

## **HUMAN SERVICES COMMISSION AGENDA**

**Wednesday, August 21, 2013  
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 meeting minutes:
  - May 15, 2013, regular meeting
  - June 19, 2013, joint meeting

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

2. Introductions/Awards/Recognitions
  - a. Introduction of new Commissioners: Susan Hayes (Alternate), Alison Bowles (Youth)
3. Public Comment from the audience regarding items not listed on the agenda. *Speakers are encouraged to limit comments to 3 minutes.*

### **MATTERS BEFORE THE COMMISSION**

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

4. Review of Community Development Block Grant (CDBG) Consolidated Annual Performance and Evaluation Report (CAPER) for Fiscal Year 2012

### **COMMUNICATIONS**

5. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report: (April, May and June 2013)
6. Housing Commission Minutes – June 20, 2013

## **COMMISSION REPORTS**

- Senior Advisory Committee
- Parks and Recreation Mater Plan Steering Committee
- Brief reports on any other meetings, conferences, and/or seminars attended by the Commission members
  - Paratransit Advisory Committee – Next meeting is September 13, 2013
  - Senior Support Program of the Tri-Valley
  - Tri-Valley Housing Scholarship Program Committee

## **COMMISSION COMMENTS**

7.

## **STAFF COMMENTS**

8. Next Commission Meeting – Wednesday, September 18, 7:00pm, City Council Chambers
9. Strategic Plan Workshop #3 – Wednesday, September 11, 6:00pm, 157 Main St. Conference Room 3

## **ADJOURNMENT**

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### **Notice**

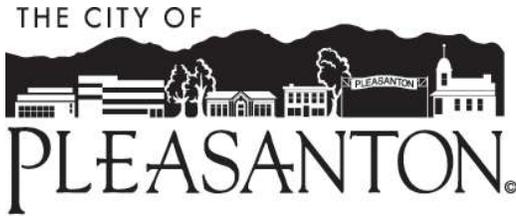
Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Commission after distribution of the agenda packet are available for public inspection at the Community Services Department, 200 Old Bernal Avenue, Pleasanton.

### **Accessible Public Meetings**

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

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# Human Services Commission Minutes

City Council Chambers, 200 Old Bernal Avenue, Pleasanton, CA  
May 15, 2013 – 7:00 p.m.

## **CALL TO ORDER**

Chairperson Roby called the meeting to order at 7:03 p.m. The Pledge of Allegiance to the flag was recited.

## **Roll Call**

Commissioners Present: Joyce Berger, Varsha Clare, David Nagler, Theresa Rowland, Rosiland Wright, and Chairperson Brock Roby.

Commissioners Absent: Prashant Jhanwar.

Staff Present: Kathleen Yurchak, Community Services Manager; transcribing by Edith Caponigro, Recording Secretary.

## **AGENDA AMENDMENTS**

There were none.

## **MINUTES**

### **1. Approve regular meeting minutes of March 6, 2013**

A motion was made by Commissioner Nagler, seconded by Commissioner Rowland, to approve the minutes from the April 3, 2013. **The motion was approved.**

## **MEETING OPEN TO THE PUBLIC**

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

- a. Susan Houghton, President of Sunflower Hill – a Sustainable Special Needs Community

Ms. Houghton advised that Sunflower Hill is a Pleasanton based new formed 501(c)(3) non-profit organization formed by 50+ local families in the Tri-Valley area who have housing concerns for Special Needs children.

Ms. Houghton reviewed with the Commission a presentation about Sunflower Hill advising that the non-profit has concerns regarding the quality of life available to children with developmental and special needs once they become age 22 and older. She advised that some of the concerns and goals of Sunflower Hill include:

- The quality of life and individual choices available for those with special needs.
- The fact that 80% of older developmentally disabled children still live at home with their parents.
- The need for services and housing for these young individuals.
- Parents seeking security for their young adult children in a safe community environment where they can reside and have activities.
- Looking for approximately 3+acres where a facility/facilities can be built and seeking private developers to help with such a project.
- Hope to be able to allow for rooms to be rented or purchased at the facility.

Ms. Houghton discussed a sustainable business model that could be provided on site, and provided information about other projects that are being considered, or have been built in other areas. She advised that Sunflower Hill is also looking to put in place a fundraising cycle by 2016.

The goal of those involved with Sunflower Hill is to create a place where parents will know that their adult special needs children will be taken care of. The organization is hoping to work with the City of Pleasanton to establish something in Pleasanton.

Commissioner Berger confirmed with Ms. Houghton that Sunflower Hill was a local non-profit organization.

Commissioner Wright discussed with Ms. Houghton the involvement of Sunflower Hill with East Bay Innovations and whether members of the group had reviewed the apartments owned by BACS on Railroad Avenue. Ms. Houghton indicated that Sunflower Hill was hoping that the Commission would champion the idea she had discussed and could discuss this idea with City Council and the Planning Commission. She noted that all of the families involved with Sunflower Hill have indicated a willingness to invest private funds in such a project and that the organization was looking to receive enthusiastic support from the City of Pleasanton to help them create and move forward with this project. Ms. Houghton further informed the Commission that they would be making presentations to all of the Tri-Valley cities.

Commissioner Nagler discussed the inclusion of affordable housing units in new developments and suggested that Ms. Houghton make presentations to developers. Chairperson Roby noted the importance of getting the City of Pleasanton involved in such a project and discussed the importance of bringing notification of public needs to City Council.

Ms. Houghton thanked the Commission for allowing her the opportunity to make the presentation and looked forward to the opportunity of working further with the City of Pleasanton.

Ms. Yurchak advised that a presentation had been made by Sunflower Hill at the local TVHOC meeting and had felt it was something the Commission would like to learn more about. She and Chairperson Roby discussed needs and the components of the RADD program that are being considered as part of the Parks and Recreation Master Plan.

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

There were none.

**MATTERS BEFORE THE COMMISSION**

**4. Review of Human Services Commissioner's Committee Assignments**

Ms. Yurchak noted that with Commissioner Wilson recently completing his term on the Human Services Commission, that there is a void on several Committees. She asked the Commission to review the Committee Assignments sheet attached to the Staff Report and make appropriate recommendations for replacement representatives. Ms. Yurchak further advised that minutes can be provided for some of the meetings, should the Commission decide not to choose a replacement representative.

After reviewing the Committee appointments, Commissioner Clare indicated that she would be willing to be the Senior Advisory Committee representative. The Commission agreed that receiving minutes from the Pleasanton Paratransit Task Force would be sufficient and that the Valley Mental Health Committee should be deleted from their list of Committees.

Commissioner Wright noted that she would be terming out as the City of Pleasanton representative for the Alameda County Area Agency on Aging in May. The Commission agreed that this should also be deleted from their list of Committees after Commissioner Wright's term had been completed.

Chairperson Roby discussed a possible future Appointment between the Human Services Commission and ValleyCare.

**5. Approve Conducting a Joint Meeting with the Livermore Human Services Commission**

Ms. Yurchak advised that annually the Human Services Commission holds a joint meeting with the City of Livermore Human Services Commission, and that the Commission was being asked to consider June 19 as the proposed date for this meeting. She also asked that the Commission consider three dates for the RDA workshops to discuss the Human Services Assessment Strategic Plan.

The Commissioners discussed various options for meeting and agreed to maintain the June 19 date at 7:00 p.m., as the date and time for the joint meeting with the City of Livermore Human Services Commission. They also agreed to hold the first Workshop meeting prior to the joint meeting and agreed that the workshop should begin at 5:00 p.m. These meetings will take place at the Operations Services Center on Busch Road.

The second Workshop meeting was planned for 6:00 p.m. on July 16 with a suitable meeting location to be determined, with the third meeting scheduled for the Commission's regular meeting date of August 21 at 7:00 p.m., in City Council Chambers.

A motion was made by Chairperson Roby, to confirm the following meetings schedule, the motion was seconded:

5:00 p.m. - June 19, 2013	Workshop Meeting, Operations Services Center, Busch Road
7:00 p.m. – June 19, 2013	Joint Meeting with City of Livermore Human Services Commission, Operations Services Center, Busch Road
6:00 p.m. – July 16, 2013	Workshop Meeting – Location to be determined
7:00 p.m. – August 21, 2013	Workshop Meeting, City Council Chambers

**ROLL CALL VOTE:**

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

Ms. Yurchak advised that topics and presentations for the joint meeting would include: Eden I&R, REACH, Update of the Pocket Guide, and Update of the Needs Assessment

Commissioner Nagler questioned whether discussions at the joint meeting would involve individual city projects, or projects that both cities could work together on. Ms. Yurchak advised that the meeting was a way for both cities to check in with each other and learn about what each city is doing. Ms. Yurchak discussed the Strategic Plan.

**COMMUNICATIONS**

**5. Eden I & R, Inc. 2-1-1 Alameda County Monthly Narrative Report: March 2013**

The report was reviewed by Commissioners.

**Chairperson Roby opened the meeting for public comment.**

Sean Sowell, POB 12222, Pleasanton – felt the Eden I&R report was lacking an objective and that comments contained therein seemed to be “cherry picked”. Mr. Sowell thought that information in the report should proportionately outline the services provided to people in the community from which funding had been received. He commented on the number of calls and

web hits indicated in the report and the number of night visitors and where they seemed to be from.

Mr. Sowell further discussed a refuge housing location in Livermore that is being referred by 2-1-1 to people in distant locations. He was concerned that appropriate information was not being provided.

Ms. Yurchak commented on funding provided by the City of Pleasanton for the 2-1-1 program and Chairperson Roby and Commissioner Nagler discussed issues that had been raised by the Commission. Mr. Sowell was advised that the Commission had requested Eden I&R outreach to the community and had discussed with them the quality of interaction being received by people calling 2-1-1.

Mr. Sowell indicated he had enjoyed the Sunflower Hill presentation. He also asked staff to provide him with copies of minutes from previous meetings. Ms. Yurchak suggested he contact her.

## **6. Housing Commission Minutes – February 21, 2013**

The minutes were reviewed. Commissioner Wright was advised that the Housing Commission had considered favorably the request of the Human Services Commission to reallocate funds for Abode Services.

### **COMMISSION REPORTS**

**Senior Advisory Committee** - No report.

**Valley Mental Health Committee** - No report.

**Parks and Recreation Master Plan Steering Committee** - No report.

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

**Alameda County Area Agency on Aging** - Commissioner Wright advised that a number of things are happening from the Affordable Care Act and a number of other things are “perking up” including the saving of some programs. However, no dental care is to be offered through MediCal. Any new money available will be going to schools.

**Paratransit Advisory Committee** – January 14, 2013 Meeting minutes reviewed.

### **COMMISSION COMMENTS**

Commissioner Wright asked for clarification regarding the voting position of a member of a Commission who is an Alternate. Ms. Yurchak and Chairperson Roby provided details. Commissioner Nagler also discussed how a Commissioner should state if they are representing

a Commission or themselves personally, when discussing an agenda item at another meeting. Ms. Yurchak reminded everyone that Commissions are advisory groups to the City Council.

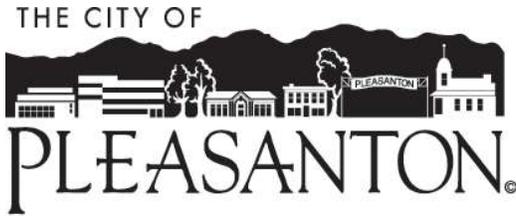
Commissioner Clare noted that after checking her calendar she had a conflict and would be unable to attend the July 16 meeting of the Senior Advisory Committee, but would attend the October 15 meeting.

### **STAFF COMMENTS**

There were none.

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 7:48 p.m.



# City of Pleasanton and City of Livermore Human Services Commission Minutes

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**Operations Services Center, Remillard Conference Room  
3333 Busch Road, Pleasanton, CA 94566  
June 19, 2013 – 7:00 p.m.**

## **1. CALL TO ORDER AND PLEDGE OF ALLEGIANCE**

Chairperson Roby called the meeting to order at 7:10 p.m. The Pledge of Allegiance to the flag was recited.

## **2. ROLL CALL**

Pleasanton Commissioners Present: Varsha Clare, Prashant Jhanwar, David Nagler, Theresa Rowland, Rosiland Wright, and Chairperson Brock Roby.

Pleasanton Commissioners Absent: Joyce Berger

Livermore Commissioners Present: David George, Sherry Ramirez, Don Meeker

Livermore Commissioners Absent: Barbara Biachi-Kai, Julie Schnitter, Wendy Weathers, and Rob Durant

Pleasanton Staff Present: Kathleen Yurchak, Community Services Manager; and Edith Caponigro, Recording Secretary.

Livermore Staff Present: Jean Prasher, City of Livermore, Human Services Manager

## **3. PUBLIC COMMENT FROM THE AUDIENCE**

There were none.

## **4. EDEN I & R PRESENTATION**

A PowerPoint presentation was made by Eden I&R representatives Alison DeJung, Deputy Director; and Mitch Reitman, Development/Marketing Officer. The presentation provided information on how the 2-1-1 program links and provides Tri-Valley residents with vital information relating to health, housing, and human services.

Ms. DeJung advised that 2-1-1 established in 2007 is a free, multi-lingual phone line available 24/7/365 providing comprehensive information and referrals, and is an easy way for people to obtain information. Funding of the program is received from Alameda County, fourteen participating cities, and from the private sector.

Additional information about the 2-1-1 program provided by Ms. DeJung included:

- Health and Human Services Database that is updated annually
- Affordable, subsidized and market rate housing information with a current database of 79,802 units
- Tri-Valley 2-1-1 statistics for the period July 1, 2012 through May 31, 2013
- Steps being taken to investigate caller concerns that include staff training, making changes to the database, and following up with the caller
- Top needs of the Tri-Valley include: housing, public assistance, legal services, individual and family support services, food, substance abuse services, employment, and utilities.
- Eden I&R's monthly Narrative Report
- Steps to increase awareness and partnering with Tri-Valley cities and faith-based organizations
- 2-1-1 presence in the Tri-Valley includes participating in the Tri-Valley Housing Scholarship Program and ongoing event participation
- Targeted Outreach Strategies for the Tri-Valley include:
  - General Community
  - Homeless
  - Businesses/Job Seekers
  - Health and Safety
  - School/Child Care
  - Resource Fairs/Festivals
  - Senior/Low-Income Housing Complexes
  - Seniors/Low-Income
- Recommendations and next steps for 2-1-1 include placement of the program logo and website link to Tri-Valley agency websites, recruitment of volunteers, distribution and posting of 2-1-1 posters, and in-service presentations by Tri-Valley agencies for 2-1-1 staff.

Ms. DeJung requested the Commission and agencies send to Eden I&R suggestions and recommendations so they could be considered for inclusion in the program. She asked that everyone become advocates for the program and advised that 2-1-1 will be making available for purchase (\$50) a copy of their Big Blue Book.

Commissioner Meeker questioned whether Eden I&R had contacted local radio and TV stations to help promote the 2-1-1 program. Ms. DeJung advised that some promotions have been done through TV and newspapers, also some marketing has been done through United Way.

Commissioner Ramirez was informed by Ms. DeJung that 2-1-1 was trying to launch information that will serve segments of the Tri-Valley that are currently underserved, which includes providing bagged lunches through Open Heart Kitchen, identifying strategies to determine best ways of meeting needs, and providing information in many languages.

Commissioner Nagler questioned how 2-1-1 was working to improve responses and providing better outreach, and what was being done internally so phone responders provide proper information and better customer service. Ms. DeJung advised that she is aware of the criticism that has been made regarding the 2-1-1 program and much is being done to analyze problems and provide better training to responders so they in turn can provide better assistance to callers. 2-1-1 is targeting to provide better service.

Commissioner Jhanwar questioned whether language was a barrier causing people to become frustrated. Ms. DeJung advised that many of those working at 2-1-1 are fluent in two or more languages.

## **5. RESOURCES EDUCATION ACTIVITIES COMMUNITY AND HOUSING (REACH) FOR SPECIAL ADULTS OF THE TRI-VALLEY PRESENTATION**

Julie Testa advised that REACH is an all-volunteer organization and that all funds received go into providing for the population being served. The organization develops and maintain appropriate, quality housing opportunities for developmentally challenged adults that live in the Tri-Valley area.

REACH currently has nine (9) homes in Pleasanton and Livermore, six of which are independent living homes, two are supportive living homes with overnight staff, and the third is a group home. Funding to purchase these homes has been received through CDB Grants and HOME funds, rents vary from \$350 to \$500 and Section 8's are accepted. Additional funding is received through an annual golf tournament and other community grants.

Ms. Testa advised that REACH partners include the Cities of Livermore and Pleasanton, Pleasanton North Rotary Club, the Regional Center of the East Bay, East Bay Innovations, and Thrive Supportive Services.

REACH housing allows residents to live and work within their home communities and provides quality of life living environments. Residents have independent living support but can socialize together, have their own bedrooms, and share living areas, chores, and utility expenses. All tenants are RCEB consumers and receive SSI or SSDI. Ms. Testa provided information about the interview and selection process for tenants, advising that preference is given to those who live in the Tri-Valley and those who have daily activities.

The Commissioners were advised by Ms. Testa that REACH is a sponsor of RADD Special Olympics, assists with the annual Special Needs Prom as a collaborator with Rotary and Keystone, provided funding for the printing of the Tri-Valley Resource Directory, and assisted with the Tri-Valley Transition Fair.

Commissioner Jhanwar discussed with Ms. Testa how residents share expenses, and Commissioner Clare confirmed that REACH is acting as a landlord for the nine homes.

Commissioner Wright talked with Ms. Testa about the possibility of REACH working with Sunflower Hill and whether residents in REACH homes can be legally independent.

## **6. CITYSERVE OF THE TRI-VALLEY PRESENTATION**

Gloria Gregory reviewed with Commissioners a June 2013 CityServe Newsletter that provided information about ways of reaching out within Tri-Valley communities, and on-going needs and opportunities of helping local non-profits. She advised that:

- City Serve is a faith-based community that is looking to partner with other agencies
- local churches are working together for a Bible Camp
- provided information about some of the work that has been done with local organizations
- information about a 24 In Your Car Awareness Program
- recruitment of volunteers
- the goal of helping to put together emergency housing

Ms. Gregory advised that CityServe has been asked to partner with Camp Parks to provide a Vacation Bible School for children whose parents are in the military. Also on June 2<sup>nd</sup> a community garden was dedicated by Trinity Lutheran Church in Pleasanton that is open to members of the community to plant for personal use and to help others.

Additionally, Ms. Gregory provided information about volunteer drivers needed by the Senior Support Program of the Tri-Valley, a mentoring program at the Women's Federal Correctional Institution in Dublin that is need of volunteers, and services provided by Shepherd's Gate.

Commissioner Jhanwar questioned whether to be a volunteer with CityServe, was it necessary to be a member of one of the churches. Ms. Gregory advised it was not a requirement.

## **7. LIVERMORE HOMELESS REFUGE PRESENTATION**

Bob McKenzie provided information about the services the Livermore Homeless Refuge and the Advisory Council of the four churches involved. He advised that the Refuge endeavors to get homeless people off the streets, especially when weather conditions are bad, and have served 102 different individuals and up to 30 people in one night.

Mr. McKenzie noted that the Refuge unfortunately lost a considerable amount of their funds when the Tri-Valley Community Foundation went into bankruptcy. He informed Commissioners that:

- the Livermore Homeless Refuge is run solely by volunteers with no paid staff
- the organization is looking for apartments and affordable housing for the people they serve
- have received referrals from 2-1-1 and Kaiser Permanente
- tragic stories include losing six individuals on Livermore streets during the past year
- there is a need for a 24/7 type facility in the Tri-Valley area

Commissioner Meeker questioned whether any people going to the Refuge were in need of psychological assistance.

Ms. Prasher informed Mr. McKenzie that additional free bus passes may be available.

## **8. REVIEW DRAFT OF POCKET GUIDE TO HUMAN SERVICES**

Ms. Yurchak reviewed with Commissioners an updated version of the Pocket Guide to Human Services. She advised that changes had been made to the layout, and it allows for inclusion of additional agencies with their address, phone number and website information, and there will be a section to put notes. She advised that the draft is ready to go to print and that the cities of Dublin, Livermore and Pleasanton are all contributing funds for the printing. An updated version in Spanish is being completed.

Questions were raised on whether a version of the pocket guide would be available online, whether food services and faith-based agencies could be included, and how often the Pocket Guide should be updated.

Ms. Prasher advised that staff will make every effort to keep the Guide updated, and this will likely be done when printed copies run out. She also noted that the Guide will be made available in a PDF format, with printed copies being distributed to the three cities. Staff will determine how to distribute copies of the Pocket Guide, but they will likely be placed in senior centers, libraries, schools, churches, police departments, etc.

## **9. UPDATE ON EASTERN ALAMEDA COUNTY HUMAN SERVICES NEEDS ASSESSMENT**

Ms. Yurchak reviewed with Commissioners the Eastern Alameda Human Services Needs Assessment. She advised the Pleasanton's City Council has given direction to the Human Services Commission to hire a consultant, RDA, to help put together a strategic plan by the next grant cycle and agencies are being invited to participate in the process.

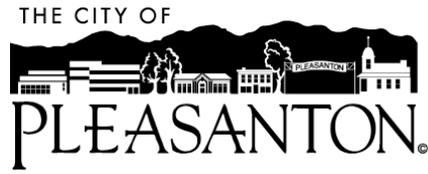
Ms. Prasher noted that Livermore has:

- Discussed mental health issues and has been looking at doing more mental health training.
- Considering holding a Services Faire so people can learn about what services are available
- Learning more about the Affordable Care Act

Dublin has created a Task Force and is collaborating with the cities of Livermore and Pleasanton. They are looking to find needs that have been identified in the Needs Assessment. Dublin's City Council has directed the city to look at the feasibility of creating a Human Services Commission; if this is established they will work with other Tri-Valley cities. Dublin is also interested in working with agencies.

**10. ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:30 p.m.

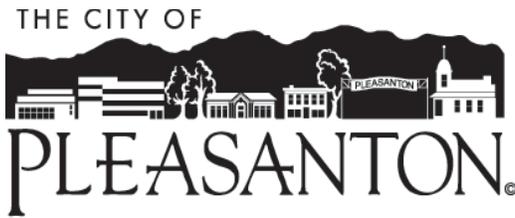


**Consolidated Annual Performance and Evaluation Report (CAPER) Hearing**  
 Human Services Commission  
 Wednesday, August 21, 2013; 6:30 p.m.  
 City Council Chambers, 200 Old Bernal Ave., Pleasanton

Representatives of agencies which received City of Pleasanton CDBG funds in FY 2012 (12/13) will be given the opportunity to make brief presentations (i.e., about two minutes per project) to the Human Services Commission regarding their respective projects. The presentations are intended to clarify or amplify information which is not apparent in the statistics submitted by each agency, such as specific accomplishments, successes or problems, or "human interest" elements of each project. Agencies are encouraged to keep presentations brief to allow time (within the two minutes) for any questions which Commissioners might wish to ask. A general schedule and order for the presentations is listed below:

	<u>Proj. #</u>	<u>Agency</u>	<u>Project</u>	<u>Representative</u>	
6:35pm	<b>1</b>	12002	TVHOC	Community Stabilization Program	Annika Olson
	<b>2</b>	12003A	Tri-Valley Haven	Tri-Valley Haven Food Pantry	Ann King
	<b>3</b>	12003B	Tri-Valley Haven	Counseling / Temp Restr Order Clinic	Ann King
	<b>4</b>	12003C	Tri-Valley Haven	Shiloh DV Shelter and Services	Ann King
	<b>5</b>	12003D	Tri-Valley Haven	Sojourner House Homeless Shelter	Ann King
	<b>6</b>	12004A	Axis Comm Health	Healthcare Access for the Uninsured	Sue Compton
6:45pm	<b>7</b>	12004B	Axis Comm Health	Pre-Development for Capital Project	Sue Compton
	<b>8</b>	12005	Neighb. Solutions	Housing Rehab Program	Victoria Johnson
	<b>9</b>	12006A	Spectrum	Meals on Wheels Program	Tara Marino
	<b>10</b>	12006B	Spectrum	Congregate Meal Program	Tara Marino
	<b>11</b>	12007	Abode Services	TVHSP Case Management Services	Penny Andersen
	<b>12</b>	12008	Tri-City Health Ctr	East County HIV Advocacy	Alison Wakefield
6:55pm	<b>13</b>	12009A	ECHO Housing	Housing Counseling Services	Shelia Brunson
	<b>14</b>	12009B	ECHO Housing	Reverse Mortgage Counseling	Shelia Brunson
	<b>15</b>	12010	Legal Asst. for Srs.	Legal Services and Educ. for Seniors	Francel D'Andrea
	<b>16</b>	12011A	Open Heart Kitchen	Ridge View Hot Meal Program	Linda McKeever
	<b>17</b>	12011B	Open Heart Kitchen	Hot Meal Program - Trinity Lutheran	Linda McKeever
	<b>18</b>	12011C	Open Heart Kitchen	Regional Food Storage Project	Linda McKeever
<b>19</b>	12012	CRIL	Indep Housing Services for the Disabled	Michael Galvan	
7:05pm	<b>20</b>	12013	Easter Seals BA	Tri-Valley Community Inclusion Group	Zach Lupton
	<b>21</b>	12014	Eden I&R, Inc.	2-1-1 Alameda County	Alison DeJung
	<b>22</b>	12017	East Bay Innovations	Ticket to Work Employment Network	TBD
7:15pm	(The Commission closes the public hearing; provides staff with any comments to be included in the CAPER; directs staff to finalize the report for submittal to HUD.)				

