

## **HUMAN SERVICES COMMISSION AGENDA**

**Wednesday, October 2, 2013  
7:00 P.M.**

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

---

### **CALL TO ORDER**

- Pledge of Allegiance
- Roll Call

### **AGENDA AMENDMENTS**

### **MINUTES**

1. Approve regular meeting minutes of August 21, 2013

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

2. Introductions/Awards/Recognitions
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. Presentation from Senior Support Program of the Tri-Valley on its FY 2012/13 Contract Service Agreement and Final Performance Report
5. Receive End of Fiscal Year 2012/13 Fee Assistance Program Report

### **COMMUNICATIONS**

6. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report: July and August 2013
7. Housing Commission Minutes: June 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
  - Senior Support Program of the Tri-Valley
  - Tri-Valley Housing Scholarship Program Committee

## **COMMISSION COMMENTS**

8.

## **STAFF COMMENTS**

## **ADJOURNMENT**

---

---

### **Notice**

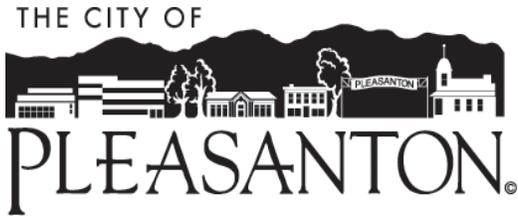
Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Commission after distribution of the agenda packet are available for public inspection at the Community Services Department, 200 Old Bernal Avenue, Pleasanton.

### **Accessible Public Meetings**

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

---

---



# City of Pleasanton Human Services Commission Minutes

---

**City Council Chamber, 200 Old Bernal Avenue, Pleasanton, CA 94566  
August 21, 2013 – 6:30 p.m.**

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

Chairperson Roby called the meeting to order at 6:37 p.m. The Pledge of Allegiance to the flag was recited.

## **ROLL CALL**

Commissioners Present: Joyce Berger, Alison Boswell, Varsha Clare, Susan Hayes, David Nagler, Rosiland Wright, and Chairperson Brock Roby.  
(Commissioner Theresa Rowland arrived at 6:50 p.m.)

Commissioners Absent: Prashant Jhanwar

Staff Present: Kathleen Yurchak, Community Services Manager; Scott Erickson, Housing Specialist; and Edith Caponigro, Recording Secretary.

## **AGENDA AMENDMENTS**

There were none.

### **1. MINUTES**

A motion was made by Commissioner Berger, seconded by Commission Nagler, to approve the minutes from the May 15, 2013 meeting. The motion was approved.

A motion was made by Commissioner Nagler, seconded by Commissioner Wright, to approve the minutes from the June 19, 2013 meeting. The motion was approved.

## **MEETING OPEN TO THE PUBLIC**

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

Chairperson Roby introduced everyone to the new Youth member of the Commission, Alison Boswell, and welcomed her to the Commission. He also welcomed and presented a Certificate of Appointment to Susan Hayes, the new Alternate for the Commission.

Commissioner Clare was sworn in as a regular Commissioner by Chairperson Roby.

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

There were none.

**MATTERS BEFORE THE COMMISSION**

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

Mr. Erickson provided Commissioners with information regarding the CAPER process and the requirement for submitting the annual report to HUD pursuant to CDBG program requirements. He provided a PowerPoint presentation and reviewed with them tables in the report that outlined HHSG Program Funding Allocations and CDBG Program Accomplishments and showed charts that indicated income, race/ethnicity breakdowns, special needs, and timelines. The Commission was also informed by Mr. Erickson that ECHO Housing had submitted a request to carry-over some of their allocated funds to the following year. In addition, Neighborhood Solutions has not used all of its funding due to timing issues with grants and loans, but will also carry it over to next year.

Commissioner Clare was advised by Mr. Erickson of a typographical error on the report that indicated Open Heart Kitchen had not used all of their allocated funds; he confirmed that they had in fact used all allocated funding.

**Chairperson Roby opened the meeting for agency presentations.**

TVHOC, Annika Olson (Community Stabilization Program) – thanked the Commission for the funds they had received and advised that they had been used to provide clients with Home Buyer Education and Loan Modification Assistance. Ms. Olson advised that TVHOC has been able to provide repeated success by leveraging resources and providing a variety of services. She discussed the importance of being able to help people retain their homes.

Chairperson Roby discussed with Ms. Olson the differences in trends versus the previous year and Commissioner Wright discussed with her the requirement for providing one-on-one services and the stigma people feel when they have to ask for assistance.

Commissioner Rowland commented on the fact that she personally had benefitted from the services provided by TVHOC.

Tri-Valley Haven, Samantha Burrows & Vicki Thompson (Tri-Valley Haven Food Pantry, Counseling/Temporary Restraining Order Clinic, Shiloh DV Shelter and Services, and Sojourner House Homeless Shelter) – Ms. Thompson provided information about the Food Pantry and advised that they had exceeded the goal and number of Pleasanton residents they had projected to be served. She advised that the Food Pantry had also provided Thrift Store vouchers to help people obtain clothing and has been working diligently with other organizations to provide much needed services.

Chairperson Roby discussed with Ms. Thompson the operation of the Mobile Food Pantry and Commissioner Nagler discussed the challenges of trying to inform members of the community about services that are available and questioned how Tri-Valley Haven made people aware of this service. Ms. Thompson advised that information is provided in the agency's brochure and referrals are also received from 2-1-1 and by word-of-mouth. Commissioner Wright confirmed that information is available in the new Pocket Guide and that Tri-Valley Haven works closely with Open Heart Kitchen.

Ms. Thompson thanked the Commission for funds received for their Counseling program that enabled the agency to assist 59 Pleasanton residents and provide 305 units of service. She advised that a resource card is provided by local police to people in need of help.

Ms. Thompson provided Commissioner Rowland with information about the Restraining Clinics that Tri-Valley Haven provides. She also provided information about the shelter and services provided at Shiloh and the five Pleasanton residents served in the program. The Commission was informed that a Bilingual Case Manager helps serve Spanish speaking clients and she discussed the benefits of clients attending the classes offered by Tri-Valley Haven.

Chairperson Roby was advised by Ms. Thompson that the average length of stay for people staying at Shiloh was approximately 105 days.

Ms. Burrows provided a report on the 16-bed Sojourner House Homeless Shelter advising that the number in the shelter had been less than the projected goal, but that goals had been exceeded in other areas, e.g., case management.

The Commission was advised by Ms. Burrows and Ms. Thompson that there is more community awareness of Tri-Valley Haven's programs.

Commissioner Wright discussed the Affordable Health Care Act and asked agencies to consider providing details in their presentations. Ms. Burrows and Ms. Thompson discussed levels of services and what services they will be able to provide.

Axis Community Health, Valerie Jonas (Healthcare Access for the Uninsured and Pre-Development for Capital Project) – provided information about the services Axis provides and how the grant has allowed low-income residents to access healthcare. Ms. Jonas advised that a total of 852 Pleasanton residents benefitted from the program that has helped them to keep medical needs under control. She advised that Axis is preparing for many new enrollments

through the healthcare Affordable Care Act and anticipates a 100% increase when people begin converting.

Commissioner Nagler was advised by Ms. Jonas that Axis has not had an opportunity to consider providing dental services, because to do so would be cost prohibitive.

The Commission was informed by Ms. Jonas that Axis is moving into the construction phase on their Capital Project and the grant received helped pay for consultants and architectural design. Axis anticipates 40,000 medical visits a year to be provided at this new facility, and services will continue to be provided at the current Pleasanton and Livermore sites.

Ms. Jonas noted that additional funds for this project are being raised through a Capital Campaign and that \$9-\$10M is needed for the overall project. It is hoped that the project will be completed in Spring 2014.

Neighborhood Solutions, Victoria Johnson (Housing Rehab Program) – thanked the Commission for allocating the grant and provided information about the services that had been provided. She advised that the program had been very successful and a total of 14 households had been served. Ms. Johnson discussed the assistance provided to first time homebuyers and the number of senior single-women in need of service. Several emergency grants (e.g., water heater and new electrical wiring) were accomplished during the past year.

Spectrum, Tara Marino (Meals on Wheels Program and Congregate Meal Program) – advised that a total of 118 Pleasanton seniors who can't cook or are housebound were provided meals from the Meals on Wheels Program, a 20% increase from the previous year. Ms. Marino advised that meals are prepared at Valley Care Hospital.

Ms. Yurchak questioned whether there was any correlation in the drop in numbers for the Congregate Meal Program and the increase in the Meals on Wheels Program. Ms. Marino felt that more seniors were finding it easier to convert and having meals delivered. Commissioner Wright discussed the fact that more seniors are requiring modified foods.

Ms. Marino noted that over 300 Pleasanton Seniors had been served in the Congregate Meal Program, a drop from 500 the previous year. She discussed the benefit of socialization that this program offers to seniors 5 days/week and the fact that voluntary donation is requested, but not required.

Commissioner Nagler questioned if other available meal options were the cause of the drop in participants in the Congregate Meal Program, and Commissioner Clare asked if asking for donations was a hindrance.

Commissioner Berger was informed by Ms. Yurchak that no decline in attendance at the Senior Center had been noted, and that other sites have also indicated a drop in participation in the Congregate Meal Program. She advised that staff is discussing other options with Spectrum. Ms. Yurchak discussed with Ms. Marino the contract that Spectrum has with the County for this program.

Abode Services, Penny Anderson (TVHSP Case Management Services) – thanked the Commission for the funding and advised that the program has been very successful and is at capacity. She advised that one graduate has left the program and successfully retained his/her housing, while another client left school and had to exit (a requirement of the program).

Chairperson Roby discussed with Mr. Erickson funding for this program through the Housing Commission. Mr. Erickson clarified that the funding for case management services comes through the Human Services Commission while the funding for the monthly rent subsidies comes through the Housing Commission using federal HOME funds.

Commissioner Wright questioned whether clients in the program were on CalWorks. Ms. Anderson advised that none were and noted that a waiting list exists for people trying to get into the program.

Tri-City Health Center, Alison Wakefield (East County HIV Advocacy) – advised that the agency provides a large array of services and that funding helped provide case management and medical case management for Pleasanton clients dealing with HIV and AIDS. The Center is located in Fremont and endeavors to keep clients in care. Several clients are from the Tri-Valley area.

ECHO Housing (Housing Counseling Services and Reverse Mortgage Counseling) – Mr. Erickson advised that ECHO Housing was unable to have a representative at this meeting, but had exceeded goals over the past year and had been able to put people in touch with available housing resources. The agency served a large number of people, encountered some staffing and demand issues due to the economic environment. Mr. Erickson advised that the agency will be asked to make a separate presentation on their services to the Commission at a later date.

Legal Assistance for Seniors, Francel D'Andrea (Legal Services and Education for Seniors) – thanked the Commission for supporting this program and advised that funds had helped them to provide help to a senior being abused by a son, and helped another with mental problems. Ms. D'Andrea informed the Commission that the agency is seeing a trend in elder abuse and Legal Assistance attorneys will go to the homes of seniors to meet with them. The agency is also working to provide assistance to seniors for the healthcare Affordable Care Act.

Open Heart Kitchen, Linda McKeever (Ridge View Hot Meal Program, Hot Meal Program – Lutheran Church, and Regional Food Storage Project) – Ms. McKeever advised that OHK has seen an increase in seniors participating in the Ridge View program and is averaging 10-15 drop-ins each day. Participants in the program are allowed to take food home, menus are redone every month, and food is cooked on-site with a fresh salad and soup every day.

Commissioner Nagler questioned whether having the food cooked on-site was the difference between the success of this program and the failing of the Spectrum program. He also discussed with Ms. McKeever the take-out service being provided by OHK.

Ms. McKeever advised that the majority of the Lutheran Church Hot Meal Program is take home meals and that so much fresh food is donated to the program that they allow clients to take some home. She noted that OHK has seen an increase in the number of schools participating in the box lunches they provide. Ms. McKeever advised that approximately 320 box lunches are provided each week and services provided are volunteer driven.

The Commission was provided an update on the Regional Food Storage Project by Ms. McKeever advising that OHK and Tri-Valley Haven are storing food products in the units for some of the smaller pantries and that donations are being picked up from the new Walmart food store.

