

HUMAN SERVICES COMMISSION AGENDA

**Wednesday, November 5, 2014
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 October 1, 2014.

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations
 - a. Status Update on Student Health Services Grant to Pleasanton Unified School District, Susan Han, RN, MSN
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. Senior Support Program of the Tri-Valley FY 2013/14 Service Agreement and Final Performance Report
5. Discuss FY 15/16 Housing and Human Services Grant Statement of Priorities
6. Selection of One (1) Commissioner to Serve on a Cost Recovery and Pricing Plan Committee
7. Review of Commission Meeting Schedule for 2015

COMMUNICATIONS

8. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report - September 2014
9. Housing Commission Minutes – September 18, 2104
10. City of Dublin Human Services Commission Agenda – October 23, 2014

COMMISSION REPORTS

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

COMMISSION COMMENTS

STAFF COMMENTS

- Work Plan Status Update

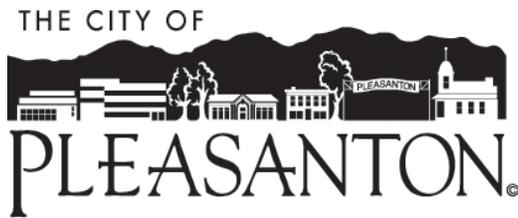
ADJOURNMENT

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.



Human Services Commission Minutes

City Council Chamber – 200 Old Bernal Avenue, Pleasanton, CA
October 1, 2014 – 7:00 p.m.

CALL TO ORDER / PLEDGE OF ALLEGIANCE

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

Roll Call

Commissioners Present: Allison Boswell, Varsha Clare, Susan Hayes, Prashant Jhanwar, Brock Roby, and Chairperson Rosiland Wright. (Commissioner Nagler arrived at 7:45 p.m.)

Commissioners Absent: Theresa Rowland.

Staff Present: Becky Hopkins, Community Services Manager; Pam Deaton, Recreation Supervisor, Jessica Reaber, RADD Program; and Edith Caponigro, Recording Secretary.

AGENDA AMENDMENTS

There were none.

MINUTES

1. Approve regular meeting minutes of September 17, 2014

A motion was made by Commissioner Roby, seconded by Commissioner Jhanwar, to approve the minutes from the September 17, 2014 meeting. **The motion was approved unanimously.**

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations

- a. Child Care Links Inclusion Services – Vanessa Dilks, Community Services Director and Julianne Le Clear, Inclusion Specialist

Ms. Dilks and Le Clear provided the Commission with information about the Inclusion Services that Child Care Links provides to families and children and the different aspects of the program they are able to complete, which include:

- Focusing on similarities rather than differences
- Supporting children with disabilities
- Friendships and coping mechanisms
- Creating sensitive learning environments
- Work with First Five and Help Me Grow Program
- Optional health provisions through First Health
- Universal screening points for determining learning developments of children
- Providing appropriate referrals for children in need
- Providing consulting services and training opportunity information for providers

Commissioner Jhanwar discussed with Ms. Dilks and Le Clear how Child Care Links was able to get information to providers.

Commissioner Clare was advised that funding for the program was made available through First 5 of Alameda County.

Commissioner Roby was informed that the 0 to 5 program was established a number of years ago and that some work had been done with the Regional Center. Ms. Hopkins noted that Child Care Links provides classes to assist child care providers rendering services.

Chairperson Wright questioned about the work the agency provides in Pleasanton and was advised about services provided with a variety of programs, for example: Quarry Lane and the City's Gingerbread Preschool Program. In addition, informational services have been offered to the community at First Wednesday Street events. Additional information was provided by Ms. Dilks and Le Clear on how permission was granted for Child Care Links to provide developmental screening services. Ms. Hopkins advised that the developmental screening service is available at Gingerbread Preschool, and when areas of concern are noted, staff is able to look at ways of helping both the child and the parents. She also noted that the Ages & Stages Questionnaire was a helpful developmental screening tool.

b. Valley Community Church, Services for families and children with Special Needs – Shelly Welsh, M.A., M.F.T.

Ms. Welsh discussed the difficulties for parents with disabled children in finding sitters for their children and why she had decided to begin a Respite Care Program at her local church. She advised that the program services include:

- Help in strengthening families by providing rest opportunities
- Offers respite provider services
- Working with the Regional Center

- Provides opportunities for family members to attend other events knowing their child is in capable care
- Currently provides services for K-8 students and looking to continue services for older children
- Volunteer help is essential for the program
- Respite events are free and are hosted every other month with families welcome
- Program nurtures families and provides help
- Volunteer training is provided and a nurse is on-site for all respite events

Commissioner Roby confirmed that Respite events are provided every other month from 1:00-4:00 p.m. on a Saturday. Ms. Welsh also provided information about a Friday Friends event.

Chairperson Wright questioned whether children in the programs were involved in any programs offered by the City of Pleasanton. Ms. Welsh indicated she was unsure, but advised that many taking advantage of this program are also from other cities. Chairperson Wright and Ms. Welsh discussed the Regional Center Home Care Program.

Ms. Welsh advised Commissioner Roby that the Respite Program was also available during church services.

c. City of Pleasanton RADD Program – Jessica Reaber, CTRS

Ms. Reaber reminded the Commission that October is Disabilities Awareness month. She provided a brief history about the establishment of the RADD Program and advised that services are provided to adults with disabilities. Ms. Reaber commented on the rise in autism that has been noted in recent years and the need for services to be provided for those with disabilities as they get older

Information about RADD events and services provided by Ms. Reaber included:

- Downtown Breakfast Club
- Concerts in the Park
- Trips to San Francisco
- SuperBowl parties
- Karaoke events, and
- Dances
- Socialization
- Respite time for parents
- Partnership work, i.e.:
 - a) REACH scholarships and City of Pleasanton Fee Assistance Program
 - b) Dances sponsored by REACH
 - c) Bay Community Foundation grant
- Bowling program
- Host transition event
- Core values

Ms. Reaber advised Commissioner Clare that currently 147 participants enjoy the program with a larger number being on the mailing list.

Commissioner Roby advised that his disabled son participates in the program and likes to bring his Livermore friends to events. He felt this was a great program offered by the City of Pleasanton. Chairperson Wright agreed.

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

There were none.

MATTERS BEFORE THE COMMISSION

4. Selection of Commission Chair and Vice Chair for 2014/15

Ms. Hopkins noted that annually the Commission selects a Chair and Vice Chairperson to facilitate meeting, and it is recommended that the Commission select a new Chair and Vice Chairperson for the remainder of 2014 and 2015.

A motion was made by Commissioner Roby, seconded by Commissioner Nagler, nominating and selecting Commissioner Wright as the Chairperson, and Commissioner Jhanwar as the Vice Chairperson, for the remaining months of 2014 and the year 2015.

ROLL CALL VOTE:

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

NOES: None

ABSENT: Commissioner Rowland

ABSTAIN: None

COMMUNICATIONS

5. Eden I & R, Inc. 211 Alameda County Monthly Narrative Report: June 2014

Reviewed.

6. Housing Commission Minutes – August 2014

Reviewed.

COMMISSION REPORTS

Tri-Valley Housing Scholarship Program Committee – no report.

Pleasanton Senior Program Advisory Committee – no report.

Ptownlife Resource Network – no report.

Pleasanton Paratransit Task Force – no report.

Tri-Valley Human Services Commission Work Group – no report.

Alameda County Advisory Commission on Aging – no report.

HUD Consolidated Plan Update Committee – no report.

Brief reports on any other meetings, conferences, and/or seminars attended by Commission members – no reports.

COMMISSION COMMENTS

A. Commissioner Roby provided information about an October 2nd Health Care movie being provided by Supervisor Miley at Alameda County and a Charitable Foundation Wine Tasting fundraiser event on October 11, 2014.

B. Commissioner Jhanwar provided details of a medical event in Livermore open to the public to receive services and asked how information could be provided for Pleasanton residents. Chairperson Wright suggested writing a Press Release and getting a feature article in local newspapers. Commissioner Nagler questioned whether Case Workers were available at the event to help those detected with problems.

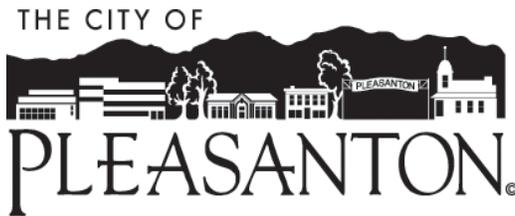
C. Chairperson Wright discussed a Valley Care medical van currently not being used and advised she has discussed this with Ms. Hopkins and asked that she research this and determine the possibility of it being used to provide medical/dental services in the community. Ms. Hopkins advised that she would be meeting with colleagues from the City of Dublin and Livermore as well as CEO of Axis Community Health on October 12, 2014, to discuss and come up with an Action Plan to determine needs. Kevin Johnson at Pleasanton Unified School District has also been contacted and will be providing an update to the Commission at the November meeting regarding their Grant application which seeks to address dental health needs for underserved children in Pleasanton.

STAFF COMMENTS

8. Ms. Hopkins provided information about the Axis groundbreaking ceremony and the Poverty Awareness Luncheon.

ADJOURNMENT

There being no further business, the meeting was adjourned at 8:20 p.m.



Human Services Commission Agenda Report

November 5, 2014
Item 4

SUBJECT: SENIOR SUPPORT PROGRAM OF THE TRI-VALLEY FY 2013/14 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 2013/14. As a stipulation of its Service Agreement, Senior Support is required to present to the Commission a brief overview of the agency's contracted services that were provided in the prior fiscal year. Attached is a copy of the FY 2013/14 Final Performance report.

RECOMMENDATION

It is recommended that the Commission receive the report and provide comment.