*NOTE: The presentation times listed above are approximate.*



# Human Services Commission Agenda Report

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August 21, 2013  
Item 4

**SUBJECT: REVIEW OF COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)  
CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT  
(CAPER) FOR FISCAL YEAR 2012**

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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 2012 (12/13), which ended on June 30, 2013. The agencies which received funds in FY 2012 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 2012: 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 2012 benefited 3,168 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 2012 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 2013 and early 2014.

**ALTERNATIVE ACTION**

Any other action as determined by the Human Services Commission.

Submitted by:



Scott Erickson  
Housing Specialist

Attachments

1. Table P-1, FY 2012 CDBG Program Funding Allocation
2. Table P-2, FY 2012 CDBG Program Accomplishment Data
3. CAPER Reports Submitted by Subrecipients

**Table P-1:  
City of Pleasanton FY 2012 CAPER – HHSB Program Funding Allocation**

<u>AGENCY:</u>	<u>PURPOSE:</u>	<u>PROJECT TYPE:</u>	<u>FUNDING:</u>			
			<u>CDBG</u>	<u>HOME</u>	<u>City (Gen Fund)</u>	<u>City (Housing)</u>
Abode Services	Case management services for Housing Scholarship Program	Housing Service			\$12,000	\$12,000
Axis Community Health	Pre-development for capital project	Capital	\$100,000			
Axis Community Health	Coordination of health care access for uninsured families	Public Service	\$11,035		\$4,000	
City "Section 108" Loan Repayment	Sojourner House (formerly Family Crisis Shelter)	Capital	\$22,104			
City of Pleasanton	Administration of CDBG program by City of Pleasanton	Administration	\$48,047			
Comm. Res. for Indep. Living (CRIL)	Housing assistance services for disabled persons	Housing Service				\$15,000
East Bay Innovations	Ticket to Work Employment Network for dev-disabled adults	Public Service			\$11,000	
Easter Seals Bay Area	Tri-Valley Community Inclusion Program for dev.-disabled youth	Public Service			\$10,000	
ECHO Housing	Tenant-landlord, fair housing, and rental assistance programs	Housing Service				\$50,000
ECHO Housing	Senior reverse mortgage counseling program	Housing Service				\$5,000
Eden I&R, Inc.	2-1-1 Alameda County	Public Service			\$15,000	
Legal Assistance for Seniors	Free legal services for seniors through Pleasanton Senior Center	Public Service			\$10,000	
Neighborhood Solutions	Housing rehab. services for low-income Pleasanton residents (*)	Housing Rehab	\$24,048	\$150,000		
Open Heart Kitchen	Operation of RVC hot meal program for low-income seniors	Public Service	\$25,000			
Open Heart Kitchen	Operation of Trinity hot meal program for low-income residents	Public Service			\$10,000	
Open Heart Kitchen	Regional food storage project	Public Service	\$10,000			
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			\$16,000	
Tri-Cities Health Center	East County HIV client service advocacy	Public Service			\$5,000	
Tri-Valley Haven	Food pantry project	Public Service			\$15,000	
Tri-Valley Haven	Counseling and restraining order clinic	Public Service			\$15,000	
Tri-Valley Haven	Sojourner House emergency shelter operations	Public Service			\$15,000	
Tri-Valley Haven	Shiloh domestic violence shelter operations	Public Service			\$17,000	
Tri-Valley Housing Opportunity Center	Community Stabilization Project	Public Service				\$25,000
<b><u>TOTAL FUNDING (FY 2012): \$657,234</u></b>			<b>\$240,234</b>	<b>\$150,000</b>	<b>\$160,000</b>	<b>\$107,000</b>

**Table P-2a:**  
**City of Pleasanton FY 2012 CAPER - CDBG Program Accomplishment Data**

Agency	Funding		Accomplishments / Project Status	Performance Measures			Total Persons Assisted
	Budget	Spent (Aug 13)		Objective	Outcome	Indicator	
Abode Services	\$24,000	\$24,000	After several years of operating below capacity, the program succeeded this past year with at least four (4) households housed each month. For several months, a high of six (6) households were receiving rental subsidy and case management services. Two of the households completed their education/training goals and graduated from the program. Both of the participants have remained living in Pleasanton and have gained full time employment. In total 11 households were served by the program in Pleasanton and Livermore, with 4 participants graduating during the past year.	Provide Decent Affordable Housing	Affordability	Tenant-Based Rental Assistance	6
Axis Community Health (Pre-Dev for Capital Project)	\$100,000	\$100,000	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)	\$15,035	\$15,035	A total of 852 Pleasanton residents received enrollment services during the project year. As a result of this service, these residents were able to access primary care medical services. Research indicates that uninsured people rarely seek health care until they are critically ill, resulting in expensive emergency room visits. In the Tri-Valley, uncompensated emergency room visits for uninsured persons cost millions of dollars each year. Many visits could have been prevented if patients had had a "medical home" for primary and preventive health care. Availability of care results in lower health care costs to the community. It also results in an improvement in the health of the community as a whole. Axis's innovative enrollment service positively impacts the community by improving access to care.	Create a suitable living environment	Availability / Accessibility	Public Service	852
City "Section 108" Loan Repayment	\$22,104	\$22,104	The 10th of 11 annual payments on the HUD Section 108 loan was made on schedule in August 2012. 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)	\$15,000	\$15,000	19 documented Pleasanton residents with disabilities were provided direct housing assistance or independent living services in 2012-13. 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 47 Pleasanton residents with disabilities and 26 businesses were provided disability education, advocacy, technical assistance and information and referral and 1:1 counseling time, bringing the total number of Pleasanton residents with disabilities served to 61. However, we were only able to obtain demographic information for 19 clients. Nine (9) or 64% of the 19 Pleasanton consumers who were provided with 1:1 assistance chose housing as their primary or secondary goal. 211 reports that 44% of Pleasanton callers are seeking housing assistance, and 84% of all CRIL consumers are seeking housing assistance. Finding affordable and accessible housing frequently takes more than one year, so only one (1) of these housing consumers was able to meet the long-range goal of moving into permanent, low-cost housing. CRIL participated in several outreach events and facilitated workshops to educate Pleasanton residents with disabilities about benefits, employment opportunities, healthy living options, assistive technology and more. CRIL also transported 75 consumers, some of whom live in Pleasanton, to the 2012 Disability Capitol Action Day in Sacramento.	Create a suitable living environment	Availability / Accessibility	Number of persons who were assisted in obtaining new or improved access to benefits.	19

**Table P-2a:**  
**City of Pleasanton FY 2012 CAPER - CDBG Program Accomplishment Data**

Agency	Funding		Accomplishments / Project Status	Performance Measures			Total Persons Assisted
	Budget	Spent (Aug 13)		Objective	Outcome	Indicator	
East Bay Innovations	\$11,000	\$10,996	EBI served 8 Pleasanton residents through the Ticket to Work (TTW) program during the 2012-13 fiscal year. EBI does not feel the program was successful because it was not able to identify a core group of TTW participants, despite intensive outreach to agencies and support groups, and through meetings, presentations, media, and individual contacts. However, EBI considers the partnerships that emerge with other agencies serving Pleasanton residents as an accomplishment. In an effort to reach individual clients, EBI met with non-profit human service organizations, support groups, and public agencies that are vital resources to individuals and families in Pleasanton. At the same time, other agencies are now more aware of the range of services EBI provides in the Tri Valley area. And, even individuals who were not eligible for TTW received important information about their public benefits, regardless of their employment outcome.	Creating a Suitable Living Environment	Availability / accessibility	Public Service	8
Easter Seals Bay Area	\$10,000	\$10,000	The HHSG funds directly help to support the Lead Teacher of the Community Inclusion Group. Within this reporting period they were able to plant, harvest, and prepare fruits and vegetables directly from the garden at Easter Seals Kaleidoscope. This taught our participants pure life skills from start to finish. The group has also focused on keeping the surrounding community's clean by continually volunteering their time doing clean-ups. Two (2) Pleasanton clients were served during the past year with a total of 1,127 hours of direct care.	Create Economic Opportunities	Availability / Accessibility	Public Service	2
ECHO Housing (Fair Housing Counseling)	\$50,000	\$42,549	The funds for 2012-13 permitted ECHO complete 449 units of service to 431 client households. The agency was able to complete 112% of its total service goal. Specific achievements include: Goal #1: Fair Housing Counseling, Mediation, Investigation, or Enforcement - 3 households; Goal #2: Tenant/Landlord Counseling and Mediation - 118 households; Goal #3: Rental Assistance Program - 21 households; Goal #4: Homeseeking Program - 307 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.	431
ECHO Housing (Reverse Mortgage Counseling)	\$5,000	\$828	The Home Equity Conversion Mortgage Counseling Program was able to adequately service those clients it was able to reach but the program was unable to achieve its quantitative goals for fiscal year 2012-13. The counselor assisted 7 households to make educated decisions regarding reverse mortgages by providing them with basic information, referrals to other resources, and education about the program. Outreach was conducted at the Pleasanton Senior Center and Pleasanton Library. In-depth counseling allowed Pleasanton Senior Homeowners to become fully aware of their various financial housing options. In addition, such clients were able to make informed choices pertaining to home equity conversion measures.	Creating a Suitable Living Environment	Availability / accessibility	Number of clients receiving access (or improved access) to service.	7

**Table P-2a:**  
**City of Pleasanton FY 2012 CAPER - CDBG Program Accomplishment Data**

Agency	Funding		Accomplishments / Project Status	Performance Measures			Total Persons Assisted
	Budget	Spent (Aug 13)		Objective	Outcome	Indicator	
Eden I&R (2-1-1 Alameda County)	\$15,000	\$15,000	Eden I&R served a total of 160 Pleasanton residents during the 2012-13 fiscal year. Midway through the grant period, agency staff was approached by staff from the cities of Pleasanton, Dublin and Livermore regarding customer service issues and increasing visibility of 2-1-1 in the Tri-Valley region. Highlights of Eden I&R's efforts to improve on these fronts include: meeting with nonprofit leadership in the Tri-Valley to garner their input and feedback; having staff training specific to Tri-Valley agencies and services in our database as well as issues specific to the region (such as transportation); utilizing Tri-Valley residents to serve as "ambassadors" of 2-1-1 and conduct outreach on our behalf; and dramatically increasing the targeted and strategic outreach agency staff and volunteers conduct in the Tri-Valley. Eden I&R is pleased with its progress and anticipates further increases in the numbers of Tri-Valley residents served by 2-1-1.	Creating a Suitable Living Environment	Availability / accessibility	Number of clients receiving access (or improved access) to service.	160
Legal Assistance for Seniors	\$10,000	\$10,000	This year LAS almost met its goal of meeting 40 new clients (increased from 30 the prior year), actually meeting with 36 clients in 2012-13. It also completed 9 education presentations to Pleasanton seniors. LAS recognizes the unique needs of seniors and provides these services with utmost dedication and compassion. LAS conducted a successful Conference on Elder Abuse, gathering nearly 300 service providers engaged in keeping elders safe. This was a very successful program. LAS client evaluations always indicate a high level of satisfaction with services and a great deal of gratitude that the legal services are available at no cost.	Creating a Suitable Living Environment	Availability / accessibility	Number of clients receiving access (or improved access) to service.	36
Neighborhood Solutions	\$174,048	\$162,625	Two (2) major rehab loans and 12 minor home repair grants were provided to low-income Pleasanton households in 2012-13. The program funded an interesting variety of projects this year, from electrical upgrades and hot water heater replacement to handicap ramps and ADA toilets, new roofs for mobile homes and a host of other improvements. This is the only program of its kind in Pleasanton in its ability to solve the unique challenges of low income homeowners. For many, this program means the difference between having or not having hot water, heat, adequate roofs, and protection from life-threatening conditions. Neighborhood Solutions staff recently participated in a multi-agency presentation at the Hacienda Mobile Home Park to showcase programs that provide energy efficiency (PG&E was also there), water conservation, A/C tune-ups (Spectrum) and minor home repair grants and loans (Neighborhood Solutions).	Creating a Suitable Living Environment	Sustainability (maintain housing)	Number of owner-occupied homes rehabilitated	14
Open Heart Kitchen (RVC)	\$25,000	\$25,000	Open Heart Kitchen provided nutritious meals to 184 low income seniors meals at Ridge View Commons senior apartments during the past fiscal year. A total of 16,686 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	184
Open Heart Kitchen (Trinity)	\$10,000	\$999	OHK served served a total of 15,029 hot meals to 238 Pleasanton clients in 2012-13. In addition to the hot meal program in Pleasanton. This year OHK added new schools for its weekend box lunch program. The agency is working with the Pleasanton student services for low income families to increase the program to even more schools by September 2013. It also works closely with Alameda area Agency on Aging to try to meet the growing needs of the senior population.	Creating a Suitable Living Environment	Sustainability	Public Service	238

**Table P-2a:**  
**City of Pleasanton FY 2012 CAPER - CDBG Program Accomplishment Data**

Agency	Funding		Accomplishments / Project Status	Performance Measures			Total Persons Assisted
	Budget	Spent (Aug 13)		Objective	Outcome	Indicator	
Open Heart Kitchen (Regional Food Storage Project]	\$10,000	\$10,000	The regional food storage project was completed in fall 2012 under the leadership of Open Heart Kitchen. The facility is now up and running and being used by six local nonprofit agencies serving food to the needy in the Tri-Valley. The number of persons assisted is not listed under this project, but the benefits of this regional project are included in the achievement number for other projects (e.g., OHK, Tri-Valley Haven, etc.).	Create a sustainable living environment	Availability / Accessibility	Infrastructure and Public Service Activities	0
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 HHSG funds, Spectrum has been able to ensure that 118 homebound, Pleasanton seniors have been able to receive healthy, hot meals 5 days a week. During the past year, Spectrum had a specific goal to customize service so that meals were not being wasted by customizing delivery days based on individual client needs. The agency also eliminated coolers as an option for seniors (i.e., they can no longer leave out a cooler with ice for meals to be delivered). This policy change ensures a face-to-face meeting at each delivery which is one of the key components of the program since many clients do not interact with others during the day and Meals on Wheels provides a friendly regular check-in.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	118
Spectrum Community Services (Congregate Meals)	\$16,000	\$16,000	In 2012-13, Spectrum was able to serve 6,146 meals to 321 Pleasanton seniors. This was approximately two-thirds of the service goal as the agency experienced a drop in the number of seniors participating 5 days a week. A similar trend has been observed at Spectrum's other meal sites and with other congregate meal providers. It is believed that some factors include transportation cost, seniors having access to lots of low-cost meal options, and participation in other activities. The meals program provides not only a nutritious lunch but more importantly, the program serves as an opportunity for seniors to socialize, meet others, learn about the other programs offered at the senior center and avoid isolation. Funding covers the cost of our meal handler and site coordinator and they are essential to the program and creating a friendly, welcoming environment for our seniors and volunteers.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	321
Tri-City Health Center	\$5,000	\$5,000	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	12

**Table P-2a:**  
**City of Pleasanton FY 2012 CAPER - CDBG Program Accomplishment Data**

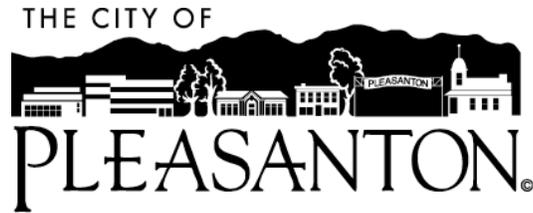
Agency	Funding		Accomplishments / Project Status	Performance Measures			Total Persons Assisted
	Budget	Spent (Aug 13)		Objective	Outcome	Indicator	
Tri-Valley Haven (Food pantry)	\$15,000	\$15,000	In 2012-13, the Tri-Valley Haven Food Pantry provided 614 Pleasanton residents in needy households, exceeding its goal of 600. 553 of those served were extremely low income, 72 were disabled head of households, 133 were female headed households, and 150 were senior households. Clients received free food (ACCFB programs, in addition to donated food), toiletries, household items, clothing vouchers (16), emergency transportation and housing, and referral information to local social service programs and agencies (51). TVH provided two additional 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	614
Tri-Valley Haven (TRO clinic)	\$15,000	\$15,000	Counseling and temporary restraining order clinic services were provided to 59 Pleasanton residents in 2012-13, 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	59
Tri-Valley Haven (Sojourner op)	\$15,000	\$15,000	Sojourner House provides shelter, case management, and life skills to families who are homeless. It is the only homeless program that takes men with their families and one of only two shelters that takes children of all ages (no restrictions on teenagers) meeting a major need within the community. The program is successful in assisting families in increasing their resources and obtaining safe and secure housing. During the grant period, five (5) clients from the City of Pleasanton were sheltered at Shiloh and received supportive services.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	5
Tri-Valley Haven (Shiloh op)	\$17,000	\$17,000	Funds from HHS were utilized to ensure that our program is accessible to as many clients as possible. A total of 2 Pleasanton residents were served in 2012-13 which fell short of the goal of 5 clients (geographic origin of DV victims is difficult to predict; also, victims from one locale are often intentionally housed outside of their city of origin). Of the program participants who exited the program this fiscal year, 59% 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. In addition, all residents who resided in the program for over 30 days were able to maintain their sobriety and stabilize mental health (if they had these presenting issues). 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. Sojourner House averages 60 new callers added to our waiting list each month, which demonstrates the need is great within the community.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	2
Tri-Valley Housing Opp. Center	\$25,000	\$25,000	The TVHOC provided the following services to 80 Pleasanton households in 2012-13: 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.	Creating a Suitable Living Environment	Availability / Accessibility	Public Service	80

**TOTAL:**      \$609,187      \$577,136      (includes FY 2012 CDBG, HOME, City General Funds, and City Housing Funds; does not include \$48,047 for City Admin.)

**3,168**

**Table P-2b:**  
**City of Pleasanton FY 2012 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	6	6	0	0	0	6	0	0	0	0	0	0	0	0	0	1	1	4	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)	852	630	222	0	0	672	34	123	8	0	0	0	0	15	382	15	76	25	
City "Section 108" Loan	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
CRIL	19	18	1	0	0	14	3	0	0	0	0	0	0	2	5	19	3	2	
East Bay Innovations	8	4	1	1	2	7	0	1	0	0	0	0	0	0	0	8	7	2	
Easter Seals Bay Area	2	0	2	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	
ECHO (Housing Counseling)	431	351	39	10	99	271	68	27	0	2	0	1	1	61	68	87	353	59	
ECHO (Rev Mortg Cnseing)	7	1	0	6	0	7	0	0	0	0	0	0	0	0	0	1	1	7	
Eden I&R (2-1-1 Alameda Co.)	160	131	20	6	3	91	27	25	6	1	5	0	2	2	25	38	96	18	
Legal Asst for Seniors	36	24	9	1	2	28	2	5	0	0	0	0	0	1	2	9	0	33	
Neighborhood Solutions	14	3	5	6	0	13	1	0	0	0	0	0	0	0	0	2	9	13	
Open Heart Kitchen (RVC)	184	26	85	73	0	87	3	33	2	3	4	9	0	43	23	19	62	184	
Open Heart Kitchen (Trinity)	238	88	90	45	15	107	16	35	0	4	0	2	0	74	52	12	24	34	
OHK (Food Storage Project)	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
Spectrum (Meals on Wheels)	118	27	91	0	0	111	1	6	0	0	0	0	0	0	7	75	28	75	
Spectrum (Congregate Meals)	321	50	271	0	0	304	1	15	1	0	0	0	0	0	15	150	200	300	
Tri-City Health Center	12	0	7	0	0	8	4	0	0	0	0	0	0	0	0	0	0	0	
TVH (Food Pantry)	614	553	61	0	0	231	35	142	10	2	2	0	0	192	154	72	133	150	
TVH (TRO Clinic)	59	37	5	5	12	48	2	5	0	3	0	0	0	1	15	5	33	3	
TVH (Sojourner House)	5	3	1	0	1	3	2	0	0	0	0	0	0	0	1	1	4	0	
TVH (Shiloh Operations)	2	0	0	2	0	1	0	0	0	0	0	0	1	0	0	1	2	1	
TVHOC	80	16	20	7	37	56	7	14	0	0	0	0	0	3	27	6	7	10	
<b>TOTAL:</b> <i>(percent)</i>	<b>3,168</b>	<b>1,968</b> <i>62%</i>	<b>930</b> <i>29%</i>	<b>162</b> <i>5%</i>	<b>171</b> <i>5%</i>	<b>2,067</b> <i>65%</i>	<b>206</b> <i>7%</i>	<b>431</b> <i>14%</i>	<b>27</b> <i>1%</i>	<b>15</b> <i>0%</i>	<b>11</b> <i>0%</i>	<b>12</b> <i>0%</i>	<b>3</b> <i>0%</i>	<b>2</b> <i>0%</i>	<b>394</b> <i>12%</i>	<b>777</b> <i>25%</i>	<b>523</b> <i>17%</i>	<b>1,042</b> <i>33%</i>	<b>916</b> <i>29%</i>



**FY 2012**  
**Consolidated Annual Performance and Evaluation Report**  
**(CAPER)**

**Attachment 3:**

**CAPER Reports Submitted by Subrecipients**

1	12002	TVHOC	TVHOC Community Stabilization Program	\$25,000
2	12003 A	Tri-Valley Haven	Tri-Valley Haven Food Pantry	\$15,000
3	12003 B	Tri-Valley Haven	Counseling / Temp Restraining Order Clinic	\$15,000
4	12003 C	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$15,000
5	12003 D	Tri-Valley Haven	Sojourner House Homeless Shelter	\$17,000
6	12004 A	Axis Community Health	Healthcare Access for Low-Income Residents	\$15,035
7	12004 B	Axis Community Health	Pre-Development for Capital Project	\$100,000
8	12005	Neighborhood Solutions	Housing Rehab Prog (Minor Home Repair Pool)	\$174,048
9	12006 A	Spectrum	Meals on Wheels for Pleasanton Seniors	\$5,000
10	12006 B	Spectrum	Congregate Meals for Seniors in Pleasanton	\$16,000
11	12007	Abode Services	TVHSP Case Management Services	\$24,000
12	12008	Tri-City Health Center	East County HIV Advocacy	\$5,000
13	12009 A	ECHO Housing	Housing Counseling Services	\$50,000
14	12009 B	ECHO Housing	Reverse Mortgage Counseling	\$5,000
15	12010	Legal Asst for Seniors	Legal Services and Education for Seniors	\$10,000
16	12011 A	Open Heart Kitchen	Hot Meal Program - Ridge View Commons	\$25,000
17	12011 B	Open Heart Kitchen	Hot Meal Program - Trinity Lutheran	\$10,000
18	12011 C	Open Heart Kitchen	Regional Food Storage Project	\$10,000
19	12012	CRIL	Independent Housing Services for the Disabled	\$15,000
20	12013	Easter Seals Bay Area	Tri-Valley Community Inclusion Group	\$10,000
21	12014	Eden I&R, Inc.	2-1-1 Alameda County	\$15,000
22	12017	East Bay Innovations	Ticket to Work Employment Network	\$11,000

City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

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**Tri-Valley Housing Opportunity Center**  
**Community Stabilization Program**  
 \$30,000.00 Requested

Application Status: **Approved**  
**\$25,000.00**

[Print/Preview](#)

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/19/2013

**1 Name of Person Completing Report:**

Annika Olson

**2 Title:**

Interim 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.**

Community Stabilization Program.