Commissioner Nagler discussed with Ms. McKeever, management and access to the Food Storage facility by the smaller pantries. Ms. McKeever advised that she had been contacted by the Alameda County Food Bank for possible use of this storage area, but didn't believe it would be a good use because of potential trash issues. She informed Commissioner Nagler that there had been an increase in inter-activity between the pantries because of the storage facility.

CRIL, Michael Galvan (Independent Housing Services for the Disabled) – thanked the Commission for their continued support. He advised that Pleasanton's projected numbers had been down over the past year, provided information about housing and accessibility, a low-income survey, and Workshops and Leadership Academy.

Commissioner Rowland indicated she was pleased with the services that CRIL provides. Mr. Galvan advised that CRIL was moving towards ADRC that helps teach people to take charge of their life. Commissioners indicated that they were impressed with the list of agencies that CRIL collaborates with.

Easter Seals, Zach Lupton (Tri-Valley Community Inclusion Group) – thanked the Commission for their support and provided information about the after-school program they provided for the 18 Pleasanton residents they served who have disabilities. Mr. Lupton provided details about a 19-year old client with autism who is now attending Cal-State in Hayward. He discussed the goals of the clients and what services Easter Seals provides to help them achieve these goals.

Eden I&R, Inc., Alison DeJung (2-1-1 Alameda County) – thanked the Commission for supporting the 2-1-1 program and advised that services are provided 24/7/365 and complement services provided by the City of Pleasanton. Ms. DeJung provided information about their database noting that during the past year they had received 770 calls from Pleasanton residents, and provided over 1,000 referrals. She advised that top needs were for housing, legal services, food, etc. and that 2-1-1 anticipates receiving a larger number of calls when the Affordable Health Care Act is in place.

The Commission was advised by Ms. DeJung that an annual report for the 2-1-1 program will soon be available. She provided information about a Pleasanton single-senior resident who had called advising that she used most of her income for rent and was referred to other agencies for services and prescreened for CalFresh. Commissioner Rowland questioned whether any of the agencies this person was referred to would provide case-management and whether anyone from

2-1-1 would be following-up to determine if the correct help is being provided. She felt it was important that someone with a multitude of needs receive follow-up.

East Bay Innovations (EBI), Linda Ratner (Ticket to Work Employment Network) – the Commission was thanked for supporting this project. Ms. Ratner advised that it had been difficult to find people to participate, and had questioned whether it was a program that should have been offered at a later time after the healthcare Affordable Care Act was in place. A large amount of counseling had been provided to 11 individuals and a Workshop was conducted. EBI has learned much about other agencies and the services they provide and will be making an effort to work more on collaborations, it also is anticipating rolling this program over into regular programming.

Chairperson Roby discussed the challenges of finding people to participate in the program.

**At 8:43 p.m. Chairperson Roby closed the meeting for agency presentations.**

A motion was made by Commissioner Berger, seconded by Commissioner Nagler, to accept the Community Development Block Grant (CDBG) Consolidated Annual Performance and Evaluation Report (CAPER) for Fiscal Year 2012 presented and reviewed, and instruct staff to submit to HUD.

**ROLL CALL VOTE:**

AYES: Commissioners Berger, Clare, Nagler, Rowland, Wright, Hayes, and Chairperson Roby.

NOES: None

ABSENT: Commissioner Jhanwar

ABSTAIN: None

Chairperson Roby asked for Commission comments on receiving agency reports. Commissioner Clare indicated she liked the process and thought it would be good for Commissioners to visit the agencies and thought the Commission should take this under consideration. Chairperson Roby agreed.

Commissioner Wright provided information on what is done by the Alameda County on Aging group. Commissioner Rowland noted that the Commission needed to be careful about not violating the Brown Act and commented on what the Commission had done in the past.

**COMMUNICATIONS**

**5. Eden I&R, Inc. 2-1-1 Alameda County Monthly Narrative Report: (April, May, and June 2013)**

Reviewed. No comments.

**6. Housing Commission Minutes – June 20, 2013**

Reviewed. No comments.

## **COMMISSION REPORTS**

Senior Advisory 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

Commissioner Wright advised that she had attended a recent Veteran's Fair and had obtained a lot of information. She also discussed the importance of the Affordable Health Care Act, noting that it may fail if people don't sign up for it, and advised that agencies are going to receive \$40 for every person they sign up for the program.

Commissioner Rowland advised that she had attended two Alameda County events: one on the Affordable Healthcare Act. She discussed the possibility of the Commission partnering with Axis on this matter.

Commissioner Clare confirmed that community colleges do not require students to have healthcare coverage.

## **COMMISSION COMMENTS**

There were none.

## **STAFF COMMENTS**

Ms. Yurchak advised that copies of the new Pocket Guide were available on the back table.

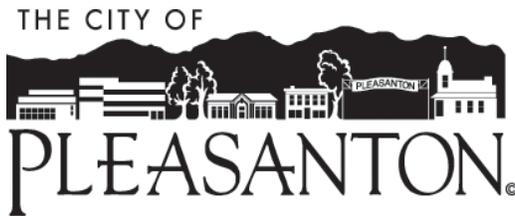
8. The next Commission meeting is scheduled for September 18 at 7:00 p.m. City Council Chambers.

9. Strategic Plan Workshop #3 is scheduled for Wednesday, September 11 at 6:00 p.m., 157 Main Street, Conference Room 3.

Ms. Yurchak informed Commissioners that she is transferring to another department within the City of Pleasanton and Ms. Andrade-Wax would be taking over the Human Services Commission meetings until a replacement is found. Ms. Yurchak thanked the Commission and said it had been a pleasure working with all of the members. Commissioners indicated they would miss her and wished her success in her new position.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:07 p.m.



# Human Services Commission Agenda Report

---

October 2, 2013  
Item 4

**SUBJECT: PRESENTATION BY SENIOR SUPPORT PROGRAM OF THE TRI-VALLY ON  
ITS FY 2011/12 CONTRACT SERVICE AGREEMENT AND FINAL  
PERFORMANCE REPORT**

---

## **SUMMARY**

The City contracted with Senior Support Program of the Tri-Valley to provide unique services to its residents during Fiscal Year 2012/13. As a stimulation of its Service Agreement, Senior Support is required to present to the Commission a brief overview of the agency's contracted services that were funded for the fiscal year. Attached is a copy of the FY 2012/13 Final Performance report.

## **RECOMMENDATION**

It is recommended that the Commission hear Senior Support's presentation and review and provide comments on the FY 2012/13 City Contract Service Agreement Final Performance Report.

## **FINANCIAL STATEMENT**

The Fiscal Year 2012/13 Contract Service Agreement was budgeted at \$60,000 in the City's General Fund.

**BACKGROUND**

Annually, the City considers contracting with agencies that provide unique services to its residents. For Fiscal Year 2012/13, the City contracted with Senior Support Program of the Tri-Valley which helps to fund three (3) unique programs for its residents: Case Management Services, Friendly Visiting Program, and In-Home Registry Care Program.

Per the Contract Service Agreement guidelines, projects must begin in July and conclude in June, and the agency is required to submit a Mid-Term and Final Report. Additionally, Contract Service providers are required to present to the Commission a brief overview of the agency's funded projects at the conclusion of the Fiscal Year. Attached for the Commission's review is Senior Support Program's Final Performance Report.

**ALTERNATIVE ACTION**

Any other action as determined by the Human Services Commission.

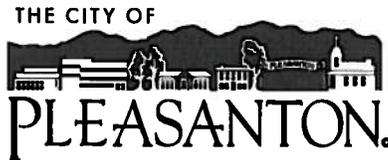
Submitted by:

/s/  
Kathleen P. Yurchak  
Community Services Manager

Attachment

1. Senior Support Program of the Tri-Valley FY 2012/13 Final Performance Report

## Pleasanton City Agreement FY 2012/13 Final Report



# CITY SERVICE AGREEMENT

## FY 2012/13 FINAL REPORT

DUE JULY 19, 2013

|                                      |        |
|--------------------------------------|--------|
| <b>City Service Agreement Number</b> | 09-453 |
|--------------------------------------|--------|

|                    |  |
|--------------------|--|
| <b>Agency Name</b> | Senior Support Program of The Tri Valley |
|--------------------|--|

|                       |                      |
|-----------------------|----------------------|
| <b>Agency Address</b> | 5353 Sunol Boulevard |
|-----------------------|----------------------|

|                     |   |
|---------------------|---|
| <b>Project Name</b> | Case Management, Registry Services, Friendly Visiting |
|---------------------|---|

|                           |                  |
|---------------------------|------------------|
| <b>Executive Director</b> | Marlene Petersen |
|---------------------------|------------------|

|                           |                                  |
|---------------------------|----------------------------------|
| <b>Report Prepared By</b> | Marlene Petersen/Nicole Albrecht |
|---------------------------|----------------------------------|

|                         |              |                      |                     |
|-------------------------|--------------|----------------------|---------------------|
| <b>Telephone Number</b> | 925-931-5378 | <b>Email Address</b> | mpetersen@ssptv.org |
|-------------------------|--------------|----------------------|---------------------|

|                                    |          |  |          |                                      |    |
|------------------------------------|----------|--|----------|--------------------------------------|----|
| <b>Amount of 2012/13 Agreement</b> | \$60,000 | <b>Total Amount Invoiced by Year End</b> | \$60,000 | <b>Amount of Agreement Remaining</b> | \$ |
|------------------------------------|----------|--|----------|--------------------------------------|----|

Please use as much space as necessary to complete the following questions, or attach additional pages.

1. Has your project met the community needs identified in your work plan? Yes  No   
Please explain.

The three programs identified in our work plan were: case management, friendly visiting and registry services. All three programs not only met the needs of the elderly but surpassed program goals. Our primary function was to provide seniors with the tools and support necessary to maintain independence, improve quality of life, ensure safety, and promote well-being with dignity.

## **Pleasanton City Agreement FY 2012/13 Final Report**

According to the 2011 Eastern Alameda County Needs Assessment, the Tri-Valley is a growing population with the number of women over the age of 85 quadrupling since 1990. Tri-Valley demographics are also changing. The Asian/Pacific Islander population has nearly tripled since 1990, and the majority of this population is isolated due to a language barrier. The population of Tri-Valley residents just above the poverty line who do not qualify for federal assistance has grown too. All of these factors have increased the need for case management services, and surveys state residents need more mental health and transportation services.

We successfully responded to these and other community needs by serving as a one-stop-resource shop for seniors. Home visits, assessments, frequent monitoring, placement of friendly visitors or home care workers, and utilization of a variety of community resources are just a few of many tools our programs employ to help older adults thrive.

### **2. Describe the overall project achievements and how City dollars contributed to the project.**

The Senior Support team has seen many great accomplishments in our programs this year. We recognize case managers, in-home caregivers, and friendly visitors have the incredible opportunity to help seniors improve their quality of life. Often, the most meaningful improvements may not be the largest or most costly changes. From teaching family members to show their care and support through simple acts of kindness to helping a senior sign-up for our transportation program, these small changes positively and significantly impact a senior's life. Our team also provides essential support by assisting with larger changes. Guiding a family to place a loved one in an appropriate living facility can be a huge, constructive change to ensure the senior is as safe and stable as possible. Whether through small or large changes, the three programs effectively improve older adults' quality of life. Ultimately, without the City of Pleasanton's ongoing support, these services would not exist. We cannot express how thankful we are for the city's dedication to assist seniors with the following programs:

#### **Case Management:**

Case managers continue to be a critical resource for seniors to connect them with assistance from the community. As reflected in the 2011 Eastern Alameda County Needs Assessment, finding low-income housing is a growing issue in the Tri-Valley. Consequently, our case managers have had more housing requests than any previous year. While we cannot create more housing options, we can link seniors to the best resources for their particular situation. Taking seniors and their families on housing tours, coordinating volunteers to pack belongings, and referring seniors new to the area to medical facilities are just a few of many ways case managers help ease the transition to a new, more affordable housing option. Also, requests to help manage care for loved ones diagnosed with Parkinson's and/or dementia/Alzheimer's has increased. Arranging and facilitating family meetings is one way case managers provide a safe place for the discussion and planning of a loved one's care. Case managers additionally run a Caregiver Support Group, which provides resources and assistance specifically catering to the needs of caregivers to Tri-Valley seniors.

