He felt the information should also include maps, so the new Commissioners get some insight of what is required being a member of the Housing Commission.

Commissioner Casey suggested a primary responsibility at the May or June meeting be an opportunity for the Housing Commissioners to discuss topics with new Commissioners. He also thought it would be easier if the Housing Commission Goal Setting was broken up into

segments of quarterly goals.

Commissioner Mermelstein liked the idea of the Commission having a brainstorming session so ideas can be tossed around. He suggested this be done in a workshop setting. Mr. Bocian agreed that a workshop meeting in June could be a good time. Commissioners agreed.

Chairperson Welsh stated she had difficulty working with a "laundry list" of things at one time and would like to come up with a couple of things for the Commission to move forward on in 2014. She suggested:

1. Understanding obstacles for people who want to develop second units, issues they have to deal with, and available incentives.
2. Identifying locations for potential apartment rehab opportunities. She would like to see a list that includes number of units and acreage and the possibility to reconfigure existing buildings to attain more units (including affordability).

Commissioner Casey indicated he would like to better understand staff's criteria before jumping into these issues. He felt the second unit issue was complex because of its financial aspect. He suggested the Commission conduct information gathering meetings before getting involved in detailed discussions.

Chairperson Welsh felt that both of her suggestions dealt with housing in under-utilized space with a goal of obtaining additional units.

Mr. Bocian advised that staff would provide information at the next meeting so the Commission could discuss this and the idea of pursuing a workshop meeting.

## **COMMUNICATIONS**

Planning Commission Staff Report – April 9, 2014 (reviewed; no comment).

## **MATTERS INITIATED BY MEMBERS OF THE COMMISSION**

There were none.

## **COMMITTEE REPORTS**

Kottinger Place Task Force – no report.

East Pleasanton Specific Plan Task Force – no report.

## **DISCUSSION OF FUTURE MEETING AGENDAS**

Mr. Erickson stated that the May meeting is tentatively scheduled to include the following items:

- Continue discussion topics from this meeting.
- Recognizing the Geiger's on their retirement from Ridge View Commons. The Commission was reminded of the open house to be held on Friday, June 20, 2014, and encouraged Commissioners to attend if available.

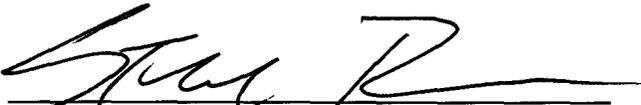
**ADJOURNMENT**

The meeting was adjourned at 8:42 p.m. by unanimous consent.

DATED: April 17, 2014

  
\_\_\_\_\_  
Ann Welsh, Chairperson

ATTEST:

  
\_\_\_\_\_  
Steven Bocian, Assistant City Manager



Keeping Adults Connected  
to Their Communities.

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Bay Area Community Services  
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Oakland, CA 94612

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JUL 22 2014

CITY OF PLEASANTON

07/17/2014

Nelson Fialho  
City Manager  
City of Pleasanton  
PO Box 520  
Pleasanton, CA 94566

RE: CDBG Grant Applications for the City of Pleasanton

Dear Mr. Fialho and the Community Development Block Grants Committee,

On behalf of the Board of Directors, staff, and Alameda residents that benefit from our services, thank you very much for the decades of CDBG funds that have supported the mental health services in Pleasanton!

As you know, Bay Area Community Services did not submit a request for CDBG funding due to our recent increase in government contracts from the mental health department **for Valley Wellness Center located at 3900 Valley Ave.**

The mentally ill of Alameda County have benefitted for decades with this funding, and it enabled us to focus our fund development efforts on increased and sustainable funding. We have found that for Valley Wellness Center, where we will continue to provide Alameda residents suffering with diagnoses such as Bipolar Schizophrenia, and Major Depression, individual and group mental health services to adults, focusing on wellness and recovery.

Although we will not receive CBDG funds this year, we will continue to be a part of the fabric of the great City of Pleasanton. We applaud and appreciate the seaport your CDBG grant provide to those agencies, non-profit and public providers that serve the needs of the citizens of the City of Pleasanton.

Thank you for the support you have provided to BACS in the past. We wish you all the best as you consider other applications.