FINANCIAL STATEMENT

In FY 2013/14, funding allocated for the Services Agreement with Senior Support Program of the Tri-Valley was approved at \$60,000. The program was budgeted in the City's General Fund (# 011501).

BACKGROUND

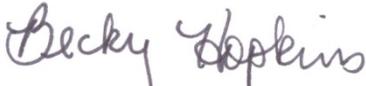
Annually, the City considers contracting with agencies that provide unique services to its residents. For Fiscal Year 2013/14, the City contracted with Senior Support Program of the Tri-Valley which helps to fund three (3) unique programs for its residents: Case Management Services, Friendly Visiting 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 programs at the conclusion of the Fiscal Year.

ALTERNATIVE ACTION

Any other action as determined by the Human Services Commission.

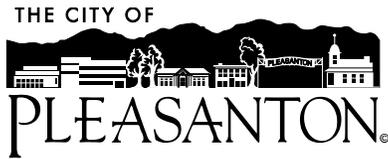
Submitted by:



Becky Hopkins
Community Services Manager

Attachment

1. Senior Support Program of the Tri-Valley FY 2013/14 Final Performance Report



CITY SERVICE AGREEMENT FY 2013/14 FINAL REPORT

City Service Agreement Number	09-453
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Agency Name	Senior Support Program of The Tri-Valley
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Agency Address	5353 Sunol Boulevard
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Project Name	Case Management, Registry Services, Friendly Visiting
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Executive Director	Marlene Petersen
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Report Prepared By	Marlene Petersen
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Telephone Number	925-931-5378	Email Address	mpetersen@ssptv.org
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Amount of 2012/13 Agreement	\$60,000	Total Amount Invoiced by Year End	\$60,000	Amount of Agreement Remaining	\$NA
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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 consist of: 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 the tools and support enabling them to make the choices necessary to maintain their independence, improve their quality of life, and ensure their safety and well-being with dignity.

This was achieved through home visit assessments, frequent monitoring, placement of friendly visitors or home care workers, and by utilizing a variety of community resources.

Pleasanton City Agreement FY 2012/13 Final Report

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

The Staff at Senior Support Program have not only accomplished our goals but surpassed them. The most important accomplishment is the knowledge and confidence that our clients' and their families' lives were improved because of the program. With the aging population growing, the demand for our services continues to grow. We are grateful for the continued support from the City of Pleasanton, which allows us to continue to respond to as many needs as possible. We have assisted seniors with the following services:

Case Management

The case managers continue to be the critical link between seniors in need and assistance available in the community. Case managers continue to problem-solve as well as locate, arrange, and monitor services, such as transportation, meals, safety devices, in-home companions and workers, referral of volunteers, assistance with applications for benefits - including SSI, Medical and Medicare, discounts, food vouchers and emergency financial aid. These services make a huge difference in whether a senior can safely remain in their home. The case managers also arrange and facilitate family meetings, providing a safe place for discussion and planning of a loved one's care. This year we are proud to report our case managers provided **70** Pleasanton seniors with **1,614** visits where case management services were required. They also provided an additional one-time service to **64** seniors; these seniors required services that could typically be accomplished in a short time frame.

Friendly Visiting:

This program is the foundation of our organization; for 32 years we have successfully recruited and matched volunteers to seniors who are isolated, lonely and in need of a friendly visitor. The volunteers are often the new friend to talk to and someone with whom the seniors become comfortable sharing with. The volunteer brings so much joy to the senior, and the senior brings the same joy to the volunteer. Our coordinator checks on both the volunteer and the 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 to the seniors mean so much. The volunteers not only share the joys and success stories, but they are also trained to alert us about concerns they observe, such as needing more assistants or special care. These calls result in connecting seniors to resources more quickly and extending the time the senior can remain in their home.

Our volunteer coordinator works with several volunteer groups - including local churches and organizations - who assist with cleanup and beautification of seniors' homes and apartments. This year, the rotary provided 72 seniors with assistance in cleaning, gardening and small home repair projects. To date, Senior Support Program has 125 registered volunteers and works with approximately an additional 425 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. Combined volunteer efforts from local businesses and community groups made the events a hit. Our holiday luncheon was sponsored by Blackhawk Network, and a local group of community women provided over 700 homemade cookies that were amazing and 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. We are never sure who has more fun at these events between the seniors, volunteers and staff.

Through the friendly visiting program, **110** seniors were provided with volunteers to assist them with their needs. The volunteers provided **3591** visits, in addition to **5,860** calls. We are so proud of everything our volunteers do to improve the quality of life for seniors living in our community.

Registry Services:

The registry program continues to be a key resource for finding excellent care providers for older adults. The care providers are interviewed and screened by the Senior Support Program Care Provider Coordinator. Their names are then given to clients to interview and hire. Our coordinator continues to monitor workers and clients to ensure both parties 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 have to 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 financial situation leaves them with virtually no funds to get the assistance they need. The coordinator works hard to find a good solution. The caregivers truly make a difference for some of our clients and can be the deciding factor of whether a senior can remain in their home.

This year **101** seniors were provided with caregivers to assist them in living independently; this program has grown considerably compared to the 64 seniors served last year.

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 is the wonderful working relationship we have with the staff at the Senior Center. Our location creates quick and effective referrals, which often prevent crisis situations. Communication with Senior Center staff helps in evaluating a senior's needs. This fiscal year, our case manager along with our transportation coordinator continued to work with Paratransit staff, assessing and problem-solving for those having difficulty using the system.

Senior Support Program funding is all program-specific; we have a small grant for case management 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 the older adults living in their respective communities.

Staff, along with the Board of Directors, continuously searches for new funding opportunities that could provide the continuation and expansion of services. This year, we had a few small fundraisers and received a large number of private donations. We are thankful for all the wonderful people that contribute to our program, which enables us to continue providing senior services in the community. Our thanks goes to the City of Pleasanton for your continued support, allowing us to provide greatly needed services to help seniors remain safely in their homes. Senior Support of the Tri-Valley is proud to have been serving seniors for 32 years. None of this could have been accomplished without the City's and our other funders' support, the dedicated volunteers, committed staff, and generous community.

The following is a Senior Support Program story and how working closely with the City of Pleasanton has proved to be successful.

Ms. J, a senior residing in Pleasanton, used to be very active and involved at the Pleasanton Senior Center; as a volunteer, she enjoyed working with fellow seniors and felt a sense of belonging. Unfortunately, Ms. J went through several crises in her life, causing her to isolate in her home. Her peers from volunteering noticed her

absence and expressed their concerns to a Senior Support Case Manager. The Case Manager called Ms. J and made a home visit. The visit revealed she had lost much weight, was severely depressed, and not functioning as physically and mentally well as she once did. The Case Manager referred Ms. J to Senior Support's In-Home Counseling Program, where Ms. J has made huge strides in overcoming her losses and becoming hopeful about the future. Ready to take on daily activities again, the Case Manager was able to help assist Ms. J was organizing her finances and connect her to a Friendly Visitor to assist as needed. The Case Manager connecting Ms. J to Senior Support's SOAR Program, where isolated seniors meet at Senior Support Program once a week to socialize, make friends, and receive helpful nutrition/exercise/medication management/alcohol and drug prevention information in a safe environment. Again feeling she has peers she can relate and connect to, Ms. J is thriving.

Here is another story regarding the importance of collaborating with the City to improve the life of a senior.

Ms. N is an older adult residing in her Pleasanton home without any family nearby. An individual from a local business was concerned and referred Ms. N to Senior Support's Case Managers. Upon a home visit, the case Manager discovered Ms. N was isolated and had multiple challenges in her life. First, she was the victim of elder abuse; the Case Manager contacted Adult Protective Services to ensure the financial abuse ended. With two volunteers from the Friendly Visitor Program, Ms. N's finances are now being safely managed. Second, Ms. N has leg sores, making it difficult to get around. The Case Manager connected Ms. N to Senior Support's transportation program to ensure Ms. N has rides to her medical appointments. The Case Manager also arranged to have a doctor come to Ms. N's home to check her wounds and a visiting nurse to dress the wounds. Third, a Case Manager discovered alcohol hidden in paper cups in Ms. N's freezer. Needing to get her drinking under control to manage her leg wounds, Ms. N has been referred to Senior Support's AOD Program.

As these services begin to restore Ms. N's health, finances, and outlook on life, Ms. N enjoys being a part of the SOAR Program. Here, she has made many friends; everyone in the group wants to sit next to Ms. N. Ms. N also attended our two most recent luncheons, where she had a wonderful time. Smiling, dancing, and chatting with other luncheon goers, Ms. N now looks forward to attending more luncheon events in the future. All of the services provided have brought joy back to Ms. N.

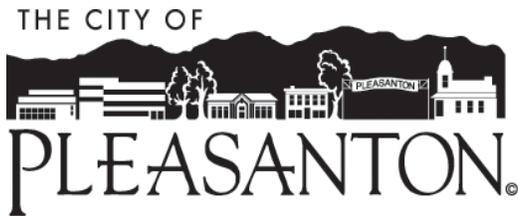
If tracked by your agency/project, please complete the following statistical data:

Clients/participants reported as:	Individuals ___x___ Duplicative _____ Unknown _____
Total Clients/Participants Served this year.	# of Children (under 18) _____ # of Adults _345_____

Number of Pleasanton Residents to be served stated in Work Plan	Total Pleasanton clients served this year	Total units of service delivered this year (hours, etc.)	% of goal achieved to date
<u>Case Management :</u>			
<u>40 Seniors</u>	<u>70 Clients served</u>	<u>1614 Visits</u>	<u>175%</u>
<u>Registry: 25 Seniors</u>	<u>101 Clients Served</u>		<u>404%</u>
<u>Friendly Visiting</u>			
<u>25 new seniors</u>	<u>110 Clients</u>		<u>440%</u>
<u>2100 Visits</u>	<u>3591 Home Visits</u>		<u>171%</u>
<u>2000 Phone visits</u>	<u>5860 Phone Visits</u>		<u>293%</u>
<u>One-to-One 60</u>	<u>64 clients Served</u>		<u>106%</u>

Signature _____	Date:
Title _____	

Completed Form can be emailed to bhopkins@cityofpleasantonca.gov, or mail to:
 Attn: Becky Hopkins, PO BOX 520, Pleasanton, CA 94566



Human Services Commission Agenda Report

November 5, 2014
Item 5

**SUBJECT: DISCUSS FY 2015/16 HOUSING AND HUMAN SERVICES GRANT
STATEMENT OF PRIORITIES**

SUMMARY

Annually, the Human Services Commission develops funding priorities for the Housing and Human Services Grant (HHSG) Program. The Commission will discuss its Statement of Priorities for the FY 2015/16 HHSG Program.

