

## **HUMAN SERVICES COMMISSION AGENDA**

**Wednesday, October 1, 2014  
7:00 P.M.**

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

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### **CALL TO ORDER**

- Pledge of Allegiance
- Roll Call

### **AGENDA AMENDMENTS**

### **MINUTES**

1. Approve regular meeting minutes of September 17, 2014

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

2. Introductions/Awards/Recognitions/Presentations
  - a. Child Care Links Inclusion Services – Vanessa Dilks, Community Services Director and Julianne Le Clear, Inclusion Specialist
  - b. Valley Community Church, Services for families and children with Special Needs – Shelly Welsh, M.A., M.F.T.
  - c. City of Pleasanton RADD Program – Jessica Reaber, CTRS
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. Selection of Commission Chair and Vice Chair 2014/2015

### **COMMUNICATIONS**

5. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report: June 2014
6. Housing Commission Minutes – August 2014

## **COMMISSION REPORTS**

- Tri-Valley Housing Scholarship Program Committee
- Pleasanton Senior Program Advisory Committee
- Ptownlife Resource Network
- Pleasanton Paratransit Task Force
- Tri-Valley Human Services Commission Work Group
- Alameda County Advisory Commission on Aging
- HUD Consolidated Plan Update Committee
- Brief reports on any other meetings, conferences, and/or seminars attended by the Commission members

## **COMMISSION COMMENTS**

7.

## **STAFF COMMENTS**

8.

## **ADJOURNMENT**

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### **Notice**

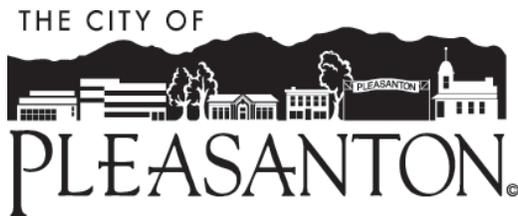
Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Commission after distribution of the agenda packet are available for public inspection at the Community Services Department, 200 Old Bernal Avenue, Pleasanton.

### **Accessible Public Meetings**

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

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# Human Services Commission Minutes

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City Council Chamber – 200 Old Bernal Avenue, Pleasanton, CA  
September 17, 2014 – 7:00 p.m.

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

Vice Chairperson Wright called the meeting to order at 7:02 p.m. The Pledge of Allegiance to the flag was recited.

### **Roll Call**

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

Commissioners Absent: Allison Boswell, Susan Hayes, Chairperson Joyce Berger

Staff Present: Becky Hopkins, Community Services Manager; Pam Deaton, Recreation Supervisor, Julie Parkinson, Program Assistant; and Edith Caponigro, Recording Secretary.

## **AGENDA AMENDMENTS**

There were none.

## **MINUTES**

### **1. Approve regular meeting minutes of August 20, 2014**

A motion was made by Commissioner Roby, seconded by Commissioner Clare, to approve the minutes from the August 20, 2014 meeting. **The motion was approved unanimously.**

## **MEETING OPEN TO THE PUBLIC**

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

Ms. Hopkins introduced staff members Pam Deaton and Julie Parkinson to the Commission.

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

John Huk – referred to the request he had made at the August 20, 2014 Commission meeting and questioned whether any recommendations had been made. Ms. Hopkins advised she had

spoken with the City Manager who suggested she refer Mr. Huk to Senior Support Services. She advised him that a member of Senior Support Services would contact him and schedule a meeting.

## **MATTERS BEFORE THE COMMISSION**

### **4. Review End of Fiscal Year 2013/14 Fee Assistance Program Report**

Ms. Parkinson reviewed with Commissioners the 2013/14 Fee Assistance Program Report. She advised that the Program is available to Pleasanton residents that are interested in participating in Community Services programs, but may not be financially able to do so. Participants in the program are required to meet specific income requirements and able to contribute 50% towards the program/service.

Commissioners were informed that for FY 2013/14, a total of \$13,000 funding for the Fee Assistance Program was approved, added to this amount was a total of \$317 received from public donations.

A total of 125 fee assistance applications were approved for FY 2013/14 with 46%, a total of 57 applications, being from seniors and 54%, a total of 68 applications, from other residents. The total of 125 applications representing a possible \$42,200 in fee assistance. However, as in previous years, not all applicants used all of their allocation, and of the \$13,317 available only \$12,398 was used, leaving a \$919 balance.

A chart indicating the distribution of the funds for the various activities, with the largest total of 42% being used for recreational programs/activities.

Commissioner Roby reviewed the formula for the program with staff. Ms. Parkinson noted that staff has been making an effort to increase awareness of the program, and participants are grateful the City provides such a program.

Vice Chairperson Wright discussed with staff the number of times the Activities Guide is distributed and whether information about this program is included.

Commissioner Clare questioned whether residents requesting Fee Assistance had been refused, and if so, for what reasons.

Commissioner Nagler had concerns about the application process and the documentation residents were required to present in order to qualify. Ms. Hopkins noted that the next item on the meeting agenda asked for Commissioners to discuss and recommend changes to the Fee Assistance Program, and suggested Commissioner Nagler raise his concerns at that time.

Ms. Parkinson didn't believe that the requested documentation was a deterrent for residents requesting fee assistance, and Ms. Hopkins noted that staff confers and helps residents in obtaining approval.

Commissioner Nagler discussed the possibility that applications were not being received because of the process. Ms. Hopkins was unsure, but noted that word has gotten out to residents who do not speak English.

Commissioner Clare felt it was important for the City to have guidelines in the process. She made reference to comments that had been made at the previous Commission meeting by Legal Assistance for Seniors. Commissioner Roby agreed that it was importance to have clear guidelines.

Vice Chairperson Wright questioned whether staff could provide statistics on residents applying for assistance that would show what population of the community who is participating in the program. Staff agreed they could provide such from Census data.