During the fourth quarter of the 2012/13 Fiscal Year, 10 Pleasanton residents signed up for services provided through the TVHOC including homebuyer education, financial literacy courses and foreclosure recovery (mortgage default and delinquency). Five of the new Pleasanton clients received homebuyer education. With housing prices within reach for low and moderate income households, many Pleasanton residents are interested in learning about the homebuying process and the resources available to help them attain affordable homeownership. Three Pleasanton households received Homeownership counseling during the fourth quarter. Two Pleasanton households sought foreclosure recovery counseling. An additional 12 households received Tax Assistance Preparation through the VITA program. The total 22 Pleasanton households served during this quarter represent approximately 25% of the overall total number of clients served by the TVHOC during the fourth quarter.

The Center also received an additional 9 phone calls from Pleasanton households seeking information about services provided by the TVHOC as well as outside community resources including rental housing, financial literacy, and first time homebuyer classes during the fourth quarter. Most of the callers were provided assistance over the phone and were referred to appropriate community resources such as rental housing assistance, legal assistance, and additional home ownership resources in the Tri-Valley area.

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

During the reporting period of January to June 2013, the Center held three first time homebuyer 8-hour workshops (equivalent to 51 hours of Center staff time) in January, March, and May. All 3 of the classes were held at Las Positas College and were marketed throughout the Chabot/Las Positas service area. The Center also held four financial education workshops (equivalent to 24 hours of Center staff time) in February and April covering the topics of Understanding Credit and Budgeting. The Center served as a site for free tax assistance through the VITA program during the 2013 tax season. During this time, the Center served over 200 low and moderate income individuals and families throughout the greater Tri-Valley area.

On May 21st, the Center collaborated with local downtown Livermore restaurant, Patxi's Pizza and raised over \$500 to support local services and programs delivered through the TVHOC to at risk high school students. In June, the Center hosted it's first Annual Summer Solstice BBQ at Chair Board member, Becky Dennis' home. Approximately 45 community members attended including Pleasanton Vice-Mayor Cheryl

Cook-Kallio and elected officials from Dublin.

The Center has participated in the ongoing Economic Prosperity Task force which has aimed to pin point barriers to economic development for the Tri-Valley region and develop solutions through increased collaboration between established community resources. The Center also recently participated in the Pleasanton Human Services focus group conducted by RDA consultants as well. The Center has likewise participated in several networking mixers put on by the Pleasanton Chamber of Commerce during the last several months. This recent activity indicates that the Center has continued to be an active participant in the Pleasanton community and is interested in the overall prosperity of the Tri-Valley region.

**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.**

Not applicable.

**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="71"/>	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	142 total to date
<input type="text" value="48"/>	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.]	80 total to date
<input type="text" value="393"/>	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)	642 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="4"/>	Low Income (50% to 80% Median)	7 total to date
<input type="text" value="9"/>	Very Low Income (30% to 50% Median)	20 total to date
<input type="text" value="9"/>	Extremely Low Income (<30% Median)	16 total to date
<input type="text" value="10"/>	Seniors (62 and older)	10 total to date
<input type="text" value="6"/>	Disabled	6 total to date
<input type="text" value="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.]**

<input type="text" value="19"/>	White	24 total to date
<input type="text" value="10"/>	White + HISPANIC	27 total to date
<input type="text" value="5"/>	Black/African American	7 total to date
<input type="text" value="0"/>	Black/African American + HISPANIC	0 total to date
<input type="text" value="6"/>	Asian	14 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

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
3	Other/Multi Racial	3 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 HHSG contract):**

hours of service (averaged over the whole fiscal year)

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

200	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)	400 total to date
178	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	294 total to date
1415	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)	2,165 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 HHSG 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 HHSG 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:**

In June, 2012, Keep Your Home California, the state-run mortgage payment assistance program, designated the Tri-Valley Housing Opportunity Center as a partner agency to provide housing counseling services to low and moderate income homeowners struggling to pay their mortgages. Keep Your Home California, established through the U.S. Treasury Department's Hardest Hit Fund, has dedicated two billion dollars to help at least 100,000 eligible California homeowners avoid preventable foreclosures. TVHOC was able to refer a Pleasanton family to the KYHC to seek financial assistance with their loan modification. In August, the TVHOC participated in a regional meeting of non-profits hosted by Supervisor Nate Miley's office. At this meeting the TVHOC collaborated with the Pleasanton School District's Parent Teacher Organization, to set up a financial education workshop for Hispanic families. The TVHOC's bilingual (Spanish) board member presented information and resources to 14 families in November. The TVHOC plans to build upon this partnership in the next part of this fiscal year. In addition, in December 2012, the TVHOC launched the Tri-Valley Down Payment Assistance (TVDPA) Program for qualified applicants seeking to purchase a home in the Tri-Valley. Through the TVDPA Program, eligible first time homebuyers will be able to apply for low interest, \$10,000 down payment loans with household income equal to or less than 80% of the area's median income. As its highest priority, the program will assist families currently living or working in the Tri-Valley cities to purchase homes in Livermore, Dublin, Danville, Pleasanton, and San Ramon. These funds are available to individuals and families seeking to purchase homes in Pleasanton and can be layered with other down payment assistance programs offered by the City of Pleasanton, as well as state and federal resources.

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

**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:

- 17 Pleasanton households with 8-hour HUD-approved homebuyer education class
- 18 Pleasanton households with a financial literacy classes
- 5 Pleasanton households with homeownership counseling services
- 6 Pleasanton households with mortgage default and delinquency counseling services
- 34 Pleasanton households with income tax preparation services through the Volunteer Income Tax Assistance (VITA) program

Of the total 80 Pleasanton households served during the 2012/13 year, 10 were seniors, 6 were disabled and 7 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 homebuyers 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. Of the households receiving 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 has continued outreach in Pleasanton and based on the number of responses from current residents, continues to assert that there is a perceived "stigma" by the homeowners that they are less comfortable receiving information through group education, and more comfortable meeting with the Center counselors in a one-on-one setting. The Center will continue to outreach and organize workshops.

The Center has identified continuation high schools in Pleasanton that it intends to continue it's financial education outreach efforts to in the upcoming FY 2013/14. The Center will provide courses which aim at increasing basic budgeting, credit management, and independent living skills to at risk youth.

**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.

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

Uncle Credit Union--\$2,000

City of Dublin, \$25,000

United Way Bay Area (VITA), \$7,500

National Forclosure Mitigation Council--\$7,500

Citibank--\$20,000

City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

Tri-Valley Haven  
**Tri-Valley Haven's Food Pantry**  
 \$20,000.00 Requested

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

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/11/2013

**1 Name of Person Completing Report:**

Irina Milinevskaya

**2 Title:**

Contracts Manager

**3 Telephone:**

925-449-5845

**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 2012-2013 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. This assists individuals who are unable to travel to the food pantry site in Livermore.

We collaborate with the ACCFB to provide monthly Food Stamp Outreach and the Valley Humane Society to provide free pet food once a month.

We also partnered with CareMore to provide Outreach for seniors in the community looking for health services.

We continue to network with the local community to gain donors.

This quarter we provided 9 clothing vouchers and 21 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.**

There were no modifications to the project during the reporting period.

**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 HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	1,200 total to date
118	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.]	614 total to date
1009	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)	4,980 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
14	Very Low Income (30% to 50% Median)	61 total to date
104	Extremely Low Income (<30% Median)	553 total to date
29	Seniors (62 and older)	150 total to date
27	Disabled	72 total to date
28	Female-Headed Households	133 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.]**

47	White	221 total to date
7	White + HISPANIC	10 total to date
10	Black/African American	35 total to date
0	Black/African American + HISPANIC	0 total to date
21	Asian	141 total to date
0	Asian + HISPANIC	1 total to date
0	American Indian/Alaskan Native	10 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
2	American Indian/ Alaskan Native and White	2 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
2	Other/Multi Racial	49 total to date
29	Other/Multi Racial + HISPANIC	143 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 Hours

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

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)	800 total to date
349.9	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	666 total to date
747.35	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)	1,985 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:**

	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)
	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)

**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:**

	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)
	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)

**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 requested from the City of Pleasanton are to pay part of the salaries of the Food Pantry Coordinator and the Driver. Both positions are integral to the program. Also, we would like to partially pay the auto insurance for the Pantry Van. The Mobile Pantry van is being used to deliver food to Pleasanton Residents and to pick up the generous donations throughout the community.

**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.

We continue to collaborate with the ACCFB to provide monthly Food Stamp Outreach and the Valley Humane Society to provide free pet supplies once a month. We also held a Homeless Outreach event to provide clients with seasonal supplies.

**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 614 unduplicated individual Pleasanton clients. 553 of these were extremely low income, 72 were disabled head of households, 133 were female headed households, and 150 were senior households. We distributed 16 clothing vouchers to Pleasanton residents and we provided 51 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.**

There were no problems or delays with the project during the reporting period.

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

The Tri-Valley Haven works closely with the local food pantries and Open Heart Kitchen to ensure the level of service to our clients is optimized. Any abundance of food is shared amongst the agencies.

The pantry networks closely with local community grocery stores, schools, hospitals, restaurants and businesses (Trader Joes, Togos, Walmart, Target, Grocery Outlet, Safeway and Safeway Corporate, Raleys/Nob Hill, Lucky) to provide supplemental food beyond the AACFB resources.

We collaborate with a consortium of local churches to provide emergency transportation and housing services to at-risk families or individuals.

We collaborate with the Valley Humane Society to provide free pet food monthly and the ACCFB to provide Food Stamp qualification outreach monthly.

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

No other funding was obtained during the fiscal year.

City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

Tri-Valley Haven  
**Counseling and Temporary  
 Restraining Order Clinic**  
 \$20,000.00 Requested

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

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
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**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/11/2013

**1 Name of Person Completing Report:**

Irina Milinevskaya

**2 Title:**

Contracts Manager

**3 Telephone:**

925-449-5845

**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.**

This project is on-going, providing services to survivors of domestic violence and sexual assault. Services include individual and group counseling for adults and/or children and a legal clinic. The legal clinic offers assistance in filing for protective orders and court accompaniment. The legal clinic is offered two times a week; at our Community Building in Livermore and at a legal office in Pleasanton.

Counseling services are provided by paid counselors and Master's level interns. Legal services are provided by the Legal Advocate and volunteers.

All staff provide information and referral to other services when appropriate for the client.

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

Tri-Valley Haven is participating in a cultural competence project funded by Blue Shield and led by My Sister's House, a Sacramento-based domestic violence agency, that focuses on Asian and Pacific Island communities.

In June, Michael Ducey, our long-time Legal Services Coordinator, retired after thirteen years at TVH. Our new Legal Services Coordinator, Deanna Dyer, is an attorney who has been active in the movement to end domestic violence in Texas and South Africa before relocating to the Bay Area.

**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 were no modifications during the reporting period.

**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 HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	100 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.]	59 total to date
155	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)	321 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)	5 total to date
2	Very Low Income (30% to 50% Median)	5 total to date
8	Extremely Low Income (<30% Median)	37 total to date
0	Seniors (62 and older)	3 total to date
0	Disabled	5 total to date
10	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.]**

8	White	33 total to date
4	White + HISPANIC	15 total to date
2	Black/African American	2 total to date
0	Black/African American + HISPANIC	0 total to date
1	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
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
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
0	Other/Multi Racial	1 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 HHSG contract):**

Counseling and Legal Service Sessions

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

100	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)	200 total to date
-----	--	-------------------

170	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	305 total to date
804	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)	1,358 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:**

	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)
	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)

**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:**

	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)
	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)

**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 requested from Pleasanton are to pay for a part of a Legal Services Advocate's time, and a part of a Counselor's time.

**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.**  
Individual and group counseling services are offered to both adult and child survivors of domestic violence and sexual assault by trained counselors. 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.

**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?**  
Tri-Valley Haven considers the Counseling and TRO Clinic a success. The program exceeded the unduplicated client goal, serving 59 clients from the city of Pleasanton rather than the projected number of 50. The program far exceeded the projected 100 units of service, 305 counseling and legal sessions were provided to Pleasanton residents. A total of 47 restraining orders were obtained during the reporting period.

**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 with the project during the reporting period.

**26 For CAPER: List agencies you collaborated with on this project. Describe the nature of the collaboration.**  
The Tri-Valley Haven restraining order clinic operates independently as one of the many services provided by our agency, however we accept referrals from other domestic violence agencies and the legal community. We often refer clients to other legal aid groups for access to services that we do not provide, particularly divorce cases. Our most frequent referrals include:  
Alameda County Family Justice Center  
Asian, Pacific Islander Legal Outreach

Alameda County Family Law Facilitator  
Bay Area Legal Aid  
Family Violence Law Center  
Legal Assistance for Seniors

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**  
There were no other funding sources obtained during the reporting period.

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# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

## Tri-Valley Haven Shiloh Domestic Violence Shelter and Services

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

**\$20,000.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/11/2013

**1 Name of Person Completing Report:**

Irina Milinevskaya

**2 Title:**

Contracts Manager

**3 Telephone:**

925-449-5845

**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 ongoing, providing shelter, case management and supportive services to survivors of domestic violence and their children. Our services are trauma informed, meaning that we are mindful of the traumas our clients have experienced, and we work to meet the clients "where they are at", and to have realistic expectations as we help them to heal emotionally and regain control over their lives. We also work to avoid vicarious trauma and burnout in our staff by encouraging staff to engage in self-care and open communication.

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

Tri-Valley Haven is participating in a cultural competence project funded by Blue Shield and led by My Sister's House, a Sacramento-based domestic violence agency, that focuses on Asian and Pacific Island communities.

In June, Michael Ducey, our long-time Legal Services Coordinator, retired after thirteen years at TVH. Our new Legal Services Coordinator, Deanna Dyer, is an attorney who has been active in the movement to end domestic violence in Texas and South Africa before relocating to the Bay Area.

**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 were no modifications during the reporting period.

**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:

**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):**

5	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	10 total to date
3	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
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)	297 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)	1 total to date
2	Extremely Low Income (<30% Median)	3 total to date
0	Seniors (62 and older)	0 total to date
0	Disabled	1 total to date
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.]**

1	White	3 total to date
0	White + HISPANIC	0 total to date
1	Black/African American	1 total to date
1	Black/African American + HISPANIC	1 total to date
0	Asian	0 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
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 HHSG contract):**

Client Services Units (Life Skills, Social Service Advocacy, Adult Advocacy)

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

25	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)	50 total to date
21	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	40 total to date
567	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not)	1,375 total to date

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

**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"/>	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)

**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"/>	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):**

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 requested from Pleasanton are to pay part of the Bilingual Case Manager's time, part of the Lead Case Manager's time, and part of the Shelter Overnight Staff. These positions are essential for the shelter and its day to day operations.

**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 grant period, five (5) clients from the City of Pleasanton were sheltered at Shiloh and received supportive services. Thanks to funding for our Bilingual Case Manager, monolingual Spanish speaking clients received linguistically and culturally appropriate services, and these families tended to stay and graduate from the program rather than return to an abusive situation due to feeling isolated. The Lead Case Manager, also funded by this grant, provides the day to day supervision of shelter staff, and ensures that groups and individual advocacy are available to all shelter residents. Our service numbers were very high in this area due to high occupancy rates of the shelter. As part of our trauma informed approach, participation in groups and other services is voluntary and not a condition of remaining in the shelter. This high level of participation is a tribute to staff who provide relevant, interesting and helpful groups and individual advocacy. Our Overnight Case Manager is available to residents who find themselves in crisis late at night and also performs data entry to ensure that we are able to complete reports in an accurate and timely manner.

**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 very successful. As projected, five clients from the City of Pleasanton were sheltered and we provided 40 units of client services (life skills group, social service advocacy and adult advocacy), exceeding the projected goal of 25 units of service.

**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 with the project during the reporting period.

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

We work with many agencies throughout the county and beyond to assist our clients in meeting their needs. We have MOU's with over 40 social services agencies, law enforcement agencies, medical and mental health providers to facilitate the provision of services. In addition, we participate in local and statewide networks including the Alameda County Family Violence Council, the Alameda County Domestic Violence Collaborative, the CalWORKS domestic Violence Advisory Committee and the California Partnership to End

Domestic Violence.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**  
There were no other funding sources obtained during the reporting period.

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City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

Tri-Valley Haven  
**Sojourner House Homeless Shelter**  
 \$20,000.00 Requested

Application Status: **Approved**  
**\$17,000.00**

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/11/2013

**1 Name of Person Completing Report:**

Irina Milinevskaya

**2 Title:**

Contracts Manager

**3 Telephone:**

925-449-5845

**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 at Sojourner House is proceeding as planned. Program participants work in partnership with their case manager and other program staff to work towards self-sufficiency and obtaining safe and affordable housing. Program participants partake in weekly case management session, counseling sessions, and nightly life skills groups. Topics for life skills vary depending on the needs of the participants in the house but include resume building, interview skills, parenting, healthy relationships and nutrition.

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

No significant action taken. Program is ongoing and meeting the needs of the participants.

**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 were no modifications made during the report period.

**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):**

5	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	10 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.]	2 total to date
29	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)	71 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):**

2	Low Income (50% to 80% Median)	2 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
1	Disabled	1 total to date
2	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.]**

1	White	1 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	0 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
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 HHSG contract):**

Case management and life skills sessions

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

60	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)	120 total to date
80	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	80 total to date
196	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)	936 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:**

- 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)
- 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)

**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:**

- 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)
- 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)

**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 requested from Pleasanton will be used to pay part of the Case Manager's time and part of the Life Skills Instructor's time. Both provide core services related to clients' success.

**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.**

Of the program participants that exited the program this fiscal year, 59% 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. In addition, all residents who resided in the program for over 30 days were able to maintain their sobriety and stabilize mental health (if they had these presenting issues). 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. Sojourner House averages 60 new callers added to our waiting list each month, which demonstrates the need is great within the community.

**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?**

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

**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 fiscal year we estimated we would serve 5 unduplicated residents from Pleasanton, we were only able to assist 2. There are several factors that affect the residency number. Firstly, due to the transient nature of the target population, it is difficult to determine where a homeless individual will spend the night before they enter our program. We calculate where a resident comes from based on where they spent the night before. Homeless families are not stable and tend to move around between hotels, friends/family, or on the street so by the time they enter the program they may have spent many nights in Pleasanton, Dublin, and Livermore. Additionally, due to rising costs of living and the difficult employment market, residents were having to reside within the shelter for longer periods of time (not exceeding the 6 month limit) resulting in a lower turnover rate and the program assisting less overall participants this year.

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

We work with many agencies throughout the county and beyond to assist our clients in meeting their needs. We have MOU's with over 40 social services agencies, law enforcement agencies, medical and mental health providers to facilitate the provision of services. In addition, we participate in local and statewide networks including the Alameda County Family Violence Council, the Alameda County Domestic Violence Collaborative, the CalWORKS Domestic Violence Advisory Committee and the California Partnership to End Domestic Violence.

**27 For CAPER: Did you obtain other funding sources? If so, list sources and amounts.**  
There were no other funding sources obtained during the report period.

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# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

My Account | Dashboard Applications Custom Report Compare Applications Scoring Report  
Invoices Payments Reporting Export Data Program Setup

Axis Community Health

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

## Pre-Development for Capital Project

**\$100,000.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/12/2013

**1 Name of Person Completing Report:**

Valerie Jonas

**2 Title:**

Development Director

**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.**

CDBG 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 and architecture design, which are necessary pre-development tasks leading up to the construction phase. During this reporting period we continued design work with INDE Architecture and conducted general contractor selection. We also continued to develop our financial feasibility study and preparing for our capital campaign.

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

During this second reporting period we focused on reviewing the schematic architectural design in preparation for the design development phase. We also conducted a general contractor request for qualifications process resulting in the selection of Oliver & Co. The selection process included preparation of a comprehensive RFQ, posting of public notice, a building walkthrough for interested contractors, the rating of responses and final interviews. We continued to refine project financial projections and update our business plan with the most up-to-date information regarding state, county and federal health reform regulations. We continued working with Capital Incubator to update project timelines and identify project support necessary to each phase. The financial feasibility study for a capital campaign was completed and we have moved into the planning phase for campaign launch.

**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) 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):**

11250	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	11,250 total to date
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
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
0	Very Low Income (30% to 50% Median)	0 total to date
0	Extremely Low Income (<30% Median)	0 total to date
0	Seniors (62 and older)	0 total to date
0	Disabled	0 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.]**

0	White	0 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	0 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
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):**  
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 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

**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 HHSG 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 HHSG 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:**

Please note that the occupancy of the new site will not take place until early 2014; until that time there will be no numbers reported regarding number of persons served this fiscal year throughout this project.

**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 Pleasanton 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, fundraising consultant, pre-con general contractor estimating services for necessary preconstruction activities during FY 2012-13. At construction completion in 2014, an estimated 7,525 Pleasanton residents will be served by the new facility.

**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 tax-exempt bond financing. Funding for consultants also enabled us to complete the architectural design and a capital campaign feasibility study.

**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 of the much-needed new medical facility during 2014.

**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.**

Axis received funding for this predevelopment project from the following sources:

City of Dublin - \$15,000

City of Livermore - \$125,000

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# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

My Account | Dashboard Applications Custom Report Compare Applications Scoring Report  
Invoices Payments Reporting Export Data Program Setup

Axis Community Health

Application Status: **Approved**  
**\$15,035.00**

## Access to Care for Uninsured, Low-income Pleasanton Residents

\$15,000.00 Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/12/2013

**1 Name of Person Completing Report:**

Valerie Jonas

**2 Title:**

Development Director

**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 our clinic sites in Pleasanton and Livermore as well as at locations throughout the community, including health fairs and public libraries. This program provides assistance to low-income and uninsured residents in accessing medical care through enrollment in public insurance plans.

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

460 Pleasanton residents received enrollment assistance during the second six months of this project period. A total of 852 Pleasanton residents were served through this project this year, which represents 189% of the project goal. Our enrollment numbers continue to outpace previous years as more and more local residents are seeking medical care at our clinic sites.

**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 were 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="450"/>	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	900 total to date
<input type="text" value="460"/>	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.]	852 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="120"/>	Very Low Income (30% to 50% Median)	222 total to date
<input type="text" value="340"/>	Extremely Low Income (<30% Median)	630 total to date
<input type="text" value="13"/>	Seniors (62 and older)	25 total to date
<input type="text" value="8"/>	Disabled	15 total to date
<input type="text" value="41"/>	Female-Headed Households	76 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="157"/>	White	290 total to date
<input type="text" value="206"/>	White + HISPANIC	382 total to date
<input type="text" value="18"/>	Black/African American	34 total to date
	Black/African American + HISPANIC	
<input type="text" value="67"/>	Asian	123 total to date
	Asian + HISPANIC	
<input type="text" value="4"/>	American Indian/Alaskan Native	8 total to date
	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	
<input type="text" value="8"/>	Other/Multi Racial	15 total to date
	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 HHSG contract):**  
hours of service

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

<input type="text" value="791"/>	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)	1,582 total to date
<input type="text" value="395"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	791 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"):**  
number enrolled

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

<input type="text" value="450"/>	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)	900 total to date
<input type="text" value="460"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	852 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 HHSG 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):**

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's enrollment services reach out to uninsured families and assist them in accessing medical care through enrolling them 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 852 Pleasanton residents in enrolling in health insurance plans. All project funds were expended in support of this service during the project year.

**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 852 Pleasanton residents received enrollment services during the project year. As a result of this service, these residents were able to access primary care medical services. Research indicates that uninsured people rarely seek health care until they are critically ill, resulting in expensive emergency room visits. In the Tri-Valley, uncompensated emergency room visits for uninsured persons cost millions of dollars each year. Many visits could have been prevented if patients had had a "medical home" for primary and preventive health care. Availability of care results in lower health care costs to the community. It also results in an improvement in the health of the community as a whole. Axis's innovative enrollment service positively impacts the community by improving access to 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?**

This program enrolled 852 Pleasanton residents in health care plans, which represents 189% of the project goal. 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 also 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.**

There were no problems or delays in this project.