RECOMMENDATION

It is recommended that the Human Services Commission continue to use the statement of priorities that was developed last year for the FY 2014/15 HHSG grant cycle with amendments as deemed appropriate.

FINANCIAL STATEMENT

There is no financial impact at this time.

BACKGROUND

Annually the Human Services Commission develops a Statement of Priorities for the Housing and Human Services Grant Program (HHSB). Last year at this time, the Commission developed the following priority statement for FY 2014/15 HHSB funding decisions:

The Human Services Commission has recently participated in a Strategic Planning Process to assist them with the implementation of the 2011 Tri-Valley Human Services Needs Assessment: Findings Report. As a result, the Commission has developed a Statement of Priorities for the FY 2014/15 Housing and Human Services Grant (HHSB) process. The Commission feels that the Statement of Priorities addresses the most critical needs and barriers to service delivery in Pleasanton.

As such, the Human Services Commission will prioritize its funding towards projects and/or programs that meet the following general criteria:

- *Critical Needs - Projects that address the following populations and/or program areas:*
 - *Workforce Development /Job Training*
 - *Healthcare and Behavioral Health*
 - *Disability Services and Access*
 - *Food and Nutrition*
 - *Youth Services*
 - *Senior Services*

- *Barriers to Service Delivery - Proposals that include or address:*
 - *A marketing and publicity campaign that provides consumers with additional education and information about the agencies programs and services*
 - *Coordination and collaboration with other service providers*
 - *Access and utilize “un-tapped” resources*
 - *Remove barriers that limit access to services and participation (e.g., language, time, cost, transportation, etc.)*

The Human Services Commission will be prioritizing its funding decisions based on the criteria listed above. Grant applicants must ensure that their application describes how their proposal addresses at least one (1) of the critical needs and one (1) of the barriers to service delivery. If a proposal does not address at least one of the needs and one of the barriers, the applicant is requested to provide justification as to why the project should still be funded.

In addition, agencies will also be required to register with Alameda County 2-1-1 and Ptownlife.org as a condition of receiving HHSB funds.

These priorities were refined and carried over from the prior three years and were based on the outcome of earlier roundtable discussion meetings as well as the 2011 Tri-Valley Human Services Needs Assessment.

As compared to the prior grant year, the FY 2014/15 priority statement required agencies to identify how their proposal addressed at least one of the critical needs and one of the barriers to service delivery identified in the 2011 Needs Assessment. This enhancement seemed to assist the Commission in ensuring consistency throughout the process of reviewing applications.

The priority statement used last year was broad enough to accommodate a wide range of applications representative of the activities that have been funded through the HHSG program over the years. In addition to “traditional” projects that were allocated funds, the Commission received and approved funding for several applications that were new to the HHSG program including:

- CALICO Center – Pleasanton Child Abuse Intervention
- Pleasanton Unified School District - Student Health Services
- Sandra J. Wing Foundation – Healing Therapy Funds to Assist Cancer Patients

DISCUSSION

The completion and adoption of the 2011 Human Services Needs Assessment in June 2012 provided an opportunity to incorporate new and updated priorities into the HHSG grant process last year. Because conditions have not changed significantly during the past year, staff is recommending that the Commission continue to use the statement of priorities that was developed last year for the FY 15/16 HHSG grant cycle (with minor updates as needed).

In February 2014, the City approved a Strategic Plan for 2014-16 for implementation of the priorities identified in the Needs Assessment. While focused on implementation, the Strategic Plan is still somewhat broad in terms of the recommended actions. Earlier this year, the Commission established a more detailed Work Plan for FY 2014/15 (see Attachment 1). If the Commission feels it is appropriate, you may wish to incorporate aspects of the Strategic Plan and/or Work Plan into the priority statement for the FY 2015/16 grant cycle as needed.

ALTERNATIVE ACTION

The Commission can discuss the current statement at the meeting and, if desired, make amendments as deemed appropriate based on recent developments or any new or changed priorities, or any other action deemed appropriate.

Submitted by,



Scott Erickson
Housing Specialist

Attachment:

1. Human Services Commission FY 2014/15 Work Plan

Attachment 1:
Human Services Commission FY 2014/15 Work Plan

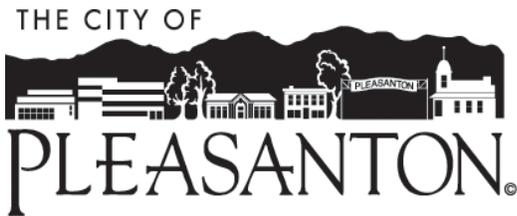
PROJECT/ACTIVITY	DESCRIPTION	WHO	HSC Strategic Plan Strategic Action Organizational Priority Organizational Action	Potential Costs	Target Date for Completion	Status
Ptownlife Resource Network	<p>The Ptownlife Resource Network began in September 2013 in an effort to bring together those partnering with they City's Ptownlife.org website. The Ptownlife Resource Network provides partners with a resource and referral source, networking opportunities, and the ability to create partnerships and leverage resources in the interest of serving youth and families. Meetings are held September through June on the second Thursday of each month from 10:00-11:30am at the Operation Service Center - Remillard Meeting Room.</p> <p>Topics for 2013 included: Youth Master Plan, State of the School District Address, Resource and Referral Agencies, Health and Wellness, Library Services, Police Services, Parent & Student Workshops/Forums, Kinship Care</p> <p>Some of the Partners at the table include: Pleasanton Unified School District, AXIS Community Health, Child Care Links, Tri-Valley Haven, YMCA of the Tri-Valley, Lincoln Center, Alameda County Family Services, Zen Strength the Healing Journey, Pleasanton Library, Pleasanton Police, Tri-Valley Humane Society.</p>	Assign one (1) Human Services Commissioners who will participate in the Ptownlife Resource Network	Strategic Action #3 - Sponsor Alliance among Nonprofit, Faith-Based, and Public Agency providers	none identified	August 20, 2014	Completed Commissioner Susan Hayes appointed.
Joint Meeting with the Youth Commission	Commissions will meet to discuss Youth Master Plan Implementation efforts and Human Services Needs Assessment Strategic Plan efforts. Commissions will determine if any joint efforts/initiatives may be developed.	Human Services and Youth Commissioners	Organizational Priority - Building relationships with Pleasanton staff and local government	none identified	January 14, 2015	Scheduled
Joint Meeting with Dublin and Livermore Human Services Commissions	To provide a foundation for the development of regional efforts to leverage economies of scale and address human services needs applicable to residents throughout the Tri-Valley region.	Human Services Commission	Organizational Actions #1 Reach Out to Livermore and Dublin Human Services Commission and City Staff	none identified	June 10, 2014	Completed

Attachment 1:
Human Services Commission FY 2014/15 Work Plan

Monthly Meeting with Human Services Staff from Dublin and Livermore	To develop working relationship amongst Dublin and Livermore staff to encourage sharing information, resources and promote collaboration.	Becky Hopkins, Community Services Manager	Organizational Actions #1 Reach Out to Livermore and Dublin Human Services Commission and City Staff	none identified	June 30, 2015	Ongoing
PROJECT/ACTIVITY	DESCRIPTION	WHO	HSC Strategic Plan Strategic Action Organizational Priority Organizational Action	Potential Costs	Target Date for Completion	Status
Share Human Services Commission Workplan	Human Services Commission, in an effort to educate the community and other city commission will make presentations to and/or share written work plan.	Human Services Commission	Organizational Priority - Building relationships with Pleasanton staff and local	none identified	September 30, 2014	To Be Scheduled
City Grants	Review reporting from current grantees for FY 14-15. Review and make recommendation for funding for the FY15-16 Community Grant cycle.	Human Services Commission	Strategic Action #1 - Revise Human Services Commission Grant-Making Protocols/RFP's	TBD	March 5, 2015	not yet started
Inclusion Policy	Review DRAFT Inclusion Policy and provide feedback to Staff	Human Services Commission & City Staff	Addresses Critical Human Service Need - Disability services and access	unidentified	May 6, 2015	Scheduled
Prepare a White Paper on Dental Health Services In Pleasanton	Conduct research regarding dental health services available in Pleasanton, Tri-Valley and Alameda County. Define service gaps. Prepare an authoritative report or guide to help the community understand issue and present possible solutions.	Human Services Commission & City Staff	Strategic Action #2: Spearhead a Community Engagement and Education Campaign	unidentified	June 17, 2015	In Process - initial stake holder mtg. Scheduled for late October.
Guest Speaker/Presentations for Human Services Commission	Commissioners will select a topic for each month's meeting to hear Guest Speakers from the Tri-Valley region and or Alameda County.	Human Services Commission & City Staff	Organizational Priority - Self-educating about best practices.	none	August 20, 2014	Completed Topics identified by Commission at August Meeting.