Commissioner Rowland asked for information on how the fees are established and if there had been any previous Parks and Recreation Commission discussions on this. Ms. Hopkins advised that staff is working on a Cost Analysis vs Revenue report that should be made available by Ms. Andrade-Wax by the end of the year. Commissioner Rowland felt it would be helpful for families who need help for the costs and fees to be looked at. Ms. Hopkins discussed with cost recovery for programs with Commissioner Rowland and advised that City Council will review the report and make recommendations. Commissioner Rowland felt this was something this Commission should follow and be involved with. Ms. Hopkins advised that she would discuss with Ms. Andrade-Wax to determine the possibility.

Commissioner Nagler discussed program and staff costs, as well as the recovery of funds for programs. Ms. Hopkins commented on fees being set by staff and was uncertain if there will be any changes to the fees charged for different classes and programs.

Commissioner Clare discussed the correlation of fees, number of people being served, and the distribution of funds by the Human Services Commission.

Commissioner Rowland felt it was important for the Commission to understand what groups will need additional assistance so the Commission can make appropriate recommendations to City Council.

Commissioner Clare thought the program needed to be tracked, so the Commission can be provided information on when funds run out and applications are being denied.

Commissioner Nagler discussed program costs and available funds, and thought it would be important for the Commission to know about the demand for programs and their costs.

Ms. Deaton agreed it was important to look at program costs, which is why staff determines what other cities are charging and compares with fees in the City of Pleasanton.

## **5. Discuss and Recommend Changes to the Fee Assistance Program**

Ms. Deaton noted that in 2013 the Human Services Commission had requested there be discussion on the Fee Assistance Program and had expressed interest in discussing eligibility criteria, application process, funding levels, marketing, and program evaluation. With this in mind, she advised that staff has prepared a Fee Assistance Program Comparison Report with information obtained from a number of other cities. The Program Comparison Report provides information on Criteria, Required Verification Documents, Funding Maximum, How Programs are Funded, Agency Matching Funds, and Eligible Programs.

Commissioner Nagler discussed aspects of the fee assistance application. Ms. Deaton provided information about a partnership with REACH and a \$1,000 donation for scholarships for the RADD program. Additional information about the partnership with REACH was provided to Chairperson Wright by Ms. Deaton. Ms. Hopkins also noted that RADD is a regional program.

Commissioner Jhanwar questioned whether the concerns raised by this Commission about the Fee Assistance Program had been raised in other cities contacted. Ms. Deaton advised that all work on a first-come-first-served basis until all funds are depleted.

Commissioner Roby asked whether other cities received more funds to support the Fee Assistance. Ms. Deaton noted that the other cities have comparable Fee Assistance amounts.

Ms. Rowland questioned whether other cities used a sliding scale. Ms. Deaton did not know of any, but advised that Concord did allow those over age 21 to participate in programs by volunteering time in lieu of fees.

Ms. Hopkins suggested Commissioners address and make comments on items within the application.

Vice Chairperson Wright asked for demographic information showing: 1) the percentage of Pleasanton people living below the poverty-level, and what percentage are receiving fee assistance; and 2) a correlation between the fee assistance fund and the relationship between fees and the cost of providing the service.

Commissioner Roby wondered why if the program was not broken; the Commission was trying to fix it? He felt this was taking up much of staff's time. Commissioner Clare agreed.

Ms. Hopkins suggested Commissioners discuss and comment on the information being requested on the application and inform staff if they think changes should be made.

Commissioner Roby suggested applicants be asked to provide one or two of the verification items, and not all five itemized on the form.

Vice Chairperson Wright discussed concerns about people not knowing about the program, and whether there was a need for additional funding for it. Ms. Parkinson felt the program was

not reaching everyone because of the language barrier. Ms. Hopkins suggested staff could conduct some outreach to the Spanish speaking. Commissioner Nagler agreed with the suggestion. He also thought outreach was needed to the Asian speaking.

Vice Chairperson Wright suggested removing the reference to “food stamps” in the application, and inserting information about the food program SNAP and CalFresh..

Commissioner Nagler discussed the possibility of including information about the Fee Assistance Program on program receipts. Ms. Parkinson advised that staff provides information when seniors sign up for the Paratransit program. Ms. Deaton noted that if a concerted outreach program is conducted it is possible that current funding for the program will be insufficient.

Commissioner Clare suggested the application form include something that would define the number of people in the household. Ms. Parkinson noted that this could be verified by income tax returns, and Ms. Hopkins agreed it would be needed if tax returns are not required.

Vice Chairperson Wright and Commissioner Nagler agreed there needed to be documentation pertaining to demand for the program and any deficiency, for when additional program funds are requested. Ms. Deaton suggested staff report to the Commission semi-annually on the program. Commissioner Clare suggested the report also contain information about the number and reason for applications denied. Ms. Hopkins discussed with Commissioner Clare the timing of how funds are allotted to the program to help prevent funds from being depleted at the beginning of the fiscal year.

Commissioner Rowland asked that the 42% of Recreation Funds for FY 2013/14 be broken out by age groups. She felt this would be helpful information for City Council when making decisions.

Commissioner Jhanwar believes education and outreach about the program is important. Commissioner Rowland agreed. Ms. Hopkins advised that staff could conduct some outreach to key Human Services providers in Pleasanton to determine if the providers are aware of the program and what their perceived need for the program for the clients they serve. Vice Chairperson Wright was concerned about promoting the program and then not having sufficient funds to fill all applications.

Commissioner Roby commented on program advertising done in the Activities Guide. He wondered if all the activities that the Fee Assistance can be used for are really a need or if a luxury was being provided. Commissioner Nagler discussed the benefits gained by members in the community being able to participate in programs they wouldn't otherwise be able to afford. He felt it was important for the Commission to learn what demand there was for the program.

Ms. Hopkins confirmed that the Commission would like staff to conduct targeted outreach to specific groups. Commissioner Rowland indicated she had mixed feelings about doing this and

Commissioner Nagler felt it would be helpful and would help determine if the Commission needed to request City Council to consider allocating additional funds for the program.