The case management team continues to problem-solve, locate, arrange and monitor services, such as transportation, meals, Farmer's Market Coupons, safety devices, in-home companions and workers, referral of volunteers, assistance with applications for benefits (i.e. SSI and PG&E discounts, food vouchers, and emergency financial aid). These services make the difference in determining whether a senior can remain independent in their home. This year we are proud to report our case managers provided **84** Pleasanton seniors with **1,349** visits. They also provided additional one-time services to **68** seniors; these seniors required services typically accomplished in a short time frame.

#### **Registry Services:**

The registry program continues to be a key resource for assisting seniors in finding high quality care providers. The care providers are interviewed and screened by our Care Provider Coordinator. Their names are then given

## **Pleasanton City Agreement FY 2012/13 Final Report**

to clients to interview and hire. Our coordinator continues to monitor caregivers to ensure both the worker and client are happy. These care providers work for less salary than a private registry. This is very important, since many of our seniors do not qualify for the In-Home Supportive Services (IHSS) program through the county and pay out-of-pocket. A large group of the seniors we serve are what we consider near-poor; they have too much money to qualify for county assistance but barely enough to get by. This leaves these older adults with virtually no funds to get the assistance they need. The coordinator works hard to find solutions to seniors' caregiver needs. For some of our clients, the compassionate work these caregivers deliver is truly the difference in deciding whether a senior can remain in their home.

This year **87** seniors were provided with caregivers to assist them live independently.

### **Friendly Visiting:**

This program is the foundation of our organization. For 31 years, we have successfully recruited and matched volunteers to seniors who are isolated, lonely and in need of a friendly visitor. The volunteers often become a senior's new friend to talk to and be comfortable with. While volunteers bring great joy to seniors, seniors also bring the same joy to volunteers. Our volunteer coordinator checks on both the volunteer and client regularly. We also have four dedicated in-house volunteers who assist with office work and call the seniors monthly to see how they are doing. These personal phone calls provide seniors with a sense of belonging; seniors know someone truly cares about their well-being. Volunteers not only share the joys and success stories of interacting with seniors, but they are also trained to alert us about concerns they notice, such as needing more assistance or special care. Acting on these early warning signs allows older adults to receive essential resources more quickly, extending the time a senior can remain in their home.

Our volunteer coordinator works with several volunteer groups. From local churches to organizations, we have a plethora of resources to assist with projects. This year, the rotary provided 64 seniors with cleaning, small home repair, and home beautification help. To date, SSPTV has 100 registered volunteers and works with approximately an additional 350 volunteers from local groups and churches. We feel so fortunate to live in such a giving and caring community.

During the last quarters of the year, the friendly visitor program held their holiday and spring luncheons. Both events had approximately 70 seniors in attendance. We could not do these luncheons without the assistance from local businesses and community groups. Blackhawk Network sponsored our holiday luncheon, and a local group of community women provided hundreds of homemade cookies that were thoroughly enjoyed by the seniors. Chevron assisted with our spring luncheon by serving and visiting with the seniors. Both events were successful and provided a safe place for socialization, which can be difficult for those who are frail and /or disabled. A great time was had by all. In fact, we are never sure who has more fun at these events between the seniors, volunteers and staff.

Through the friendly visiting program, **94** seniors were provided with volunteers to assist them with their needs. The volunteers provided **3,661** visits, in addition to **5,269** calls. We are so proud of everything our volunteers do to improve the quality of life for seniors living in our community.

3. Describe any opportunities created to enhance/continue the project in the next fiscal year, and what, if any steps are being taken to ensure success without City funds in the future.

One of the greatest enhancements to continue this project into the next fiscal year is the wonderful working relationship we have with Pleasanton Senior Center's staff. Our location facilitates quick and effective referrals, which often prevent crisis situations. Timely communication with Senior Center staff helps efficiently evaluate

## **Pleasanton City Agreement FY 2012/13 Final Report**

seniors' needs. This fiscal year, our case management team and transportation coordinator continued to work with the Paratransit staff in assessing and problem-solving for those having difficulty using the system.

SSPTV funding is all program-specific; we have a small grant for case management services from Title Three Older Americans Act to serve the Tri-Valley, but it is not sufficient, considering the number of clients we serve. Currently, each city in the Tri-Valley provides funding for older adults living in their respective communities.

Senior Support staff and board of directors continue to search for new funding opportunities to ensure the continuation and expansion of services. This year, we had a few small fundraisers, and we received a large number of private donations. We are thankful for all the wonderful people who contribute to our program, enabling us to continue providing senior services in the community. We cannot express how grateful we are to the City of Pleasanton for your continued support, which allows us to provide greatly needed services to help seniors remain safe in their homes. Senior Support is proud to have been serving seniors for 31 years. None of this could have been accomplished without the City's support, along with our other funders, dedicated volunteers, staff, seniors, and community support.

We feel the following story from Senior Support exemplifies how working closely with the City of Pleasanton is a winning combination for Tri-Valley seniors.

Our case management team recently received a referral from a local hospital regarding Mr. C. Mr. C is an elderly Pleasanton resident who is 95% blind, which hinders his ability to safely complete daily activities and trust others for help. Once Mr. C was released from the hospital, a case manager went on a home visit to discover he had isolated himself in his home. First, our case manager vacuumed his living space, a task that was not done for the past 4-8 years. Once our case manager learned about Mr. C's needs, she also gained his trust. Mr. C has no friends or family in the area and relies solely on his building manager to acquire groceries and basic necessities for survival; a maintenance worker enters the apartment twice a week to empty the garbage. Next, our case manager scheduled an eye exam for Mr. C, where we discovered Mr. C's vision could be restored. With surgery, Mr. C will regain 50% of his vision in one eye. This will make a huge difference in Mr. C's ability to function and quality of life.

Restoring hope that Mr. C may once again be able to connect with his community, our case management team has coordinated multiple resources to assist him. Our case manager helped Mr. C file Medicare recertification documents and set-up Medicare Part D; Mr. C accidentally threw away his old Part D card, preventing him from filling any of his prescriptions. Mr. C will soon have an IHSS in-home caregiver to help with cooking, laundry, reading mail, cleaning, and other crucial tasks. Our case manager has additionally referred Mr. C to our transportation program. Senior Support's transportation team will not only take Mr. C to his upcoming eye surgery and pre/post-operative appointments, but they will also pick-up and deliver essential preoperative medication, ensuring he follows preoperative instructions appropriately. Perhaps most importantly, our case manager realized Mr. C was afraid to answer his phone. Not only could he not see the incoming phone number, but he also could not get to his phone quickly enough with his current vision; messages were also difficult for Mr. C to receive. Our case manager has set-up a California Technology Assistance Program telephone. This phone is wireless, announces who is calling, and encourages Mr. C to connect with the outside world. Following his surgery, Mr. C is looking forward to visiting the Pleasanton Senior Center with guidance from his new friend, his case manager.

Mr. C's story is just one of numerous examples of how seniors benefit from the City's generous contributions to Senior Support.

**Pleasanton City Agreement FY 2012/13 Final Report**

If tracked by your agency/project, please complete the following statistical data:

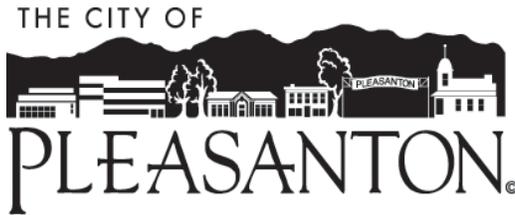
|   |   |
|---|---|
| <b>Clients/participants reported as:</b>            | Individuals ___x___ Duplicative _____ Unknown _____   |
| <b>Total Clients/Participants Served this year.</b> | # of Children (under 18) _____ # of Adults <u>333</u> |

| <b>Number of Pleasanton Residents to be served stated in Work Plan</b> | <b>Total Pleasanton clients served this year</b> | <b>Total units of service delivered this year (hours, etc.)</b> | <b>% of goal achieved to date</b> |
|--|--|---|-----------------------------------|
| <b>Case Management :</b>   |  |   |                                   |
| <u>40 Seniors</u>  | <u>84 Clients served</u>                         | <u>1349 Visits</u>  | <u>210%</u>                       |
| <u>Registry: 25 Seniors</u>  | <u>87 Clients Served</u>                         |   | <u>348%</u>                       |
| <u>Friendly Visiting</u>   |  |   |                                   |
| <u>25 new seniors</u>  | <u>94 Clients</u>                                |   | <u>376%</u>                       |
| <u>2100 Visits</u>   | <u>3661 Home Visits</u>                          |   | <u>174%</u>                       |
| <u>2000 Phone visits</u>   | <u>5269 Phone Visits</u>                         |   | <u>263%</u>                       |
| <u>One-to-One 60</u>   | <u>68 clients Served</u>                         |   | <u>113%</u>                       |

|  |                        |
|--|------------------------|
| Signature <u><i>Maureen Peterson</i></u> | Date: <u>7/18/2013</u> |
| Title <u><i>Executive Director</i></u>   |                        |

*Received 7-19-13*

Completed Form can be emailed to [kyurchak@cityofpleasantonca.gov](mailto:kyurchak@cityofpleasantonca.gov), or mail to:  
 Attn: Kathleen Yurchak, PO BOX 520, Pleasanton, CA 94566



# Human Services Commission Agenda Report

October 2, 2013  
Item 5

**SUBJECT: RECEIVE END OF FISCAL YEAR 2012/13 FEE ASSISTANCE PROGRAM REPORT**

---

## **SUMMARY**

The City of Pleasanton sponsors a Fee Assistance Program for Pleasanton residents living within the Pleasanton property tax limits that would like to participate in Community Services programs, but may not have the financial means to do so. Residents who meet the income requirements and can contribute 50% towards the program/service total are eligible to apply.

Annually, the Human Services Commission reviews the Fee Assistance Program and provides comments or suggestions on the program.

## **RECOMMENDATION**

It is recommended that the Human Services Commission receive the FY 2012/13 Fee Assistance Program report.

## **FINANCIAL STATEMENT**

For FY 2012/13, funding for the City of Pleasanton Fee Assistance Program was approved at \$13,000. Donations from the public totaled \$103.00, increasing the amount of available funds for FY 2012/13 to \$13,103.

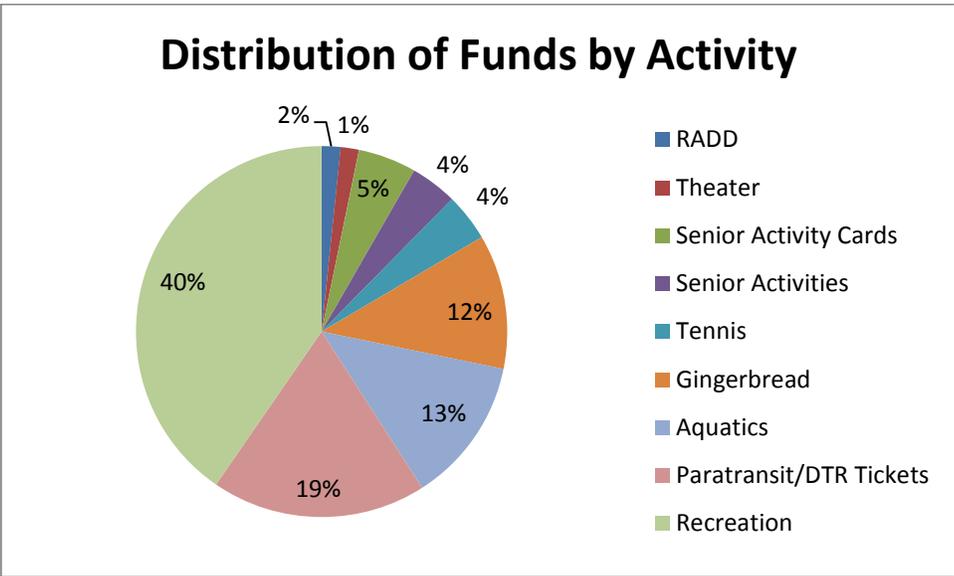
**BACKGROUND**

For over 18 years, The City of Pleasanton has supported a scholarship or fee assistance program which allows eligible residents to receive financial assistance to help pay for City services such as Recreation classes, Sports programs, Paratransit rides, Senior Center classes Drop-in programs, and Civic Arts events. Eligibility requirements are based on the Federal Housing and Urban Development (HUD) income guidelines. Applications and guidelines for the program are included in Attachment 1. The program focus was initially on low income seniors and youth with an average of 30 applicants approved each year and a total City allotment of around \$7,000. A changing economic climate; increasing demand for the service; and changes to the program in 2009, allowed for low income residents of any age to apply; which has lead to a dramatic increase in eligible applications. Attachment 2 provides a statistical review of the FY 2012/13 Program.