Attachment 1:
Human Services Commission FY 2014/15 Work Plan

Identify additional community based provider and/or committee meetings for Commissioners to Attend	Identify a list of additional meetings to attend and appoint commissioners to attend those meetings.	Human Services Commission	Strategic Action #2: Spearhead a Community Engagement and Education Campaign, Strategic Action # 3 - Sponsor Alliance among Nonprofit, Faith-Based, and Public Agency Providers	none	August 20, 2014	In Process. Commission identified meetings but need to still make 2 appointments at September meeting.
Fee Assistance Program	Look at existing program and identify areas	Commissioners Rowland, Nagler, Wright & City Staff	Human Services Needs Assessment Strategic Plan Mission -"encourage innovation, and promote efficient and effective allocation of public resources."	unidentified	November 1, 2014	In Process



Human Services Commission Agenda Report

November 5, 2014

Item 6

SUBJECT: SELECTION OF ONE (1) COMMISSIONER TO SERVE ON A COST RECOVERY AND PRICING PLAN COMMITTEE

SUMMARY

In 1992, the City Council adopted the "Fee Policy", that was established to assist all of the City departments in determining how any specific fee should be established, to help assure equitable treatment of all citizens and to structure the maintenance of fees at a current cost level. The Fee Policy also established categories of services for which the City desires to collect such fees and upon which the level of cost recovery is determined.

Since that time, there have been many changes regarding facilities, programs and their related fees and charges. As a result, the Department is recommending that a committee comprised of representatives from the Department's four (4) commissions and City staff review the City's Fee Policy, draft a cost recovery and pricing plan, and forward their recommendations to the Parks and Recreation Commission for their review and consideration.

RECOMMENDATION

It is recommended that the Commission designate one (1) member to serve on the Cost Recovery and Pricing Plan Committee

FINANCIAL STATEMENT

There is no financial impact as a result of the Committee's formation.

BACKGROUND

In 1992, the City Council adopted the “Fee Policy”, that was established to assist all of the City departments in determining how any specific fee should be established, to help assure equitable treatment of all citizens and to structure the maintenance of fees at a current cost level. The Fee Policy also established categories of services for which the City desires to collect such fees and upon which the level of cost recovery is determined.

Since that time, there have been many changes regarding facilities, programs and their related fees and charges. For that reason, the Parks and Recreation Commission requested that the City Council consider adding the Department’s review of the City’s Fee Policy in their annual work plan. In 2013, the City Council adopted their current Work Plan which included the Department’s review of the Fee Policy, as well as any recommendations that better define the program and facility fees, and their respective subsidy levels.

As a result, the Department is recommending that a committee comprised of representatives from the Department’s four (4) commissions and City staff review the City’s Fee Policy, draft a cost recovery and pricing plan, and forward their recommendations to the Parks and Recreation Commission for their review and consideration. It is the intent that the Plan will be used as a mechanism for allocating the use of public funds, creating a financially sustainable approach for recreational programs and facilities, while ensuring affordable access.

ALTERNATIVE ACTION

Any other action as determined by the Human Services Commission.

Submitted by,



Susan Andrade-Wax
Director of Community Services

Attachments:

1. Resolution No. 92-99 Resolution Adopting City of Pleasanton Fee Policy (May 19, 1992)
2. Exhibit 1 of Resolution No. 92-99 – City of Pleasanton Fee Policy (May 1992)

CITY COUNCIL OF THE CITY OF PLEASANTON

ALAMEDA COUNTY, CALIFORNIA

RESOLUTION NO. 92-99

RESOLUTION ADOPTING CITY OF PLEASANTON FEE
POLICY

WHEREAS, the City of Pleasanton adopted Resolution No. 90-131, Financial Policies, which states in general terms the City's Fee Policy; and

WHEREAS, the City desires to define its Fee Policy more specifically; and

WHEREAS, the City engaged the services of David M. Griffith to recommend a formal Fee Policy for the City;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF PLEASANTON RESOLVES AS FOLLOWS:

Section 1: The City Council adopts the Fee Policy as set forth in Exhibit A, attached hereto and incorporated herein by this reference.

Section 2: This resolution shall become effective immediately upon its passage and adoption.

I HEREBY CERTIFY THAT THE FOREGOING WAS DULY AND REGULARLY ADOPTED BY THE CITY COUNCIL OF THE CITY OF PLEASANTON, AT A MEETING HELD ON MAY 19, 1992 BY THE FOLLOWING VOTE:

AYES: Councilmembers - Butler, Mohr, Scribner, Tarver, and Mayor Mercer

NOES: None

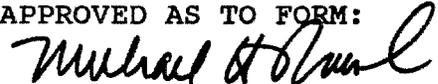
ABSENT: None

ABSTAIN: None

ATTEST:


Peggy U. Ezidro, City Clerk

APPROVED AS TO FORM:


Michael H. Roush, City Attorney



FEE POLICY

(Adopted by Resolution No. 92-99)

The Fee Policy is established to assist all departments in determining how any specific fee should be established, to help assure equitable treatment of all citizens and to structure the maintenance of fees at a current cost level.

Furthermore, the Fee Policy establishes categories of services for which the City desires to collect such fees and upon which the level of cost recovery is determined.

A. GENERAL POLICY

It is the general policy of the City of Pleasanton to recover its costs of service from the individuals and/or groups served to the extent that individual members of the public are benefiting from specific City facilities or personnel in a way different from that enjoyed by all citizens. To the extent that the City organizes some of its activities into enterprise funds, such activities should recover all of their costs even if they benefit essentially all of the citizens.

B. CATEGORIES OF SERVICE

From a policy standpoint, the Council expects City services to be placed in one of six categories before a fee is established or considered for any specific service:

1. Development which impacts municipal infrastructure costs.

When additional housing or commercial units are being built, it is the City's policy to charge them for the costs of the additional roadways, road widening(s), traffic control devices, water/sewer lines or processing capacity, and other related capital costs the City must spend to support the new development and the impacts it creates. The policy of the City Council is that these fees will include all cost expended or expected to be expended by the City in creating or performing these support activities, either in cash or in such in-kind as may be approved by the City Manager, as provided by State legislation.

2. Fees or charges designed to discourage improper behavior.

This would include traffic fines, parking enforcement, vandalism repair, theft or willful destruction of City property, building code infractions, etc. There is no need for these charges to be constrained by the cost of the enforcement activity. While they should at least meet this cost, they will generally be expected to be more than the cost of enforcement to discourage repeat offenses.

3. Services designed to control activities which could be harmful to others.

This includes fire inspection fees, many types of police permits, building inspections, etc. In these cases, the individual has probably done nothing wrong, but is engaged in an activity which could be harmful to others if conducted incorrectly. These fees should be set at full cost recovery. Full cost recovery includes direct labor costs (salary and benefits), allocated cost of supervision, pro-rata departmental management costs, City-wide overhead allocation, and physical facility or equipment hourly costs. This does not include criminal activities for which there are other penalties.

4. Services clearly required by the payee which the City would not otherwise be required to perform.

These include most of category 3 above as well as most Planning, Engineering, and Building department activities which are focused on a single transaction or incident. Not included in this category are Police activities with criminal penalties. This would include copying costs when the nature of the transaction fits this description. All accidents resulting in harm to City property would fall into this category.

5. Services which are supportive of general City service policies, but require out-of-pocket expenses by the City for the benefit of the participating individuals.

Many recreation activities would fall into this category. It is the general policy of the City for these activities to pay for their out-of-pocket costs, including any City overtime involved, but not to be charged for the otherwise allocable overhead costs, indirect supervision time, or a pro-rata share of the facility being used. If the activities being offered preclude (or collectively preclude) the facility being available for general purpose use (such as swim classes vs. general "open pool" hours), a pro-rata share of facility costs may be assigned with consent of the Council. This category would also include copying costs in support of such programs.

6. Normal City services supporting all inhabitants.

The City performs a host of functions, from street maintenance to fire fighting to law enforcement as part of its services to all persons and property within the City limits. These general services are funded through a variety of taxing mechanisms and should not be funded by a fee for service. The key test for this type of service is that it is applied to all persons and property equally, not to a restricted subset of the population. Programs which are specifically tax or grant funded for a specific subset of the population (such as senior citizens) are also included in this category.

Exhibit I summarizes these categories and the fee rules associated with each.

EXHIBIT I

CATEGORY	COSTING METHODOLOGY	EXAMPLES OF FEES IN CATEGORY
A. Impact Fees	Based on capital costs of City infrastructure impacted by proposed development. Developed within AB1600 guidelines from State.	Residential construction fee Capital improvement fee Sewer connection fee Water connection fee Growth management fee "Affordable Housing" fee
B. Improper Behavior	Full City costs plus penalty amount where appropriate.	Traffic fines or parking enforcement Theft, willful destruction of property Vandalism
C. Control of Potentially Harmful Activities	Full cost recovery.	Fire Inspection Fees Pawn Shop Permits Building Inspection Fees
D. Services to/for an individual or group and enterprise fund activities	Full cost recovery.	Planning or Engineering work associated with processing of a subdivision map, building permits, or public R/W Company's exclusive rental of facility Water/Sewer monthly charges non-willful harm to City property
E. Service Supporting General City Policy	Out-of-pocket cost recovery.	Recreation Fee (unless facilities therefore not available to general public) Safety Training (CPR, fire prevention)
F. Normal City Services	No charge.	Street Maintenance, Park Maintenance, law enforcement, fire response, etc.

In addition to and overriding the above categories are enterprise fund activities. These are typically similar to category D above, in that the City would recover all of its costs and overhead. However, with enterprise funds including Water and Sewer, the capital costs required to support the activity are typically significant, and it is the City's policy to recover their costs directly from the users of the enterprise fund services. This includes depreciation or other method of provision for capital facility replacement. No other City services would normally include provision for replacement of capital facilities.