Commissioners Jhanwar and Clare suggested staff approach groups and ask if they know of people who would apply for assistance if they were made aware of the program. Vice Chairperson Wright agreed that agencies contacted would be able to provide information on whether any of their clients would participate. She requested that staff collect information from agencies through informal contact and that application forms not be put out at this time. Commissioner Clare agreed that staff and the Commission should collect data and determine the gap before moving forward.

Commissioner Nagler questioned if the Commission could approve adding information about the program to receipts having applications in multiple languages. Commissioner Rowland indicated she would like to encourage more donors to participate in the program.

Ms. Hopkins confirmed the following as items the Commission would like staff to work on:

- Conduct targeted outreach by surveying agencies about awareness of the program, identify the gaps and needs of clients and barriers to accessing program.
- Develop data on denied applications due to lack of funding.
- Data on percentage of people below poverty level in Pleasanton and the number of residents accessing the program.
- Consider adding information about the Fee Assistant Program on program receipts.
- Break out 42% Recreation segment on pie chart by age groups
- Changes to the application form: 1) translating to other languages; 2) remove reference to "food stamps" and add SNAP and CalFresh; 3) Change income verification request to providing 1 or 2 items, not all five; 4) add something to clarify number of household members.

Ms. Hopkins informed Commissioners that staff would revise the application form for this program and bring back to them for review.

Commissioner Roby discussed with Ms. Deaton the success of the new Sage Café at the Senior Center.

## **6. Review and Selection of Committee and Meeting Assignments**

Ms. Hopkins noted that at the May 21, 2014 meeting the Commission had requested that additional committees or meetings be considered for attendance by Commission representatives. She advised that this activity is identified on the Commission's FY 2014/15 Work Plan and meets the Human Services Commission Strategic Plan's Action #2.

Commissioners reviewed the Committee and Meeting Assignments schedule and discussed appointments.

A motion was made by Commissioner Roby, seconded by Commissioner Clare, making the following Committee and Meeting Assignment appointments for September – December 2014:

Housing Scholarship Program Committee	-	David Nagler
Senior Program Advisory Committee	-	Varsha Clare
Ptownlife Resource Network	-	Susan Hayes
Pleasanton Paratransit Task Force	-	Varsha Clare
Tri-Valley Human Services Commission Work Group	-	Prashant Jhanwar and Theresa Rowland / David Nagler-Alternate
Alameda County Advisory Commission on Aging	-	Rosalind Wright
HUD Consolidated Plan Update	-	Varsha Clare

**ROLL CALL VOTE:**

AYES: Commissioners Clare, Jhanwar, Nagler, Roby, Rowland, and Vice Chairperson Wright.

NOES: None

ABSENT: Commissioner Hayes and Chairperson Berger

ABSTAIN: None

**COMMUNICATIONS**

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

Reviewed.

**COMMISSION REPORTS**

Tri-Valley Housing Scholarship Program Committee – no report.

Pleasanton Senior Program Advisory Committee – Information about the opening of the Sage Café provided by Commissioner.

Ptownlife Resource Network – Ms. Hopkins advised that a number of agencies attended the meeting and Pleasanton Unified School District assigned a key staff person to work on implementation.

Pleasanton Paratransit Task Force – No report, next meeting scheduled for November 17, 2014 at 1:30 p.m.

Tri-Valley Housing Scholarship Program Committee – No report.

Alameda County Advisory Commission on Aging – Vice Chairperson Wright advised a report had been given on elder abuse in Alameda County. A judge has been assigned to the Elder Law Court and cases will be heard separately. A large number attended the recent Healthy Aging Fair at Chabot College.

## COMMISSION COMMENTS

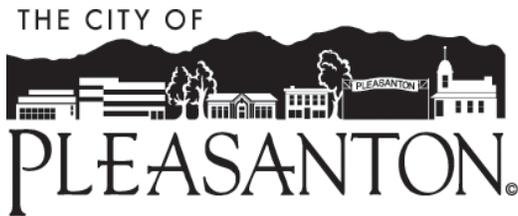
- A. Commissioner Rowland discussed Commission invitations to the Mayors Dinner.
- B. Commissioner Roby discussed: 1) the great turnout at the opening of the Senior Center Sage Café and the number of people now attending; a2) the Meals on Wheels Bike Ride fundraising event on October 18, 2014; and 3) LDS group putting together a Thanksgiving Day event and providing meals. Commissioner Rowland suggested they register on the Lend a Hand website.
- C. Commissioner Clare asked if any progress had been on the request she made at the August meeting to open the back wall near the coffee area at the Senior Center. Ms. Hopkins advised she would discuss this with Ms. Deaton.
- D. Vice Chairperson Wright advised that Chairperson Berger had termed off the Commission. Commission Roby suggested the Commission send a card to commend Ms. Berger on her service.

## STAFF COMMENTS

- 8. Human Services Commission Work Plan Status Update** – Ms. Hopkins advised that work on the ADA policy has been moved to 2015. Progress is being made meeting with stakeholders on dental needs and staff hopes to bring partners to meet the Commission.
- 9. Poverty Awareness Luncheon** – October 30, 2014, 11:30 a.m. to 1:30 p.m. at Goal Line Productions, 5959 Coronado Lane.
- 10. Training for Non-Profit partners** – Training is schedule for October 8, 2014 on How to access Census Data to assist with Community Profiles and Grant Writing.

## ADJOURNMENT

There being no further business, the meeting was adjourned at 9:17 p.m.



# Human Services Commission Staff Report

October 1, 2014  
Item 4

**SUBJECT: SELECTION OF COMMISSION CHAIR AND VICE CHAIR 2014-2015**

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## **SUMMARY**

Annually, the Commission selects a Chair and Vice Chairperson to facilitate meetings. The commission also reviews committee appointments and makes any necessary changes.

## **RECOMMENDATION**

It is recommended that the Commission select a new Chair and Vice Chairperson for the remainder of the 2014 and 2015.