**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 local human service providers, CAPE Head Start and the local libraries. We also provide enrollment services at various health fairs in the Tri-Valley throughout the year. In addition, we 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 Kaiser Permanente Community Benefit

Program. We received a grant that totaled \$30,000, of which \$6,900 was allocated in additional support for this service in Pleasanton.

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# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

## Neighborhood Solutions Housing Rehabilitation Program for City of Pleasanton

Application Status: **Approved**  
**\$174,048.00**

**\$200,000.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/15/2013

**1 Name of Person Completing Report:**

Victoria Johnson

**2 Title:**

Executive Director

**3 Telephone:**

9252097610

**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.**

The Housing Rehab Program runs continuously and is currently project managing several grants and is preparing to submit a small loan for review. These projects, however, will be acknowledged in our next report.

Neighborhood Solutions staff recently participated in a multi-agency presentation at the Hacienda Mobile Home Park. The purpose of the presentation was to showcase programs such as ours that provide energy efficiency (PG&E was also there), water conservation, A/C tune-ups (Spectrum) and minor home repair grants and loans (Neighborhood Solutions).

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

See question #5.

**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 were no modifications to project goals, except that we diverted money from our loan pool to our grant pool to accommodate the increased number of grant applications. No project delays were encountered.

**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):**

10	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	20 total to date
4	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.]	12 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):**

2	Low Income (50% to 80% Median)	6 total to date
0	Very Low Income (30% to 50% Median)	3 total to date
2	Extremely Low Income (<30% Median)	3 total to date
4	Seniors (62 and older)	11 total to date
1	Disabled	2 total to date
3	Female-Headed Households	8 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.]**

4	White	11 total to date
	White + HISPANIC	0 total to date
	Black/African American	1 total to date
	Black/African American + HISPANIC	0 total to date
	Asian	0 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
	Native Hawaiian/Other Pacific Islander	0 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
	Asian and White	0 total to date
	Asian and White + HISPANIC	0 total to date
	Black/African American and White	0 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
	Other/Multi Racial	0 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):**

Loans

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

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)	4 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	1 total to date
0	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not)	0 total to date

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

**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"):**

Grants

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

<input type="text" value="8"/>	8	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)	16	total to date
<input type="text" value="4"/>	4	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	11	total to date
<input type="text" value="0"/>	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"/>	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"/>	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"/>	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:**

The program continues to flow smoothly, in part due to the new administrative procedures agreed to by City staff and Neighborhood Solutions.

**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, 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 City granted the HHSG funds to Neighborhood Solutions for the purpose of administering the City's Housing Rehabilitation Program. This program provides grants and low interest loans to extremely low to low income homeowners for the purpose of making necessary home repairs. It is the only program of its kind in the City. We did exceed our goal by 50% but unfortunately did not spend the entire grant. One of the projects (a large loan) was denied approval due to insufficient income documentation by the homeowner. However, this program runs continuously and projects are in the pipeline that will easily draw down the carryover.

**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 funded an interesting variety of projects this year, from electrical upgrades and hot water heater replacement to handicap ramps and ADA toilets, new roofs for mobile homes and a host of other improvements. This is the only program of it's kind in the City of Pleasanton, in it's ability to solve the unique challenges of the low income homeowner. For many homeowners this program means the difference between having or not having hot water, heat, leaking and unsafe roofs, and other life-threatening conditions.

As stated in Question 5, Neighborhood Solutions staff recently participated in a multi-agency presentation at the Hacienda Mobile Home Park. The purpose of the presentation was to showcase programs such as ours that provide energy efficiency (PG&E was also there), water conservation, A/C tune-ups (Spectrum) and minor home repair grants and loans (Neighborhood Solutions).

**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 primarily because we exceeded our goal by 50%. Instead of 10 projects (our goal), we committed funding for 15 projects.

We also measure success by our ability to outreach to the community. Interest in the program continues to be high, and we have a waiting list of approximately 15 households that could benefit from the program.

**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.**

No delays were encountered except for those normal to the housing rehabilitation process (inspections, bid walks, and homeowner interaction). The primary change this year that will make the program more

successful was the administrative procedure and forms changes that were agreed to by City staff and Neighborhood Solutions. Not only have these procedures streamlined the process, but we are more closely aligned with the legal requirements of the funding source(s).

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

We routinely collaborate with Senior Services of the Tri-Valley and receive referrals from CRIL. Many of our clients are seniors, and the Housing Rehab Program is the sole source for home repair grants. We work with Code Enforcement at times to effect necessary clean-ups of properties.

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

No. The City of Pleasanton is the sole source of funding for the Pleasanton Housing Rehabilitation Program.

# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

- My Account
- Dashboard
- Applications
- Custom Report
- Compare Applications
- Scoring Report
- Invoices
- Payments
- Reporting
- Export Data
- Program Setup

## Spectrum Community Services

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

# Meals On Wheels for Pleasanton's Homebound Elders

**\$5,387.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

## Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/15/2013

**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 was a great success this year. Over the course of the 2012-13 fiscal year, we served 118 homebound Pleasanton seniors 10,563 hot, nutritious meals. Our goals were to serve 80 Pleasanton seniors, 10,500 meals. This year we took great strides to customize individuals service needs and ensure that we are prioritizing service to those in the greatest need and avoiding a wait list.

**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):**

80	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	160 total to date
43	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.]	118 total to date
57	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)	168 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)	
34	Very Low Income (30% to 50% Median)	91 total to date
9	Extremely Low Income (<30% Median)	27 total to date
	Seniors (62 and older)	75 total to date
	Disabled	75 total to date
	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.]**

39	White	104 total to date
1	White + HISPANIC	7 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	
	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:**

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
5262	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	10,563 total to date
10,284	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)	21,273 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"):**

-no answer-

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

- |                      |   |
|----------------------|---|
| <input type="text"/> | 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) |

**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"):**

*-no answer-*

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

- |                      |   |
|----------------------|---|
| <input type="text"/> | 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:**

*-no answer-*

**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.**

Spectrum Community Services received funding from the HHSG to help us serve healthy meals to frail, homebound Pleasanton seniors. This fiscal year, we set out to serve 80 Pleasanton seniors, 10,500 meals with the City of Pleasanton HHSG funding. More specifically, the funds will help cover the mileage for our volunteer drivers.

**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 had a goal to customize service so that meals were not being wasted. For example, if a senior has help from a caregiver or family member on Mondays and Wednesdays, it's likely they don't need meal deliveries those days. This helps us to ensure that seniors that have a higher need for meals are going to be served, we avoid over-serving and we prevent a wait list for seniors in need of service. We also eliminated coolers as an option for seniors. They can no longer leave out a cooler with ice for their meals to be delivered in. This policy change ensures that we have a face to face meeting with the senior at each delivery which is one of the key components of the program. Many of the seniors we're serving do not interact with others during the day and Meals on Wheels provides a friendly check-in with our participants.

**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 absolutely feel that the program has been a success. We exceeded our goals of service and were able to reach all seniors in need that contacted the Pleasanton Meals on Wheels program. We measure success by distributing annual surveys to our senior participants inquiring on their feelings about the food, service, and delivery drivers. Overall, the feedback is on average very positive, rating the food as "very good" and the service and delivery drivers as "excellent".

We also measure success by reaching all eligible seniors that contact our program and there is no wait list. We have also exceeded our goals by serving 118 (148% of goal) homebound Pleasanton seniors, 10,563 (101% of goal) meals this 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.**

N/A

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

Our Meals on Wheels Coordinator is based out of the Pleasanton Senior Center and our meals are produced at Valley Care Hospital in Livermore.

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

Government Grants \$19,254  
Five Star Night \$12,750.48  
Valley Care CHF Meal Delivery \$129.75  
Program Services Revenue \$23,361.44

Other Contribution \$2,816.82

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# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

My Account | Dashboard Applications Custom Report Compare Applications Scoring Report  
Invoices Payments Reporting Export Data Program Setup

## Spectrum Community Services Congregate Meals Program for Pleasanton Seniors

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

\$21,139.00 Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/15/2013

**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 congregate meals program is actively serving lunch to seniors 5 days a week at the Pleasanton Senior Center. During the 2012-13 fiscal year, Spectrum served 6,146 meals to over 332 unduplicated Pleasanton seniors. The program focuses on creating a welcoming environment for Pleasanton seniors to dine and socialize.

**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):**

425	A) Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	850 total to date
86	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.]	321 total to date
815	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)	2,095 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)	
69	Very Low Income (30% to 50% Median)	271 total to date
17	Extremely Low Income (<30% Median)	50 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.]**

74	White	289 total to date
6	White + HISPANIC	15 total to date
1	Black/African American	1 total to date
	Black/African American + HISPANIC	
4	Asian	15 total to date
	Asian + HISPANIC	
1	American Indian/Alaskan Native	1 total to date
	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:**

10000	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)	20,000 total to date
2893	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	6,146 total to date
31321	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)	60,180 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"):**

-no answer-

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

- 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)
- 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)

**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"):**

*-no answer-*

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

- 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)
- 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)

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

*-no answer-*

**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.**

The City of Pleasanton HHSG funds covered the costs of salary and benefits for the Site Coordinator and Meal Handler at the Pleasanton Senior 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.**

Thanks to the City of Pleasanton, this year we were able to serve 332 Pleasanton seniors. The meals program provides not only a nutritious lunch but more importantly, the program serves as an opportunity for seniors to socialize, meet others, learn about the other programs offered at the senior center and avoid isolation. Funding covers the cost of our meal handler and site coordinator and they are essential to the program and creating a friendly, welcoming environment for our seniors and volunteers.

**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 our program was a success and is measured by participant surveys and feedback. Each year, we put out an annual survey and over 90% of the participants rate the meals and service as "very good" and "excellent". We take our participant's feedback very seriously and make any changes that we can to approve the taste and quality of our meals.

Our goals were to serve 425 seniors, 10,000 meals. We served 332 seniors (78%) 6,146 meals (61%). Unfortunately, we did not meet our service goals as we are seeing a drop in the number of seniors participating 5 days a week. There is a not a definitive reason as to why participation is down. This trend is occurring at our other meal sites and with other congregate meal providers. We believe some factors include transportation cost, seniors having access to lots of low-cost meal options, and that they are participating in other activities.

**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.**

Government Grants 25,588.01  
Government Grants USDA -C1 3,985.17  
City of Pleasanton 12,424.40  
Fremont Bank Foundation 1,833.10  
Fund Raising 2,108.07  
Program Services Revenue 17,644.59  
Other Contribution 4,864.89

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# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

My Account | Dashboard Applications Custom Report Compare Applications Scoring Report  
Invoices Payments Reporting Export Data Program Setup

## Abode Services Tri-Valley Housing Scholarship

\$81,650.00 Requested

Application Status: **Approved**  
**\$74,000.00**

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/15/2013

**1 Name of Person Completing Report:**

Penny Andersen

**2 Title:**

Housing Program Manager

**3 Telephone:**

510 657-7409 x110

**4 E-Mail:**

pandersen@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 for the last six months. These households consisted of 2 single adults, 2 single head-of -households and 2 children during this reporting period. 8 applicants were reviewed for the program referral from the City of Pleasanton and there is one household currently in housing search.

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

During this reporting period the case manager focused outreach strategies on finding landlords willing to accept participants for this program. 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 year, 4 new households were approved for the program and successfully moved into housing while maintaining their educational responsibilities.

In addition to working with the current and new participants, the case Manager receives an average 5 calls a day from people needing housing assistance. About 50% of the time the caller is inquiring about the Housing Scholarship program. However, very few meet the criteria of the program to be given an application. Of the 65 potential applicants screened for the program in the second half of the year only 3 were qualified for the program of which 1 was approved.

**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):**

4	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	8 total to date
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.]	6 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)	5 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
0	Very Low Income (30% to 50% Median)	0 total to date
0	Extremely Low Income (<30% Median)	6 total to date
0	Seniors (62 and older)	0 total to date
0	Disabled	1 total to date
0	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.]**

0	White	5 total to date
0	White + HISPANIC	1 total to date
0	Black/African American	0 total to date
0	Black/African American + HISPANIC	0 total to date
0	Asian	0 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
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 HHSG contract):**  
case management hours

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

450	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)	900 total to date
-----	--	-------------------

200	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	406 total to date
600	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)	1,098 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 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

**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):**  
Penny Andersen Housing 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 purpose for the HHSG funds was to provide rental assistance and case management to low income head of households who are in education or vocational training programs and have a urgent need of housing. The program was to provide rental assistance to 4-5 households in Pleasanton. The goal was exceeded with 6 households receiving 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.**  
This program year, after many years of not assisting households at capacity, succeeded with at least 4 households housed each month and for a few months 6 households were receiving rental subsidy and case management. Two of the households completed their education/training goals and graduated from the program. Both of the participants have remained living in Pleasanton and have gained full time employment. In total 11 households were served by the program in Pleasanton and Livermore, with 4 participants graduating this operating year.

**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 very successful this year. All of the participants were focused on achieving their goals and retaining their housing. The graduates were successful if they complete their education/training, find full time employment with a living wage and retain stable housing. With two participants graduating from the program, completing their education, obtaining full time jobs and retaining their housing in Pleasanton, while the other participants continued on their education/training path, the program meet the goals and outcomes of the stated performance measures.

**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 continued high rents in the Tri-Valley area made it difficult for participants to find units under Fair Market Rent (FMR) as required by HUD. Currently, the FMR for a 1 bedroom is \$1082. It took participants as long as 90 days to find an acceptable unit. Several exceptions were granted as allowed by HUD for the rent to be over FMR with the participants paying the difference in addition to their portion of rent. For the participants this was the only way they were able to secure a rental unit.

**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

CRL - 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.

City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

**Tri-City Health Center**  
**HIV Advocacy and Case  
 Management**

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

**\$7,500.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/15/2013

**1 Name of Person Completing Report:**  
 Bethsheba Orero

**2 Title:**  
 Planner - HIV and Womens Health

**3 Telephone:**  
 510-252-6819

**4 E-Mail:**  
 borero@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.**  
 We continue to provide case management services at the Livermore site while striving to improve quality of care. Case managers are working more collaboratively and have implemented weekly huddles. Consequently, case managers can conduct peer audits, share best practices, and troubleshoot with the Quality Coordinator. As a result of this collaboration, we are witnessing higher client satisfaction and retention rates.

**6 Describe any significant actions taken during the reporting period.**  
 The case management team has undergone transitions resulting in a leaner team. TCHC's housing advocate and quality assurance coordinator joined the team, leading to increased quality, comprehensive, services. In addition, case managers frequently collaborate with clinic providers to ensure continuum of care for the clients.

**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 HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	15 total to date
7	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.]	12 total to date
77	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)	324 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)	5 total to date
7	Very Low Income (30% to 50% Median)	7 total to date
	Extremely Low Income (<30% Median)	
	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.]**

5	White	8 total to date
	White + HISPANIC	
2	Black/African American	4 total to date
	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	
	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):**

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:**

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)	260 total to date
59	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	183 total to date
229	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)	12,274 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"):

NA

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

<input type="text"/>	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"):**

NA

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

<input type="text"/>	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:**

NA

**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):**

Alison Wakefield - HIV 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.**

HHSG funds enabled provision of East County HIV Advocacy services. Specifically, the funds enabled 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.

**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 increase the number of Pleasanton and other East County residents living with HIV disease to access services, including medical care, mental health counseling, housing advocacy, medication, financial assistance programs, nutritious food and transportation to appointments.

**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 - we measure success by number of clients enrolled into the program and units of service provided. Also, success is measured by retention rate of clients in the program.

**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.**

One of the positive changes implemented this year is a quality component. With the help of a quality coordinator, case managers provided better coordinated services and collaborated with the providers. We see this as the beginning of the clinic's transition into a patient centered medical home for HIV positive clients.

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

None

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

NO

# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

My Account | Dashboard Applications Custom Report Compare Applications Scoring Report  
Invoices Payments Reporting Export Data Program Setup

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

Application Status: **Approved**  
**\$50,000.00**

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/30/2013

**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, 2012). During the second half of the fiscal year, we provided 288 counseling sessions to 275 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 610 fliers to Pleasanton agencies, and distributed a public service announcement to 35 radio stations.

**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) 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):**

400	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	800 total to date
275	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.]	431 total to date
882	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)	1,743 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):**

10	Low Income (50% to 80% Median)	16 total to date
26	Very Low Income (30% to 50% Median)	39 total to date
225	Extremely Low Income (<30% Median)	351 total to date
36	Seniors (62 and older)	59 total to date
61	Disabled	87 total to date
250	Female-Headed Households	353 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.]**

168	White	263 total to date
5	White + HISPANIC	8 total to date
46	Black/African American	68 total to date
	Black/African American + HISPANIC	0 total to date
16	Asian	27 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
	Native Hawaiian/Other Pacific Islander	1 total to date
	Native Hawaiian/Other Pacific Islander + HISPANIC	1 total to date
	American Indian/ Alaskan Native and White	0 total to date
	American Indian/ Alaskan Native and White + HISPANIC	0 total to date
1	Asian and White	1 total to date
	Asian and White + HISPANIC	0 total to date
1	Black/African American and White	1 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
2	Other/Multi Racial	2 total to date
36	Other/Multi Racial + HISPANIC	59 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):**  
Inquiry/Complaint

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

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)	800 total to date
275	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	436 total to date
882	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)	1,738 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 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):**

Shelia Brunson

**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 2012-2013, ECHO was to provide 400 units of service to Pleasanton households.

Specific services were as follows:

Goal #1: Fair Housing Counseling, Mediation, Investigation, or Enforcement - 10 Households

Goal #2: Tenant/Landlord Counseling and Mediation - 175 households

Goal #3: Rental Assistance Program - 5 households

Goal #4: Homeseeking Program - 205 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 2012-2013 permitted ECHO complete 449 units of service to 430 client households.

The agency was able to complete 112% of its total service goal. Specific achievements include:

Goal #1: Fair Housing Counseling, Mediation, Investigation, or Enforcement - 3 households

Goal #2: Tenant/Landlord Counseling and Mediation - 118 households

Goal #3: Rental Assistance Program - 21 households

Goal #4: Homeseeking Program - 307 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?**

We feel the program was a success. It provided hundreds of households with resources to empower them to resolve their housings issues. ECHO completed 449 of the 400 service units required by our contract, thus achieving 112% 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, TriValley Housing Opportunity Center, Horizons Family Counseling, Axis Community Health, Alameda County Social Services Agency, Livermore Housing Authority, Livermore Senior Center, TriValley 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 - \$14,000; City of Cupertino - \$8,560; City of Dublin - \$6,180; City of Hayward - \$59,240; City of Oakland - \$45,000; City of Livermore - \$30,000; City of San Leandro - \$27,409; City of Union City - \$10,000; City of Walnut Creek - \$11,500; Alameda County - \$89,250; Contra Costa County - \$24,000; Santa Clara County - \$5,000, Department of HUD - \$1,905.

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City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

**Eden Council for Hope and Opportunity**  
**Reverse Mortgage Counseling**  
 \$5,000.00 Requested

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

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/30/2013

**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.**

The program has ceased to operate due inability to achieve goals.

**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 1 total to date
- No 1 total to date

**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
- 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):**

42	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	84 total to date
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.]	7 total to date
100	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)	368 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)	6 total to date
0	Very Low Income (30% to 50% Median)	0 total to date
0	Extremely Low Income (<30% Median)	1 total to date
0	Seniors (62 and older)	7 total to date
0	Disabled	1 total to date
0	Female-Headed Households	1 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.]**

0	White	7 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	0 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
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 HHSG contract):**

Reverse Mortgage Counseling

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

3	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)	6 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
7	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 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"):**

Reverse Mortgage Inquiries

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

4	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)	8 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	2 total to date
7	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)	25 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"):**

Individual/Group Education

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

41	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)	82 total to date
0	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	5 total to date
86	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)	326 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):**

Shelia Brunson

**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 the funds for the Reverse Mortgage Counseling: inquiries, in-depth counseling and education/ outreach.

ECHO did not use the full allocation because we did not achieve the contract goals.

**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 Home Equity Conversion Mortgage Counseling Program was able to adequately service those clients we were able to reach.

Reverse Mortgage Inquiries: 2 households were provided information and referrals.

Outreach/Education: 5 households were provided education through group counseling.

In addition, these clients were able to make informed choices pertaining to basic home equity conversion instruments.

**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 unable to achieve the agreed upon quantitative goals for the current fiscal year 2012/2013.

However, for those clients that we were able to reach, the program was successful. The Counselor assisted them to make educated decisions regarding reverse mortgages by providing them with basic information, referrals to other resources, and education about the program.

**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.**

City of Oakland: \$17,430.00

## City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

My Account | Dashboard Applications Custom Report Compare Applications Scoring Report  
Invoices Payments Reporting Export Data Program Setup

Legal Assistance for Seniors

Application Status: **Approved**  
**\$10,000.00**

### Free Legal Services for Low- Income Seniors

\$15,000.00 Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/16/2013

**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.**

LAS has provided services to a total of 36 unduplicated clients' year to date with some clients seeking help for more than one legal issue. We are proud to say that we have completed 9 group presentations as well as 3 outreach events to the Pleasanton community during this fiscal year in order to help the Pleasanton senior community learn more about our services. A total of 1,296 seniors, caregiver, and service providers attended these community education events and outreach activities. Our yearly Elder Abuse Conference was a huge success, with more than 275 attendees from various professional arenas such as lawyers, healthcare professionals, social workers, financial professionals and others.

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

LAS has created a development committee whose purpose is to strategize more ways to market our services in order to reach more seniors. We began a collaborative effort with Elder Financial Protection Network this year, with LAS attorneys presenting at their trainings and some of their partners presenting at our conference. We seek to continue this with other agencies to explore new methods for providing our services and to reach our target population. In addition, we still continue to make home visits when needs as well as meet seniors at the Pleasanton senior center on a monthly basis.

**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 are no modifications to project goals or timelines during this time.

**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):**

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
8	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.]	36 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)	1 total to date
1	Very Low Income (30% to 50% Median)	9 total to date
7	Extremely Low Income (<30% Median)	24 total to date
5	Seniors (62 and older)	33 total to date
2	Disabled	9 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.]**

5	White	26 total to date
0	White + HISPANIC	2 total to date
0	Black/African American	2 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	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	1 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):**

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

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

120	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)	240 total to date
30.9	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	109 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

**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:**

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)

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)

**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:**

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)

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)

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

We increased our goal from 30 to 40 unduplicated seniors this year, based on our numbers last year. This year, while we fell short of the goal of 40 by 4 clients, we continue to find ways to reach those who may not have access to or even know about our services.

We are also participating in the Pleasanton strategic planning focus groups to gain a better understanding of the Pleasanton community and the needs of seniors.

The senior center cancelled some of our attorney time in this quarter because there were no scheduled appointments. We are looking for creative ways to better market our services so that seniors understand what we do and that we are available to help them.

**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

**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 original purpose for which the City granted funds to LAS was to provide free legal services and community education to low income seniors in Pleasanton. The legal services would address elder abuse, guardianship, health law, public benefits, consumer law, immigration /naturalization and other legal areas. While our Oakland office is open to all Alameda County clients, one particular intention of the program was to be on site in the city at the senior center, or to make home visits to ease the burden of transportation on the clients and to be able to serve clients who are home-bound.

The Community Education part of the program helps seniors understand their legal rights and as a result, we often become the senior advocate.

Because legal services are unaffordable to low income seniors, this program provides them with a life changing option and offers greater safety and quality of life.

LAS expended all the Pleasanton funding in 2012-2013.

**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.**

Having provided legal services to 36 unduplicated clients, we know that Pleasanton seniors are safer, more broadly educated on their rights, and are given the opportunity to meet with attorneys to resolve their legal problems at no cost to them.

This year we increased our goal from 30 to 40 unduplicated new clients and actually met with 36 clients.

We also exceeded our goal in completing 9 education presentations to Pleasanton seniors.

LAS recognizes the unique needs of seniors and provides these services with utmost dedication and compassion.

LAS conducted a successful Conference on Elder Abuse, gathering nearly 300 service providers engaged in keeping elders safe. This was a very successful program.

Our client evaluations always indicate a high level of satisfaction with services and a great deal of gratitude that the legal services are available at no cost.