Over the years, the structure of the program has been augmented to ensure that funds would be available throughout the year, thus the total funds are separated into two (2) allocations; July and March. This change has allowed for funds to be available year-round, however, funds can be depleted near the end of the fiscal year (June 30) due to the increased number of summer enrollments. We continue to actively seek donations from the the public for this program.

For FY 2012/13, the City Fee Assistance budget was \$13,013. This included \$13,000 of general fund dollars, and \$103 in donations from the public. There were 121 fee assistance applications approved with 55% or 66 applications for seniors and 45% or 55 applications for other residents. The 121 approved residents represented a possible \$35,900 in fee assistance. As in past years, not all approved applicants use their entire allocation, therefore of the available \$13,103, \$11,735 was used, leaving a balance of \$1,368.

The chart below indicates the total distribution of fee assistance funds by activity. Seniors predominantly use funds for Paratransit, activity cards, recreation classes at the Senior Center and, theater tickets, while other users registered mostly for general recreation classes/camps, aquatics programs, Gingerbread Preschool, and tennis programs.



**ALTERNATIVE ACTION**

Any other action as determined by the Human Services Commission.

Submitted by:

/s/

Kathleen P. Yurchak  
Community Services Manager

Attachments

1. Fee Assistance Guidelines and Application
2. FY 2012/13 Statistical Review of Fee Assistance Program
3. Historical Fee Assistance Statistics

## Community Services Department Community Services Fee Assistance Program

The City of Pleasanton Community Services Department has developed a Community Services Fee Assistance Program for residents that would like to participate in Community Services programs, but may not have the financial means. Therefore, residents who meet the income requirements and can contribute 50% towards the program/service total are eligible to apply. If you or a family member living in the same household is interested in participating in programs offered through the Department, please review the eligibility criteria for participation.

### **Fee Assistance**

Applicants can receive up to \$200 per individual **or** up to a \$500 maximum per household each fiscal year (July 1 to June 30) as long as funds are available. A 50% co-payment is required per funding allocation. Fee assistance is issued for registration and transportation fees only, not for supplies or other costs. Special trips and excursions are subject to approval by the department manager. **Funding is available on a first come, first-served basis. Full funding is not guaranteed.**

### **Eligibility**

To be eligible, applicants and household members must be Pleasanton residents (living within Pleasanton's property tax limits) and meet established income requirements based on the U.S. Department of Housing and Urban Development Guidelines (HUD).

Applicants must submit a previous year's tax return and current pay stub or other proof of income and other supporting documents as stated in the application per household.

### **Application**

Interested individuals/household members may submit applications for consideration at any time during the year, in conjunction with the classes or programs advertised in the Community Services Activities Guide or for senior/disabled transportation services.

Completed applications with supporting documents may be submitted to the Community Services Department at 200 Old Bernal Ave. or the Pleasanton Senior Center at 5353 Sunol Blvd. for review and consideration. You will be contacted regarding approval within 48 hours of submitting your application.

More information may be obtained by contacting the Department at (925) 931-5340.

**Department of Community Services  
Community Services Fee Assistance Program**

**Application Guidelines and Information**

1. Fee assistance is available to all Pleasanton residents living within the Pleasanton property tax limits.
  2. Fill out and sign the attached application form. Incomplete forms will not be processed.
  3. The following proofs of income/financial need for **all household members** must be attached:
    - Proof of Residency (REQUIRED)
    - A copy of last year's Federal Income Tax Return showing that you fall under the income eligibility guidelines listed on application. The household size must equal the number claimed on your income tax form (REQUIRED)
    - Current pay stub (REQUIRED)
- If you check any of the below, please attach verification to the Fee Assistance Application.*
- Proof of unemployment
  - Proof from the School District that your child is eligible for free or reduced priced meals
  - Proof that your family is receiving Food Stamps
  - AFDC
  - SSI/MediCal
  - Rental Assistance
  - Child or Spousal Support
4. A completed application form must accompany income information. Complete and return your application with materials supporting proof of income to the Community Services Department at least two weeks prior to the first day of the program for which assistance is being requested.
  5. **A 50% funding allocation may be applied toward the class, program or transportation fee, based on need and availability of funds.**
  6. Fee assistance is awarded on a first come, first-served basis and is funded only as long as there are available resources.
  7. Fee assistance is issued for registration and transportation fees only, not for supplies or other costs. Special trips and excursions are subject to approval by the department manager.
  8. The fee assistance recipient or the recipient's family/guardian must pay the remaining amount of the class or a 50% co-payment. A fee assistance recipient is not assured a place in the program and is not considered registered for a program until the co-payment has been received. Co-payment must clear and be in cash, valid check or VISA OR MasterCard and there are no refunds once co-payment is received.
  9. Any past due accounts must be brought current before a fee assistance application is considered.
  10. All fee assistance applications are kept confidential.
  11. Fee assistance applicants may submit applications for consideration throughout the year for Community Services programs.
  12. Submittal of an application is not a confirmation into the class or a confirmation of class registration or approval of fee assistance. A Community Services representative will notify you upon application approval or denial.
  13. Community Services will make the final determination based on the application and required criteria.
  14. Notification of fee assistance award is made by phone within 48 hours of submitting your application.
  15. The Community Services Department does not discriminate on the basis of race, color, national origin, gender, age, medical condition, marital status, or religious belief.
  16. Applicants who falsify information or do not attend class regularly may be ineligible for fee assistance. If extenuating circumstances prevent regular attendance, please call the office at (925) 931-5340.
  17. Keep this page for your records.

**Community Services Fee Assistance Program Applications can be submitted by mail or in person at:  
Community Services Office 200 Old Bernal Ave. or Pleasanton Senior Center 5353 Sunol Blvd.**

**City of Pleasanton  
Community Services Fee Assistance Program  
2012/2013**

**CONFIDENTIAL INFORMATION**

**Date:** \_\_\_\_\_

Individual

Household - (Three or more in family)

**Name of Applicant:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

**Relationship to Household Members:** \_\_\_\_\_

Household members to be included in the fee assistance program:

|   | Name | Date of Birth |   | Name | Date of Birth |
|---|------|---------------|---|------|---------------|
| 1 |      |               | 5 |      |               |
| 2 |      |               | 6 |      |               |
| 3 |      |               | 7 |      |               |
| 4 |      |               | 8 |      |               |

**Employer Information:** (if applicable):

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

**Family currently receives:** (Check all that apply, and attach verification)

- AFDC                       School Lunch Assistance                       Public Assistance  
 SSI                               Food Stamps     Rental Assistance  
 Other \_\_\_\_\_     Unemployment Assistance

**Family Income Limit\*:** (Include income of all family members)

| <i>Household Size</i> | <i>Income Limit</i> | <i>Household Size</i> | <i>Income Limit</i> |
|-----------------------|---------------------|-----------------------|---------------------|
| 1                     | \$45,750            | 5                     | \$70,600            |
| 2                     | \$52,300            | 6                     | \$75,850            |
| 3                     | \$58,850            | 7                     | \$81,050            |
| 4                     | \$65,350            | 8                     | \$86,300            |

**Annual family income:** \$ \_\_\_\_\_ (See Application Guidelines)

\*Source: Department of Housing and Urban Development [HUD], 12/1/11, "low income" (80% of median) limits by household size for the Oakland-Fremont Metro Fair Market Rent area which includes Alameda and Contra Costa counties.

**Verification of income attached:**

- Employer verification
- Current Pay Stub
- Tax Return
- Social Security/MediCal
- Disability Insurance or Unemployment
- Other \_\_\_\_\_

I hereby certify that the annual family income indicated on this application represents all adults living in the household and all means of support from employment income and government assistance.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

The following optional information will only be used for statistical reporting and is completely confidential:

How did you learn about the Fee Assistance Program? \_\_\_\_\_

Qualified applicants will be considered without regard to race, color, national origin, gender, age, medical condition, marital status, or religious belief.

In accordance with the Americans with Disabilities Act (ADA), if special accommodations are necessary at any stage of the application process, please provide the Community Services Department with advance notice and every attempt will be made to consider your request.

**FOR OFFICE USE ONLY**

Application received: \_\_\_\_\_  
Date

By: \_\_\_\_\_  
Signature

Application approved: \_\_\_\_\_  
Date

By: \_\_\_\_\_  
Signature

Residency Verified:       Income Verified:       Current Pay Stub:

Funding Amount Approved: \$ \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Fee Assistance Review 2012/13

The Fee Assistance Program for 2012/13 saw an increase in applicants and use of funds. Low income residents of Pleasanton had the benefit of receiving a 50% discount on recreation activities, paratransit bus rides, preschool, and other various activities sponsored by the City of Pleasanton.

### Fee Assistance Funding:

|                                      |   |
|--------------------------------------|---|
| Allotment #1 (July 1, 2012)          | \$ 9,000                                      |
| Allotment #2 (March 1, 2012)         | 4,000   |
| Donations (Public)                   | <u>103</u>                                    |
| <br>Total Funding Available          | <br>\$13,103                                  |
| <br>Total Fee Assistance Funds Spent | <br><u>\$11,735</u> (90% of Fund Distributed) |
| <br>Balance                          | <br>\$ 1,368                                  |

There were a total of 121 Fee Assistance applications approved.

|              | <u>Total</u> | <u>% of Total</u> |                                |
|--------------|--------------|-------------------|--------------------------------|
| Seniors/RADD | 66           | 55%               | \$13,200 (\$200 Average Grant) |
| Other        | 55           | 45%               | \$22,700 (\$413 Average Grant) |