## **FINANCIAL STATEMENT**

There is none.

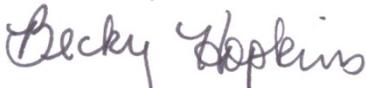
**BACKGROUND**

Per the City of Pleasanton Commissioner's Handbook Chapter 2.28, Item 2.28.070 Organization, Section A, Commissioners shall meet in regular session and elect a chairperson and vice chairperson. The election shall be by majority vote of the Commission, to be held in December of each year. The term of service for these offices shall be one year, beginning in January of each year. No commissioner shall serve more than two (2) consecutive full terms as chairperson of the Commission.

**ALTERNATIVE ACTION**

Any other action as determined by the Human Services Commission.

Submitted by:



Becky Hopkins  
Community Services Manager

## EDEN I &amp; R, Inc.

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

Noteworthy Updates	
<p>During the month of August, 9,038 calls were handled by 2-1-1 Resource Specialists and 14,488 health, housing and human service referrals were provided. Of the unduplicated callers, 83% were female, 35% were single-headed households with minor children, and 43% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&amp;R's online health and human service resource directory; in August it received 158,669 hits from 16,351 visitors. Traffic to our website continues to increase. There was a 15% increase and a 52% increase in the number of hits and visitors, respectively, in August of this year versus August 2013.</p> <p>August was also the 30th Anniversary of Lidia Lai and the 29th Anniversary of Nhan Young. Both Lidia and Nhan supervised and handled 911 emergency phone calls when the agency was handling up to 330,000 statewide 911 calls in Spanish, Vietnamese and Cantonese. After 14 years, that contract ended and Lidia became Eden I&amp;R's Information Management Supervisor and Nhan was promoted to Operations Director, handling HR and Administrative responsibilities, as well as supervising after-hours staff. Eden I&amp;R, and the community at large, are extremely fortunate to have such dedicated and experienced employees.</p> <p>We also had an addition to our Eden I&amp;R family. The Deputy Director, Alison DeJung had a baby girl this month, Phoebe. While Phoebe and Alison are bonding, the agency is extremely fortunate to welcome back Sharon DeCray in the position of interim Deputy Director.</p> <p>For your reading pleasure, the agency's Annual Report as well as a separate 2-1-1 Annual Report for Fiscal Year 2014 are available on our website that can be accessed at <a href="http://www.edenir.org">www.edenir.org</a> and <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a>.</p>	<p>~ A female caller with an infant child called from Piedmont for rental deposit assistance. The caller informed 2-1-1 that she was living with the father of her child but that she needed to move out and rent an apartment for her child and herself. The caller was referred to Operation Dignity and Season of Sharing for deposit assistance.</p>
	<p>~ A single male caller who was 83 years old and Mandarin-speaking called from Pleasanton for soup kitchens. As the caller had limited mobility and there were no soup kitchens in easy access, 2-1-1 referred the caller to Spectrum Community Services for home-delivered meals.</p>
	<p>~ A single mother of three children, who was a victim of domestic violence, called from Dublin for housing assistance. She was being evicted, and had a job working at Goodwill through the CalWorks Program. She had been moving her children around a lot due to her domestic violence issue. The caller cried on the phone on account of how badly she felt for her children not being stably housed. The children were attending school in Dublin and the caller did not want to move out of the area. She was surviving on an income of only \$800/month, although she was hopeful that family, friends and her church would help her out with additional funds. She was referred to Alpha Omega Foundation, Matilda Cleveland House, and Banyan House for transitional housing, the 24 Hour Mobile Response Team for Domestic violence related assistance, and Bay Area Legal Aid for legal assistance. She was encouraged to call back if she needed emergency shelter information.</p>
	<p>~ A single Punjabi-speaking senior female, with custody of her 16 year old grandson, called from Fremont. The caller was looking for housing in or near Fremont. She shared that her daughter was in India going through a divorce. She had been forced to give up her green card and would have to reapply for a US visa in India, to return to live in the US. Her 16 year old grandson had been traumatized by the divorce and by not having either parent in the country. He had finally stabilized in school so she was reluctant to leave Fremont. The caller was referred to Sunrise Village, The Fremont City Home seeking Assistance program, Area Agency on Aging, The Fremont City Family Resource Center, The Fremont City Youth and Family Services Counseling program, and the Lincoln Child Center's Kinship Support Services Program (KSSP).</p>

Call Information	
<p><b>Call Examples</b></p>	<p>~ A female caller with an infant child called from Piedmont for rental deposit assistance. The caller informed 2-1-1 that she was living with the father of her child but that she needed to move out and rent an apartment for her child and herself. The caller was referred to Operation Dignity and Season of Sharing for deposit assistance.</p>
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## EDEN I & R, Inc.