**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?**

LAS is confident that this program is a success and supports seniors who have no means to secure legal services to alleviate their struggles. LAS has successfully supported seniors with abuse issues, guardianships of minors, public benefits, naturalization, and fraud related to abuse. LAS attorneys meet seniors at the senior center or in their homes to accommodate their needs when they are unable to travel. LAS also provides Community Education to inform seniors about their rights and help them be pro active in protecting themselves. We measure our success by outcomes and client satisfaction through evaluations. With only minimal exceptions, the client evaluations are overwhelmingly positive and clients consistently express gratitude for the opportunity to have free legal counsel. Today, our elder abuse attorney shared that a woman was in tears today when we told her that we would come to her mother's home to work with her since she cannot travel. The woman said, "You must be angels to do this for my mother. Thank you!"

**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.**

Again, we had some cancellations at the senior center due to lack of scheduled appointments. We want to look into the reasons for this and determine whether there are ways to better market our services to increase awareness of how we may be able to help.

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

The agencies we collaborate with on this project include the following:

APS - we are contracted to accept referrals from APS for elder abuse cases

DCFS - we are contracted to accept referrals for guardianship cases

FSSBA - we work with Family Services of the Bay Area to help new guardians with support services that will sustain them in their new role and help the children as well.

Area Agency on Aging - provides financial support to LAS for legal services, including general legal services and especially elder abuse. This funding is subsidized by the funding from Pleasanton.

Elder Financial Protection Network is a new partner in our elder abuse work. We exchange presenters at training events and EFPN supported our elder abuse conference with a grant this year.

In cases where LAS is not able to assist a senior, we provide substantive referral to a variety of agencies in the county where the appropriate services can be obtained.

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

Other funding sources include the following:

Alameda County-\$764,094, City of Fremont and Hayward-\$26,211, State Bar of California-\$84,701, Private foundations and Corporations-\$168,800, Court Appointed fees-\$79,784.

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City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

**Open Heart Kitchen**  
**Pleasanton Senior Meal Program**  
 \$25,000.00 Requested

Application Status: **Approved**  
**\$25,000.00**

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/8/2013

**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 week day, 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 7072 senior meals and 100 education units 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 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):**

145	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	290 total to date
32	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.]	184 total to date
16	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)	45 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)	73 total to date
15	Very Low Income (30% to 50% Median)	85 total to date
12	Extremely Low Income (<30% Median)	26 total to date
32	Seniors (62 and older)	184 total to date
2	Disabled	19 total to date
	Female-Headed Households	62 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	74 total to date
6	White + HISPANIC	13 total to date
	Black/African American	3 total to date
	Black/African American + HISPANIC	
7	Asian	33 total to date
	Asian + HISPANIC	
	American Indian/Alaskan Native	2 total to date
	American Indian/Alaskan Native + HISPANIC	
	Native Hawaiian/Other Pacific Islander	3 total to date
	Native Hawaiian/Other Pacific Islander + HISPANIC	
	American Indian/ Alaskan Native and White	4 total to date
	American Indian/ Alaskan Native and White + HISPANIC	
3	Asian and White	9 total to date
	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	
5	Other/Multi Racial	33 total to date
1	Other/Multi Racial + HISPANIC	10 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):**  
meals served

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

8333	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)	16,666 total to date
7072	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	13,306 total to date
225	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)	396 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"/>	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"/>	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:**

the agency wide number in 11 and 15 includes meals served at the RVC location only.

**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

**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 was given to serve 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?**

Yes we feel the program is a success and the number of meals we serve each week is increasing.

**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 and education

Alameda County Food Bank food source

Social Services to make sure we are meeting the needs of the Pleasanton seniors.

Local School and churches for volunteer and donations.

Local farmers for produce.

Local business for funding, food and volunteers.

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

Alameda Aging Agency

local church groups

local business

foundation grants, Corporate grants special events and individual giving.

The total budget for the senior meal program is \$ 168,065



City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

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

Application Status: **Approved**  
**\$10,000.00**

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/7/2013

**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.**

The Open Heart Kitchen Hot Meal Program provides hot nutritious meals free of charge to those in need in Pleasanton each Friday evening at the Trinity serving location on Hopyard.

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

From January 1st of 2012 to June 30 of 2013 Open Heart Kitchen served 7901 hot meals at the Pleasanton serving location. CDBG funds paid for a total 4000 of the Hot meals served here in Pleasanton to Pleasanton residents.

Open Heart Kitchen also provided 7810 weekend box lunches to children of low income families in the Pleasanton schools. No CDBG funds used for the box lunch 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):**

150	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	300 total to date
73	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.]	238 total to date
165	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)	210 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):**

10	Low Income (50% to 80% Median)	45 total to date
17	Very Low Income (30% to 50% Median)	90 total to date
46	Extremely Low Income (<30% Median)	88 total to date
14	Seniors (62 and older)	34 total to date
3	Disabled	12 total to date
9	Female-Headed Households	24 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.]**

12	White	57 total to date
8	White + HISPANIC	35 total to date
6	Black/African American	16 total to date
	Black/African American + HISPANIC	
16	Asian	33 total to date
2	Asian + HISPANIC	2 total to date
	American Indian/Alaskan Native	
	American Indian/Alaskan Native + HISPANIC	
	Native Hawaiian/Other Pacific Islander	4 total to date
	Native Hawaiian/Other Pacific Islander + HISPANIC	
	American Indian/ Alaskan Native and White	
	American Indian/ Alaskan Native and White + HISPANIC	
2	Asian and White	2 total to date
	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	
21	Other/Multi Racial	59 total to date
6	Other/Multi Racial + HISPANIC	15 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):**  
meals served

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

4000	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)	8,000 total to date
7616	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	15,029 total to date
290	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)	1,277 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"/> | 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) |

**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"/> | 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:**

Number of units for total agency on question 15 is only the hot meals served at the Pleasanton Trinity location and the box lunches served to pleasanton school children. OHK served 7906 hot meals in Pleasanton at Trinity and 7810 weekend box lunches at Pleasanton schools total of 15,716 meals served for the two Pleasanton programs. The Pleasanton Senior hot meals program numbers are not included.

**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 feed low income Pleasanton residents. The funds have all be used and the Goal was successfully accomplished.

**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.**

This year we added new schools for our weekend Box lunch program. We are working with the Pleasanton student services for low income families to increase the program to even more schools in September. We work closely Alameda aging agency to try to meet the growing needs of the senior population.

**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 goal was to feed low income Pleasanton residents. The funds have all be used and the Goal was successfully accomplished. we measure success by working with other local social service agencies. Having the clients fill out surveys. Working with the local schools on the weekend box lunch program and working with local low income senior centers, and Alameda aging agency.

**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 for volunteers and financial support. Local Pleasanton school for volunteers.  
City of Pleasanton and Livermore for the food storage project. This allows use to lower our food cost.  
Local market and farmers.

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

yes

Churches, local service groups, individual donors, Foundation grants, corporate grants, special events. The total Pleasanton project budget funding needed for the projects is \$50,947 for hot meals and \$25,455 for the children's weekend lunches. The Pleasanton program is on another report.



City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

Open Heart Kitchen  
**Food Storage Project for local non  
 profits**

Application Status: **Approved**  
**\$21,973.00**

**\$10,000.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/3/2013

**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.**

The project is completed and 6 nonprofits currently have access to the increased storage space.

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

The additional Storage space is currently accessible 6 local non-profits groups. The additional freezer space made it possible for Open Heart Kitchen and other small church groups to distribute over 585 Thanks giving Dinner bags; Including a turkey, vegetable, potatoes, gravy and all the fixing of a full thanksgiving meal. We distributed over 300 additional bags over the Christmas Holiday. In addition we supplied homeless bags with nonperishable food items for the homeless population in the area.

**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 1 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)
- 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

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"/> | A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)   |
| <input type="text"/> | 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.] |
| <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"/> | Very Low Income (30% to 50% Median) |
| <input type="text"/> | Extremely Low Income (<30% Median)  |
| <input type="text"/> | Seniors (62 and older)              |
| <input type="text"/> | Disabled                            |
| <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"/> | White  |
| <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 HHSG contract):**  
Number non profit using units

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

- |                      |    |   |                  |
|----------------------|----|---|------------------|
| <input type="text"/> | 10 | 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)  | 20 total to date |
| <input type="text"/> | 1  | 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"/> | 1  | 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) | 6 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:**

- 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)
- 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)

**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:**

- 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)
- 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)

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

We continue to work with small food pantries to give them a greater storage space so they can serve more people in need here in the tri- valley.

The final equipment report has been submitted Via PDF email from our bookkeeper.

**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

**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 help meet the growing need of hunger relief here in the Tri- Valley, a joint food storage project was to be built. The Food storage project would include a dry storage unit, a refrigerated unit and a freezer unit, local nonprofit agency would have the opportunity to collaborate in the use of this facility.

**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 project is successful the buildings are built and now in use by 6 local non profits serving food to those in need.

**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 we feel the project successful the building are up and in use by the local non profits.

**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.**

City of Livermore, City of Dublin, Tri- Valley Haven, Interfaith Sharing, Valley Bible, Holy Cross Church, Alameda County Food Bank.

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

City of livermore \$ 10,000 Measure A \$ 45,000 Safeway \$10,000 LLNL, and private funding.

City of Pleasanton  
**FY 2012/13 Housing and Human Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account
- Dashboard
- Applications
- Custom Report
- Compare Applications
- Scoring Report
- Invoices
- Payments
- Reporting
- Export Data
- Program Setup

**Community Resources for Independent Living**

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

**Housing and Independent Living Services for People with Disabilities**

**\$20,000.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/15/2013

**1 Name of Person Completing Report:**

Michael Galvan

**2 Title:**

Program Director

**3 Telephone:**

510.881-5743 x5931

**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.**

There were 26 Pleasanton agencies or businesses that CRIL worked with this last quarter: Abode Services; Alameda Alliance Complete Care; Alameda County Social Services; Alameda County Public Authority for IHSS; Amador Tri-Valley Center; Axis; BART; Catholic Community of Pleasanton; St. Vincent de Paul Society; Department of Rehabilitation; East Bay Innovations; ECHO; FERC; Legal assistance for Seniors; NAMI Tri-Valley; Parkinson's Support Group; PEERS; Planned Parenthood; Pleasanton Adult Education; Pleasanton Paratransit; Pleasanton Senior Center; Pleasanton Unified School District; REACH; Season of Sharing; Senior Support of the Tri-Valley; STAND; Valley Mountain Regional Center; WHEELS. CRIL also helped, indirectly, Pleasanton residents with disabilities who have not yet become consumers. With the 47 indirect Pleasanton residents served, our FY total is 73. The annual goal is 50.

We had 4 new Pleasanton consumers directly served during this reporting period. This brings our FY total to 14. The goal is 40. In addition, there were 47 Pleasanton residents with disabilities, for whom we do not have demographic details, were provided disability education, advocacy, technical assistance and information & referral, bringing the total number of Pleasanton residents with disabilities served to 61. However, we were only able to obtain demographic information on the 14 Pleasanton residents directly served.

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

Due to reduction of funding from various resources, CRIL found it necessary to reduce the FTE at our Livermore office by 1FTE staff person in November of 2012. This has impacted the achievement of our goals.

**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)
- Yes (but invoice/s not yet submitted) 2 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 HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	80 total to date
14	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.]	19 total to date
691	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)	1,084 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)	1 total to date
13	Extremely Low Income (<30% Median)	18 total to date
2	Seniors (62 and older)	2 total to date
14	Disabled	19 total to date
2	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.]**

8	White	11 total to date
3	White + HISPANIC	3 total to date
3	Black/African American	3 total to date
0	Black/African American + HISPANIC	0 total to date
0	Asian	0 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
0	Other/Multi Racial	0 total to date
0	Other/Multi Racial + HISPANIC	2 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):**  
counseling/service hours

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

<input type="text" value="300"/>	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)	600 total to date
<input type="text" value="262.50"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	415 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)	438 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"/>	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)	

**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"/>	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):**

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 40 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.**

14 Pleasanton residents with disabilities were provided direct housing assistance or independent living services during the 2012-13 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 47 Pleasanton residents with disabilities, for whom we do not have demographic details, and 26 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 61. However, we were only able to obtain demographic information on the 14 Pleasanton residents directly served.

Nine (9) or 64% of the 14 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. 84% of all CRIL consumers 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 and more. CRIL also transported 75 consumers, some of whom live in Pleasanton, to the 2012 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 48 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 23 goals were set in such areas as Self-Advocacy, Housing, Vocational, Healthcare access and Assistive Technology. Two met their long-term Housing goal, but this goal area often takes two or more years to meet due to the lack of enough affordable, accessible housing for extremely low-income residents. CRIL's Service Coordinators will continue to work with these consumers during the 2012-13 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.**

CRIL staff and management will continue our enhanced Pleasanton community outreach efforts during the 2013-14 year to make sure all Pleasanton residents with disabilities are aware of CRIL services, advocacy assistance and peer support.

CRIL also invested in a new national ILC database management system that has improved the programming and integrity of our data. This new system, called CILSuite, was installed in the fall of 2011. In July of 2012, CRIL's new interactive website, [www.crilhayward.org](http://www.crilhayward.org), went live.

CRIL has actively collected the email addresses of our consumers. At this time, our listserv has 322 addresses. 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.**

- AXIS Healthcare Center (collaborate to find medical services for consumers)
- BART (assist consumers with transportation)
  - Department of Rehabilitation (refer consumers back and forth to meet their needs)
  - ECHO (collaborate to find low-cost housing for consumers)
  - 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 (donations to support our program)
  - Homeless Prevention Program (collaborate to find low-cost housing for consumers)
  - Legal Assistance for Seniors (to get legal advice for our consumers)
  - Pleasanton Chamber of Commerce (to meet local businesses that could use disability awareness training; outreach to businesses)
  - Network of Health (collaborate to find medical services for consumers)
  - NAMI Tri-Valley (psychological counseling, our Livermore coordinator is on the board)
  - Parkinson's Support Group (assist consumers with personal support and advocacy)
  - PEERS (mental health support groups for CRIL consumers)
  - Planned Parenthood (collaborate to find medical services for consumers)
  - Pleasanton Adult Education (collaborate to get consumers ready for work)
  - Pleasanton Paratransit (assist consumers with

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

City of Livermore-\$10,000  
City of Dublin (2) grants- Total of \$7,000  
Western Digital Foundation -\$1,743  
Dept. of Rehabilitation-\$8,210  
Dept. of Education-\$9,397



City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

**Easter Seals Bay Area  
 Easter Seals Bay Area Community  
 Inclusion Group**

Application Status: **Approved**  
**\$10,000.00**

**\$15,000.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/12/2013

**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 Community Inclusion Group, services individuals ranging from the ages of 18 to 22 with disabilities. Currently the Community Inclusion group is engaged in outdoor gardening on-site, volunteer projects at BART in Pleasanton, volunteer community clean-up at various city parks, job searching throughout Pleasanton and continuous life skill and social skill training.

Currently the project is underway.

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

During the months of June through August the participants at Easter Seals Kaleidoscope are not in school and many of the participants attend the program from 8am until 6pm. Before these months begin the Lead Teacher of the Community Inclusion Group must contact outside sources such as Pump it Up in Pleasanton, Umigo in Livermore, Aquarium of the Bay in San Francisco, Sky High in Dublin to name a few; and arrange leisure activities for the group. They must also contact local businesses in the community to arrange job searches and volunteering activities.

**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 the project goals during this timeline.

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

Yes

No

1 total to date

**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)

No (no expenditures this period)

Other:

2 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):**

5	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	10 total to date
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
1	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)	2 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)	2 total to date
0	Extremely Low Income (<30% Median)	0 total to date
0	Seniors (62 and older)	0 total to date
1	Disabled	2 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.]**

1	White	2 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	0 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
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 HHSG contract):**

Units of service are direct hours of provided care

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

250	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
1126.75	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	1,690 total to date
5126.75	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not)	8,224 total to date

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

**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 HHSG contract for the units of service to be provided to Pleasanton clients THIS FISCAL YEAR (if none, enter a zero)
<input type="text"/> N/A	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
<input type="text"/> 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"/> 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"/> N/A	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
<input type="text"/> 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.**

Easter Seals Bay Area's CIG will provide supported volunteer/employment, post-secondary education, and recreation/leisure services that enables individuals with disabilities to engage in real-world, transferable experiences in inclusive settings prior to graduation. Teachers and staff create personalized schedules for our students that are choice-driven, allowing the student to engage in a variety of valued life experiences, develop natural relationships with typically developing peers, and facilitate community integration.

The purpose is to provide job training opportunities in the form of volunteer experiences in various community settings while simultaneously using teaching skills through the principles of Applied Behavior Analysis.

**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.**

Throughout the past year the Community Inclusion Group has volunteered many hours in the cities of Livermore, Pleasanton, and Dublin. They have gone on numerous job searching outings, many leisure activities, and have worked numerous hours on life skills activities such as cooking, cleaning, folding, organization, and self-care.

In order to arrange all of the above activities, the Lead Teacher must contact business managers, park directors, store managers and various locations. During our summer months when the participants attend from 8am to 6pm many of these activities must be arranged in April and May and it is the Lead Teachers duty to follow through with the plans.

**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?**

Within the past year many of our participants have gained part time jobs. Two of our participants have gained enough life skills to move from their parents home into a group home living situation so they are able to live with their peers. The group has been asked to return to repeat volunteer activities within their communities.

Within the past year, our Community Inclusion Group has been recognized in community and have established many friends and new peers.

**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 have been some scheduling conflicts that have come up within the past year, but the Lead Teacher has always had a back- up plan. For instance, if Rosewood Gardens has too many volunteers on a given day the Lead Teacher will have the group do a Community Clean Up on First St. or at the Duck Pond in Springtown.

Often times changes in scheduling can cause conflict with special needs participants. With patience and positive attitudes; episodes of escalating behaviors can be avoided.

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

Below are a list of agencies that the Lead Teacher contacted to arrange activities:

Rosewood Gardens 7-11 Wal-Mart  
Safeway Casa Orozco Richards Arts & Crafts  
Round Table CVS Kohl's  
The Dollar Store 24 Hour fitness

No other outside agency was contacted to assist with this project.

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

Livermore: \$5000

Dublin: \$2500

# City of Pleasanton FY 2012/13 Housing and Human Services Grants

**\$671,160.00** Available  
1/23/2012 Deadline

My Account | Dashboard Applications Custom Report Compare Applications Scoring Report  
Invoices Payments Reporting Export Data Program Setup

Eden I&R, Inc.

## 2-1-1 Alameda County

\$20,000.00 Requested

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

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

### Report for Period Ending 7/15/2013

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/15/2013

**1 Name of Person Completing Report:**

Alison DeJung

**2 Title:**

Deputy Director

**3 Telephone:**

510-537-2710 x505

**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 last half of FY12/13, the 2-1-1 Alameda County Communication System provided Pleasanton residents with access to information from Eden I&R's database of over 2,800 programs, as well as to a database of over 79,000 units of housing. Pleasanton callers to 2-1-1 received free, confidential, comprehensive assessments of 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 2013, 2-1-1 handled a total of 51,269 calls, of which 363 were from Pleasanton. These callers were provided 737 referrals to housing and services. Monthly activity reports on 2-1-1, including specific call examples from Pleasanton, continue 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.**

Eden I&R's increased, targeted 2-1-1 outreach in the Tri-Valley continued during quarter four. Highlights include:

- Attended Pleasanton Senior Center Transit Fair
- Provided marketing information and made presentations to a number of senior and low-income housing complexes in Livermore, Pleasanton and Dublin
- Provided 600 2-1-1 magnets for Dublin and Pleasanton BART stations on Bike to Work Day
- Made presentation to AXIS Community Health
- Presentation to Livermore School District
- Provided materials to R-Quest

**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):**

250	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	1,350 total to date
51	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
4,990	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)	16,830 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):**

4	Low Income (50% to 80% Median)	6 total to date
2	Very Low Income (30% to 50% Median)	20 total to date
45	Extremely Low Income (<30% Median)	131 total to date
5	Seniors (62 and older)	18 total to date
11	Disabled	38 total to date
11	Female-Headed Households	96 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.]**

22	White	74 total to date
6	White + HISPANIC	17 total to date
9	Black/African American	27 total to date
0	Black/African American + HISPANIC	0 total to date
7	Asian	25 total to date
0	Asian + HISPANIC	0 total to date
1	American Indian/Alaskan Native	1 total to date
1	American Indian/Alaskan Native + HISPANIC	5 total to date
1	Native Hawaiian/Other Pacific Islander	1 total to date
0	Native Hawaiian/Other Pacific Islander + HISPANIC	0 total to date
2	American Indian/ Alaskan Native and White	3 total to date
0	American Indian/ Alaskan Native and White + HISPANIC	2 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	1 total to date
0	Black/African American and White + HISPANIC	1 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
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 HHSG contract):**

2-1-1 call

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

<input type="text" value="1,100"/>	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)	2,200 total to date
<input type="text" value="363"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	777 total to date
<input type="text" value="51,269"/>	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)	105,155 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"/>	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)

**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"/>	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:**

Examples of Pleasanton calls handled by 2-1-1 during the report period include:

--A single mother of two adult children living in Pleasanton on only a small pension and with HealthPAC healthcare program called for emergency dental care. She was referred to Tri-City Health Center, Highland Hospital Dental Clinic, Native American Health Center, as well as Alameda County Public Health Department's Dental Health phone line for further information and referrals. The caller also mentioned she needed to get a special procedure used to diagnose joint disease, so she was referred to the Public Health Clearinghouse for further referrals.

--A woman who is part of a two-parent family with two small children called 2-1-1 for assistance with legal referrals. The caller had recently lost her job due to illness and was concerned that her employer had wrongfully terminated her. She was referred to Centro Legal de la Raza.

**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):**

Alison DeJung, Deputy 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.**

Eden I&R/2-1-1 Alameda County was granted these funds to continue operating the free, easily accessible, multilingual phone service 24/7, specifically to handle 1,100 calls from Pleasanton. The agency expended the full grant in FY 2012/13.

**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.**

Midway through the grant period, agency staff was approached by staff from the City of Pleasanton (as well as from the cities of Dublin and Livermore) regarding addressing some customer service issues and increasing visibility of 2-1-1 in the Tri-Valley region which resulted in a meeting between these city staff and Eden I&R's Deputy Director and Marketing/Development Officer. Eden I&R's staff has made a concerted effort to improve on both fronts. The Deputy Director has sent detailed updates throughout the past two quarters to city staff. Highlights include: meeting with nonprofit leadership in the Tri-Valley to garner their

input and feedback; having staff training specific to Tri-Valley agencies and services in our database as well as issues specific to the region (such as transportation); utilizing Tri-Valley residents to serve as "ambassadors" of 2-1-1 and conduct outreach on our behalf; and dramatically increasing the targeted and strategic outreach agency staff and volunteers conduct in the Tri-Valley. Eden I&R is very pleased with how these measures have been going and anticipates the numbers of Tri-Valley residents served by 2-1-1 to increase as a result.

**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 overall countywide call volume to 2-1-1 decreased between FY12 and FY13, from 112,502 calls to 105,569 calls. However, the number of calls in which the 2-1-1 Resource Specialists conducted a client intake (as opposed to general calls in which less demographic information is collected before making referrals) increased to 48% of all calls handled (compared to 35% in FY12). It is our goal to continue increasing the number of intake calls as the information collected helps ensure the most comprehensive referrals are provided to clients. The decrease in overall call volume is one likely factor that fewer Pleasanton calls were handled during FY13 (777) than originally anticipated (1,100).

All of the health and human service entries in the services database were updated at least once during the fiscal year, and over 100 entries were added; the number of affordable rental housing units was increased in the housing database by over 2,000; in-service trainings were held weekly to train 2-1-1 Resource Specialists on new and existing programs in the community; and, as outlined in question 23, increased outreach in the Tri-Valley has been conducted. Staff monitors caller feedback and other information relayed during follow-up calls to 2-1-1 clients, call volume, percentage of abandoned calls, and a host of other statistics to ensure the highest quality service possible. During FY13, over 99% of the callers who were asked "Is this information better than what you've gotten elsewhere?" answered in the affirmative, and over 99% of callers who were asked "Have you received enough information to help you with your search?" answered in the affirmative.

**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 nearly 1,000 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 working diligently to try and increase our funding stream from diverse sources.