C. MAINTENANCE OF FEE LEVEL

The Policy of the City is to maintain fees at a level consistent with the costs associated with each service. To accomplish this, the City will:

1. Annual departmental submission of recommended fees.

Each department is directed every November to review its costs associated with each existing fee for service and to determine whether it has added any services during the year, or is contemplating adding any services in the upcoming fiscal year for which a fee should be charged. It should then report to the Finance Director by December 31 of each year as to the changing costs of providing services and/or the proposed new fees and the basis for each. It is not necessary for the department to report to the Finance Director on fees for which the only changes are basic inflationary changes. This directive is not intended to preclude departments bringing forth recommended adjustments at other times if State law or other circumstances make mid-year changes appropriate.

2. Finance Director annual report to Manager/Council.

The Finance Director shall review the proposed fee changes and/or additions or deletions suggested by each department and report to the Manager and Council as part of the annual budget cycle on proposed changes. At this time, the Finance Director shall propose across the board adjustments to fees for City salary increases and other inflationary impacts.

3. Periodic review of overhead cost allocations.

Every five years the Finance Director shall analyze or cause to be analyzed the overhead and departmental management costs allocated to each fee.

4. Annual master fee schedule adjustment.

To facilitate annual adjustment, the City shall annually adopt a new master fee schedule. The City Attorney shall propose any new fee ordinances in a manner consistent with this intent, and revise any ordinances existing requiring such adjustment so that the amount of the fees can be changed with a single new resolution each year.

D. DAMAGE REIMBURSEMENT

1. Overall basis for charges.

The City will charge the person who has damaged, destroyed, or taken City property for the cost to the City to process the incident and to replace that item or items with a comparable new item which conforms to current City policies for the purpose the item serves, or to repair the item to a state comparable to its state at the time of the incident. Where the item damaged, destroyed, etc. was a vehicle, the City charges will not exceed the cost to replace the vehicle with a comparable

vehicle of similar capabilities and use, plus its processing costs. All costs incurred by the City shall be included in the time and materials charged to the perpetrator, including time to determine the nature and extent of the problem, time to determine the most effective way to restore the previous situation, time to handle the parties involved, court costs and time if needed, staff report preparation time, and the reasonable costs allocated to these direct expenses to cover their pro-rata share of direct supervision, management, support facilities, equipment used in the repair, the general City overhead.

2. Costs of items acquired or installed to replace damaged property.

The actual hydrant, lamp post, sign or signpost, or other item acquired or installed should be charged to the claim. This cost should be determined by the actual out-of-pocket cost if purchased for this specific repair or the replacement cost value if taken out of storage. If the replacement is an upgrade from the item which was damaged, the charge should only be for the cost of the comparable item with two exceptions. First, if the only readily available item (or in an emergency, the only immediately available item) differs from the replace item, the City will charge the full cost. (Example - they no longer make the old type, or the old type is not available on nights and weekends and we could not wait.) Second, if a wooden signpost was damaged, but the City standard for a signpost is now to use a metal signpost (or a larger wooden signpost), the City will charge for replacement at the current standard.

3. Staff labor time.

The City expends time handling the damage or theft. All of that time should be charged to the offending party at the fully burdened hourly rate of those staff members who deal with the problem(s). The types of time which might be incurred include:

a. Investigative Time

This is time required to determine who is responsible for the damage or theft. This could be incurred by a police officer, a member of the staff who observes the incident, or a staff member asking questions to find out what happened.

b. Solution Definition Time

This is time spent deciding the best thing to do to resolve the problem. It might include time spent taking a vehicle to three repair shops to get bids, time spent determining whether to sand-blast or paint over graffiti, etc.

c. Preparation Time

This is the time spent acquiring the materials needed to effect the repair or replacement. It could involve determining the

specifications for the item, procurement time (including centralized purchasing if applicable), or adjustment of equipment centrally so that it can be used to effect the repair/replacement.

d. Repair/Replacement/Installation Time

This is the time actually spent replacing the item or repairing it. This included the travel time involved.

e. Participant Interaction Time

This is the time spent handling the parties involved in the incident.

f. Accounting/Billing/Office Time

This is the time spent determining the charges and preparing a bill. It would include Finance Department time.

g. Enforcement Time

This is the time spent in court, including officer testimony, City Attorney time, and Finance staff's small claims court appearance. These charges would be tracked for claiming in court if the incident goes to court.

4. Staff labor rates.

Each department involved in the claim should have a labor rate for the time it spends. The labor rate consists of the following items:

The direct annual salary of the individuals divided by their anticipated annual work hours ("hourly direct salary"). This can also be the average for a group of similar workers who might work on a claim - i.e., a department-wide clerical rate or a division-wide electrician rate. Either of these approaches is equally valid.

The costs of the fringe benefits of the individual staff member divided by the anticipated number of hours to be worked that year. If you used a group rate above, you must use a group rate for this. If you used an individual rate above, it is permissible to use either an individual or group rate for fringe benefits. ("Direct Hourly Fringes") If the time spent was overtime, these costs should not be added.

Most City staff have a supervisor whose job is to manage and direct their time, provide technical or professional expertise and advice, etc. This person would typically manage several people, and might also be a producer of products. (Example - a supervising accountant might spend half of his or her time supervising a function and half time performing advanced level accounting work.) The percentage of the supervisor's time which is management and supervision oriented should be divided by the number of personnel supervised, and the result

would be a direct overhead to the staff person. For example, if that supervising accountant managed four junior accountants, one eighth of his or her salary (50%/4 personnel) and fringes should be allocated as "Direct Supervision" costs.

In addition to the above, the general management of the department should be added to the rate. This consists of the department head, his/her secretary, and the general expenses of the department. These costs are then divided by the direct salary costs of the rest of the department to determine the percentage which departmental overhead is of the direct departmental costs.

Citywide overhead (determined by this study to be approximately 33.89%) would be added to the result from the above step.

Reviewing all of the above, the formula for determining the hourly rate would be a follows:

Rate = (hourly direct labor salary + direct fringe rate) x (1+supervision overhead %) x (1+ departmental overhead %) x 1.3389 (Citywide overhead factor)

If a rate for supervision or departmental overhead is not readily available, 15% and 5% will be used respectively. The actual rate, when calculated, will likely be higher than these, however.

5. Equipment used.

In addition to labor and materials used to repair/replace the damaged item, some operations require the use of City equipment. This includes passenger vehicles, police cruisers, and heavy equipment. The Support Services Division will provide an estimate of the appropriate hourly rate for passenger vehicles or Police cruisers. A heavy equipment rate can be developed by taking the original cost of the unit and dividing it by the anticipated number of hours of use it will get in its life. For example, if a "cherry-picker" gets used 3 days each week for 8 hours a day and is expected to last 8 years, the procurement cost would be divided by 9,984 (23 hours per week x 52 weeks per year x 8 years). For example, if the units cost \$50,000 to procure, paint, decal, etc., the rate would be about \$5/hour. In addition to this, the appropriate hourly share of the annual maintenance, gas, oil, etc., must be added. An easier and equally acceptable approach for many types of equipment is to use 85% of the cost of renting the unit on a commercial basis. The 85% factor is used to eliminate the profit aspect of such a rate. (This approach should only be used if the City does not have similar equipment in another department.)

6. Materials, supplies, and out-of-pocket expenses.

These expenses will be included in the charges. In the case of water losses from a hydrant, an estimate will be made based on pressure, size of opening, and estimated duration of the unchecked flow.

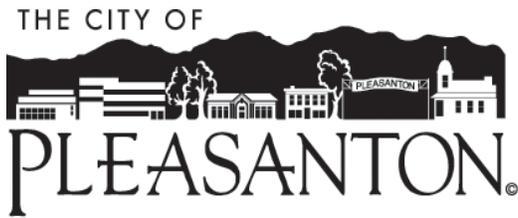
E. PARK AND COMMUNITY SERVICES

The City Council authorizes staff to adjust fees and charges for services and facilities for up to twenty percent of the approved fees and charges without resubmitting the adjustment to the City Council.

The City Council authorizes staff to adjust to provide new programs/classes at a fee based on the cost of service or established guidelines, and that fees for such programs or classes be submitted to the Council for approval within a one-year period from initiation of the class or program.

The City Council authorizes the Recreation Supervisors or Director of Park and Community Services to continue to enter into contractual agreements for program services, in forms as approved by the City Attorney.

The cost of fee classes is set to attempt to return the full cost of the instructor(s) and materials plus an additional thirty percent for program supervision and office support.



Human Services Commission Staff Report

November 5, 2014
Item 7

SUBJECT: REVIEW OF THE COMMISSION MEETING SCHEDULE FOR 2015

SUMMARY

Annually, the Human Services Commission reviews its annual meeting schedule to consider canceling or re-scheduling meetings due to holidays or other conflicts.

RECOMMENDATION

It is recommended that the Commission review its meeting schedule for 2015 and revise as necessary.

FINANCIAL STATEMENT

There is none.

BACKGROUND

As noted in Section 2.28.080 of the Pleasanton Municipal Code, regular meetings of the Human Services Commission “shall be held on the first Wednesday of each month at a time and place set by the Commission. The Commission may approve an alternate meeting date.”

The Commission may revise its regularly scheduled meetings during 2015 due to possible scheduling conflicts.

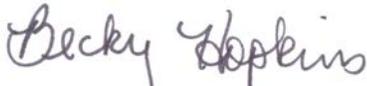
Recommended Human Services Commission Meeting Schedule

- January 7, 2015
- January 14, 2015 – Joint Meeting with Youth Commission @ Operation Service Center
- February 4, 2015
- March 5, 2015
- April 1, 2015 *Alternate Date: April 15, 2015*
- May 6, 2015 (1st Wednesday) *Alternative Date: Wednesday, May 20, 2015*
- June 3, 2015 (1st Wednesday) *Alternative Date, Wednesday, June 17, 2015*
- June 2015 – Joint Meeting with the Dublin and Livermore Human Services Commission @ Livermore.
- July 1, 2015 (1st Wednesday) *Alternative Date: Wednesday, July 15, 2015*
- August 5, 2015 (1st Wednesday) *Alternative Date: Wednesday, August 19, 2015*
- September 2, 2015 (1st Wednesday) *Alternative Date: Wednesday, September 16, 2015*
- October 7, 2015
- November 4, 2015
- December 2, 2015

ALTERNATIVE ACTION

Any other action as determined by the Human Services Commission.