<b>Call Examples</b>	~ A single parent with two children who had grown up in Oakland and had family still living in Oakland called for assistance with domestic violence issues. The caller had fled from Michigan with her two young daughters. The father of her older daughter who was incarcerated in Michigan had threatened her from jail, telling her he would get someone to collect "his daughter" and keep her till he was released. The caller was referred to the Alameda County District Attorney's Victim/Witness Support Program; Building Future for Women and Children for their Domestic Violence Support Group and shelter; and the Family Justice Center for assistance with domestic violence related issues. Since the caller had no money, 2-1-1 advocated for the caller with Images on the Rise and was able to get her housed in a transitional facility for four days. The caller was encouraged to apply for CalWorks and CalFresh. She was also referred to Alameda County Social Services Homeless Assistance Program so that she could receive a HAP Voucher to pay for transitional or motel stay.
	~A single mother of two school-aged children called from San Lorenzo for back-to-school backpack and supplies giveaways. The caller was referred to The 9 <sup>th</sup> Annual Backpack Giveaway.
	~ An Oakland resident called requesting assistance for her sister who was on probation. The caller mentioned that her 21 year old sister had been formerly incarcerated for attempted murder of their mother. Now that the sister was out on parole; she had access to the old neighborhood, her old friends and her old way of life which included serious substance abuse. The caller wanted to get her sister help in a program that was outside of Alameda County. The sister had a 2 year old daughter who has been reunited with her mother. The caller was concerned that without substance abuse treatment, her sister could potentially endanger her child. 2-1-1 provided the caller a referral to the New Leaf Treatment Center in Lafayette, California, which offers 12 weeks of intensive outpatient treatment to adults and adolescents with addictive disease and other chemical dependency problems.
	~A two parent family with five children, called from Union City for help with their rent. The caller was referred to Operation Dignity and Season of Sharing.
	~A single father of two children, all living in Hayward, called for housing assistance. He shared that his wife was in jail, and he was disabled and on kidney dialysis. 2-1-1 did not locate a rental unit in Alameda County because of the callers inability to pay much rent, but was able to refer the caller to Strobridge Apartments in Castro Valley, which are low income units. He was encouraged to call back later for more listings.
<b>Caller Feedback</b>	~ "I live in Hayward of California. I called 2-1-1 for information on low income housing. I just spoke with your staff and I am just with very thankful to speak to her. She was very compassionate, very kind, and very professional...which is much appreciated when you only have part time income and are struggling. I am glad that I was able to speak to someone like her. Thank you."
	~ "I want to thank you for such a good employee. She was a patient listener. She was smart, polite and caring...she could have spoken over me, or rushed through the call, but she didn't. I am glad that there are still decent people in this world who can listen to an old man and be helpful. I can tell you that I am truly grateful for the information, because I have really been given the run around by some of the agencies... people just don't care."
<b>Staff Inservice Training Sessions</b>	~ BACS In-Service Presentation
	~ 2-1-1 Review of Crisis Call Handling and the Crisis Action Plan
	~ BestNow In-Service Presentation

### Resource Information And Technology Updates

<b>Services Database</b>	~ Three (3) new agencies were added in the services database this month.
	~ The services database contains 1152 agencies and 2922 programs.
	~ The process of updating the 596 "Directory" agencies continues. So far we have updated 274 agencies.
<b>Housing Database</b>	~ 94 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 158,669 hits from 16,351 visitors.
<b>Technology</b>	~ IT staff evaluated alternative database solutions
	~ Staff identified a new printer and design company for Eden I&R's annual Big Blue Book
	~ Staff hosted an open referral pilot discussion with two organizations in Alameda County

**EDEN I & R, Inc.**

<b>Outreach/Public Information Activities</b>	
<b>Meetings</b>	~ Management staff expanded the agency's partnership with StopWaste from outreach internally and externally related to food scrap recycling, to include energy efficiency outreach as well.
	~ Management staff negotiated a small but important contract with the University of California San Diego Cancer Center related to smoking cessation. Eden I&R will help identify 2-1-1 callers who have both smoking and non-smoking adults in their household, and who are willing to participate in a smoking cessation study. In return the callers receive a monetary gift certificate.
	~ The Executive Director attended this month's Emergency Manager's Association meeting held in the county's Office of Emergency Services. Discussions included plans for upcoming drills like the Great Shakeout and Urban Shield.
	~ Management staff met with representatives from the Oakland Housing Authority who are in need of relocating several long-term public housing families into permanent housing elsewhere. Eden I&R will be assisting by providing a Housing Workshop and as well as 2-1-1 back up support. The families will be assisted with a variety of tools to help them locate housing (e.g., how to complete a housing application; tips on how to be prepared for a landlord interview, and how to get a credit report)as well as direct housing referrals from Eden I&R's housing database.
	~ The Executive Director attended several Coordinated Care Initiative related meetings in order to stay abreast of the latest timelines and health care benefits identified for the disabled and seniors. 2-1-1 is being considered an integral partner in the distribution of accurate information related to these healthcare changes for vulnerable populations throughout Alameda County.
	~ The Executive Director hosted an agency tour and discussion with 2 representatives from Harbage Consulting who are leading the efforts to produce marketing materials related to the California Coordinated Care Initiative. They, as well as many of the CCI partners, agree that 2-1-1 should be one of the numbers listed for people to access accurate, updated information related to healthcare for the disabled and seniors.
	~ The Executive Director attended the monthly Community Corrections Partnership (CCP) Executive Committee meeting held at the Probation Department. Updates were given related to reentry clients receiving employment and housing opportunities; the progress of the new transition center; and the overall reentry strategic plan (e.g., community meetings were held and were very well received).
	~ The Executive Director and CARD's Executive Director, Ana-Marie Jones met to discuss a joint 25th Loma Prieta Anniversary press release within which there will be information about the many ways in which CARD and Eden I&R have greatly assisted in helping vulnerable populations prepare for and respond to local disasters throughout the past quarter century.
	~ Management staff attended several meetings and discussions related to changing software systems in order to more fully integrate with regional, statewide and national platforms.
	~ The Executive Director met with representatives from United Way of the Bay Area and United Way of Silicon Valley to discuss several topics including the 2-1-1 CA Network's upcoming Summit in Southern California, the Open Referral and Code for America projects, and various concerns and opportunities related to our Bay Area regional 2-1-1 operations.
	~ Staff attended Tri-Valley Housing Scholarship Advisory Board Meeting, where progress was discussed of awardees of rent subsidy of low-income college students.
	~ Staff participated in a conference call meeting of the Tri-Valley Housing Resource Mixer to plan another Rental Property Owner Resource Mixer to be held on October 24th in Pleasanton.
	~ Staff attended a sub-committee meeting of the Emergency Management and Disaster Ppreparedness Committee. A discussion was held at the Access and Functional Needs Subcommittee meeting on how to get the community to actively engage persons within the access and functional needs community before a disaster.