Please refer to question 23 for details on mid-year changes made to improving customer service and increasing visibility in the Tri-Valley.

**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 2,800 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 Dept, among others; Eden I&R staff participates in the Tri-Valley Housing Scholarship meetings; is involved in EveryOne Home Ending Homelessness in Alameda County; was a member of the East County's Needs Assessment Steering Committee; and has forged a new partnership with CityServe whose volunteers are conducting 2-1-1 outreach in the Tri-Valley.

**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 Hayward 50,000.00  
City of Newark 15,000.00  
City of Pleasanton 15,000.00  
City of San Leandro 10,000.00  
City of Union City 10,000.00  
Alameda County CHAIN 9,685.00  
Alameda County 2-1-1 50,000.00  
Alameda County CDBG 45,000.00  
NUMMI/WIB 38,244.62  
MAA program 191,492.45  
UWBA 50,000.00  
Eden Township 5,000.00  
Firedoll Foundation 20,000.00  
PG&E 25,000.00  
Haas Fund 65,000.00  
Kaiser Regional 50,000.00  
CETF w/ 211 CA 375.00  
WD Foundation 6,500.00  
Hitachi Foundation 5,000.00  
Silicon Valley Comm Fd 15,000.00  
Fremont Bank Fdn 10,000.00  
Safeway Foundation 5,000.00

Thomas J Long Fdn 25,000.00

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City of Pleasanton  
**FY 2012/13 Housing and Human  
 Services Grants**

**\$671,160.00** Available  
 1/23/2012 Deadline

- My Account | Dashboard Applications Custom Report Compare Applications Scoring Report
- Invoices Payments Reporting Export Data Program Setup

East Bay Innovations  
**Ticket to Work Employment  
 Network**

Application Status: **Approved**  
**\$11,000.00**

**\$15,000.00** Requested

Print/Preview

Review Tools	My Private Notes	Research	Scoring	Decisions		
Application	Applicant Information	Questions	Budget	Documents	Extra	Activity Log
Post-Decision	Invoices & Payments	Report 1	Report 2			

**Report for Period Ending 7/15/2013**

Change due date for this application to (mm/dd/yyyy)

✓ Report Submitted: 7/15/2013

**1 Name of Person Completing Report:**

Linda Ratner

**2 Title:**

Program Developer

**3 Telephone:**

(510)882-8758

**4 E-Mail:**

lratner@eastbayinnovations.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 was underway during the last quarter of 2012/2013, with continued marketing and outreach to prospective TTW clients, assessments of individuals who referred to TTW, and ongoing networking with local agencies and support groups.

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

EBI continued to work with other agencies and groups in the Pleasanton area to identify prospective TTW clients.

**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.**

EBI modified its expectation regarding the number of people served from Pleasanton through the Ticket to Work program, reducing the client number from 19 to 11. This reduction was necessary, given the challenge of identifying individuals receiving SSI and/or SSDI who were seeking employment. Despite widespread outreach (use of media, networking with a wide range of agencies/groups as described in previous reports, and maintaining an ongoing presence at the One Stop Center, etc.) few individuals came forward to participate in this program.

**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):**

19	A) Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (unduplicated)	38 total to date
8	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
7	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)	10 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)	1 total to date
1	Very Low Income (30% to 50% Median)	1 total to date
4	Extremely Low Income (<30% Median)	4 total to date
2	Seniors (62 and older)	2 total to date
8	Disabled	8 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.]**

7	White	7 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
1	Asian	1 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
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 HHSG contract):**

Hours of outreach and service provision.

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

440	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)	880 total to date
162.75	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	440 total to date
61.25	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not)	140 total to date

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

**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 HHSG 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 HHSG 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):**

To be determined.

**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 Ticket to Work program was to provide a range of individualized workforce development services including: vocational assessments, job preparation and search services, public benefits planning, information and referral, and job counseling and support, etc. to Social Security beneficiaries with disabilities who are interested in seeking employment. EBI sought funding from the City of Pleasanton to offer these services to Pleasanton residents receiving Social Security Disability Insurance (SSDI) and/or Supplemental Security Insurance (SSI) and who were motivated to work, eager to improve their earning potential, and committed to long-term success in the workforce.

**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.**

EBI considers the greatest accomplishments to be the partnerships that emerge with other agencies serving Pleasanton residents. In an effort to reach individual clients, EBI met with non-profit human service organizations, support groups, and public agencies that are vital resources to individuals and families in Pleasanton. At the same time, other agencies are now more aware of the range of services EBI provides in the Tri Valley area. And, even individuals who were not eligible for Ticket to Work received important information about their public benefits, regardless of their employment outcome.

**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?**

No. EBI does not feel this program was successful because we were not able to identify a core group of TTW participants, despite intensive outreach to agencies and support groups, and through meetings, presentations, the media, and individual contacts, etc.

**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 greatest problem, as indicated above, was identifying individuals receiving SSI/SSDI and interested in seeking employment. To reach potential TTW clients, EBI and the World Institute on Disability (WID) providing benefits training that was widely promoted through various agencies as well as the media. While participants received important information at the training that will help them advocate for themselves, it did not yield many individuals for whom TTW would be applicable.

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

EBI collaborated with individuals from: Axis Medical Clinic, CRIL, Department of Rehabilitation, Pathways to Wellness, BACS, Tri-Valley Haven, NAMI, East Bay Stand Down, Open Heart Kitchen, Kaiser, Valleycare

Medical Center, One Stop Center, etc. In reaching out to these agencies/groups, EBI learned more about their resources and they, in turn, became more knowledgeable about EBI's services.

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

Yes. EBI received \$3,500 from Livermore.

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## EDEN I &amp; R, Inc.

## 2-1-1 Alameda County Monthly Narrative Report: April 2013

Noteworthy Updates	
<p>During the month of April, 8,982 calls were handled by 2-1-1 Resource Specialists and 16,132 health, housing and human service referrals were provided. Of the unduplicated callers, 78% were female, 33% were single-headed households with minor children, and 42% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&amp;R's online health and human service resource directory; in April it received 105,753 hits from 9,366 visitors.</p> <p>The agency celebrated Volunteer Appreciation Week during the week of April 22 by thanking our numerous volunteers for their 5,340 hours of service so far this fiscal year. These men, women and young adults are truly valued by the Board, staff and clients of Eden I&amp;R.</p> <p>This month Eden I&amp;R received thanks for our participation in the 2013 California Free Tax Events sponsored by the Computer and Communications Industry Association and Intuit. 2-1-1 Resource Specialists answered a dedicated 800 number to field questions about the nine events and what documentation to bring, and to make appointments and reminder calls. Staff also created and updated information sheets available at each event that listed local resources, in English and Spanish, including free and low cost legal aid, credit counseling, health care, job placement assistance, food and clothing, etc. According to Program Coordinator Sidney Pucek, "This year, our fifth year of working together, was the best yet. Everything worked smoothly and professionally which can be attributed to your great staff – Sharan, Alison and the 2-1-1 operators. Thank you to Eden I&amp;R for playing a pivotal role in helping us help low-income tax payers."</p> <p>Andrae Macapinlac, the Senior Field Representative from California Assembly member Bob Wieckowski's office, visited Eden I&amp;R and toured the 2-1-1 call center this month. During his visit, Mr. Macapinlac shared the following:</p> <p><i>On 2-1-1:</i> "Every constituent our office has referred to 2-1-1 has not called back to say their problem is still outstanding. When we followed up with those constituents, they said with confidence that the staff at 2-1-1 were able to help with their situations."</p> <p><i>On The Big Blue Book:</i> "When I joined as a State Assembly staffer, one of the first things I was told was that the Big Blue Book would be one of the most important resources I would have in the District Office in regards to constituent services."</p>	

Call Information	
Call Examples	<p>~ A young, homeless couple in Alameda with a three-month-old baby called 2-1-1 after being referred by The Afghan Coalition located in the Fremont Family Resource Center. The wife, a monolingual Farsi speaker, requested shelter assistance for the family. The husband earns \$600/month. They receive other benefits which, coupled with the husband's earnings, amount to roughly \$900 in cash/month and a little over \$200 in CalFresh. The family was sleeping in the car. Working with the caller posed some challenges as the caller could not write in Farsi, but she could write down phone numbers. 2-1-1 referred the family to the Salvation Army and encouraged the caller to have her husband apply to Alameda Point Collaborative, as its waitlist is open. The caller called back two weeks later. The baby had been seriously ill and a medical facility in Oakland had provided motel vouchers which had run out. The caller was highly emotional on the phone. 2-1-1 provided the caller with three transitional housing referrals (Building Opportunities for Self-Sufficiency, East Oakland Community Project, and the Henry Robinson Multi-Service Center) while informing the caller that there might be waitlists involved. 2-1-1 asked the caller if they could call her back as they hoped to find additional referrals to assist the family. 2-1-1 contacted the Early Head Start in Alameda that has an infant/child developmental program and briefly described the caller's circumstances without compromising confidentiality. A referral for Early Head Start was provided for the family.</p>
	<p>~ A Berkeley senior with a physical disability called for information on programs and services that can assist her with rent and getting new dentures. The caller had fallen behind in her rent due to having helped cover the cost of funerals for two relatives. For rental assistance, the caller was referred to Season of Sharing, Catholic Charities, and the City of Berkeley Housing Retention Program. For dentures, the caller was referred to Lifelong Medical Care and Native American Health Center.</p>

## EDEN I & R, Inc.

	<p>~ An individual in Fremont called as she has been searching for employment. The caller had previously been an executive level employee, but was ineligible to collect unemployment. She needed rental assistance (she'd received a three-day notice from her landlord), food, and medical services for one of her sons, but had no health insurance. For employment assistance the caller was referred to Tri-Cities One-Stop Career Center in Fremont, Fremont Family Resource Center, and East Bay Professional Experience Network. She was informed about the CalFresh Program and Health PAC. The caller was referred to Alameda County Social Services for General Assistance along with her two adult sons living in the home who are potentially eligible for financial assistance through General Assistance. 2-1-1 provided the caller with referrals to Season of Sharing and Catholic Charities for rental assistance. She was referred to the Tri-City Health Center in Fremont and Alameda County Medical Center for medical services for her son, as well as for enrollment in Health PAC.</p>
	<p>~ A case manager from Kaiser in Hayward called 2-1-1 requesting information on housing for a patient who has a mental disability, and was living with his brother in San Leandro. The brothers had come to Kaiser for services, but did not have health insurance. The patient came on the phone and spoke with 2-1-1. He was to be released within a few days following a suicide attempt, which he made when he learned that he and his brother were being evicted from their home. 2-1-1 provided referrals to Building Futures for Women and Children for the ESG program rental assistance, Season of Sharing, and Center for Independent Living. The caller was also referred to ACCESS for mental health evaluation and assistance in applying for health care, and a referral was provided for HealthPac. He was referred to ECHO Housing and Bay Area Legal Aid for tenants' rights. 2-1-1 pre-screened the caller for CalFresh and referred him and his brother to Alameda County Social Services to apply for both CalFresh and General Assistance as they had no source of income. When the caller was done he handed the phone back to the case manager who then had three other individuals in need of 2-1-1 services. Intakes were completed for each person and referrals provided. The case manager thanked 2-1-1 and said she would inform her clients at Kaiser about 2-1-1 so that they can receive the information on resources that they need.</p>
<b>Call Examples</b>	<p>~ An Oakland resident who is a single, homeless, male veteran with mental and physical disabilities called for help paying a deposit for a rental property in Oakland. The caller was attending college and living on a veteran's pension. The caller was referred to Season of Sharing, Operation Dignity, and Catholic Charities.</p>
	<p>~ A Pleasanton caller who is a senior receiving Social Security and working part-time called 2-1-1 for help with an eviction situation. The caller informed the Phone Resource Specialist that his house was in foreclosure, the bank was evicting him, and he had received a summons from the court. He was seeking referrals on legal assistance. The caller was referred to ECHO Housing, Bay Area Legal Aid, Centro Legal de la Raza, and Tenants Together for tenant rights counseling, and he was also given a referral to the Alameda County Bar Association and AARP Legal Services Network for individual attorneys.</p>
	<p>~ A San Lorenzo resident called for information on employment, low-income housing, mental health counseling, and legal services. The caller informed 2-1-1 that he was formerly incarcerated and had only recently been released from prison. For mental health care, the caller was referred to the ACCESS line, for legal help expunging his record the caller was referred to East Bay Community Law Center's Clean Slate Clinic, for job search the caller was referred to United Indian Nations and Goodwill Industries' Homeless Employment Center, and for low-income housing he was referred to the City Towers Apartments and Mandela Gateway Apartments in Oakland. 2-1-1 also pre-screened the caller for CalFresh and referred him to Alameda County Social Services to apply.</p>
	<p>~ An 83-year-old resident of Union City called 2-1-1 and asked for assistance for his 27-year-old autistic ward. Seven years prior to the call, the caller and his wife undertook charge of the youth who was undocumented and had been abandoned by family. The caller mentioned that the youth was unable to work and was depressed and the caller was hoping to get help for him, as the young man had previously refused help. The caller, now too frail to care for the young man, was committed to his search for the ongoing care of his ward and informed 2-1-1 that all the agencies he had spoken with advised him to call 2-1-1 and that "you are my only hope." 2-1-1 provided referrals to the International Institute of the East Bay, Alameda County Behavioral Health Care Services, and Adult Protective Services.</p>

## EDEN I & R, Inc.

<b>Caller Feedback</b>	~ "I just wanted to say what a great resource you are for the community. 2-1-1 has helped me before and I just got off the phone with 2-1-1. I am really glad that you are here...your operator was just as helpful as I would wish her to be."
	~ "I am calling in regard to this wonderful, wonderful, wonderful person you have working for you. I was getting evicted, and I was fighting for my Social Security benefits. She stayed on the phone with me, she helped me. And she was so sweet, her PR skills were fantastic and she is definitely a keeper. I am about to cry!"
	~ "Your 2-1-1 employee was helpful and really fantastic. I got all that I needed, and she helped me with additional resources as well, like health insurance. So I am giving her, from numbers one to ten, a ten. Thank you."
<b>Staff Inservice Training Sessions</b>	~ Bay Area Community Services (BACS) In-Service Presentation
	~ 2-1-1 Staff Review of CalFresh, Medi-Cal, and 2-1-1 Best Practices
	~ Rubicon Programs, Inc. In-Service Presentation
	~ Alameda County Behavioral Health Care Services (ACBHCS) In-Service Presentation
<b>Resource Information And Technology Updates</b>	
<b>Services Database</b>	~ Seven new agencies were added to the services database this month.
	~ The services database contains 1,108 agencies and 2,862 programs.
	~ The process of updating the 464 "Non-Directory" agencies continues. So far we have updated 334 agencies.
<b>Housing Database</b>	~ 626 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 105,753 hits from 9,366 visitors.
<b>Technology</b>	~ Staff performed routine software and hardware maintenance, updated the agency web site, and provided updated services data for the Online Service Directory and Healthy Cities web sites.
	~ Continued planning for upcoming disaster preparedness events. Input has been gathered from staff regarding training needs and a Disaster Operations Training. Staff have continued our review of backup power systems to supply long-term power to both of Eden I&R's buildings..
	~ Client database modifications included further refinements to the system aimed at increasing CalFresh Outreach efforts and the addition of programming that allows Resource Specialists to track when referrals have been made to miscellaneous employment opportunities that the agency receives notice of through email alerts.
	~ The EITC referral and scheduling module in the client/call database was deactivated and the information about year-round Tax Preparation Assistance sites in the Services Database was updated.
<b>Outreach/Public Information Activities</b>	
<b>Meetings</b>	~ The Development/Marketing Officer and 2-1-1 Program Manager made a presentation about 2-1-1 at a Piedmont City Council meeting.
	~ The Development/Marketing Officer and the 2-1-1 Program Manager were interviewed by the Alameda County Social Services newsletter for an article about 2-1-1 in the agency's newsletter.
	~ The Housing Outreach Coordinator is working in collaboration with the American Red Cross to develop a curriculum for Rental Property Owners to prepare their properties and tenants for disaster related scenarios.
	~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority to do outreach to Rental Property Owners, on a monthly basis, to inform them of the opportunities with OHA and Eden I&R. Through this outreach property owners throughout the County are able to list their properties with us at no cost.
	~ The Housing Outreach Coordinator attended the Housing Action Team Meeting with PEERS in Oakland. This meeting was to discuss tenant organizing and helping tenants with mental health issues live independently.

## EDEN I & R, Inc.

<b>Meetings</b>	~ The Housing Outreach Coordinator is working in collaboration with the East Bay Rental Housing Association to do outreach to Rental Property Owners and inform them of the opportunities with EBRHA and Eden I&R.
	~ The Housing Outreach Coordinator participated in the Public Health discussion of creating a countywide registry for the disabled and frail elderly.
	~ As Chairperson, the Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting.
	~ The Housing Outreach Coordinator attended the Golden Guardian planning meeting. Eden I&R will participate in statewide drill in May 2013.
	~ The Executive Director, the Deputy Director, and other management staff, continued to attend numerous Re-entry/Realignment related meetings in order to stay abreast of the services being provided to, and still needed by, formerly incarcerated individuals. These services are focused on reducing the recidivism rate as well as reducing overall crime throughout Alameda County.
	~ The Deputy Director made a 2-1-1 presentation at the Alameda County Workforce Investment Board Workforce Systems Committee meeting.
	~ The Deputy Director attended the monthly Bay Area Regional 2-1-1 Partnership meeting attended by 2-1-1 centers covering the counties of: Alameda, Contra Costa, San Francisco, Napa, Marin, Solano, San Mateo, Santa Clara, and Sonoma. The focus this month was on disaster preparedness; Covered California; best practices exchanges; and financial sustainability updates.
	~ The Executive Director facilitated an agency tour for Andrae Macapinlac, from California Assemblymember Bob Wieckowski's office. He was extremely impressed by the variety of services provided by Eden I&R. Based upon his past experience with the agency, Andrae submitted a couple of wonderful quotes related to the professionalism of Eden I&R's staff and the usefulness of the agency's services to the Assemblyman's constituents (see Noteworthy Update section of this report).
<b>Fairs/Events/ and Outreach</b>	~ The Deputy Director met with the Executive Director of Open Heart Kitchen to discuss strategies to expand 2-1-1 outreach in the Tri-Valley.
	~ The Deputy Director attended the bimonthly Workforce Investment Board ACCESS Steering Committee meeting at which she gave an update on 2-1-1 and workforce-related calls and trends.
	~ 2-1-1 marketing/outreach materials were provided this month to: Bonita House in Berkeley, Family Planning Specialists in Oakland, Alameda Unified School District, Open Heart Kitchen in Pleasanton, Office of CA Assemblyman Bob Wieckowski, Alameda County Social Services Agency Division of Employment Services, Hayward Public Library for the Seed Read Kick-Off Event, and Alameda County Social Services In-Home Supportive Services.
	~ The AIDS Housing Information Program (AHIP) Rover made a presentation at Tri-City Health Center that included information on 2-1-1.
	~ Over 3,700 2-1-1 magnets were provided to the East Bay Bicycle Coalition's Bike to Work Day for distribution in participant goody bags at Alameda County BART stations which will serve as "energizer stations" for the event.
	~ 1,700 2-1-1 magnets and 100 2-1-1 cards were provided to Open Heart Kitchen for inclusion in food bags delivered to schools and for homeless individuals in the Tri-Valley.
	~ The Housing Outreach Coordinator attended the American Red Cross Save-A-Life Saturday event in Oakland at Acts Full Gospel Church. She facilitated the preparedness classes and informed everyone of 2-1-1's role in disaster and disaster preparedness.
	~ The Housing Outreach Coordinator facilitated an In-Service for the CSUEB Nursing class and explained the importance of 2-1-1 in assisting their clients.
	~ The Housing Outreach Coordinator facilitated an Affordable Housing Workshop for the residents at Harrison House at BOSS in Berkeley.
	Eden I&R celebrated our volunteers for National Volunteer Week with a Breakfast, Ice Cream Social and Barbeque.
	~ The Housing Outreach Coordinator facilitated an American Red Cross preparedness class for Eden Housing Residents at the Altheim and explained the role of 2-1-1 in a disaster.
~ The Development/Marketing Officer participated in and distributed 2-1-1 marketing/outreach materials at Peralta College's Wellness Fair at Laney College in Oakland; Tri-Valley Special Education Local Plan Area's (SELPA) "Goals Beyond High School" information fair for high school students with learning disabilities and their families; North Berkeley Senior Center Health Fair, and Albany Senior Center Health Fair.	

## EDEN I & R, Inc.

	<p>~ Staff participated in and distributed 2-1-1 outreach/marketing materials at Chabot College's Sexual Violence Awareness Fair in Hayward.</p> <p>~ The Development/Marketing Officer made 2-1-1 presentations for staff members at Senior Support Program of Tri-Valley and at Eden Housing's Opportunity Night in Hayward for residents of low-income housing programs interested in educational and career opportunities after high school.</p>
<b>Fairs/Events/ and Outreach</b>	<p>~ The Development/Marketing Officer made a 2-1-1 presentation to students of College of Alameda's ATLAS Program, a partnership between the College of Alameda, the Workforce Collaborative, and Oakland Adult and Career Education that delivers career pathways training. ATLAS serves students interested in entry-level jobs with career pathway opportunities and career advancement and matches them with employers interested in customized training.</p> <p>~ The Housing Outreach Coordinator distributed 2-1-1 marketing materials at an in-service for Cal State University East Bay Nursing students.</p> <p>~ The Development/Marketing Officer and the Housing Outreach Coordinator represented Eden I&amp;R at a press conference sponsored by the Asian Heritage Festival to announce that the annual event was to be held in Hayward on May 19. The press conference featured ice cream and entertainment and Eden I&amp;R staff had the opportunity to say a few words about 2-1-1 and our participation in the upcoming event.</p>

# Alameda County Summary By City

4/1/2013 Through 4/30/2013; 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	221	105	116	76	32	14	62	36	22	418
Albany	11	3	8	3	2	2	1	1	1	20
Berkeley	547	238	309	171	91	51	119	56	40	1052
Castro Valley	104	58	46	41	16	5	36	25	16	213
Dublin	47	30	17	26	8	9	17	10	4	117
Emeryville	52	27	25	23	9	5	18	5	3	105
Fremont	338	193	145	132	58	30	102	78	39	642
Hayward	1115	625	490	465	168	95	370	275	172	2315
Livermore	148	85	63	57	16	8	49	31	14	348
Newark	96	65	31	47	18	9	38	24	10	222
Oakland	4250	2171	2079	1456	656	310	1146	750	510	8119
Pleasanton	62	39	23	30	8	7	23	15	13	126
San Leandro	570	325	245	248	94	50	198	127	76	1183
San Lorenzo	75	42	33	32	10	7	25	19	9	159
Sunol	2	2	0	1	1	0	1	0	0	2
Union City	179	132	47	89	35	22	67	46	29	411
Other	1163	129	1034	114	45	27	87	35	23	679
<b>Grand Total:</b>	<b>8982</b>	<b>4270</b>	<b>4712</b>	<b>3011</b>	<b>1267</b>	<b>651</b>	<b>2359</b>	<b>1533</b>	<b>981</b>	<b>16132</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 children under the age of 18 living with the Unduplicated Clients.

# Alameda County Summary By City

7/1/2012 Through 4/30/2013; 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	2358	1255	1103	577	224	125	451	267	170	4798
Albany	202	69	133	52	21	13	39	18	10	390
Berkeley	5447	2649	2798	1082	512	315	763	365	256	9926
Castro Valley	1106	581	525	329	123	58	271	164	102	2238
Dublin	569	268	301	167	57	33	134	81	46	1124
Emeryville	526	264	262	146	63	33	113	51	38	1101
Fremont	4139	2272	1867	1174	410	273	898	618	351	7789
Hayward	11540	6333	5207	3176	1136	647	2527	1692	1045	23524
Livermore	1603	890	713	540	185	111	428	291	163	3326
Newark	1015	587	428	325	106	68	257	184	100	1994
Oakland	39748	20080	19668	9429	3794	2133	7291	4589	3180	77268
Piedmont	34	9	25	7	1	4	3	3	2	54
Pleasanton	666	342	324	205	49	47	158	100	62	1344
San Leandro	5516	3255	2261	1611	552	332	1278	785	514	11473
San Lorenzo	636	382	254	196	57	36	160	117	73	1404
Sunol	2	2	0	1	1	0	1	0	0	2
Union City	1619	1099	520	562	176	117	444	303	183	3293
Other	11844	1349	10495	868	359	196	644	268	169	6789
<b>Grand Total:</b>	<b>88570</b>	<b>41686</b>	<b>46884</b>	<b>20447</b>	<b>7826</b>	<b>4541</b>	<b>15860</b>	<b>9896</b>	<b>6464</b>	<b>157837</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 children under the age of 18 living with the Unduplicated Clients.