Submitted by:



Becky Hopkins
Community Services Manager

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: September 2014

Noteworthy Updates	
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<p>~ During the month of September, 9,507 calls were handled by 2-1-1 Resource Specialists and 15,140 health, housing and human service referrals were provided. Of the unduplicated callers, 81% were female, 33% were single-headed households with minor children, and 43% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's online health and human service resource directory; in September it received 150,533 hits from 14,830 visitors. Traffic to our website continues to increase. There was a 25% increase and a 4% increase in the number of hits and visitors, respectively, in September of this year versus September 2013.</p>

<p>~ This month Eden I&R's technology staff were very busy preparing for the launch of the agency's upgraded website. Thanks to a partnership with AC Transit, the Resource Finder section of the website has a new Transportation section that is easy to use and provides comprehensive transportation-related services geared to seniors and people with disabilities. In addition, much time is being spent researching, evaluating, and meeting with other technology representatives related to Open Data and Open Referral systems. These are very diverse and complicated subjects that affect the core of professional Information and Referral (I&R) professional agencies whose primary mission is to provide ongoing accurate, updated and comprehensive data.</p>
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Call Information	
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Call Examples	<p>~Alameda Family Support Services in the City of Alameda called requesting shelter information for a single female with children. Their client was a victim of domestic violence. They were referred to A Safe Place for domestic violence shelter and services.</p>
	<p>~ A Berkeley resident called because she needed a board and care facility. She informed 2-1-1 that her 10 year old son was at John Muir Hospital. She needed a referral for the San Francisco area and was provided a 2-1-1 HELPLINK referral.</p>
	<p>~ A Castro Valley resident called seeking resources for a 19 year old living by himself, who had no income and no health insurance. 2-1-1 provided the caller with referrals for CalFresh, Medi-Cal and General Assistance and encouraged the caller to have the youth apply at Alameda County Social Services for all three programs. Details on all three programs and particulars for the Alameda County Social Services were provided to the caller.</p>
	<p>~ A Dublin resident called 2-1-1 as she had fallen behind on her rent (two months overdue) and utility payments. She was referred to Season of Sharing for assistance with her rent and the utilities, as well as to the Dublin San Ramon Service District (DSRSD), and Spectrum Community Services for utility assistance.</p>
	<p>~ A senior caller who was Punjabi speaking called 2-1-1 for assistance with locating housing for her 16 year old grandson and herself. She informed 2-1-1 that she was homeless and was putting up with relatives who wanted her to move out. The caller's daughter had to forfeit her green card on account of having to leave the US to return to India to divorce her husband. The caller's grandson had had a difficult time with both his parents living overseas and had only recently settled down at school, and the caller did not want to destabilize him by pulling him out of school and relocating to another city. The caller needed assistance with advocacy from 2-1-1 staff. After getting the caller's verbal consent, 2-1-1 called Sunrise Village in Fremont: spoke with a housing specialist who completed a short intake over the phone and informed 2-1-1 that the caller would be contacted shortly and an eligibility determination would be made by her supervisor. 2-1-1 was asked to inform the caller that she would need to provide proof of guardianship.</p>
	<p>~ An Emeryville resident called 2-1-1 in need of wheelchair breakdown transportation assistance and the repair of the wheelchair. The caller was referred to Mobility Services Inc., and Easy Does it Emergency Services for wheelchair repair as well as to the Alameda County Transportation Commission for transportation assistance for the disabled.</p>

EDEN I & R, Inc.

Call Examples	<p>~An Oakland resident called to help him shift his SF plan to Alameda County, locating his medical records and most importantly getting the medication he needed to manage pain. The caller was concerned that his medical records were not being shared with him and that he was being prevented somehow from receiving appropriate pain management medication. The caller informed 2-1-1 that he had had several heart attacks and was homeless (he was living in his van), but he needed help with nothing other than his medical and Medi-Cal related issues. The caller's pain made it difficult for him to hold a conversation without getting emotional, tearful, and angry, and his sharing his feeling of hopelessness and despair. The caller was unemployed and unable to work because of his pain, homeless and no income. With no family and no ability to get help, he informed 2-1-1 that if he could not manage the pain, he saw no reason to live, and if 2-1-1 could not help him, no one could. 2-1-1 asked for the caller's verbal permission to advocate on his behalf. The caller readily provided his consent. 2-1-1 had to work with the caller in understanding why there were issues with moving his Medi-Cal from SF to Alameda County. 2-1-1 called the caseworker in SF General Hospital and was informed that the caller had SF health plan but she did not know how it would work for him outside the county. 2-1-1 then followed up with the main Medi-Cal Office in Sacramento and they said that the caller had never been in an SF plan because he had never changed over to the SF plan when he moved from San Mateo. 2-1-1 worked with the caller to help transfer over his Medi-Cal to Alameda County, informing him that while it would take a little time for Medi-Cal to process the change, he could use straight Medi-Cal in any county. 2-1-1 requested a list of clinics that the caller could access. 2-1-1 contacted the hospitals where the caller had requested his records from, but was informed by them, that no records existed for him with them. The caller was very distraught. 2-1-1 advocated for the caller with the Patient Advocate. 2-1-1 made a same day appointment and with the added intervention of the Patient Advocate, the caller finally received the pain management treatment he required, and the hospital records were found. The caller also received the physicians listing that 2-1-1 requested from Medi-Cal for him, asking that the list be mailed to an address provided by the caller, which belonged to his friend. The caller was very emotional when he called back 2-1-1 saying that he personally wanted to give "each and every member of the agency a big hug and thanks for saving his life."</p>
Caller Feedback	<p>~ "I am in Livermore. I called 2-1-1 because I was looking for a sober living house. Your employee was professional, she was courteous, kind and compassionate and she gave me the perfect resources that fit within my means. I would recommend 211 to everyone, and as for me now, I'll be calling you back."</p> <p>~ "Your staff went above and beyond and I just want to thank you and your agency so, so much."</p> <p>~ "I know the number by heart because I call you guys all the time"-feedback provided by attendee at the Shoe Give-Away Event at the Oracle Arena.</p> <p>~ "I love you guys, you guys helped me with so much"-feedback provided by attendee at the Shoe Give-Away Event at the Oracle Arena.</p> <p>~"2-1-1 is the # 2 referral I give clients, after a mental health referral"-Atindra Gibbs, CATC II, Counselor, Hayward Outpatient, East Bay Community Recovery Project. Atindra is providing services at Santa Rita.</p> <p>~ "You guys actually sent me a letter in the mail with referrals when I wrote to you"-Shared by parolee at the Sherriff's Re-entry Expo 2014</p> <p>~ "2-1-1 is the best. Anytime you need services they give you the information."</p> <p>~ "2-1-1 has saved me many times"-feedback provided by attendee at the Shoe Give-Away Event at the Oracle Arena.</p>
Staff Inservice Training Sessions	<p>~ HealthPAC In-Service Presentation</p> <p>~ Crisis Support Services of Alameda County Presentation (Part II)</p> <p>~ 2-1-1 Staff Meeting on 2-1-1's Crisis Call Action Plan, MAA and CalFresh Review</p>

Resource Information And Technology Updates

Services Database	<p>~ There were no new agencies added to the services database this month.</p> <p>~ The services database contains 1,151 agencies and 2,912 programs.</p> <p>~ The process of updating the 594 "Directory" agencies continues. So far we have updated 515 agencies.</p>
Housing Database	<p>~ 138 new units were added to the housing database this month.</p> <p>~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.</p>
Online Services Website	<p>~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at www.edenir.org and www.211alamedacounty.org, and www.alamedaco.info. This month the Online Services Directory received 150,533 hits from 14,830 visitors.</p>

EDEN I & R, Inc.

Technology	~ Eden I&R successfully launched the redesign of the Resource Finder website at www.alamedaco.info . This newly released website not only makes finding needed resources and services easier, but it also contains a special section dedicated just to Transportation that was built in conjunction with AC Transit. The redesigned website will continue to serve as THE source for information about Health, Housing, and Human Services in Alameda County.
	~ Our database system was updated to participate in two new 211 activities. The first activity was specific to the Shelter Plus Care Enrollment and occurred during the month of September. The second activity is the UCSD Smoking Study which is an ongoing program. Developed training materials on how our resource specialists can navigate to those programs for participating callers.
	~ Held phone conversations with 2-1-1 IT staff at LA County and San Diego 2-1-1. Discussed similarities and differences between current and future technology needs. Additionally, participated in statewide 2-1-1 database alignment discussions.
	~ Signed up the agency to Emergency Notifications from the Cities and the County, using the Nixle Alert System.