**EDEN I & R, Inc.**

<b>Fairs/Events/and Outreach</b>	<p>~ The Executive Director represented the agency at the Alameda Health Consortium's 40th Anniversary celebration held at the Kaiser Center Plaza in Oakland. It was a very emotional and uplifting event, especially for those of us older folks who have been working toward better and more affordable access to all aspects of healthcare for low income individuals and families. U.S. Representative Barbara Lee was one of many dignitaries who praised the work of Alameda County healthcare related partnerships that have accomplished a lot in the past 4 decades. Everyone agreed, though, that there is still much more to do to insure that all residents have affordable access to all of the healthcare benefits that they need.</p>
	<p>~ The Executive Director attended a very vibrant Emeryville Chamber of Commerce event that resulted in several networking opportunities.</p>
	<p>~ Staff distributed information about Eden I&amp;R's Housing Department to property owners and landlords at an RHO Landlord Meeting. Information about 2-1-1 was also distributed.</p>

# Alameda County Summary By City

8/1/2014 Through 8/31/2014; 2-1-1

	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	205	116	89	80	35	13	67	32	22	385
Albany	18	10	8	8	5	2	6	4	3	37
Berkeley	459	182	277	138	70	37	101	55	37	853
Castro Valley	117	68	49	49	21	5	44	23	16	227
Dublin	35	18	17	17	3	4	13	9	3	79
Emeryville	51	31	20	25	11	6	19	11	9	123
Fremont	352	179	173	135	60	24	111	55	34	657
Hayward	1115	641	474	456	185	59	397	253	162	2027
Livermore	129	72	57	57	22	10	47	31	25	251
Newark	94	58	36	49	20	8	41	29	19	190
Oakland	4197	1844	2353	1317	580	241	1076	724	505	7451
Piedmont	10	1	9	1	0	0	1	1	1	15
Pleasanton	51	21	30	16	5	5	11	5	4	82
San Leandro	513	286	227	218	92	34	184	106	71	1071
San Lorenzo	69	47	22	36	12	6	30	21	11	119
Union City	138	84	54	66	23	7	59	38	21	264
Other	1485	138	1347	120	53	23	97	41	29	657
<b>Grand Total:</b>	<b>9038</b>	<b>3796</b>	<b>5242</b>	<b>2788</b>	<b>1197</b>	<b>484</b>	<b>2304</b>	<b>1438</b>	<b>972</b>	<b>14488</b>

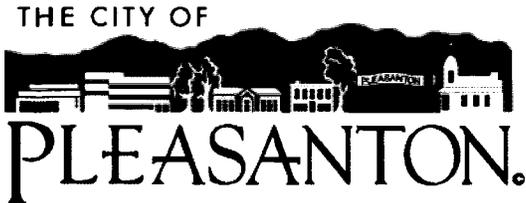
1. Total Calls: The total of Client Calls and General Calls for the reporting period.
2. Client Calls: The number of times Clients called during the reporting period.
3. General Calls: The number of callers who did not provide demographic information, birth date, and full address.
4. Unduplicated Clients: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

# Alameda County Summary By City

7/1/2014 Through 8/31/2014; 2-1-1

	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	413	232	181	151	65	29	122	65	45	803
Albany	38	17	21	10	5	3	7	5	3	89
Berkeley	936	387	549	261	133	67	194	94	63	1691
Castro Valley	221	123	98	83	40	9	74	37	21	407
Dublin	80	42	38	37	8	6	31	20	12	156
Emeryville	87	48	39	34	14	10	24	14	11	202
Fremont	703	392	311	261	104	52	209	122	72	1282
Hayward	2291	1280	1011	815	317	114	701	449	277	4166
Livermore	285	152	133	105	39	18	87	55	39	552
Newark	209	118	91	88	33	19	69	47	28	389
Oakland	8362	3686	4676	2431	1042	480	1951	1280	870	14639
Piedmont	17	1	16	1	0	0	1	1	1	20
Pleasanton	96	37	59	28	10	7	21	10	5	160
San Leandro	1061	625	436	400	165	62	338	196	127	2231
San Lorenzo	135	95	40	63	20	14	49	36	20	247
Union City	290	175	115	128	43	15	113	72	42	557
Other	3026	318	2708	247	110	52	195	89	59	1305
<b>Grand Total:</b>	<b>18251</b>	<b>7728</b>	<b>10523</b>	<b>5143</b>	<b>2148</b>	<b>957</b>	<b>4186</b>	<b>2592</b>	<b>1695</b>	<b>28898</b>

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



# Housing Commission Minutes

*City Council Chambers, 200 Old Bernal Ave., Pleasanton, CA*

**June 19, 2014  
7:00 p.m.**

**CALL TO ORDER – PLEDGE OF ALLEGIANCE**

Chairperson Ann Welsh called the meeting to order at 7:00 p.m. on Thursday, June 19, 2014, in the City Council Chambers, 200 Old Bernal Avenue, Pleasanton, California.

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

Roll call:

Present: Chairperson Ann Welsh, Vice Chairperson Daniel Mermelstein, Commissioners John Casey, and Alternate Member Barry Cass  
(Commissioner Colleen Lopez arrive at 7:05 p.m.)

Absent: Nita DenHoy

Staff: Steven Bocian, Assistant City Manager; Scott Erickson, Housing Specialist; Jennifer Wallis, Associate Planner; and Edith Caponigro, Recording Secretary

**AGENDA AMENDMENTS**

There were none.

**MINUTES**

**1. Approve Regular Meeting Minutes of April 17, 2014**

A motion was made by Commissioner Casey, seconded by Commissioner Cass, to approve the meeting minutes of April 17, 2014. **The motion was approved unanimously.**

**CONSENT CALENDAR**

- 2. Approval of the April and May 2014 Financial Reports for Ridge View Commons and Kottinger Place**
- 3. Management Updates for Kottinger Place and Ridge View Commons**

A motion was made by Commissioner Casey, seconded by Commissioner Cass, to approve the

consent calendar. **The motion was approved unanimously.**

## **MEETING OPEN TO THE PUBLIC**

### **4. Introductions / Awards / Recognitions**

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

#### **a. Introduce New Housing Commission Members**

Mr. Erickson introduced Barry Cass as the new Alternate to the Commission. He also advised that the new Regular member of the Commission, Nita DenHoy, was unable to attend due to vehicle problems on her out-of-town vacation.