## EDEN I & R, Inc.

### 2-1-1 Alameda County Monthly Narrative Report: May 2013

#### Noteworthy Updates

During the month of May, 8,782 calls were handled by 2-1-1 Resource Specialists and 16,190 health, housing and human service referrals were provided. Of the unduplicated callers, 80% were female, 33% were single-headed households with minor children, and 42% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's online health and human service resource directory; in May it received 90,063 hits from 9,739 visitors.

The entire agency staff participated in the annual statewide Golden Guardian disaster drill exercises. The Executive Director and Deputy Director were stationed at the Emergency Operations Center (EOC) in Dublin where they relayed the most current and comprehensive information back to the rest of staff. At the agency, staff practiced the SIMS procedures by selecting an Incident Commander as well as other disaster-related assignments. The Information Department incorporated the pre-drill scenario information into the agency's Disaster Database as well as adding the current information from the EOC throughout the day. Test callers then drilled the 2-1-1 Specialists about such critical, but not life-threatening, issues as whether the water was safe to drink, open transportation routes, and operational hospitals. At the end of the five-hour drill, the agency did an After Action Report which summarized what went well, and what needs to change to be more efficient before, during, and after a disaster.

Between May 10 and 19, East Bay Housing Organizations (EBHO) sponsored the 17th Annual Affordable Housing Week in Alameda County. Over 20 events were held in six cities attended by over 3,000 people with the goal of raising awareness, celebrating successes, and helping to build a network for collective action. In addition to representing the agency at several of these events, Eden I&R partnered with EBHO and Oakland Housing Authority to hold Rental Property Owner and Manager Appreciation Day.

#### Call Information

##### Call Examples

~ A Hayward resident who is a single mother with an infant called for help finding housing. The caller explained to the Phone Resource Specialists (PRS) that she had been recently released from prison, and was homeless. The caller was referred to Sojourner House, Berkeley Food and Housing, and Shepherd's Gate for immediate shelter. A few days later she called again for shelter, and was referred to several transitional housing programs: Images On the Rise, Destiny Builders, Building a Solid Foundation, 24-Hour Oakland Parent Teacher Children Center, Jordan's House, and Change to Come. A few days after that, the woman called a third time for deposit assistance, as she had found an affordable rental, and was referred to Operation Dignity and Season of Sharing.

~ A Pleasanton senior living with her adult daughter and granddaughter called for rental listings, as they were about to get evicted from their home and did not want to be separated from one another. A search was conducted for apartment rentals under \$1000 in the Tri-Valley area with no results, so the caller was referred to two transitional housing programs, God's Love and McKinley House. The caller was also pre-screened and referred for CalFresh food benefits and encouraged to call again every few days for new rental searches.

~ An 83-year-old resident of Oakland with a physical disability and living with her older sister called for help with transportation to her medical appointments. The caller informed the PRS that she has had to rely on ambulance services to get her to her monthly blood transfusion appointments at the hospital, and she was trying to find an option that would not cost so much. The caller was referred to the PACE program through Center for Elders' Independence, East Bay Paratransit, the City of Oakland Paratransit, and the Taxi Up and Go program, also through the City of Oakland.

~ A Fremont senior with a mental disability called for tenant rights counseling. The caller informed 2-1-1 that she was offering her services as a caregiver for a room in the home of a widower with a disability, but, the landlord wanted her to move out and was considering evicting the widower as well. When 2-1-1 was conducting an intake and inquired about the caller's income, 2-1-1 found that the caller's SSI payments had been cut due to the fact that the caller had not reported her deceased husband's pension as income. The caller was referred to Centro Legal de la Raza, Bay Area Legal Aid, and the City of Fremont's Housing Division to ask about her rights, and she was also referred to the Homeless Action Center and the Fremont Family Resource Center for benefits assistance and advocacy to try to increase her income and thus give her more housing options.

## EDEN I & R, Inc.

<b>Call Examples</b>	~ A resident of San Leandro called for referrals on programs that could assist him with employment as he had no income or benefits and his unemployment had run out. The caller was screened for, and referred to, CalFresh for food. For immediate financial assistance the caller was referred to the General Assistance Program. The caller was also provided referrals to the California State Department of Vocational Rehabilitation, East Bay Works One-Stop Career Center, Goodwill Industries Job Placement Center and its Homeless Employment Center. The caller informed 2-1-1 that he had no idea there were so many resources out there for him.
	~ A homeless female youth called from Piedmont for shelters and was referred to Covenant House and Dream Catcher.
	~A Union City resident who is a victim of domestic violence called for housing for herself and three children. She informed the PRS that she feared for her life, as her abuser is to be released from jail next month. The caller was referred to Images On The Rise, Banyan House, and Second Chance for housing and the Family Violence Law Center for further legal assistance with a restraining order and exploring other legal options. The caller called back the next day for help with transportation to leave the state and travel to Florida, and was referred to St. Vincent de Paul for referrals to nearby churches.
	~ A resident of Alameda who is a single mother with a mental disability, with both a toddler and an infant, living in low-income housing called for help with her large electricity bill. The caller informed the PRS that her utilities had been shut off and she was worried about caring for her infant without power. The caller was referred to HEAP, St. Vincent de Paul, Project EASE, and Season of Sharing.
<b>Caller Feedback</b>	~ "I just got off the phone with your employee. I mean she was the best person that I ever spoke with in 15 years. I just got out of prison, and I told her that I was looking for shelter and she took her time with me. She assisted me in a lot of things that I didn't know about. I really, really appreciate that. I wanted to let someone know about this, she is excellent, I mean just 100% real. I appreciate her and I love the 2-1-1 service... I didn't know about it, someone told me about it and I love it, so, thank you very much. I want to let you know that I appreciate your being there."
	~ "Yes, I am calling from San Leandro, I just called to get some information and the lady I spoke with was awesome. She explained everything so thoroughly, and she gave a lot of information and a lot of helpful resources. I am very eager on calling a couple of my friends to let them know this, because I hadn't known this program exists, and it is 24 hours. You guys are doing an awesome job, thank you so much."
	~ "Thank you 2-1-1 people for being helpful and for finding me a place...thank you to you all. Keep up the good work."
<b>Staff Inservice Training Sessions</b>	~ Oakland Housing Assistance Center In-Service Presentation
	~ 2-1-1 Staff Meeting and CalFresh Review
	~ Golden Guardian Disaster Drill
	~ Money Management International In-Service Presentation

### Resource Information And Technology Updates

<b>Services Database</b>	~ Four (4) new agencies were added in the services database this month.
	~ The services database contains 1,111 agencies and 2,861 programs.
	~ The process of updating the 462 "Non-Directory" continues. So far we have updated 390 agencies.
<b>Housing Database</b>	~ 107 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 90,063 hits from 9,739 visitors.
<b>Technology</b>	~ A one-hour training in the use of Eden I&R's Disaster Information database was provided for 2-1-1 staff to prepare them for participation in the Golden Guardian disaster drill on May 15.
	~ The agency's Disaster Information database was tested during the countywide Golden Guardian exercise. The system performed well with incoming information quickly being made available to all phone staff who were able to access appropriate information as soon as it was posted.

## EDEN I & R, Inc.

<b>Technology</b>	~ Modification and testing of the Client database continued in preparation for the Medi-Cal Administrative Activities (MAA) perpetual time study beginning in July. All necessary changes for tracking call times and assigning them to appropriate MAA activity codes will be completed prior to the July 1 deadline.
	~ Staff performed routine software and hardware maintenance, updated the agency website, and provided updated services data for the Online Service Directory and Healthy Cities websites.

### Outreach/Public Information Activities

<b>Meetings</b>	~ The Development/Marketing Officer made a presentation about 2-1-1 to the student services staff members (school nurses, attendance officers, etc.) of the Livermore School District.
	~ The 2-1-1 Program Manager made a 2-1-1 presentation and provided outreach materials at a Parent Information Night at the Hayward Unified School District.
	~ The Development/Marketing Officer met with a volunteer coordinator at CityServe of the Tri-Valley, an organization created to provide volunteers from the local churches to Tri-Valley nonprofits and to coordinate resources between the faith-based community, nonprofits, businesses, schools and government agencies. Eden I&R will be working closely with this organization to enhance our outreach efforts to the communities in Dublin, Pleasanton, and Livermore.
	~ The Development/Marketing Officer and 2-1-1 Program Manager made a 2-1-1 presentation to the agencies that receive community funding from the cities of Pleasanton and Livermore at a joint Grant Contractor's Workshop.
	~ The Development/Marketing Officer attended the Alameda County Community Development Block Grant hearing and made a presentation to the Human Service Commissioners about 2-1-1.
	~ The Executive Director attended a variety of meetings related to the reentry population as government staff, elected officials and nonprofit agency representatives work together to reduce the rate of recidivism and assist prior offenders in successfully transitioning back into Alameda County communities.
	~ Representatives from Rubicon visited the agency to learn more about our programs and services as well as exchange ideas as to how our organizations can work more closely (e.g., there was agreement to do in-service trainings at each other's agencies).
	~ The Executive Director attended the monthly 2-1-1 Bay Area Partnership meeting during which disaster preparedness and response was an agenda focus.
	~ The Deputy Director attended a workshop to learn more about the AIRS (Alliance of Information and Referral Systems) accreditation process and what would be involved for Eden I&R to become accredited.
	~ The Deputy Director attended the annual Local Government Agency MAA/TCM conference. Networking opportunities were provided with other agencies involved in the MAA (Medi-Cal Administrative Activities) and TCM (Targeted Case Management) programs as well as much information relayed about the changes coming down the pike in how agencies must track their staff time and activities in these programs.
	~ The Deputy Director attended the second of four forums being held in Alameda County to discuss health care reform implementation and its impact in the County.
	~ The Housing Outreach Coordinator participated in the Public Health discussion of creating a Countywide registry of the disabled and frail elderly.
	~ The Housing Outreach Coordinator is working in collaboration with the American Red Cross to develop a curriculum for rental property owners to prepare their properties and tenants for disaster-related scenarios.
	~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority (OHA) to conduct outreach to rental property owners, on a monthly basis, to inform them of the opportunities with OHA and Eden I&R. Through this outreach, property owners throughout the County are able to list their properties with Eden I&R at no cost.
	~ The Housing Outreach Coordinator attended the Housing Action Team Meeting with PEERS in Oakland to discuss tenant organizing and helping tenants with mental health issues live independently.
	~ The Housing Outreach Coordinator is working in collaboration with the East Bay Rental Housing Association (EBRHA) to conduct outreach to rental property owners and inform them of the opportunities with EBRHA and Eden I&R.
~ The Housing Outreach Coordinator attended the Hayward Nonprofit Alliance meeting. There were presentations from the US Postal Service and The Volunteer Center of the East Bay.	

## EDEN I & R, Inc.

<p style="text-align: center;"><b>Meetings</b></p>	<p>~ As a participant in the 2013 Golden Guardian Statewide Disaster Drill, the Housing Outreach Coordinator met with Eden I&amp;R staff to discuss the drill and staff roles.</p>
	<p>~ The Housing Outreach Coordinator attended the Golden Guardian planning meeting. Eden I&amp;R participated in the statewide drill this month (see Noteworthy Updates above for more detail).</p>
	<p>~ The Housing Outreach Coordinator attended the Nor Cal VOAD meeting.</p>
<p style="text-align: center;"><b>Fairs/Events/and Outreach</b></p>	<p>~ 2-1-1 outreach materials were provided this month to: Hayward Area Recreation District's Senior Health and Resource Fair, ComPre Cinco de Mayo Celebration at Ashland Community Center in San Leandro; CityServe of the Tri-Valley; Veterans Administration Hospital in Palo Alto; Alameda Alliance for Health; RQuest Counseling in Pleasanton; Purple Lotus Temple's Earthquake Preparedness Event in Union City; La Clinica de la Raza in Oakland; and Alameda County Social Services in Hayward.</p>
	<p>~ The Development/Marketing Officer made 2-1-1 presentations at the following senior and low-income housing complexes in the Tri-Valley: Arbor Vista, Hillcrest Gardens, Vineyard Village and Caymen Apartments in Livermore, Pleasanton Gardens and Kottinger Place in Pleasanton, and The Groves at Dublin Ranch in Dublin.</p>
	<p>~ The Development/Marketing Officer participated in and distributed 2-1-1 outreach information at the Pleasanton Senior Center Transit Fair; Alameda County-Oakland Community Partnership's Walk to End Poverty and Community Resource Fair in Oakland.</p>
	<p>~ Staff participated and distributed 2-1-1 information at the Glad Tidings Church of God in Christ and affiliate congregations Family Day in Oakland (coordinated by Alameda County Public Health Department); ComPre Cinco de Mayo, Community Child Care Council (4C's) Annual Children's Faire in Hayward; Asian American Heritage Festival in Hayward;</p>
	<p>~ The Housing Outreach Department distributed 2-1-1 outreach and housing information and the Deputy Director spoke at Owner Appreciation Day as part of Affordable Housing Week activities at the Oakland Housing Authority.</p>
	<p>~ The Executive Director represented the agency at the First 5 Open House held in its new facilities in the City of Alameda. In addition to learning more specifically about the current First 5 programs and services, this was a fantastic networking opportunity. The food was amazing as well!</p>
	<p>~ The Housing Outreach Coordinator attended the Affordable Housing Week Kick-Off event sponsored by East Bay Housing Organizations (EBHO). Eden I&amp;R and Oakland Housing Authority will sponsor an Affordable Housing Week (AHW) event again later this year.</p>
	<p>~ The Housing Outreach Coordinator and one of the Housing Resource Specialists attended the Affordable Housing Week Event: Drasnin Grand Opening. Eden I&amp;R played a crucial role in helping to relocate the residents after Oakland Community Housing, Inc. left their buildings in foreclosure. East Bay Asian Local Development Corporation (EBALDC) has done a wonderful job in rehabilitating Drasnin and bringing it back</p>
	<p>~ The Housing Outreach Coordinator and Teela Carpenter with Oakland Housing Authority planned and coordinated the AHW Event: Rental Property Owners Appreciation Day. This is the 8th annual event with the Oakland Housing Authority.</p>
	<p>~ The Housing Outreach Coordinator facilitated an American Red Cross preparedness class for the staff at Ariat, a western footwear company, and explained the role of 2-1-1 in a disaster.</p>
	<p>~ The Housing Outreach Coordinator attended the Disaster Response Training sponsored by Alameda County Social Services.</p>
	<p>~ The Housing Outreach Coordinator and one of the Housing Resource Specialists attended the Affordable Housing Week Event: Brighter Than Blight. This is an event intended to celebrate the spirit of the residents and turn the focus of the "Blight" to positive movement forward.</p>
	<p>~ The Housing Outreach Coordinator attended the Emergency Volunteer Center Training sponsored by Alameda County Office of Emergency Services.</p>
	<p>~ The Deputy Director and one of the Housing Resource Specialists represented the agency at the Asian American Heritage Festival in downtown Hayward.</p>
	<p>~ The 2-1-1 Program Manager made a 2-1-1 presentation and provided outreach materials to residents at Las Palmas Apartments in San Leandro (managed by Eden Housing).</p>
<p>~ The Housing Outreach Coordinator conducted a Housing Workshop for Women Organized to Respond to Life-Threatening Diseases in Oakland and distributed 2-1-1 outreach material.</p>	

# Alameda County Summary By City

5/1/2013 Through 5/31/2013; 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
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Berkeley	508	260	248	170	86	34	136	59	45	979
Castro Valley	130	78	52	54	21	15	39	29	20	331
Dublin	51	32	19	25	4	8	17	9	6	113
Emeryville	57	35	22	25	12	5	20	9	5	114
Fremont	271	145	126	110	30	23	87	60	38	551
Hayward	1055	649	406	470	175	92	378	267	167	2376
Livermore	153	91	62	61	25	8	53	33	17	300
Newark	90	59	31	47	20	11	36	27	14	196
Oakland	4230	2272	1958	1571	705	326	1245	779	550	8295
Pleasanton	52	33	19	29	8	5	24	18	13	104
San Leandro	603	364	239	281	98	50	231	137	88	1277
San Lorenzo	60	38	22	32	10	7	25	15	10	114
Union City	144	99	45	65	21	10	55	36	25	316
Other	1165	155	1010	127	55	31	96	47	31	674
<b>Grand Total:</b>	<b>8782</b>	<b>4421</b>	<b>4361</b>	<b>3155</b>	<b>1312</b>	<b>643</b>	<b>2512</b>	<b>1561</b>	<b>1050</b>	<b>16190</b>

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# Alameda County Summary By City

7/1/2012 Through 5/31/2013; 2-1-1

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Alameda	2556	1361	1195	622	246	135	486	282	176	5226
Albany	216	74	142	57	21	15	42	20	11	410
Berkeley	5955	2909	3046	1177	553	336	837	395	278	10905
Castro Valley	1236	659	577	358	133	70	288	177	109	2569
Dublin	620	300	320	186	61	39	147	88	51	1237
Emeryville	583	299	284	156	71	36	120	53	38	1215
Fremont	4410	2417	1993	1246	426	292	951	651	368	8340
Hayward	12595	6982	5613	3433	1231	708	2724	1833	1128	25901
Livermore	1756	981	775	567	194	116	450	302	168	3626
Newark	1105	646	459	355	121	77	278	201	110	2190
Oakland	43978	22352	21626	10273	4136	2331	7937	4966	3441	85568
Piedmont	35	9	26	7	1	4	3	3	2	56
Pleasanton	718	375	343	225	54	51	174	113	70	1448
San Leandro	6119	3619	2500	1782	598	369	1412	854	556	12750
San Lorenzo	696	420	276	219	64	42	177	126	79	1518
Sunol	2	2	0	1	1	0	1	0	0	2
Union City	1763	1198	565	591	182	125	466	317	190	3609
Other	13009	1504	11505	961	399	223	710	300	187	7463
<b>Grand Total:</b>	<b>97352</b>	<b>46107</b>	<b>51245</b>	<b>22216</b>	<b>8492</b>	<b>4969</b>	<b>17203</b>	<b>10681</b>	<b>6962</b>	<b>174033</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 children under the age of 18 living with the Unduplicated Clients.

## EDEN I & R, Inc.

### 2-1-1 Alameda County Monthly Narrative Report: June 2013

#### Noteworthy Updates

During the month of June, 8,217 calls were handled by 2-1-1 Resource Specialists and 15,047 health, housing and human service referrals were provided. Of the unduplicated callers, 81% were female, 36% were single-headed households with minor children, and 41% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's online health and human service resource directory; in June it received 82,732 hits from 7,948 visitors.

This report marks the end of Fiscal Year 2012-13. 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 105,569 total calls. These callers received 189,081 housing and service referrals. The agency's online resource directory was also heavily used throughout the year, receiving 1,134,534 hits from 120,000 visitors.

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 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. 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 be available online at [www.211alamedacounty.org](http://www.211alamedacounty.org).

#### Call Information

#### Call Examples

- ~ A staffer from Congressman Eric Swalwell's office in Pleasanton called 2-1-1 for housing and resources for a homeless single male veteran. The caller was referred to Operation Dignity and Alameda Point Collaborative transitional housing programs, and the Homeless Veterans Outreach Office at the U.S. Department of Veterans Affairs.
- ~ A Dublin resident who is the mother of three small children, one of whom was a newborn, called seeking information on rental and utility assistance, as well as subsidized child care. Without rental and utility assistance, she would lose her Section 8 Voucher. The caller and one of her children had physical disabilities. She was referred to Season of Sharing, Catholic Charities, and ECHO Housing for rent, REACH and HEAP for PG&E assistance, and Child Care Links for child care referrals.
- ~ A senior female with mental and physical disabilities living with relatives in Livermore called for resources to help pay for her prescription medications on which she was running low, as she could not afford her co-pay. The caller was referred to Ramsell Corporation's Prescription Drug Discount Card Program and the California Rx Card program.
- ~ A resident of Piedmont called for information on community gardening programs for fresh produce. The caller was referred to Alameda County Deputy Sheriff's Activities League Dig Deep Farms & Produce program.
- ~ A 17-year-old youth from Oakland called for assistance in locating employment. The caller was referred to Youth Employment Partnership and East Oakland Youth Development Center.
- ~ A single mother with a physical disability living with her adult daughter in Alameda called for resources to help save her home from foreclosure. The caller stated that her home needed repairs that she could not afford and that she was behind on her mortgage payments due to a pending divorce and loss of spousal income. She was referred to Season of Sharing for potential help making a mortgage payment, the City of Alameda Housing Rehabilitation Programs and Alameda County Community Development's Minor Home Repair Program, NID Housing Counseling Agency, and HERA and ECHO Housing for mortgage counseling. For the caller's daughter, who had problems with her credit, had no healthcare and no income, 2-1-1 provided referrals to A Hand 'N Hand Career Training Center for employment training, La Clinica de la Raza, LifeLong Medical Care, and Highland Hospital for HealthPAC enrollment, CalFresh for food benefits, and Money Management International for credit counseling and credit repair. The Phone Resource Specialist also provided the number for Fresno's 2-1-1 Program, requested by the caller to explore resources in advance, in case she loses her home and needs to relocate.

## EDEN I & R, Inc.

<b>Call Examples</b>	~ A homeless, married couple staying at Second Chance shelter in Newark called for information on programs that could assist with a deposit to move into a rental unit, since the husband had recently become employed. The wife, who has a physical disability and suffers from seizures, had her SSI benefits cut for a period during which she was incarcerated, and was awaiting reinstatement of her benefits. The couple was referred to Catholic Charities, Season of Sharing, and Operation Dignity.
	~ A resident of San Leandro called seeking immediate refuge from a domestic violence situation impacting her and her two young children. The caller indicated that she worked for a check cashing business in Oakland. The Phone Resource Specialist asked the caller whether her place of employment was known to her abuser and whether the caller was safe returning there. The caller assured 2-1-1 that she worked behind bulletproof security glass, so she felt safe within, but since she had no transportation of her own, she needed to be able to get to work from a shelter. As there was no available shelter space that day for the family of three, 2-1-1 provided the caller with referrals to The Family Violence Law Center for a Temporary Restraining Order and motel placement, as well five transitional housing programs: McKinley and Sankofa House, Bridget House, Images on the Rise, Banyan House, and transitional housing outside Oakland (for safety) and the 24-Hour Mobile Response Team for assistance with leaving the home. The Phone Resource Specialist noticed that based on the full time-income the caller reported, she was making less than minimum wage. The caller stated that she lacked legal documentation and was being paid under the table. She also stated that having lived in the U.S. since infancy and not knowing any other country or culture, she was very fearful of what the future held in store for her children and herself. She was referred to Centro Legal de la Raza, Catholic Charities, and International Institute of the Bay Area for legal assistance including visa information.
<b>Caller Feedback</b>	~ "Your employee is wonderful. He is compassionate, caring, and courteous and if I had the opportunity I would give him a hug."
	~ "I would like to say thank you to 2-1-1 for helping me find a place."
	~ "I called 2-1-1 and was referred to East Oakland Community Project Emergency Shelter. Through their housing program I was able to get Section 8 within two weeks. They also helped me with deposit, furniture, and the other needs that I had moving into a place. 2-1-1 really works for people, they really help. Thank God for 2-1-1."
	~ "Thank you for having (name of employee) on the job. She is excellent, she is super on the phone. That is very important."
	~ "I live in Hayward, and I am very happy to discover 2-1-1 this morning. I had never heard of it before. Your staff person was very helpful with a lot of information to help me out, not just what I was calling for but other things that I also qualified for to help me out, with my life and helping the people that I live with. So I am very happy that I found you today and you were such a great help. Thank you very much."
<b>Staff Inservice Training Sessions</b>	~ Alzheimer's Services of the East Bay In-Service Presentation
	~ An In-Service Presentation from BART Director John McPartland and Linton Johnson, BART's Manager, Strategic Programs, Office of External Affairs
	~ Axis Community Health In-Service Presentation

<b>Resource Information And Technology Updates</b>	
<b>Services Database</b>	~ One new agency was added in the services database this month.
	~ The services database contains 1,111 agencies and 2,863 programs.
	~ The process of updating the 474 "Non-Directory" listings continues. So far we have updated 441 agencies.
<b>Housing Database</b>	~ 106 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 82,732 hits from 7,948 visitors.
<b>Technology</b>	~ Programming was added to Eden I&R's Client database system that captures the call time data and associates each call with a specific Medi-Cal Administrative Activities (MAA) code. Beginning July 1 the system will begin daily reporting of the time spent on calls within each MAA category for all 2-1-1 Phone Line Resource Specialists.