### Total distribution of funds spent:

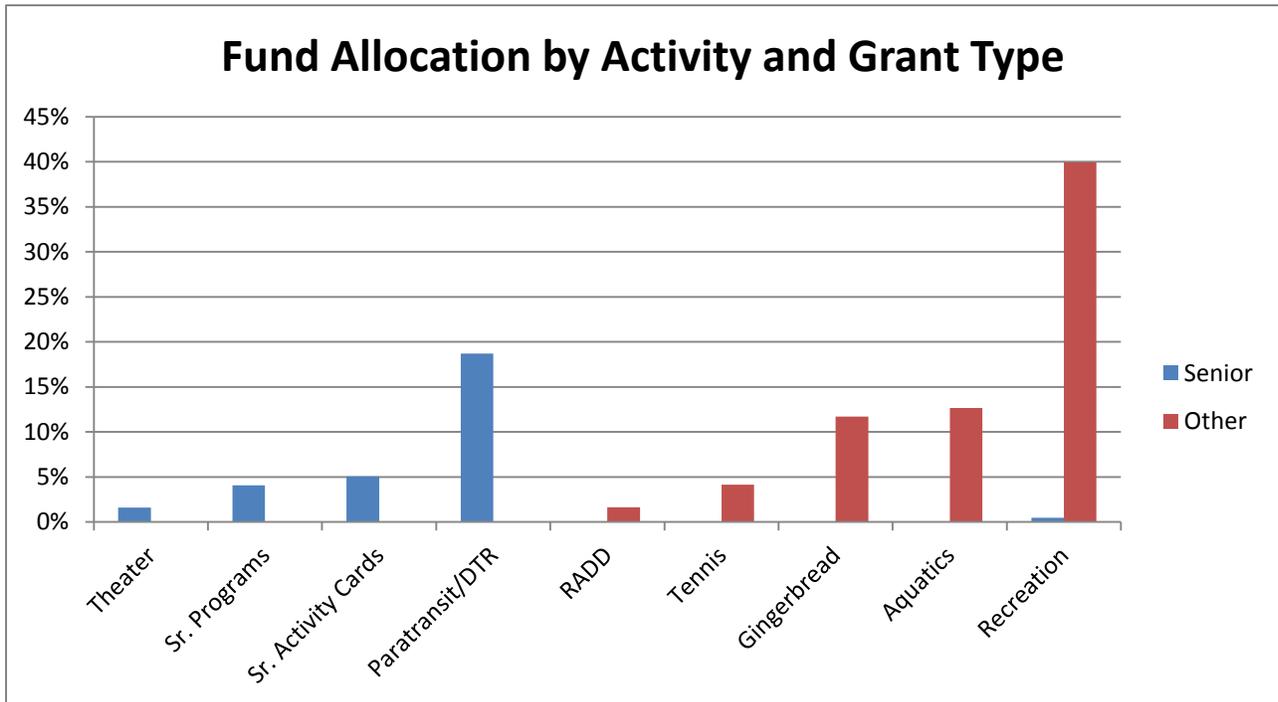
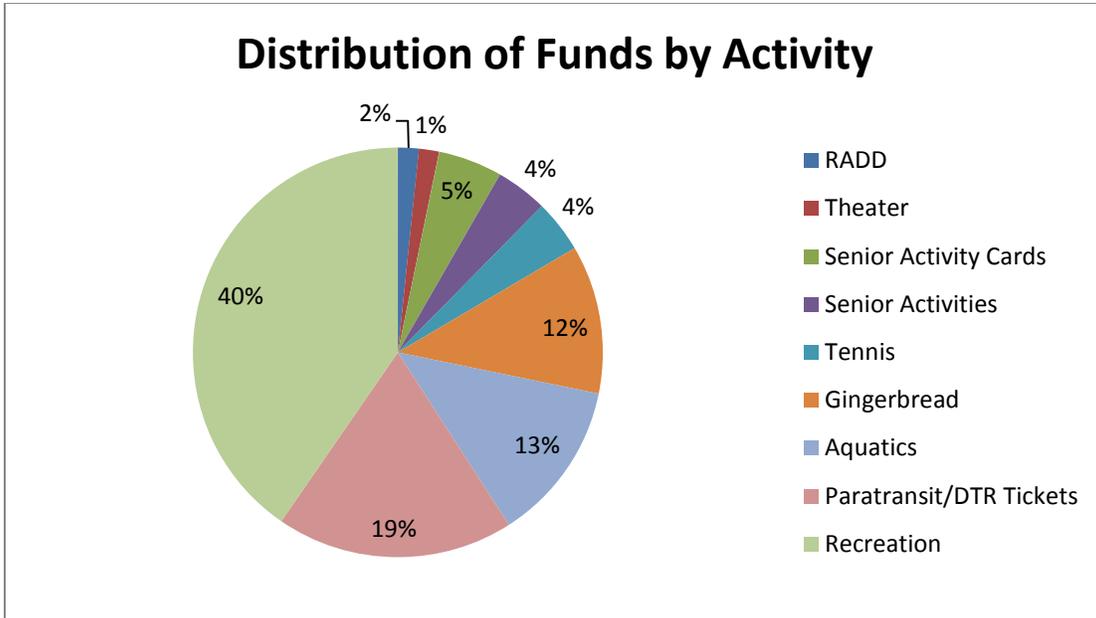
|              | <u>Total \$ Distributed</u> | <u>% Distribution</u> |
|--------------|-----------------------------|-----------------------|
| Seniors/RADD | \$ 3,623                    | 31%                   |
| Other        | \$ 8,112                    | 69%                   |

Twenty six (26) grants went unused this year.

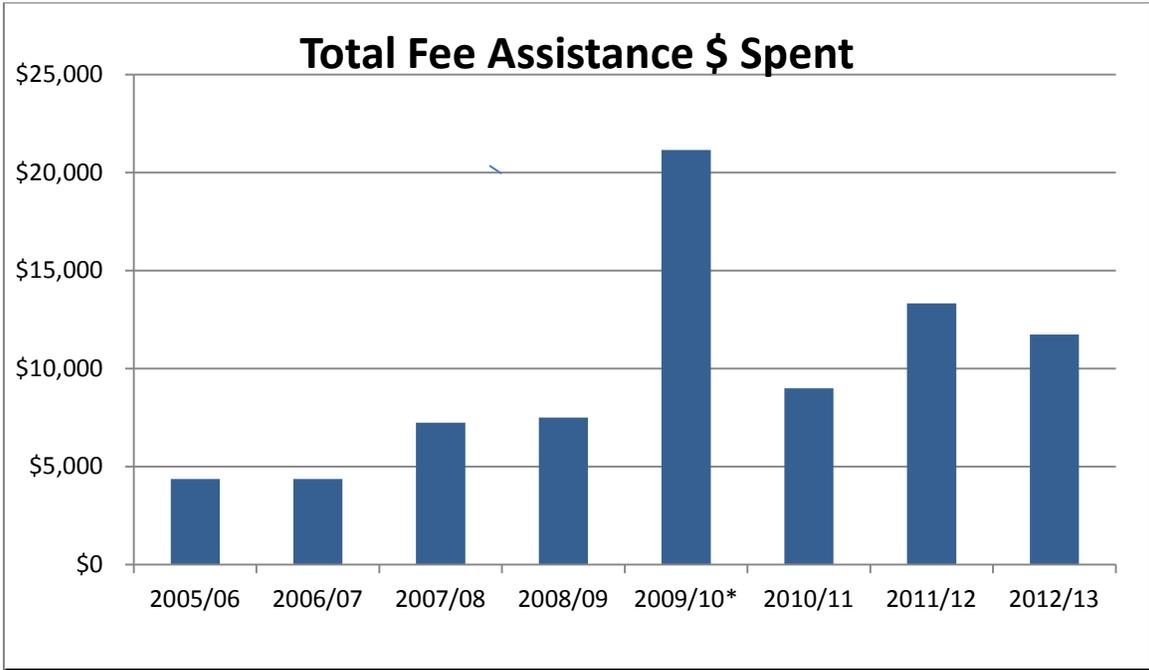
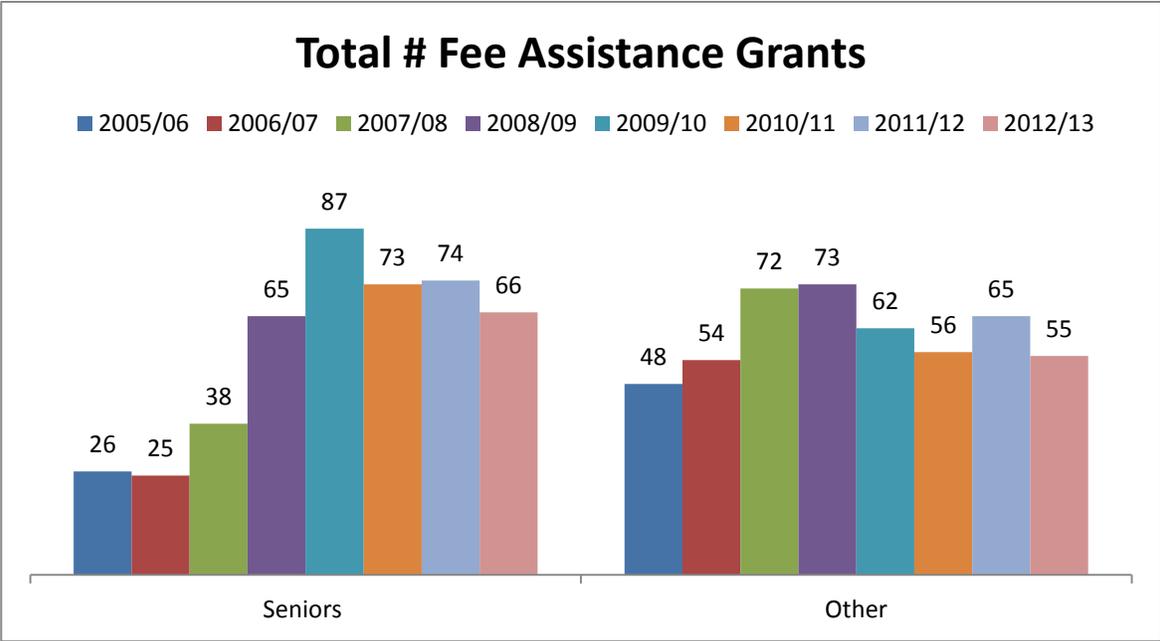
### Distribution of funds by activity:

| <u>Activity</u>         | <u>Total \$ Spent</u>  | <u>Total % Spent</u> |
|-------------------------|------------------------|----------------------|
| RADD                    | \$ 193.00              | 2%                   |
| Theater                 | 187.50                 | 2%                   |
| Senior Activity Cards   | 592.50                 | 5%                   |
| Senior Activities       | 478.00                 | 4%                   |
| Tennis                  | 486.00                 | 4%                   |
| Gingerbread             | 1,375.00               | 12%                  |
| Aquatics                | 1,486.25               | 13%                  |
| Paratransit/DTR Tickets | 2,196.00               | 19%                  |
| Recreation              | <u>4,740.77</u>        | <u>40%</u>           |
| <br><b>Total</b>        | <br><b>\$11,735.02</b> | <br><b>100%</b>      |

# Fee Assistance Fund Distribution Charts



# HISTORICAL FEE ASSISTANCE STATISTICS



The distribution of funds in 2009/10 was 75% contribution by Fee Assistance and 25% funded by participant. The distribution for the other years was 50/50.

**EDEN I & R, Inc.**

**2-1-1 Alameda County Monthly Narrative Report: July 2013**

**Noteworthy Updates**

Eden I&R is beginning its seventh year of providing 2-1-1 services in Alameda County. In the first month of the new fiscal year, 8,812 calls were handled and 15,028 health, housing and human service referrals were provided. Of the unduplicated callers, 79% were female, 35% 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 July it received 118,142 hits from 9,176 visitors.

Eden I&R began Fiscal Year 2014 by reviewing its accomplishments of the prior year. These include 2-1-1 handling over 100,000 calls for the third consecutive year; a 36% increase over the previous fiscal year in the number of calls to 2-1-1 in which Resource Specialists conducted CalFresh outreach and pre-screenings; securing some new foundation funding partners; distributing over 74,000 pieces of marketing material at 104 events throughout the year; and continuing to stay abreast of the impact in the County of both realignment and health care reform and how 2-1-1 can best assist people. These and many more activities from Fiscal Year 2013 are detailed in the 2-1-1 Annual Report soon to be distributed and placed on the agency's website: [www.211alamedacounty.org](http://www.211alamedacounty.org).

These successes were also accompanied by challenges including a reduction in, or cessation of, funding from some long-time funders; receiving several thousand more calls than 2-1-1 has the manpower to answer; maintaining, and in some cases, expanding, the agency's programs with no additional staff; and coping with the deleterious effects of federal sequestration which will impact both the agency's own funding as well as that of the programs and organizations to which 2-1-1 refers clients. Despite these challenges, Eden I&R is looking forward to a very busy and productive year while operating on yet another lean budget.

**Call Information**

**Call Examples**

~ A Fremont resident called for information regarding domestic violence and stalking. The caller said that her ex-husband had been violent towards her and that his mother was now stalking her. Her ex-husband had left her and their children with no resources. She was very nervous about calling 9-1-1 for help because she had a custody hearing coming up and did not want to deal with any additional wrath from her ex-husband by involving law enforcement. She indicated that she was not very comfortable calling agencies for help. 2-1-1 asked for, and received, permission from the caller to make a conference call to the Family Violence Law Center to help advocate for her so that she could receive various forms of assistance, including legal assistance, so that she can keep herself and her children safe. The caller was prescreened for, and referred to, the CalFresh program as she had informed 2-1-1 that she was unable to adequately feed her children and herself.

~ A Hayward resident who is the parent of a 19-year-old who was a victim of gang rape called seeking assistance for her daughter. The daughter, who suffers from emotional and psychological trauma, is homeless and working as a prostitute. The daughter refuses to live with her mother or seek help out of prostitution. The caller indicated that her daughter does not have substance abuse issues and was not connected to a pimp. The caller thought that her daughter was suffering from PTSD and needs to be medically evaluated and treated at a psychiatric facility. She was provided referrals to Alameda County Behavioral Health Care Services for mental health evaluation assistance, Alameda County Medical Center for psychiatric services, and the Homeless Action Center for benefits assistance for her daughter.