Outreach/Public Information Activities	
Meetings	~ The Executive Director attended the monthly Community Corrections Partnership Executive Director meeting during which there were updates related to assisting the formerly incarcerated in finding housing, employment and other supportive services. The new day reporting center was also discussed.
	~ The Executive Director met with ReEntry consultants hired by the Probation Department to assess current and future countywide plans to better serve the formerly incarcerated returning to Alameda County.
	~ The Executive Director attended Coordinated Care Initiative related meetings in order to stay abreast of the healthcare changes for seniors and the disabled.
	~ The Executive Director hosted a tour of the 211 Alameda County facility for the new 211 CA Executive Director. Barbara also assisted 211 CA by helping to edit the new statewide 211 Business Plan.
	~ As a statewide Board member, the Executive Director participated in the monthly California Alliance of Information and Referral Services (CAIRS) board conference call. The primary purpose of this month's meeting was final preparations for the statewide CAIRS conference in October being held in Los Angeles.
	~ The Executive Director attended the monthly Bay Area 211 Partnership meeting held in Oakland. County 211s shared their newest projects, successes and challenges. Logistics and recommendations related to the next month's statewide CAIRS conference were also discussed.
	~ The Executive Director met separately with the President of the Oakland City Council and the President of the Board of Supervisors in order to review the multiple ways in which 211 has been providing 24/7 services to those most vulnerable throughout the county as a whole, and within the city of Oakland in particular.
	~ The Interim Deputy Director attended the FEMA Region IX Private Sector Open House co-hosted by the Association of Continuity Planners on September 25, 2014. FEMA staff reviewed the role of FEMA and it's the Regional Response Coordination Center in the event of a declared disaster. Farley Howell, Acting Regional Deputy Director, addressed the critical role of the private sector in responding and recovering to a major event such as an earthquake.
	~ Sharan Aminy, 2-1-1 Program Manager attended the Senior Moments Meeting in San Leandro.
	~ A Housing Resource Specialist participated in the Alameda County VOAD Executive Committee Conference Call to discuss who will be their guest speakers for their upcoming event in Oakland for the Loma Prieta Commemoration and to welcome Terry Langdon to VOAD.
	~ A Housing Resource Specialist attended The Emergency Management and Disaster Preparedness Council (EMADPC) meeting for updates on various projects in Oakland such as the Rockefeller's 100 Cities Resilience Initiative.
	~ A Housing Resource Specialist participated in the Tri-Valley Housing Resource Mixer Conference Call to finalize plans for an upcoming event on October 24, 2014.

EDEN I & R, Inc.

Fairs/Events/and Outreach	~ The Executive Director was once again invited to participate in Urban Shield this year thanks to Alameda County Sheriff Ahern. For 4 days, Barbara was permitted access to workshops and drills that focused on responses to a variety of terrorist situations like a bomb in BART, a hijacked AmTrack train, a high level diplomat being targeted for capture or death, and major events with numerous civilian injuries. Urban Shield allows Eden I&R to interact with first responders and remind them of 211 roles before, during and after disasters.
	~ As a guest of Pacific Gas & Electric, the Executive Director attended a joint Chamber event hosted by the cities of Emeryville, Berkeley and Albany. The featured speaker was the Director of the Office of Economic Development, Kish Rajan. Mr. Rajan's report of the economic health of the state included that there is a diversity of economic recovery depending upon where in the state you are located (e.g., the coastal region is doing better than inland), and that the middle class is not recovering from the recession at the same rate as the wealthiest. Because the event included many elected officials and corporate sponsors it was an excellent networking venue.
	~ Staff participated in the Kaiser Preparedness Fair in Pleasanton and one in Oakland.
	~ Staff participated in and distributed 211 materials at the Mastick Senior Center Health Fair.
	~ Staff participated in and distributed 211 materials at the Fifth Annual Probation Provider Resource Fair in Dublin.
	~ Staff participated in and distributed 211 materials at the Stand Down - East Bay event.
	~ Staff participated in and distributed 211 materials at the City of Hayward's Health Fair.
	~ Staff participated in and distributed 211 materials at the Shoe Giveaway at the Oakland Coliseum.
	~ Staff participated in and distributed 211 materials at the Piedmont Harvest Festival in Piedmont.
	~ 211 outreach materials were distributed this month to Mills College.

Alameda County Summary By City

9/1/2014 Through 9/30/2014; 2-1-1

	¹ Total Calls	² Client Calls	³ General Calls	⁴ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	⁵ Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	220	130	90	88	37	14	74	46	33	439
Albany	22	8	14	6	3	2	4	1	1	32
Berkeley	510	213	297	156	90	36	120	55	38	948
Castro Valley	90	51	39	41	13	5	36	12	9	155
Dublin	43	23	20	18	9	2	16	11	6	74
Emeryville	37	20	17	18	11	3	15	10	5	71
Fremont	362	190	172	144	59	36	108	70	42	629
Hayward	1126	661	465	470	207	87	382	238	148	2130
Livermore	124	53	71	45	13	11	34	24	13	235
Newark	96	48	48	37	11	8	29	20	9	171
Oakland	4737	2134	2603	1555	679	296	1259	792	541	8177
Pleasanton	63	26	37	21	8	1	20	13	8	125
San Leandro	486	273	213	200	92	35	165	98	61	940
San Lorenzo	59	39	20	25	11	5	20	13	5	108
Sunol	1	1	0	1	0	0	1	0	0	1
Union City	148	89	59	69	19	6	63	44	27	285
Other	1374	135	1239	115	39	29	86	52	32	606
Grand Total:	9507	4094	5413	3009	1301	576	2432	1499	978	15140

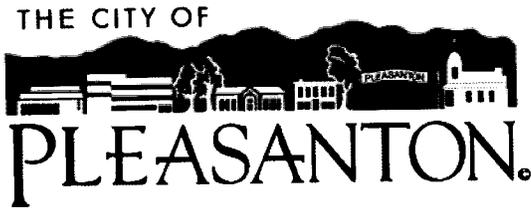
1. Total Calls: The total of Client Calls and General Calls for the reporting period.
2. Client Calls: The number of times Clients called during the reporting period.
3. General Calls: The number of callers who did not provide demographic information, birth date, and full address.
4. Unduplicated Clients: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

Alameda County Summary By City

7/1/2014 Through 9/30/2014; 2-1-1

	¹ Total Calls	² Client Calls	³ General Calls	⁴ Un- duplicated Clients	Disabled Clients	Male Clients	Female Clients	⁵ Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	633	362	271	215	91	39	176	98	68	1242
Albany	60	25	35	14	6	3	11	6	4	121
Berkeley	1446	600	846	375	194	95	280	130	88	2639
Castro Valley	311	174	137	116	48	14	102	48	29	562
Dublin	123	65	58	50	17	7	43	27	16	230
Emeryville	124	68	56	48	21	13	35	22	15	273
Fremont	1065	582	483	373	149	83	290	178	105	1911
Hayward	3417	1941	1476	1168	457	191	976	624	381	6296
Livermore	409	205	204	143	47	29	114	76	50	787
Newark	305	166	139	115	38	24	91	62	34	560
Oakland	13099	5820	7279	3608	1522	723	2885	1856	1265	22816
Piedmont	26	1	25	1	0	0	1	1	1	34
Pleasanton	159	63	96	48	18	8	40	22	13	285
San Leandro	1547	898	649	550	229	89	461	273	176	3171
San Lorenzo	194	134	60	80	26	19	61	44	22	355
Sunol	2	1	1	1	0	0	1	0	0	3
Union City	438	264	174	184	56	21	163	109	64	842
Other	4400	453	3947	347	142	78	269	131	83	1912
Grand Total:	27758	11822	15936	7436	3061	1436	5999	3707	2414	44039

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



Housing Commission Minutes

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

**September 18, 2014
7:00 p.m.**

CALL TO ORDER – PLEDGE OF ALLEGIANCE

Chairperson Ann Welsh called the meeting to order at 7:00 p.m. on Thursday, September 18, 2014, in the City Council Chambers, 200 Old Bernal Avenue, Pleasanton, California.

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

Roll call:

Present: Chairperson Ann Welsh, Commissioners John Casey, Nita DenHoy, Colleen Lopez, and Alternate Member Barry Cass

Absent: Vice Chairperson Daniel Mermelstein

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

AGENDA AMENDMENTS

There were none.

MINUTES

1. Approve Regular Meeting Minutes of June 19, 2014

A motion was made by Commissioner Casey, seconded by Commissioner Lopez, to approve the meeting minutes of June 19, 2014. **The motion was approved unanimously.**

CONSENT CALENDAR

- 2. Approval of the June, July, and August 2014 Financial Reports for Ridge View Commons and Kottinger Place**
- 3. Management Updates for Kottinger Place and Ridge View Commons**
- 4. Quarterly Update Regarding Miscellaneous Housing Projects and Issues (2nd Qtr 2014)**

5. **Quarterly Report of Housing Commission Activities (2nd Qtr 2014)**
6. **Quarterly Inventory of Below-Market Housing in Pleasanton (2nd Qtr 2014)**

A motion was made by Commissioner Casey, seconded by Commissioner Cass, to approve the consent calendar. **The motion was approved unanimously.**

MEETING OPEN TO THE PUBLIC

7. Introductions / Awards / Recognitions

Mr. Erickson introduced new Housing Commission member Nita DenHoy. Sean Barcelon of Barcelon Associates introduced the two new administrators at Ridge View Commons, Erin Hosey, Administrator, and Dan Towne, Assistant Administrator.

Ms. Hosey provided Commissioners with information and a flyer about the annual Housing Commission resident reception at Ridge View Commons scheduled for Thursday, October 2.

a. Approve Commendation for John Casey for Service to the Housing Commission

Chairperson Welsh read the following commendation:

“The Housing Commission commends John Casey this 18th day of September, 2014. Whereas, John Casey has served on the City’s Housing Commission since March 2007, including the role of Chairperson in 2009 and 2013; and whereas, John has given many hours of his time in consistent and faithful attendance at monthly City commission and committee meetings – including the Kottinger Place Redevelopment Task Force, East Pleasanton Task Force, and others – over the past seven and one-half years; and whereas, John has contributed immeasurably to these groups through his thoughtful decision-making skills and his valuable expertise in the areas of housing affordability, finance, and accounting; and whereas, the insights and contributions made by John have helped the Commission in its role of promoting affordable housing in Pleasanton; and whereas, the Housing Commission appreciates John’s enthusiasm, leadership, and dedication in his role as Commissioner and committee member; now, therefore, be it resolved that the Housing Commission does hereby commend John Casey and expresses its sincere appreciation for his service to the City of Pleasanton.”

Commissioner Casey discussed the time he has spent on the Housing Commission and noted that he has enjoyed serving in this position.