## EDEN I & R, Inc.

<b>Technology</b>	~ All Eden I&R staff were provided training in the MAA reporting process and, in particular, how staff time will be tracked and reported as 2-1-1 initiates the new MAA Perpetual Time Study.
	~ Staff performed routine software and hardware maintenance, updated the agency web site, and provided updated services data for the Online Service Directory and Healthy Cities web sites.

### Outreach/Public Information Activities

<b>Meetings</b>	~ The Executive Director attended the statewide 2-1-1 CA Collaborative meeting held simultaneously in Northern and Southern California. The focus of the meeting was presentations by Covered CA describing the ways in which healthcare is going to be changing beginning this fall, the timeline involved, and how 2-1-1 may be affected. It was agreed upon that 2-1-1 call volume will increase to handle these calls so it's imperative that 2-1-1 Resource Specialists need to be kept abreast of all changes. There was also acknowledgement that 2-1-1 Centers need additional funding to cover the costs of increased, ongoing healthcare training as well as projected additional and longer calls.
	~ The Executive Director was the featured speaker at the newly formed Alameda County Veteran Collaborative meeting. A comprehensive PowerPoint presentation was made that included 2-1-1, in general, as well as the ways in which Veterans have been served, and can be served.
	~ The Executive Director negotiated a new contract with the Probation Department that will help fund calls from individuals (and their families) who are currently on probation.
	~ The Executive Director made a short presentation before the CPUC in Oakland City Hall that concentrated on the ways in which PG&E has partnered with our agency and supported our ongoing community services (in particular, 2-1-1).
	~ Eden I&R staff attended a variety of criminal justice reentry meetings including the programs and services workgroup.
	~ The Executive Director was a speaker at the San Francisco Foundation's Collaboration in Disaster conference held in Oakland. The focus of the workshop presentation was the negotiation and solidification of MOUs related to disaster preparedness and response.
	~ The Executive Director attended the monthly Bay Area 2-1-1 Partnership meeting during which discussion items included: 2-1-1 CA network goals and updated procedures, healthcare changes and 2-1-1's roles, and sharing a variety of "best practices" with one another.
	~ Eden I&R staff attended a workshop on planning for an Emergency Volunteer Center following a local or regional disaster. One critical role of 2-1-1 Alameda County following a disaster will be to support the efforts of local and county agencies in coordinating volunteer response to the disaster.
	~ The Deputy Director and 2-1-1 Program Manager gave a tour of Eden I&R's office and the 2-1-1 call center to employees from Alameda County Department of Child Support Services (DCSS). Eden I&R staff had given a 2-1-1 presentation to DCSS a few months ago which was so well received, some of their staff wanted to come see 2-1-1's operations firsthand as well as discuss potential ways the two agencies might collaborate in the future.
	~ Eden I&R staff attended a community forum sponsored by Wells Fargo to share and hear from other community-based organizations about some of the issues/needs in Alameda County and learn about some of the resources and efforts Wells Fargo is involved with in the community.
	~ The Deputy Director and the Housing Outreach Coordinator met with representatives from the County Health Department to discuss a pilot project involving emergency preparedness for community-dwelling older adults.
	~ The Development/Marketing Officer represented Eden I&R at the Alameda County Workforce Investment Board's (WIB) Community Forum which presented information about WIB's local strategic goals and workforce system redesign.
	~ The Deputy Director and the Development/Marketing Officer made a presentation to a joint meeting of the Pleasanton and Livermore Human Service Commissions to update them on service and outreach delivery in the Tri-Valley.
	~ The Development/Marketing Officer represented Eden I&R at California Provider and Health Plan Collaborative panel discussions and health provider fair in Berkeley. The purpose of the meeting was to develop an improved understanding of the resources available within managed care plans and local service providers to improve care for individuals eligible for Medicare and MediCal in the new CalMediConnect Program.

## EDEN I & R, Inc.

<b>Meetings</b>	~ The Housing Outreach Coordinator participated in the Public Health discussion of creating a countywide registry for the disabled and frail elderly.
	~ The Housing Outreach Coordinator is working in collaboration with the American Red Cross to develop a curriculum for rental property owners to prepare their properties and tenants for disaster-related scenarios.
	~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority (OHA) to conduct outreach to rental property owners, on a monthly basis, to inform them of the opportunities with OHA and Eden I&R. Through this outreach property owners throughout the County are able to list their properties with Eden I&R at no cost.
	~ The Housing Outreach Coordinator attended the Housing Action Team Meeting with PEERS in Oakland. This meeting was to discuss tenant organizing and helping tenants with mental health issues live independently.
	~ The Housing Outreach Coordinator attended the Alameda County Emergency Managers Association meeting. New officers were elected and there was discussion about how to create better access to Mental Health Services after a disaster.
	~ The Housing Outreach Coordinator attended the Hayward Non-Profit Alliance meeting. There were presentations from Eden Hospital's fundraising team and an agency dedicated to boys of color.
	~ As Chairperson, Ollie Arnold, the Housing Outreach Coordinator, facilitated the monthly Tri-Valley Housing Scholarship board meeting.
	~ The Housing Outreach Coordinator attended the Alameda County Children in Emergency Committee meeting. There was discussion about what will happen to kids if there is an earthquake during working and school hours.
	~ The Housing Outreach Coordinator attended the Alameda County VOAD meeting and will be the new Chairperson.
~ The Housing Outreach Coordinator attended the Emergency Management and Disaster Preparedness meeting.	
<b>Fairs/Events/and Outreach</b>	~ Eden I&R participated in the 2013 Operation Independence Emergency Preparedness fair. We gave out information about 2-1-1's role before, during, and after a disaster.
	~ The Housing Outreach Coordinator was part of the interview panel at Housing Authority of Alameda County for the FSS Coordinator position.
	~ The Housing Outreach Coordinator facilitated an American Red Cross preparedness class for the ESL students at Castro Valley Adult School. She explained the role of 2-1-1 before, during, and after a disaster.
	~ 2-1-1 Marketing materials were distributed this month to Horizon Home Health Care, Lifelong Medical Care in Oakland, Alameda County Veterans Collaborative, American Red Cross, La Clinica de la Raza, and St. Vincent de Paul.
	~ Staff represented Eden I&R at the following resource fairs and distributed 2-1-1 marketing materials: Crisis Support Services Walk and Health Fair, Annual C. William Johnson/Paradise Baptist Church Community Block Party, and Broadmoor Plaza's Annual Senior Health, Wellness & Resource Fair in San Leandro.
	~ The Development/Marketing Officer participated in and distributed 2-1-1 marketing materials at the Four Seasons of Health Expo in Fremont sponsored by the City of Fremont's Human Services Department Pathways to Positive Aging; City of Livermore Health and Safety Fair for city department employees; E.C. Reems Community Services Annual Job and Health Fair in Oakland; and Lawrence Berkeley Laboratory Emergency Preparedness Fair.
	~ The 2-1-1 Program Manager and 2-1-1 Supervisor made a 2-1-1 presentation to a CalWorks Supervised Job Search Group in Oakland.
	~ The Roving Housing Resource Specialist and the AHIP Coordinator attended a Housing Academy presented by the Alameda County Veterans Housing Rover and spoke about 2-1-1 and distributed outreach materials.

# Alameda County Summary By City

6/1/2013 Through 6/30/2013; 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	196	102	94	79	34	9	70	34	26	424
Albany	20	8	12	7	1	1	6	1	0	63
Berkeley	426	212	214	151	83	36	115	60	44	864
Castro Valley	99	58	41	45	24	9	36	26	16	246
Dublin	45	25	20	18	6	3	15	9	5	88
Emeryville	46	29	17	21	10	10	11	11	9	108
Fremont	375	225	150	162	61	37	125	91	53	694
Hayward	1024	603	421	415	153	76	339	238	166	2209
Livermore	121	77	44	61	29	5	56	34	23	243
Newark	102	63	39	38	21	7	31	20	14	203
Oakland	3753	1939	1814	1401	596	278	1123	741	533	7566
Pleasanton	59	21	38	16	1	2	14	8	5	126
San Leandro	476	290	186	218	77	45	173	109	71	1060
San Lorenzo	72	51	21	36	13	6	30	21	11	164
Union City	122	81	41	57	18	8	49	35	24	266
Other	1278	139	1139	113	43	19	94	49	31	718
<b>Grand Total:</b>	<b>8217</b>	<b>3923</b>	<b>4294</b>	<b>2838</b>	<b>1170</b>	<b>551</b>	<b>2287</b>	<b>1487</b>	<b>1031</b>	<b>15047</b>

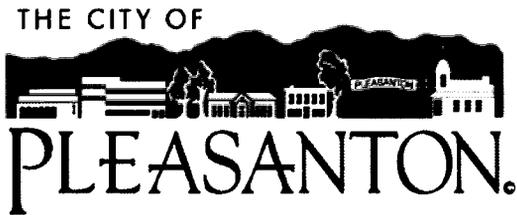
1. Total Calls: The total of Client Calls and General Calls for the reporting period.
2. Client Calls: The number of times Clients called during the reporting period.
3. General Calls: The number of callers who did not provide demographic information, birth date, and full address.
4. Unduplicated Clients: 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 children under the age of 18 living with the Unduplicated Clients.

# Alameda County Summary By City

7/1/2012 Through 6/30/2013; 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	2752	1463	1289	665	260	142	522	297	186	5651
Albany	236	82	154	63	22	16	47	21	11	473
Berkeley	6381	3121	3260	1244	582	357	883	421	296	11769
Castro Valley	1335	717	618	380	141	75	305	189	114	2815
Dublin	665	325	340	194	61	40	154	94	53	1325
Emeryville	629	328	301	170	77	45	125	60	43	1323
Fremont	4785	2642	2143	1345	462	315	1027	704	399	9034
Hayward	13619	7585	6034	3648	1316	761	2886	1945	1201	28110
Livermore	1877	1058	819	601	211	120	480	319	182	3867
Newark	1207	709	498	373	132	82	291	209	116	2393
Oakland	47731	24291	23440	10983	4407	2497	8481	5314	3686	93136
Piedmont	38	9	29	7	1	4	3	3	2	61
Pleasanton	777	396	381	233	55	53	180	117	71	1574
San Leandro	6595	3909	2686	1899	638	396	1502	914	593	13810
San Lorenzo	768	471	297	243	72	46	197	137	85	1682
Sunol	2	2	0	1	1	0	1	0	0	2
Union City	1885	1279	606	627	190	132	495	339	204	3875
Other	14287	1643	12644	1039	426	235	776	334	210	8181
<b>Grand Total:</b>	<b>105569</b>	<b>50030</b>	<b>55539</b>	<b>23715</b>	<b>9054</b>	<b>5316</b>	<b>18355</b>	<b>11417</b>	<b>7452</b>	<b>189081</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 children under the age of 18 living with the Unduplicated Clients.



## Housing Commission Minutes

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**City Council Chambers – 200 Old Bernal Avenue, Pleasanton, CA**

**June 20, 2013  
7:00 p.m.**

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

Chairperson Casey called the meeting to order at 7:01 p.m. on Thursday, June 20, 2013, in the City Council Chambers, 200 Old Bernal Avenue, Pleasanton, California.

The Pledge of Allegiance was recited, led by Chairperson Casey.

Roll Call:

Present: Chairperson John Casey, Vice Chairperson Ann Welsh, Commissioners Joseph Butler, Daniel Mermelstein, and Justin Probert. (Commissioner Colleen Lopez arrived at 7:04 p.m.)

Absent: None

Staff: Steven Bocian, Assistant City Manager, Scott Erickson, Housing Specialist, and Edith Caponigro, Recording Secretary.

### **AGENDA AMENDMENTS**

There were none. Chairperson Casey asked that future agenda items be discussed at the end of the meeting.

### **MINUTES**

**1. Approve regular meeting minutes of May 2, 2013**

A motion was made by Commissioner Welsh, seconded by Commissioner Probert, to approve the minutes of the May 2, 2013 meeting. **The motion was approved unanimously.**

### **CONSENT CALENDAR**

**2. Approval of the April and May 2013 Financial Reports for Ridge View Commons and Kottinger Place**

**3. Management Updates for Kottinger Place and Ridge Commons**

A motion was made by Commissioner Mermelstein, seconded by Commissioner Welsh to approve the Consent Calendar. **The motion was approved unanimously.**

**MEETING OPEN TO THE PUBLIC**

**4. Introductions / Awards / Recognitions**

Mr. Cammer introduced the Commission to Brenda Beltran advising that she was the new administrator for Kottinger Place. Mr. Cammer stated that Ms. Beltran will share responsibilities over the next few months with outgoing administrator Heather Mocker to ensure a smooth transition for the property and for residents.

**5. Public Comment from the audience regarding items not listed on the agenda**

There were none.

**PUBLIC HEARINGS AND OTHER MATTERS**

**6. Approval of Annual Operating Budget for Kottinger Place for Fiscal Year 2013/14**

Mr. Erickson reviewed with the Commission the proposed Operating Budget for fiscal year 2013/14 for Kottinger Place. He advised that this document was prepared by Barcelona Associates and was based on a format recommended by HUD.

The Commission was further informed that staff was projecting that the annual operating expenses at Kottinger Place will be \$276,227, which represents a decrease of 4.2% over FY 2012/13. This decrease is because of small reductions in administrative and maintenance costs.

Mr. Erickson also noted that the Budget for Kottinger Place includes an expected grant from HUD through the Operating Subsidy program and that 60% of revenue will come from tenant rents. Because of some minor utility changes, expenses are expected to be reduced slightly, and a moderate surplus is being forecasted.

Chairperson Probert discussed with Mr. Cammer footnotes on the Budget pertaining to Service Coordinator and Heating/Cooling supplies, as well as increases noted in several categories.

A motion was made by Commissioner Probert, seconded by Commissioner Lopez, recommending adoption of the draft resolution approving an annual Operating Budget for Kottinger Place for fiscal year 2013/14, and that City Council, acting as the Housing Authority Board of Directors, approve the Operating Budget at its meeting of July 16, 2013.

**ROLL CALL VOTE:**

AYES: Commissioners Butler Lopez, Mermelstein, Probert, and Chairperson Casey  
NOES: None  
ABSENT: None  
ABSTAIN: None

**7. Approval of Proposed Affordable Housing Agreement for E.S. Ring / Auf der Maur Site Apartment Development**

Mr. Bocian reviewed with Commissioners a PowerPoint presentation regarding the proposed Affordable Housing Agreement with E.S. Ring for the Auf der Maur site. He advised that the Planned Unit Development (PUD) application submitted by E.S. Ring is for the development of a 16-acre site at the southeast corner of Bernal Avenue and Stanley Boulevard. It was noted that because this is a development that exceeds 15 units, it is subject to the City's Inclusionary Zoning Ordinance (IZO) and requires an Affordable Housing Agreement.

Mr. Bocian advised that the proposed project is for 345 residential units on 11.5 acres. The project also includes 38,781 square feet of commercial development on the remaining 4.5 acres. The residential apartments will consist of three clusters of 94, 166, and 85 apartments, respectively. The density for the residential portion of the project will be 30 units per acre and will include a variety of unit types ranging from one to three bedrooms.

There will be four commercial buildings with retail/office space. Additional facilities to be included in the project include a swimming pool, tot lots, play/BBQ areas, and similar amenities. Sidewalks and bus stops are proposed along Stanley Boulevard and Bernal Avenue.

Mr. Bocian noted that as part of the May 1<sup>st</sup> joint Housing Commission and City Council workshop, the City Council endorsed staff's pursuit of a flexible model to attempt to achieve affordable rent-restricted units in new apartment developments. As such, the Council encouraged the Commission and staff to strive to meet the intent of the IZO in a flexible, negotiated way recognizing that the City has multiple interests it is looking to address. With this direction from Council, staff has attempted to focus efforts on pursuing creative options that would allow for meeting long-term affordable housing needs.

The Commission was advised by Mr. Bocian that, in view of City Council's direction, staff has negotiated various alternatives with the developer for meeting the IZO and, as an outcome, a draft Affordable Housing Agreement (AHA) has been prepared. He noted that the draft AHA proposes 52 rent-restricted affordable units with the following notes:

- The household sizes used to determine affordable rents will be consistent with standards typically used in other City AHA's.
- The agreement will be recorded with the land and the rent-restricted units will remain affordable in perpetuity.
- The development will be required to accept Section 8 housing vouchers from eligible qualified applicants.
- The affordable units will be marketed by the owner/developer and rented based on the City's adopted preference system.
- A total of three (3) of the rent-restricted units (one 1-bedroom, one 2-bedroom, and one 3-bedroom unit) shall be fully accessible for the physically disabled and designed with amenities such as grab bars, modified cabinetry, bathroom facilities, and other amenities deemed significant for disabled access.

Mr. Bocian further noted that the AHA includes a provision that would allow the developer to pay an in-lieu fee of \$4,500,000 in lieu of providing the 52 rent-restricted units. The option to have the developer pay the in-lieu fee or provide the units resides with the City and must be determined within 45 days of the developer notifying the City that it intends to apply for a building permit.

The Commission was advised by Mr. Bocian that, as outlined in the IZO, its role is to make a recommendation to City Council to accept, reject, or amend the terms of the AHA for E.S. Ring. The Commission may also wish to make recommendations to the Planning Commission concerning conformance with the IZO.

The Commission received a presentation from representatives of the developer who provided information about:

- The sustainable mixed use village
- Site location / plan
- Cluster buildings with apartments / townhomes
- Planned retail areas
- Community pool, fitness facility, community centers, open areas, outdoor kitchens, tot lots, game areas, and other resident amenities
- Community outreach / benefits
- Planned planting of 800+ trees
- Sustainability features including electric car charging stations

Commissioner Butler questioned the developer on whether any thought had been given to the East Pleasanton Specific Plan when designing this development. He was advised that architecture was being planned to blend with the downtown area of Pleasanton.

Commissioner Probert discussed the proposed 30 units/acre density and whether any concerns were anticipated with the planned retail area due to the recent resurgence of the Vintage Hills Shopping Center.

Commissioner Mermelstein questioned whether the developer was working with local transit. The developer advised that the Wheels bus system had been contacted and that discounted bus tickets will be offered to residents of the development.

Commissioner Butler had questions concerning the feasibility of additional lower income units. The developer felt that the in-lieu fee would allow an opportunity for the City to purchase land to do such a project. Commissioner Butler expressed concern about the scarcity of land that is appropriately zoned for high density residential development.

Commissioner Welsh discussed with Mr. Bocian how in-lieu fees would be collected by the City. He advised that these would be collected at the time of occupancy when a Certificate of Occupancy is issued by the City.

Commissioner Welsh questioned whether interest from the collected fees would go back into the Housing Fund. She felt there should be a timeline placed on when the funds should be used. Mr. Bocian advised that there are provisions in State Law that require funds collected from in-lieu fees to be spent within a specific time period.

Chairperson Casey discussed with the developer the planned square footage of the different units and about modifying units for the disabled.

Commissioner Lopez discussed with Mr. Bocian the methodology used for the in-lieu fee.

**Chairperson Casey opened the meeting for public comment at 7:49 p.m.**

Sean Sowell, P.O. Box 12222, Pleasanton – asked if the anticipated nexus study for the Lower Income Housing Fee was available yet for review by the public and questioned whether it was appropriate at this time to set an in-lieu fee. Mr. Bocian advised that the proposed figure was developed through significant analysis and negotiation with the developer, and staff believes it is appropriate for the City's long-term plans and needs. He further noted that the developer is in agreement with the amount, and staff feels that it will also have the support of the City Council.

Mr. Sowell noted the lack of three-bedroom rent-restricted units and wondered how the Pleasanton population fits into this. He thought the development needed more two and three bedroom units and questioned whether it was possible to make changes to the design to include these changes.

**Chairperson Casey closed the meeting for public comment at 7:58 p.m.**

Chairperson Casey discussed the outcome from the recent workshop, City Council's request for flexibility, and how this Commission has wrestled over the affordability mix for recent projects. He appreciates the flexibility offered in this plan by both staff and the developer and thought the project looked good. Chairperson Casey noted that the Planning Commission could have some concerns regarding conditions and uses.

Commissioner Butler indicated he was not in favor of the \$4.5 million fee and thought the focus should be on providing affordable units within the project. He recommended taking a closer look at what has been presented.

Commissioner Probert agreed, but with regard the in-lieu fee, commended staff and the developer for coming together with an amount that could have a beneficial impact. He liked the project design, but would also have liked to see greater affordability.

Commissioner Welsh agreed that this is a nice project and felt a little "gun-shy" about critiquing the project after what was discussed at the Council workshop. She felt the \$4.5 million was a good option, but has concerns that the funds never seem to get spent. However, she felt that it would be good if more affordable units were to result from the infusion of funds. She would like to like to hold the developer to the number of affordable units that have been proposed.

Commissioner Lopez liked the project but not concept of having units at 100% of the AMI. She also liked the in-lieu option, but would like to see those funds spent on an affordable project.

Commissioner Mermelstein agreed that he also liked the \$4.5 million option and using the funds for an affordable project. He would have preferred to see this kind of project closer to BART and public transportation.

A motion was made by Chairperson Casey, seconded by Commissioner Mermelstein, recommending approval of the Affordable Housing Agreement with E.S. Ring (Ring Financial, Inc.) for a 345-unit apartment development at 3150 Bernal Avenue (PUD-87).

**ROLL CALL VOTE:**

AYES: Commissioners Butler Lopez, Mermelstein, Probert, and Chairperson Casey  
NOES: None  
ABSENT: None  
ABSTAIN: None

Mr. Bocian informed the Commission that in-lieu fees have been applied to a number of past affordable housing projects and will be used for the Kottinger Place redevelopment project.

**COMMUNICATIONS**

Citizens for a Caring Community Letter – June 19, 2013. Reviewed.

Planning Commission Staff Report – June 12, 2013. Reviewed - no comment.

**MATTERS INITIATED BY MEMBERS OF THE COMMISSION**

Chairperson Casey requested a report on the Lower Income Housing Fee and would like answers to the concerns raised by Commissioners.

**COMMITTEE REPORTS**

Kottinger Place Task Force – Commissioner Welsh attended the May 29 meeting. The Task Force discussed project design changes and have come up with an interesting design that allows for incorporating the project into the community in a better way. They are trying to meet the concerns of the surrounding community.

East Pleasanton Specific Plan Task Force – Chairperson Casey advised that the Task Force heard a summary of the feedback from the various Commissions. More focus being given to feasibility and economics. A request has been made for a new alternative with less emphasis on commercial and industrial uses and more on residential uses and with a different kind of mix.

Commissioner Butler noted that information and reports have gone to the City Council. Also some concerns have been expressed about city and urban boundaries. Mr. Bocian advised that the interpretation at this time is to do a ballot measure.

Additional comments from Chairperson Casey and Commissioner Butler included the number of alternatives being presented to City Council, the minimum number of units, and the constraints on what can be built in the area.

**DISCUSSION OF FUTURE MEETING AGENDAS**

Mr. Bocian stated that the July 23, 2013, meeting is tentatively scheduled to include the following items:

- Presentation of the preliminary draft of the Lower Income Housing Fee nexus study; and
- Review of a proposed Affordable Housing Agreement for a high-density residential development proposed by Pleasanton Gateway LLC for the property located at 1600 Valley Avenue (south of the Pleasanton Gateway Shopping Center)

Chairperson Casey requested that staff provide a copy of the summary notes from the May 1 workshop with the City Council.

**ADJOURNMENT**

The meeting was adjourned at 8:25 p.m. by unanimous consent.

DATED: June 20, 2013

  
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John Casey, Chairperson

ATTEST:

  
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Steven Bocian, Assistant City Manager