#### **b. Approve commendation for Pam and Fred Geiger for service to Ridge View Commons**

Chairperson Welsh invited Pam and Fred Geiger to the front of the auditorium and read the following commendation:

*“The Housing Commission commends Pam and Fred Geiger this 19th day of June, 2014. Whereas, Pam and Fred Geiger have served in their roles as on-site administrators at Ridge View Commons senior apartments since 2000; and whereas, Pam and Fred have embraced the job of administering Ridge View Commons with the utmost care, pride, and professionalism for which the complex stands as a regional showpiece for senior housing; and whereas, in the course of their career, Pam and Fred have gained the respect and admiration of residents, City staff, Barcelon, Eden, CalHFA, and their fellow professionals in the senior housing and services arena; and whereas, Pam and Fred have consistently attended monthly Housing Commission meetings to provide important information to the Commission and to represent the interest of the residents and property; and whereas, the Housing Commission appreciates Pam and Fred’s long-standing dedication in their role as administrators at Ridge View Commons; now, therefore, be it resolved that the Housing Commission does hereby commend Pam and Fred Geiger and expresses its sincere appreciation for their service to the Ridge View Commons and the City of Pleasanton.”*

The Commission thanked Pam and Fred. Commissioners were reminded of the Open House event being held at Ridge View Commons on Friday, June 20, as an appreciation for the service provided by the Pam and Fred Geiger.

## **PUBLIC HEARINGS AND OTHER MATTERS**

### **6. Approval of Minor Modification to Streamlined Annual Plan for Fiscal Year 2014 for the Pleasanton Housing Authority**

Mr. Erickson noted that at the March 2014 meeting, the Commission had approved the streamlined Annual Plan for fiscal year 2014 for the Pleasanton Housing Authority (PHA). Since this approval, staff has been alerted by HUD that the Annual Plan is required to include specific text addressing compliance with the Violence Against Women Act (VAWA) of 2005.

The Commission was advised by Mr. Erickson that the PHA is already in compliance with VAWA in terms of implementation, and the deficiency identified by HUD relates to incorporating

text into the Annual Plan. He reviewed with them the following amendments that staff has included to the Plan as required by HUD:

Page 1, Section 6.0 - sentence added to reference new VAWA text in Section 10.0

Page 3, Section 10.0 – paragraph referring to new Exhibit K

Page 17, Exh. K - new two-page description of PHA's implementation of VAWA requirements

A motion was made by Commissioner Casey, seconded by Commissioner Cass, to adopt the approved Annual PHA Plan for fiscal year 2014 with the modification to incorporate required language related to the Violence Against Women Act (VAWA).

**ROLL CALL VOTE:**

AYES: Commissioners Casey, Cass, Lopez, Mermelstein, and Welsh

NOES: None

ABSENT: Commissioner DenHoy

ABSTAIN: None

**7. Approval of Annual Operating Budget for Kottinger Place for Fiscal Year 2014/15**

Mr. Erickson reviewed with Commissioners the proposed 2014/15 Operating Budget for Kottinger Place.

Mr. Cammer advised that the budget is similar to that for the previous year with items that were contract-related being increased by 2% and supply-related items being increased by 3%. He also noted that staff salaries are being taken from the Operating Budget.

A motion was made by Commissioner Casey, seconded by Commissioner Cass, recommending approval by City Council of the Annual Operating Budget for Kottinger Place for Fiscal Year 2014/15.

**ROLL CALL VOTE:**

AYES: Commissioners Casey, Cass, Lopez, Mermelstein, and Welsh

NOES: None

ABSENT: Commissioner DenHoy

ABSTAIN: None

**8. Review and Comment Regarding Draft 2015-23 Housing Element**

Jennifer Wallis, Associate Planner, noted that the Housing Element is part of the City's General Plan and is a comprehensive statement by the community of its current and future housing needs. It includes proposed actions to facilitate the provision of housing to meet the needs at all income levels. She reviewed with the Commission a PowerPoint presentation on the Housing Element that covered:

- Housing Element requirements and eight-year time-frame
- New issues within the planning period
- Regional Housing Needs Allocation (RHNA)
- Goals, Policies, and Programs.
- Summary of changes
- Background report
- Assessment in Appendix A
- Housing sites inventory in Appendix B

Ms. Wallis advised that staff is seeking input regarding refinements and clarifications to the Housing Element, and discussed possible updating of the schedule.

Commissioner Casey questioned whether this would be the last opportunity for the Commission to provide input on the Housing Element, and Commissioner Lopez asked if it could be brought back if requested by the Commission.

**Chairperson Welsh opened the meeting for public comment at 7:29 p.m.**

Karen Ellgas, 3274 Melanie Circle – discussed high density elements of the Housing Element and stated she was opposed to the RHNA numbers indicated. Ms. Ellgas would like to see a more concerted effort given to making changes to the areas that had been rezoned and asked that it be reconsidered and re-evaluated. She commented on the fact that Pleasanton is a “planned community” and asked that consideration be given while staying within the state requirements. Ms. Ellgas also suggested the schedule be changed so that this item goes to City Council in September, not August, since so many members of the community will be on vacation during August.

Jane Bowen, 3280 Melanie Circle – indicated that like Ms. Ellgas, she too lived in the Parkside Circle area and was concerned about the CM Capital property development. Ms. Bowen noted that Pleasanton voters have been very much in favor of maintaining the city as a planned community. She discussed: 1) the number of parcels within the city that already have building permits; 2) the Summerhill project that is taking place; and 3) the number of high density projects already taking place. Ms. Bowen read a quote from a Hart Middle School newsletter regarding traffic issues in the area, and felt that locating so many projects within the school locations would add additional problems and concerns. She felt some housing projects should be put in other locations.