Sincerely yours,

Jamie Almanza, MBA

Executive Director

**MENTAL HEALTH SERVICES**

Creative Living Centers  
Four Bridges, Alameda  
Hedco House, Hayward  
South County, Tri-Cities  
Towne House, Oakland  
Valley, Tri-Valley

Crisis Residential Program  
Woodrue Place, Hayward

Case Management/Supported  
Independent Living  
Castro Valley, Hayward, Livermore,  
Oakland, Pleasanton, Union City

Employment Program and  
Training Program

**OLDER ADULT SERVICES**

Affordable Home Care Services

Adult Day Care Services  
Oakland, Tri-Cities

Care Management

**North County Senior Homeless Program**

Culinary Social Enterprise  
Senior Nutrition and Meals on Wheels  
Oakland

Senior Transportation  
Oakland



**CITY OF DUBLIN**  
**HUMAN SERVICES COMMISSION**  
**MEETING AGENDA**  
**THURSDAY, JULY 24, 2014, 7:00 PM**  
**DUBLIN CIVIC CENTER, 100 CIVIC PLAZA, CITY COUNCIL CHAMBERS**

**1. CALL TO ORDER**

**2. PLEDGE OF ALLEGIANCE**

**3. ORAL COMMUNICATIONS**

**3.1 Public Comments**

At this time, the public is permitted to address the Human Services Commission on non-agendized items. The Commission must, however, comply with all State Laws in regard to items not appearing on the posted agenda. The Commission may respond to statements made or questions asked, or may request Staff to report back at a future meeting concerning the matter. Any member of the public may contact the Office of the Community Development Department related to the proper procedure to place an item on a future Human Services Commission agenda. The exceptions under which the Human Services Commission MAY discuss and/or take action on items not appearing on the agenda are contained in G.C. 54954.2(b)(1)(2)(3).

**3.2 Presentation by Alameda County Sheriff's Office**

The Commission shall receive a report from Paul Hess, Emergency Services Supervisor of Alameda County Sheriff's Office, Office of Homeland Security and Emergency Services about how the Sheriff's Office works with local social service agencies in emergency situations.

**STAFF RECOMMENDATION: Receive Presentation.**

**4. MINUTES OF PREVIOUS MEETINGS – April 24, 2014**

**STAFF RECOMMENDATION: Approve Minutes.**

**5. WRITTEN COMMUNICATIONS – None**

**6. PUBLIC HEARING – None**

**7. UNFINISHED BUSINESS – None**

**8. NEW BUSINESS**

**8.1 Joint Dublin, Livermore, and Pleasanton Human Services Commission Workshop held June 10, 2014**

The Commission shall discuss the first joint Human Services Commission workshop held with Livermore and Pleasanton on June 10, 2014, including next steps in our regional and local efforts to address human services needs in the Tri-Valley.

**STAFF RECOMMENDATION: Receive Report and Discuss Next Steps.**

**8.2 Human Services Commissioners Term of Office and Reappointment Process**

The Commission will be presented with information regarding the term of Commission office and reappointment process.

**STAFF RECOMMENDATION: Receive Report.**

**9. OTHER BUSINESS**

Brief INFORMATION ONLY reports from the Human Services Commission and / or Staff related to meetings attended at City Expense (AB 1234).

**10. ADJOURNMENT –**

**Next Meeting Thursday, October 23, 2014**

This AGENDA is posted in accordance with Government Code Section 54954.2(a)

If requested, pursuant to Government Code Section 54953.2, this agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Section 12132), and the federal rules and regulations adopted in implementation thereof. To make a request for disability-related modification or accommodation, please contact the Office of the Community Development Department at (925) 833-6610 at least 72 hours in advance of the meeting.

A complete packet of information containing Staff Reports (Agenda Statements) and attachments related to each item is available for public review at least 72 hours prior to a Human Services Commission Meeting or, in the event that it is delivered to the Commission less than 72 hours prior to a Humans Services Commission Meeting, as soon as it is so delivered. The packet is available in the Community Development Department at the Civic Center.

**HUMAN SERVICES COMMISSION**

***Mission***

*The City of Dublin Human Services Commission is dedicated to outreach, education, and collaboration to address the community's human service needs as represented in the adopted needs assessment.*

***Vision***

*The Human Services Commission seeks solutions to the needs identified in the adopted needs assessment. The Commission will make recommendations to the Council on priorities for efforts that are consistent with the City Council's adopted mission, vision and values.*

*The Commission evaluates, encourages and advocates for the provision of human services in the community by making recommendations for organizational grant funding, educating residents on human services needs and promoting available services, supporting citizen awareness, engagement and volunteerism in addressing human service needs, and by collaborating with neighboring cities on regional human services solutions.*