~ A woman called from Pleasanton seeking information on rental assistance and schools. The family, who had recently moved from another state, was living in an extended stay motel with two dogs. The caller said that her husband had recently gotten a union carpentry job and was paid weekly and they were in need of rental deposit assistance to move out of the motel and into an apartment. The caller was not eligible for rental assistance programs as the family did not meet the residency requirements. The caller indicated that her son was very bright and a good athlete and that he wanted to enroll in the neighborhood school, however she could not provide a home address because of the family's current living situation. She was informed about the McKinney-Vento Homeless Education Assistance Act, a federal law that ensures immediate enrollment and educational stability for homeless children and youth.

## EDEN I & R, Inc.

|  |   |
|--|---|
| <b>Call Examples</b>                     | ~ An Oakland resident called for assistance filing for unemployment insurance, food, and legal assistance. The caller was referred to the Robert Allen Mercy House for USDA and emergency food bags, as well as to the Alameda County Community Food Bank. 2-1-1 pre-screened the caller for CalFresh and referred her to Alameda County Social Services to apply for CalFresh, and to the Legal Aid Society's Employment Law Center.   |
|  | ~ A Livermore resident called on behalf of her mother, who is a single parent, for affordable housing options. The caller informed 2-1-1 that her mother is not eligible for citizenship until 2014 and that she currently has no income. The caller was provided referrals for the Davis Street Family Resource Center, Child Family and Community Services, and to the Berkeley Albany Licensed Day Care Operators Association for child care subsidies. The caller was informed about the CalFresh Program and referred to Alameda County Social Services to apply.  |
|  | ~ A woman from Piedmont called for rental assistance and was provided information on the Season of Sharing (SOS) Program. Two weeks later, she called back and was frantic because she was late in picking up her messages and found that SOS had attempted to reach her on two occasions and she had missed both calls. She was in danger of becoming homeless and asked if there was a way she could contact SOS without having to reapply for the program through the phone intake again. She was provided the organization's email address.   |
| <b>Caller Feedback</b>                   | ~ "I live in Oakland, and I spoke with your operator today, as well as a couple of days ago. I would like to compliment her on her professionalism, her courtesy, her style, her empathy. She is just so concerned and she gives you as much information as she is able to give. She is very, very patient, and I just think she is marvelous. I am so happy that I had the opportunity of speaking with her. She does such an excellent, thorough, well thought out job on her calls. I appreciate it. I am in need of housing right now, I need immediate housing due to foreclosure. I like the way your operator assisted me with all the information. She is a jewel." |
|  | ~ "I live in Fremont, and I just talked to your employee. She was so nice and helpful and gave me a lot of help. I was looking for a job and she helped me...guided me. I really appreciate that."  |
|  | ~ "I have lived in Oakland, California for 88 years. I would like to comment on your worker whom I just spoke to. She was very capable, very fine. And let me just say that I know good people and she is excellent, a wonderful employee. She handled the call very well, very professionally, and I couldn't leave the phone without commenting on service...this lady is excellent, she is a very responsible operator."   |
|  | ~ "I just spoke with your employee, she was fantastic...lots of information. She was very patient, very caring, really took her time speaking with me, she is very good. You are lucky to have her working for you."  |
| <b>Staff Inservice Training Sessions</b> | ~ Working with Callers who are Victims of Domestic Violence, In-house Staff Training  |
|  | ~ Pleasanton Senior Center In-Service Presentation  |
|  | ~ Child Care Links In-Service Presentation  |
|  | ~ CRIL In-Service Presentation  |

### Resource Information And Technology Updates

|                                |  |
|--------------------------------|--|
| <b>Services Database</b>       | ~ Three new agencies were added to the services database this month.   |
|                                | ~ The services database contains 1,111 agencies and 2,866 programs.  |
|                                | ~ The process of updating the 475 Non-Directory agencies is complete.  |
|                                | ~ We have started the process of updating the 599 Directory agencies for the 2014 Big Blue Book and have requested by mail, fax and email that each agency update their information.   |
| <b>Housing Database</b>        | ~ 630 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 118,142 hits from 9,176 visitors. |
| <b>Technology</b>              | ~ 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.  |
|                                | ~ MAA Time Survey reporting began and Phoneline Resource Specialists participating in the Perpetual Time Survey are now receiving daily reports showing their time spent under applicable Activity Codes.  |

## EDEN I & R, Inc.

|                   |  |
|-------------------|--|
| <b>Technology</b> | ~ After noting that certain call statistics had significantly changed following an upgrade of the agency's call reporting software, staff have initiated a detailed review of the new reporting features and are in the process of developing a standardized and comparable method for reporting call statistics. Most important among these is the call abandonment rate. |
|-------------------|--|

| <b>Outreach/Public Information Activities</b> |  |
|---|--|
|---|--|

|                 |  |
|-----------------|--|
| <b>Meetings</b> | ~ As a member of 2-1-1 California, Eden I&R was asked to speak with Ryan McDonald from the California Coordinated Care Initiative (CCI). The Executive Director spoke at length with Mr. McDonald who wants to make sure that 2-1-1 Resource Specialists fully understand the healthcare changes about to be instituted, especially as they relate to Medi-Cal. Mr. McDonald will be presenting in-service trainings to Eden I&R staff in the near future. |
|                 | ~ The Executive Director attended State Assemblymember Nancy Skinner's town hall meeting in Oakland on healthcare reform.  |
|                 | ~ The Executive Director presented at the monthly Alameda County City Manager's Association meeting covering the history of 2-1-1, its current capabilities, and the need for sustainable fair and equitable leveraged funding from the cities, the county, and the private sector.  |
|                 | ~ The Executive Director participated in the monthly Bay Area 2-1-1 Partnership meeting during which best practices and regional concerns were shared.   |
|                 | ~ The Executive Director attended the monthly Community Corrections Partnership (CCP) Executive Committee meeting as well as the general CCP meeting in order to stay abreast of the new realignment and reentry processes being planned for released inmates into Alameda County.   |
|                 | ~ 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 Aging & Disability Resource Connection (ADRC) meeting. This is a newly formed committee in Alameda County to help the aging and disabled population in Alameda County with long-term services and support.   |
|                 | ~ The Housing Outreach Coordinator attended the Hayward Non-Profit Alliance meeting. There were presentations about fundraising and grant writing in order to sustain much needed community services and programs.   |
|                 | ~ The Deputy Director participated with several other representatives from community-based organizations in a Human Services Strategic Plan Focus Group in Pleasanton. In response to the Eastern Alameda County Human Services Needs Assessment, the city's Human Services Commission is developing a Strategic Plan to better understand the community's needs, barriers to service, and collaboration opportunities and is seeking community input.     |
|                 | ~ The Deputy Director, Director of Information Technology, 2-1-1 Program Manager, AHIP Coordinator, and one of the 2-1-1 Phoneline Resource Specialists met with Daniel Scott, Community Development Specialist from Alameda County Housing and Community Development. The meeting focused on Shelter Plus Care and how 2-1-1 can best refer clients to the program.   |
|                 | ~ The Housing Outreach Coordinator was invited to speak at the Oakland Commission on Disability to explain how 2-1-1 works and how the service helps vulnerable populations in Oakland and throughout Alameda County.  |
|                 | ~ The Housing Outreach Coordinator attended the Alameda County General VOAD meeting and facilitated the meeting as the new Chairperson.  |
|                 | ~ The Housing Outreach Coordinator facilitated an American Red Cross preparedness class for the staff of Acta Non Verba and for the Case Managers of West Coast Children's Clinic. She explained the role of 2-1-1 before, during, and after a disaster.   |

## EDEN I & R, Inc.

|                                      |  |
|--------------------------------------|--|
| <b>Fairs/Events/and<br/>Outreach</b> | <p>~ 2-1-1 Marketing materials were distributed this month to Family Service Counseling Center in San Leandro, City of Oakland Friday Nights Live program at City Hall, St. Vincent de Paul/St. John's Church in San Lorenzo, Highland Hospital's Immunology Department, and Kaiser Permanente Hayward's Medical Social Work Department.</p>   |
|                                      | <p>~ The Development/Marketing Officer made presentations about 2-1-1 to two sessions of three different levels of English Language Learners at The English Center in Oakland. 2-1-1 materials were distributed to all students at this independent, post-secondary school which is also a workforce development agency. The English Center serves immigrants, international students, and professionals who need to improve their communication skills to achieve their goals and find better jobs, attend college, and improve their professional options.</p> |
|                                      | <p>~ The Development/Marketing Officer represented Eden I&amp;R at the 10th Annual Healthy Living Festival at the Oakland Zoo sponsored by the United Seniors of Oakland and Alameda County.</p>   |
|                                      | <p>~ The Veterans Housing Rovers participated in, and distributed 2-1-1 marketing material at, a Veterans Resource Fair in Pleasanton sponsored by State Senators Corbett and DeSaulnier.</p>  |
|                                      | <p>~ Staff participated in, and distributed 2-1-1 marketing materials at, the Downtown Hayward Street Festival.</p>  |
|                                      | <p>~ The 2-1-1 Program Manager and Development/Marketing Officer were on a panel discussing "working with homeless families" as part of the Center for the Vulnerable Child at Children's Hospital and Research Center at Oakland's monthly workshop series. 2-1-1 marketing materials were made available for Center staff to distribute to clients.</p>  |
|                                      | <p>~ Large 2-1-1 posters in English and Spanish were updated and printed for distribution to organizations and agencies for display. In July, posters were distributed to Native American Health Center, Intertribal Friendship House, and Native American Children's Center.</p>  |

# Alameda County Summary By City

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

|                     | <sup>1</sup> Total<br>Calls | <sup>2</sup> Client<br>Calls | <sup>3</sup> General<br>Calls | <sup>4</sup> Un-<br>duplicated<br>Clients | Disabled<br>Clients | Male<br>Clients | Female<br>Clients | <sup>5</sup> Youth<br>Under<br>18 | Single<br>Mom W/<br>Minor<br>Children | Referrals    |
|---------------------|-----------------------------|------------------------------|-------------------------------|---|---------------------|-----------------|-------------------|-----------------------------------|---------------------------------------|--------------|
| Alameda             | 185                         | 112                          | 73                            | 89  | 43                  | 18              | 71                | 46                                | 37                                    | 340          |
| Albany              | 17                          | 8                            | 9                             | 7   | 1                   | 0               | 7                 | 2                                 | 2                                     | 41           |
| Berkeley            | 452                         | 204                          | 248                           | 156                                       | 81                  | 42              | 114               | 55                                | 43                                    | 767          |
| Castro Valley       | 151                         | 93                           | 58                            | 54  | 22                  | 12              | 42                | 28                                | 17                                    | 236          |
| Dublin              | 44                          | 28                           | 16                            | 22  | 9                   | 6               | 16                | 11                                | 5                                     | 80           |
| Emeryville          | 47                          | 29                           | 18                            | 25  | 12                  | 6               | 19                | 13                                | 9                                     | 96           |
| Fremont             | 424                         | 244                          | 180                           | 168                                       | 61                  | 39              | 129               | 75                                | 43                                    | 771          |
| Hayward             | 1156                        | 686                          | 470                           | 485                                       | 189                 | 104             | 381               | 284                               | 178                                   | 2312         |
| Livermore           | 176                         | 101                          | 75                            | 74  | 25                  | 15              | 59                | 41                                | 18                                    | 348          |
| Newark              | 114                         | 79                           | 35                            | 44  | 19                  | 12              | 32                | 23                                | 15                                    | 177          |
| Oakland             | 4083                        | 2187                         | 1896                          | 1546                                      | 659                 | 315             | 1230              | 805                               | 547                                   | 7582         |
| Piedmont            | 6                           | 2                            | 4                             | 2   | 0                   | 1               | 1                 | 0                                 | 0                                     | 19           |
| Pleasanton          | 77                          | 41                           | 36                            | 28  | 7                   | 1               | 27                | 21                                | 15                                    | 145          |
| San Leandro         | 522                         | 334                          | 188                           | 237                                       | 84                  | 43              | 194               | 134                               | 82                                    | 1142         |
| San Lorenzo         | 65                          | 46                           | 19                            | 41  | 11                  | 9               | 32                | 23                                | 17                                    | 128          |
| Sunol               | 3                           | 2                            | 1                             | 2   | 1                   | 0               | 2                 | 0                                 | 0                                     | 9            |
| Union City          | 129                         | 83                           | 46                            | 62  | 25                  | 12              | 50                | 34                                | 25                                    | 237          |
| Other               | 1161                        | 100                          | 1061                          | 85  | 27                  | 15              | 70                | 38                                | 32                                    | 598          |
| <b>Grand Total:</b> | <b>8812</b>                 | <b>4379</b>                  | <b>4433</b>                   | <b>3127</b>                               | <b>1276</b>         | <b>650</b>      | <b>2476</b>       | <b>1633</b>                       | <b>1085</b>                           | <b>15028</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: August 2013

#### Noteworthy Updates

During the month of August, 9,183 calls were handled by 2-1-1 Resource Specialists and 15,025 health, housing and human service referrals were provided. Of the unduplicated callers, 81% were female, 35% were single-headed households with minor children, and 39% 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 August it received 104,327 hits from 10,602 visitors.