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

There were no comments.

PUBLIC HEARINGS AND OTHER MATTERS

9. Discussion Regarding Commission Work Plan and Housing Element Project Implementation

Mr. Bocian noted that at the April 17, 2014 meeting, the Commission had concluded its discussions regarding holding a workshop with items that included:

- Discussing a range of housing issues in a brainstorming session

- Holding the meeting after new Commissioners had joined the Commission
- Discuss obstacles to development of second units
- Identify programs that promote the rehabilitation of existing multi-family developments as a way of attaining new affordable housing units
- Discuss various topics that allow the Commission to be informed about the general affordable housing landscape
- Discuss the general overview of expected responsibilities and expectations of the Commission
- Review expectations of the Commission as outlined in the Housing Element

The Commission was informed by Mr. Bocian that staff suggests the workshop also include an overview of the City's Lower Income Housing Fee (LIHF) and fund as well as the Inclusionary Zoning Ordinance (IZO). He advised that the April 17, 2014, report attached to the agenda report for this packet included information on a workshop and Pleasanton Municipal Code sections pertaining to second units.

Mr. Bocian stated that staff envisions that the agenda for the workshop would include the following three components:

- I. General Commissioner orientation with a staff provided overview of:
 - The role and responsibilities of the Commission
 - A brief review of the City Inclusionary Zoning Ordinance (IZO)
 - A brief review of the Lower Income Housing Fund (LIHF)

- II. General Discussion on previously identified key issues:
 - Housing Element responsibilities
 - Current policies regarding second units
 - Opportunities for multi-family rehab as a means of obtaining affordable units

- III. General brainstorming session regarding affordable housing issues.

Mr. Bocian advised that the Commission could hold the workshop as part of a regular meeting, or there could be a less formal special workshop meeting to cover these issues. He noted that the scheduling of a workshop had been delayed due to a shortage of Commission members, and he suggested that the Commission consider holding the meeting in October or November, or to wait until a full Commission is in place.

Commissioners Cass and DenHoy felt that because they were new to the Commission it would be best to wait until a full Commission was in place before holding a workshop.

Commissioner Casey thought the workshop should be conducted at the Commission's next meeting since it was something requested by the Commission a number of months ago, and December meetings are often cancelled because of the holidays. He also thought it was important for new members of the Commission to understand the full depth of all issues.

Commissioner Casey asked that a summary of the Lower Income Housing Fee nexus study be included with the IZO review on the proposed agenda for the workshop.

Chairperson Welsh agreed that it would be helpful to have Commissioners jump in to learn and understand the issues. She felt the workshop could be held during the regular October meeting if the time element worked for staff. Mr. Bocian agreed that this would be workable.

Commissioner Casey questioned if the October meeting agenda would include any pressing items. Mr. Erickson indicated that approval of the Operating Budget for Ridge View Commons could be reviewed at either the October or November meeting.

Chairperson Welsh expressed concerns about waiting for new Commissioners to be installed before holding the workshop.

Commissioner DenHoy indicated that holding the workshop at the November meeting would work better for her.

Chairperson Welsh and Commissioner Casey discussed with Mr. Bocian the Commission's request to receive feedback on the Housing Element.

Mr. Bocian confirmed with Commissioners that the suggested agenda items for the workshop as presented were acceptable. Commissioner Casey suggested adding a "history lesson" item to assist new members of the Commission.

10. Appoint Representatives to East Pleasanton Task Force, Kottinger Place Task Force, Tri Valley Housing Scholarship Program Board, and Consolidated Plan Subcommittee

Mr. Erickson noted that due to recent changes and transitions in Commission membership, several committee vacancies exist and new appointments need to be made. He also noted that Commissioner Casey's term on the Commission had come to an end. In addition, staff was recently informed by Commissioner Lopez that she is resigning because she is moving out of Pleasanton.

Commissioners reviewed the various committees and made recommendations for representation.

A motion was made by Commissioner Casey, seconded by Commissioner DenHoy, to make the following appointments to committees and subcommittees:

East Pleasanton Task Force – Welsh (DenHoy, Alternate)
Kottinger Place Task Force – Tabled for a future meeting.
Tri-Valley Housing Scholarship Program Board - Cass
Consolidated Plan Subcommittee - Cass

ROLL CALL VOTE:

AYES: Commissioners Casey, Cass, DenHoy, Lopez, and Chairperson Welsh
NOES: None
ABSENT: Commissioner Mermelstein
ABSTAIN: None

COMMUNICATIONS

- August 7, 2014 memo from Nelson Fiahlo, City Manager regarding Brown Act Amendment Applicable to Commissions, Amendment of Govt. Code 54953.
- Planning Commission Staff Reports – August 13/27, 2014. Reviewed - no comment.

MATTERS INITIATED BY MEMBERS OF THE COMMISSION

Commissioner Casey had questions regarding affordability issues for PUD-25 and whether that project would be brought before this Commission.

Commissioner Casey thanked staff and Commissioners for having the opportunity to serve with them. He welcomed new members of the Commission and discussed the importance of passing down information to allow for continuity. He noted that when he joined the Commission there had been no Housing Element, the City was dealing with the Urban Habitat lawsuit, and challenges to retain local control and work through issues were being discussed. Commissioner Casey indicated he was pleased to have been involved with the Kottinger Gardens development, as well as Housing Element challenges to achieve affordable units. He further discussed slow growth aspects and water issues and asked the Commission to stay on top of the East Pleasanton project so that the area becomes East Pleasanton and not West Livermore. Commissioner Casey suggested Commissioners continue to challenge staff and gave a shout-out to the voices of the community.

Commissioner Cass thanked Commissioner Casey for his guidance, and Chairperson Welsh thanked him for his insightful comments. She also thanked Commissioner Lopez for serving on the Commission.

COMMITTEE REPORTS

Kottinger Place Task Force – no report.

East Pleasanton Specific Plan Task Force – Chairperson Welsh noted that at the August 7, 2014, meeting of the Task Force they had discussed additional alternatives and scenarios and movement to lower density. The next meeting of the Task Force will take place in December..

DISCUSSION OF FUTURE MEETING AGENDAS

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

- Approval of the 2015 operating budget for Ridge View Commons.

ADJOURNMENT

The meeting was adjourned at 7:48 p.m. by unanimous consent.

DATED: September 18, 2014



Ann Welsh, Chairperson

ATTEST:



Steven Bocian, Assistant City Manager



**CITY OF DUBLIN
HUMAN SERVICES COMMISSION
MEETING AGENDA
THURSDAY, October 23, 2014, 7:00 PM
DUBLIN CIVIC CENTER, 100 CIVIC PLAZA, CITY COUNCIL CHAMBERS**

1. **CALL TO ORDER**
2. **PLEDGE OF ALLEGIANCE**
3. **ORAL COMMUNICATIONS**
 - 3.1 **Public Comments**

At this time, the public is permitted to address the Human Services Commission on non-agendized items. The Commission must, however, comply with all State Laws in regard to items not appearing on the posted agenda. The Commission may respond to statements made or questions asked, or may request Staff to report back at a future meeting concerning the matter. Any member of the public may contact the Office of the Community Development Department related to the proper procedure to place an item on a future Human Services Commission agenda. The exceptions under which the Human Services Commission MAY discuss and/or take action on items not appearing on the agenda are contained in G.C. 54954.2(b)(1)(2)(3).
4. **MINUTES OF PREVIOUS MEETINGS – July 24, 2014**

STAFF RECOMMENDATION: Approve Minutes.
5. **WRITTEN COMMUNICATIONS – None**
6. **PUBLIC HEARING – None**
7. **UNFINISHED BUSINESS – None**
8. **NEW BUSINESS**
 - 8.1 **Alameda County social services provided to Dublin residents**

The Commission shall receive information from Josh Thurman, Deputy Chief of Staff from Alameda County Supervisor Haggerty's Office on the social services provided to Dublin residents by Alameda County agencies.

STAFF RECOMMENDATION: Receive Report and Discuss.
 - 8.2 **Fiscal Year 2013-2014 Community Grant Program: Grant Recipient Year-End Reports**

The Human Services Commission will be presented with the Fiscal Year 2013-2014 Community Grant Program year-end summary reports submitted by grant recipients.

STAFF RECOMMENDATION: Receive Report.
9. **OTHER BUSINESS**

Brief INFORMATION ONLY reports from the Human Services Commission and / or Staff related to meetings attended at City Expense (AB 1234).

**10. ADJOURNMENT –
Next Meeting Thursday, January 22, 2015**

This AGENDA is posted in accordance with Government Code Section 54954.2(a)

If requested, pursuant to Government Code Section 54953.2, this agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Section 12132), and the federal rules and regulations adopted in implementation thereof. To make a request for disability-related modification or accommodation, please contact the Office of the Community Development Department at (925) 833-6610 at least 72 hours in advance of the meeting.

A complete packet of information containing Staff Reports (Agenda Statements) and attachments related to each item is available for public review at least 72 hours prior to a Human Services Commission Meeting or, in the event that it is delivered to the Commission less than 72 hours prior to a Humans Services Commission Meeting, as soon as it is so delivered. The packet is available in the Community Development Department at the Civic Center.

HUMAN SERVICES COMMISSION

Mission

The City of Dublin Human Services Commission is dedicated to outreach, education, and collaboration to address the community's human service needs as represented in the adopted needs assessment.

Vision

The Human Services Commission seeks solutions to the needs identified in the adopted needs assessment. The Commission will make recommendations to the Council on priorities for efforts that are consistent with the City Council's adopted mission, vision and values.

The Commission evaluates, encourages and advocates for the provision of human services in the community by making recommendations for organizational grant funding, educating residents on human services needs and promoting available services, supporting citizen awareness, engagement and volunteerism in addressing human service needs, and by collaborating with neighboring cities on regional human services solutions.