Becky Dennis, 838 Gray Fox Circle – commented on a letter she had sent to the Housing Commission on behalf of Citizens for a Caring Community dated June 18, 2014. She asked that this letter be made available to members of the public attending this meeting. Ms. Dennis commented on the 2015-23 Housing Element Update Preliminary Draft not going forward with legal aspect. She suggested the Commission recommend to City Council that an Ordinance be put in place.

Referencing her June 18 letter, Ms. Dennis felt that:

1. The Housing Element contains internal conflicts between the goal of meeting Regional Housing Needs Allocation (RHNA) targets, the goal of approving HDR developments in accordance with Pleasanton’s IZO, and staff’s assertion that the City has surplus affordance housing capacity for the purposes of addressing the RHNA targets.
2. Staff’s legally unenforceable IZO does not constrain the fulfillment of Pleasanton’s regional housing obligations.
3. Staff failed to follow the Housing Commission’s direction given at the April 2013 stakeholder workshop to develop IZO alternatives for inclusion in this Housing Element update.
4. The Draft Housing Element does not contain any new policies/programs that would encourage land owners to collaborate with nonprofit developers as a condition of seeking City approval for significant up-zoning of their property.

Ms. Dennis was concerned that members of the public were being left out in the decision-

making and that waiting eight more years to resolve issues would be too long.

James Paxson, 4305 Hacienda Drive, Suite 330 – commented on inventory and sites in Hacienda. Mr. Paxson advised that:

1. Building sites in Hacienda go through a rigorous review process, thoughtful consideration was given before they were included in the housing inventory, and all projects in the Hacienda Park are first class projects.
2. Sites are viable and need to be interesting to high quality developers.
3. Site rankings discussed.
4. Hacienda sites meet requirements of the City's General Plan more than other sites by offering sites that are easier to build, programs available to those living in the area, easy access to transportation, etc.

Mr. Paxson felt that Parkside residents had valid concerns and that getting input and critique from them makes for better projects.

**Chairperson Welsh closed the meeting for public comment at 7:42 p.m.**

Commissioner Casey thanked the public for their comments. He confirmed with Mr. Bocian that matters relating to land use and current designation were reviewed by the Planning Commission.

Commissioner Casey asked about Program 1.1 and was advised by Ms. Wallis that staff was not making any recommendations to re-designate properties.

Commissioner Casey's comments included: 1) with respect to Program 1.1, if there were any plans to re-designate at any time, then it should come back to this Commission and should be noted on the schedule; 2) whether staff believes that the current standard of 300 units built on an annual basis is an acceptable standard; and 3) the impact on schools based on input from the Pleasanton Unified School District.

Commissioner Lopez indicated she agreed with Ms. Dennis regarding Goal #5 and would like to see examples of what the City is planning to do.

Ms. Wallis and Mr. Bocian reviewed Goals 5 and 6 and felt that programs and policies in other areas of the Housing Element address Goal 5.

Commissioner Lopez indicated she was looking forward to the incentives being developed for Policy 10.

Commissioner Cass discussed with Mr. Bocian the ordinance issues that had been raised by Ms. Dennis. Mr. Bocian provided information about the IZO and stated that the City wanted to try and meet the 15% level indicated in the IZO. He discussed rent restrictions that are in place for the short term and advised that the City Council wanted a review of the Lower Income Housing Fee for which staff is currently developing information and will be bringing forward to discuss alternative options.

Commissioner Cass noted that he had been advised by staff that all developments meet the 15% IZO level. Mr. Bocian provided information on how the City could meet the goals.

Chairperson Welsh discussed the public being left out of the IZO process and how this should

be addressed. Mr. Bocian advised that staff discussions with developers in the early stages of project development are not done in a public hearing setting. However, the public has numerous opportunities to provide comments and input at various stages in the review process, and these comments are all taken into consideration as part of the City's action on any project.

Chairperson Welsh felt it is beneficial for the public to be involved in the process.

Commissioner Lopez asked about Goals 10 and 14 and the waiving of City fees, and suggested this be clarified and made clearer within the Housing Element. She also suggested that in Policy 16.1 the City call out what it has been doing.

Commissioner Casey suggested that managing the Housing Element without an ordinance would be difficult. He felt there needed to be some definition to plan a community based on a 300 units per year slow growth method, and not having a plan could force staff to have to haggle with developers. Commissioner Lopez agreed and felt Commissioner Casey's comments needed to be forwarded to City Council.

## **COMMUNICATIONS**

Planning Commission Staff Report – June 11, 2014. Reviewed - no comment.

## **MATTERS INITIATED BY MEMBERS OF THE COMMISSION**

Commissioner Casey discussed with staff making a Task Force assignment change for the East Pleasanton Task Force. He advised that due to his business travel he will no longer be able to represent the Commission on this Task Force. Mr. Erickson suggested this be done at the August meeting. Mr. Bocian advised that it may be necessary to cancel either the July or the August meeting.

## **COMMITTEE REPORTS**

Kottinger Place Task Force – no report.

East Pleasanton Specific Plan Task Force – no report.

## **DISCUSSION OF FUTURE MEETING AGENDAS**

Mr. Erickson stated that the July meeting is tentatively scheduled to include the following items:

- Workshop regarding the Housing Commission work plan for the coming year
- Appointment of representatives to the East Pleasanton Task Force, Kottinger Place Task Force, and Tri-Valley Housing Scholarship Program Board

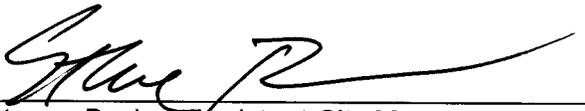
**ADJOURNMENT**

The meeting was adjourned at 8:12 p.m. by unanimous consent.

DATED: June 19, 2014

  
\_\_\_\_\_  
Ann Welsh, Chairperson

ATTEST:

  
\_\_\_\_\_  
Steven Bocian, Assistant City Manager