We are pleased to report that because all 14 cities are once again financially supporting 2-1-1, administrative staff spent a significant amount of time this month negotiating the various types and amounts of 2-1-1 contracts. We welcome back the three cities that, due to economic hardships in the past, were unable to sustain 2-1-1 funding. With the beginning of government departments rebounding from the worst of the recession, and the acknowledgement that 2-1-1 has sustained and grown over the past few years, we are grateful and proud that all Alameda County cities understand and support 2-1-1's role in the fragile health, housing, and human services safety net.

#### Call Information

#### Call Examples

~ A senior female called from Pleasanton and informed 2-1-1 that almost her entire \$950 Social Security income goes to pay rent for her apartment, which she was behind on. The caller indicated that she had no money for food or transportation. She was referred to ECHO Housing in Livermore for rental assistance, Livermore-Amador Valley Transit Authority's WHEELS Program for transportation, CRIL's Travel Training Program for instruction on how to utilize public transit, the Alameda County Community Food Bank for food referrals in her city, UC Berkeley Suitcase Clinic for optometry services, and St. Vincent de Paul for further financial help. The caller was also informed about her possible eligibility for CalFresh benefits and encouraged to apply.

~ A San Leandro resident who is a single mother of three children called 2-1-1 for financial and food assistance. The caller was working but due to a recent divorce had reduced income and was subsequently behind on her mortgage and her utility bills. The caller was referred to HEAP and REACH for utility bill assistance, and Season of Sharing for help with utilities and mortgage payment. For mortgage counseling, the caller was referred to NACA and Keep Your Home California. For assistance with food, she was referred to the All Saints Church's Food Pantry at the Neighborhood Center, Bethel Community Church, Davis Street Family Resource Center, and the Alameda County Community Food Bank. She called 2-1-1 again later in the day and asked for credit counseling, for which she was referred to Money Management International.

~ A senior from Hayward with mental and physical disabilities called for help obtaining food. He informed the 2-1-1 Resource Specialist that he needs food pantries close to where he lives so that he can get to the sites using his power wheelchair. 2-1-1 suggested home delivered meals, and the caller indicated his interest, so he was referred to SOS Meals On Wheels and Project Open Hand. For food pantries, he was referred to New Life Christian Church and Salvation Army. After the call ended, the Resource Specialist thought of additional referrals that could benefit the caller, so she called back and provided him referrals for programs that offer case management, as the caller had mentioned that he only had an IHSS caregiver for assistance. He was referred to the City of Fremont's MSSP Program and BACS, Inc. for case management to assist him further with his needs. The caller was very grateful for the additional referrals.

~ A Fremont resident who is a single mother of two children called for assistance with rental listings, scholarships to enable the mother to go back to school, rental assistance, and an advocate to help her obtain the City of Fremont Housing Scholarship Program. The caller informed 2-1-1 that her unemployment had been cut and her part-time job had ended. She was referred to the Fremont Family Resource Center for advocacy, the Chicana/Latina Foundation, the Hispanic Community Affairs Council, and Progressions, Inc. for college scholarships. The Resource Specialist discovered through the intake process that the caller's rent was higher than her income, thereby making her household ineligible for Season Of Sharing, the only rental assistance program that was active at the time.

## EDEN I & R, Inc.

|  |   |
|--|---|
| <b>Call Examples</b>                     | ~ A representative from California Assembly Member Nancy Skinner's office called for resources to help a single mother on parole who was looking for work, but was having a difficult time finding employers willing to accept her felony conviction. The representative was referred to Youth Employment Opportunity Program, Alameda County Human Resource Services Department's Re-Entry Pilot Program, Volunteers of America Project Choice, Center Point Inc., Oakland Parolee Reporting Center, and East Bay WORKS One-Stop Career Center's Re-Entry Services for assistance finding work, and 2-1-1 also suggested the East Bay Community Law Center's Clean Slate Clinic for help with getting the client's criminal record expunged. |
|  | ~A single Hayward resident who was a victim of domestic violence and had a mental health disability called for assistance in gaining custody of her daughter, counseling, and healthcare clinics in her vicinity that accept Medi-Cal. She was referred to the California Court's Self-Help Center, Bay Area Legal Aid, and the Family Violence Law Center for her custody case; La Familia Counseling Service, Family Service Counseling and Community Resource Center, and Girls Incorporated of Alameda County for individual counseling; and to the Winton Wellness Center and Tiburcio Vasquez Health Center for medical clinics that accept Medi-Cal.   |
|  | ~A single mother of two children with mental and physical disabilities called from Dublin for information on programs that can help pay for a PG&E bill as well as rent. The caller also asked where she could lodge a complaint about the high cost of utilities. She was referred to Operation Dignity for rental assistance, Spectrum Community Service's HEAP program for her utility bill, and the California Public Utilities Commission to lodge a complaint regarding high utility costs.   |
|  | ~ A caller from Berkeley informed 2-1-1 that she was homeless due to a domestic violence situation and was separated from her two children because she was living in her car. The caller's only income was from selling items on eBay, which brought in a meager income. She was pre-screened and referred for CalFresh benefits, the 24-Hour Emergency Shelter, and the 24-Hour Emergency Mobile Response Team.  |
| <b>Caller Feedback</b>                   | ~ "I was five months pregnant with twins and was told during a prenatal appointment the babies were in distress and were not doing well. I was scared to reveal that it was due to the night of abuse I endured the night before. Somehow I mustered up the courage and told the hospital's social worker. She called 2-1-1 and I spoke with someone who was very calming and assuring. I knew they would help me. I was found a bed with a shelter in a different county, somewhere I would be safe. It was so quick, my life changed for the better in a matter of minutes. I wish I had called sooner. I am forever grateful to 2-1-1."  |
|  | ~ "I want to let you know what an excellent worker your operator is. She offered me superb customer service...very genuine, who went above and beyond...you could hear the care and concern in her voice...she really wants to help people. She is an excellent customer service representative."   |
|  | ~ "I just wanted to say that I have received such excellent care and your employee just did an outstanding job...giving me referrals for tenant rights issues. I have used you in the past, you really know how to find good advocates for 2-1-1. I accomplished what I wanted and got good results. It is amazing to find out that you are open all the time, and you are there for people and doing an excellent job...minus the judgment."   |
|  | ~ "I have lived in Alameda, Hayward and Oakland, and I was calling because I'd like to first of all say thank you to your employee and 2-1-1 for being so helpful and open hearted...trying to make a difference in people's lives. Your employee is number one on my list, thank you 2-1-1. I hope 2-1-1 continues to encourage positive motivation in people so that they can change their lives. Your employee just changed mine."   |
| <b>Staff Inservice Training Sessions</b> | ~ CalFresh In-Service Presentation  |
|  | ~ 2-1-1 In-house Best Practices Review  |
|  | ~ SAGE Project In-Service Presentation  |
|  | ~ 2-1-1 Medi-Cal Administrative Activities Time Survey Review   |

### Resource Information And Technology Updates

|                          |  |
|--------------------------|--|
| <b>Services Database</b> | ~ Two new agencies were added in the services database this month.                                     |
|                          | ~ The services database contains 1,111 agencies and 2,872 programs.                                    |
|                          | ~ The process of updating the 599 "Directory" agencies continues. So far we have updated 254 agencies. |

## EDEN I & R, Inc.

|                                |  |
|--------------------------------|--|
| <b>Housing Database</b>        | <p>~ 988 new units were added to the housing database this month.</p> <p>~ Housing Subscriptions (mail, PDF &amp; OHIP) were sent to community-based organizations in Alameda County and San Francisco County.</p>   |
| <b>Online Services Website</b> | <p>~ Eden I&amp;R's health and human services data is provided free through the agency's publicly accessible websites at <a href="http://www.edenir.org">www.edenir.org</a> and <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a>, and <a href="http://www.alamedaco.info">www.alamedaco.info</a>. This month the Online Services Directory received 104,327 hits from 10,602 visitors.</p>   |
| <b>Technology</b>              | <p>~ 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.</p> <p>~ Staff attended the FileMaker Developer's Conference in San Diego. In addition to a wealth of information gleaned on development techniques and tools, insights as to the direction of future releases of the software will greatly benefit the planning of revisions and improvements to the agency's Client/Services/Housing database system.</p> <p>~ An analysis of the new version of Chronicall, the agency's call reporting software, was completed. Staff identified several discrepancies between the calculations used in the previous version and the new version. Some of these were found to be bugs, which staff worked with programmers at Xima to resolve. Some were identified as corrections to the previous version's calculations. Although staff are satisfied with the way the current system calculates statistics, we recognize that some, in particular the number and rate of abandoned calls, will be different from previously calculated results. This difference results in about a 2% increase in the number of abandoned calls from the previous version.</p> <p>~ Staff is beginning the process of evaluating the iCarol software package for use as the agency's primary Client and Services database software. The agency's online service directory (<a href="http://www.alamedaco.info">www.alamedaco.info</a>) will also be evaluated as part of this effort since the iCarol system also includes an online service directory.</p> <p>~ Modifications were made to the 2-1-1 Client database system that will allow Eden I&amp;R to differentiate between the type of probation a caller is on for those callers reporting they are currently on probation.</p> |

### Outreach/Public Information Activities

|                 |   |
|-----------------|---|
| <b>Meetings</b> | <p>~ The Executive Director met with the new Red Cross Regional Chief Executive Officer, Mark Cloutier, in order to solidify the partnership between Eden I&amp;R and the Bay Area Red Cross that has existed for decades. The Red Cross and Eden I&amp;R cross refer people in need of daily assistance, as well as work side by side in Disaster Assistance Centers during and after a disaster.</p> <p>~ The Executive Director attended various countywide meetings related to the reentry of the formerly incarcerated with the goals of coordinating efforts to reduce recidivism and increase employment opportunities for a smooth reentry into the community.</p> <p>~ Management staff met with David Huey, LGA MAA/TCM Coordinator for Alameda County Health Care Services Agency, to review and enhance the agency's Medi-Cal outreach with the goal of linking clients with Medi-Cal coverage and helping them access needed healthcare services.</p> <p>~ The Executive Director attended the Healthcare Town Hall Meeting, organized by Senator Loni Hancock, held at Laney College in downtown Oakland. This extremely well-attended event was highlighted by the Executive Director of Covered California delivering a very comprehensive and updated presentation that described the healthcare reform process and timeframe as it relates to California and its counties.</p> <p>~ Management staff met with Estelle Clemons and two other representatives from Alameda County's Community Action Program. An agency tour was given followed by a long discussion about how 2-1-1 is providing additional outreach to callers by distributing information about the EITC and Bank On Oakland programs.</p> <p>~ Housing &amp; Community Development Department's Assistant Housing Director, Michelle L. Starratt, along with a HUD Representative, visited the agency and was given a tour of the 2-1-1 phone operations. This included a detailed description of Eden I&amp;R's unique housing database that currently contains over 80,000 housing units.</p> <p>~ The Executive Director attended the monthly Bay Area 2-1-1 Partnership meeting that focused on healthcare reform, CalFresh enrollments, and realignment updates. Best practices and challenges were shared among the 2-1-1 county representatives (Alameda, Contra Costa, Santa Clara, Sonoma, and San Francisco).</p> |
|-----------------|---|

## EDEN I & R, Inc.

|  |  |
|--|--|
| <b>Meetings</b>  | ~ The Deputy Director made a 2-1-1 presentation at the bimonthly Alameda County Workforce Investment Board Workforce Systems Committee meeting.  |
|  | ~ The Deputy Director made a 2-1-1 presentation at a meeting of the Pleasanton Human Services Commission, sharing some of the data and accomplishments of the last fiscal year.  |
|  | ~ 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.  |
|  | ~ As Chairperson, the Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting.   |
|  | ~ The Housing Outreach Coordinator attended the Hayward Non-Profit Alliance meeting. The agenda focused on the demographics of Hayward and how that information can assist community-based organizations in Hayward.   |
|  | ~ The Housing Outreach Coordinator attended the Alameda County VOAD Executive Committee meeting as the new Chairperson.  |
|  | ~ The Housing Outreach Coordinator attended the Hayward Housing Element meeting. The City of Hayward is in the process of updating the Housing Element which is designed to create equitable subsidized and affordable housing in the city. This meeting was attended by several community-based organizations from Hayward who all gave input relative to their service population.   |
| ~ 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. |  |
| <b>Fairs/Events/and Outreach</b>   | ~ As the Chair of the Public Relations Committee of the California Alliance of Information and Referral Services (CAIRS), the Executive Director edited and produced the statewide CAIRS newsletter which updated I&R providers throughout the state about Covered CA, CalFresh enrollments, and newly designated 2-1-1 centers.   |
|  | ~ The Alameda County employee newsletter, The Buzz, had a full page feature article this month about the agency's various programs and services. We thank them for their coverage and support.   |
|  | ~ The Housing Outreach Coordinator attended the Volunteer Management tabletop exercise sponsored by Bay Area UASI. We were able to demonstrate Eden I&R/2-1-1's role in assisting spontaneous volunteers during a disaster event.  |
|  | ~ The Housing Outreach Coordinator attended the Interim Housing tabletop exercise sponsored by Bay Area UASI. We were able to demonstrate Eden I&R/2-1-1's role in assisting Alameda County residents with temporary and permanent housing after a disaster event.   |
|  | ~ An Eden I&R representative attended a Learn, Lead & Lift preparedness training facilitated by CARD. We will enhance training for Eden I&R staff with the disaster information.   |
|  | ~ The Housing Outreach Coordinator facilitated a Housing Workshop for the case management staff at FESCO in Hayward .  |
|  | ~ 2-1-1 outreach materials were distributed this month to: Piedmont Avenue Library, Regional Steering Committee of Homelessness and Housing, Tiburcio Vasquez Health Center, Alanon Teen Program, CalWorks, Nina's Bode in Hayward, and Lifelong Medical Center in Oakland,  |
|  | ~ 2-1-1 Posters were provided for display at: Livermore, Pleasanton, and Dublin public libraries, city halls, and senior centers; Rubicon, Employment Development Department, Berkeley Youth Alternatives, Tri-Valley One-Stop Career Center, Winton Medical Center, United Seniors of Oakland and Alameda County, Tiburcio Vasquez, Alameda County Public Health, Alameda County Area Agency on Aging, Social Service Agency, 4C's, Alameda County Lead Prevention, Hayward Area Recreation and Park District, Allen Temple Baptist Church, Tzu Chi Foundation; Abyssinian Baptist Church, and Alameda County Probation Department Transition Center. |
|  | ~ Staff participated in and provided materials at Congreso Familiar, a conference in Spanish for families with children with disabilities, and Allen Temple Baptist Church's Annual Holistic Health Fair in Oakland.   |

**EDEN I & R, Inc.**

|                                      |   |
|--------------------------------------|---|
| <b>Fairs/Events/and<br/>Outreach</b> | ~ The Development/Marketing Officer and the 2-1-1 Program Manager made separate 2-1-1 presentations on different occasions and provided resources to two sessions of College of Alameda's ATLAS Program, a partnership between the College of Alameda, The Workforce Collaborative and Oakland Adult and Career Education to design and deliver career pathways training. The program integrates college-level, adult education and nonprofit resources to create a comprehensive education, training, and job placement program. |
|                                      | ~ The Development/Marketing Officer gave separate presentations at the Dublin Senior Center to the Center's staff and volunteers, and also to seniors.  |

# Alameda County Summary By City

8/1/2013 Through 8/31/2013; 2-1-1

|                     | <sup>1</sup> Total<br>Calls | <sup>2</sup> Client<br>Calls | <sup>3</sup> General<br>Calls | <sup>4</sup> Un-<br>duplicated<br>Clients | Disabled<br>Clients | Male<br>Clients | Female<br>Clients | <sup>5</sup> Youth<br>Under<br>18 | Single<br>Mom W/<br>Minor<br>Children | Referrals    |
|---------------------|-----------------------------|------------------------------|-------------------------------|---|---------------------|-----------------|-------------------|-----------------------------------|---------------------------------------|--------------|
| Alameda             | 188                         | 107                          | 81                            | 92  | 41                  | 19              | 73                | 51                                | 31                                    | 354          |
| Albany              | 23                          | 11                           | 12                            | 7   | 2                   | 2               | 5                 | 1                                 | 0                                     | 46           |
| Berkeley            | 507                         | 240                          | 267                           | 153                                       | 75                  | 38              | 115               | 64                                | 42                                    | 891          |
| Castro Valley       | 129                         | 80                           | 49                            | 62  | 22                  | 9               | 53                | 29                                | 20                                    | 232          |
| Dublin              | 57                          | 24                           | 33                            | 21  | 10                  | 1               | 20                | 11                                | 8                                     | 98           |
| Emeryville          | 35                          | 25                           | 10                            | 21  | 9                   | 7               | 14                | 7                                 | 7                                     | 44           |
| Fremont             | 420                         | 243                          | 177                           | 171                                       | 65                  | 42              | 129               | 78                                | 47                                    | 731          |
| Hayward             | 1159                        | 691                          | 468                           | 478                                       | 174                 | 93              | 385               | 262                               | 166                                   | 2118         |
| Livermore           | 162                         | 89                           | 73                            | 61  | 26                  | 4               | 57                | 37                                | 28                                    | 302          |
| Newark              | 102                         | 69                           | 33                            | 39  | 17                  | 6               | 33                | 25                                | 19                                    | 166          |
| Oakland             | 4198                        | 2103                         | 2095                          | 1484                                      | 598                 | 294             | 1190              | 778                               | 546                                   | 7761         |
| Piedmont            | 4                           | 0                            | 4                             | 1   | 1                   | 0               | 1                 | 0                                 | 0                                     | 8            |
| Pleasanton          | 53                          | 28                           | 25                            | 22  | 4                   | 6               | 16                | 10                                | 5                                     | 100          |
| San Leandro         | 559                         | 349                          | 210                           | 247                                       | 90                  | 36              | 211               | 137                               | 92                                    | 1138         |
| San Lorenzo         | 75                          | 54                           | 21                            | 36  | 9                   | 7               | 29                | 21                                | 12                                    | 136          |
| Sunol               | 1                           | 1                            | 0                             | 1   | 0                   | 1               | 0                 | 0                                 | 0                                     | 4            |
| Union City          | 146                         | 97                           | 49                            | 69  | 25                  | 9               | 60                | 39                                | 24                                    | 310          |
| Other               | 1365                        | 117                          | 1248                          | 91  | 35                  | 19              | 72                | 27                                | 23                                    | 586          |
| <b>Grand Total:</b> | <b>9183</b>                 | <b>4328</b>                  | <b>4855</b>                   | <b>3056</b>                               | <b>1203</b>         | <b>593</b>      | <b>2463</b>       | <b>1577</b>                       | <b>1070</b>                           | <b>15025</b> |

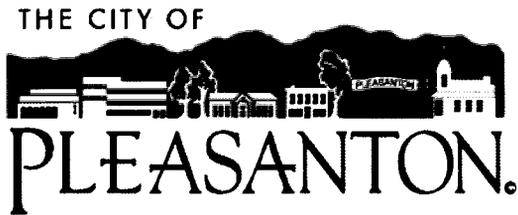
1. Total Calls: The total of Client Calls and General Calls for the reporting period.
2. Client Calls: The number of times Clients called during the reporting period.
3. General Calls: The number of callers who did not provide demographic information, birth date, and full address.
4. Unduplicated Clients: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

7/1/2013 Through 8/31/2013; 2-1-1

|                     | <sup>1</sup> Total<br>Calls | <sup>2</sup> Client<br>Calls | <sup>3</sup> General<br>Calls | <sup>4</sup> Un-<br>duplicated<br>Clients | Disabled<br>Clients | Male<br>Clients | Female<br>Clients | <sup>5</sup> Youth<br>Under<br>18 | Single<br>Mom W/<br>Minor<br>Children | Referrals    |
|---------------------|-----------------------------|------------------------------|-------------------------------|---|---------------------|-----------------|-------------------|-----------------------------------|---------------------------------------|--------------|
| Alameda             | 373                         | 219                          | 154                           | 167                                       | 76                  | 35              | 132               | 87                                | 59                                    | 694          |
| Albany              | 40                          | 19                           | 21                            | 14  | 3                   | 2               | 12                | 3                                 | 2                                     | 87           |
| Berkeley            | 959                         | 444                          | 515                           | 282                                       | 132                 | 73              | 209               | 114                               | 81                                    | 1658         |
| Castro Valley       | 280                         | 173                          | 107                           | 102                                       | 37                  | 18              | 84                | 48                                | 30                                    | 468          |
| Dublin              | 101                         | 52                           | 49                            | 37  | 16                  | 6               | 31                | 17                                | 10                                    | 178          |
| Emeryville          | 82                          | 54                           | 28                            | 41  | 19                  | 10              | 31                | 19                                | 15                                    | 140          |
| Fremont             | 844                         | 487                          | 357                           | 312                                       | 112                 | 74              | 238               | 141                               | 81                                    | 1502         |
| Hayward             | 2315                        | 1377                         | 938                           | 872                                       | 316                 | 173             | 699               | 496                               | 314                                   | 4431         |
| Livermore           | 338                         | 190                          | 148                           | 125                                       | 47                  | 18              | 107               | 70                                | 40                                    | 650          |
| Newark              | 216                         | 148                          | 68                            | 73  | 28                  | 14              | 59                | 43                                | 31                                    | 343          |
| Oakland             | 8281                        | 4290                         | 3991                          | 2740                                      | 1105                | 558             | 2181              | 1431                              | 995                                   | 15343        |
| Piedmont            | 10                          | 2                            | 8                             | 3   | 1                   | 1               | 2                 | 0                                 | 0                                     | 27           |
| Pleasanton          | 130                         | 69                           | 61                            | 44  | 9                   | 7               | 37                | 27                                | 16                                    | 245          |
| San Leandro         | 1081                        | 683                          | 398                           | 442                                       | 154                 | 76              | 366               | 246                               | 157                                   | 2280         |
| San Lorenzo         | 140                         | 100                          | 40                            | 73  | 19                  | 15              | 58                | 40                                | 26                                    | 264          |
| Sunol               | 4                           | 3                            | 1                             | 3   | 1                   | 1               | 2                 | 0                                 | 0                                     | 13           |
| Union City          | 275                         | 180                          | 95                            | 124                                       | 47                  | 18              | 106               | 70                                | 46                                    | 547          |
| Other               | 2526                        | 217                          | 2309                          | 169                                       | 60                  | 31              | 138               | 62                                | 52                                    | 1184         |
| <b>Grand Total:</b> | <b>17995</b>                | <b>8707</b>                  | <b>9288</b>                   | <b>5623</b>                               | <b>2182</b>         | <b>1130</b>     | <b>4492</b>       | <b>2914</b>                       | <b>1955</b>                           | <b>30054</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

---

**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

  
\_\_\_\_\_  
John Casey, Chairperson

ATTEST:

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