



**HUMAN SERVICES COMMISSION
REGULAR MEETING AGENDA**

**Wednesday, September 4, 2024
7:00 PM**

AMENDED

**City Council Chamber
200 Old Bernal Avenue
Pleasanton, CA 94566**

**Commissioner Kirstin Litz teleconference
location:
3590 Miller Street
Wheat Ridge CO 80033**

The meeting will be held in-person and will be streamed at <https://www.youtube.com/user/TheCityofPleasanton>.

Public participation: It is requested that members of the public wishing to address the Commission submit a speaker card. When public comment is opened on an agenda item, individuals may speak once per agenda item.

In Person:

- Submit a physical speaker card at the meeting. When your name is called, please provide comment at the podium.

CALL TO ORDER

- Pledge of Allegiance
- Roll Call

AGENDA AMENDMENTS

APPROVAL OF MINUTES

1. Approve regular meeting minutes of August 7, 2024

MEETING OPEN TO THE PUBLIC

2. Public Comment regarding items not listed on the agenda – Speakers are limited to 3 minutes.

MATTERS FOR THE COMMISSION’S REVIEW/ACTION/INFORMATION

3. Review the Community Development Block Grant (CDBG) Consolidated Annual

Performance and Evaluation Reports (CAPER) for Fiscal Year 2023/24 and advise staff to compile the information and finalize the required CAPER document for submittal to the Department of Housing and Urban Development (HUD)

COMMISSION REPORTS

MATTERS INITIATED

FUTURE AGENDA ITEMS

4. Housing and Human Services Grant Program Priorities and Evaluation Criteria for FY 2025/26
5. Library and Recreation Programs and Services Presentation
6. Library and Recreation Strategic Plan
7. Library and Recreation Budget

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 will be available for public inspection at the Library and Recreation department located at 400 Old Bernal Ave., Pleasanton, CA 94566.

Accessible Public Meetings

The City of Pleasanton can provide special assistance for persons with disabilities to participate in public meetings. To make a request for a disability-related modification or accommodation (e.g., an assistive listening device), please contact the Library and Recreation department located at 400 Old Bernal Ave., or (925) 931-5340 at the earliest possible time. If you need sign language assistance, please provide at least two working days' notice prior to the meeting date.



Human Services Commission Meeting Minutes

August 7, 2024 - 7 p.m.

CALL TO ORDER

Chair Bedegi called to order the meeting of the Human Services Commission at 7:01 p.m. from the Council Chamber located at 200 Old Bernal Ave., Pleasanton.

Chair Bedegi led the Pledge of Allegiance and provided opening remarks.

ROLL CALL

Present: Commissioners Carlucci, Cook, Dmitriev, Hayes, Litz, Powers, and Chair Bedegi
Absent: Commissioner Rubino-Brumm

AGENDA AMENDMENTS

Lia Bushong informed commissioners that the presentation listed in Item 4 is being moved to the next meeting.

MINUTES

1. Approve regular meeting minutes of March 6, 2024.

MOTION: It was m/s by Powers/Dmitriev to approve the regular meeting minutes of March 6, 2024, with the following amendment: p.1 ~~Chair Powers~~ Chair Bedegi.

Motion passed by the following vote:

Ayes: Commissioners Carlucci, Cook, Dmitriev, Hayes, Litz, Powers, and Chair Bedegi
Noes: None
Absent: Commissioner Rubino-Brumm

2. Approve special meeting minutes of March 20, 2024.

MOTION: It was m/s by Powers/Dmitriev to approve the special meeting minutes of March 20, 2024, with the following amendment: p.1 ~~Chair Powers~~ Chair Bedegi.

Motion passed by the following vote:

Ayes: Commissioners Carlucci, Cook, Dmitriev, Hayes, Litz, Powers, and Chair Bedegi

Noes: None

Absent: Commissioner Rubino-Brumm

MEETING OPEN TO THE PUBLIC

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

Chair Bedegi opened public comment. There being no speakers, Chair Bedegi closed the public comment.

4. Introductions/Awards/Recognitions/Presentations

Lia Bushong, Assistant Director of Library and Recreation, introduced herself as the new commission liaison. Commissioners provided around-the-room introductions.

MATTERS FOR THE COMMISSION'S REVIEW/ACTION/INFORMATION

5. Review and approve the Human Services Commission meeting schedule for 2024

Lia Bushong, Assistant Director of Library and Recreation, presented the item and answered commissioners' questions.

MOTION: It was m/s by Carlucci/Hayes to approve the Human Services Commission meeting schedule for 2024 with the addition of the October meeting.

Motion passed by the following vote:

Ayes: Commissioners Carlucci, Cook, Dmitriev, Hayes, Litz, Powers, and Chair Bedegi

Noes: None

Absent: Commissioner Rubino-Brumm

MATTERS INITIATED BY THE COMMISSION

None

COMMISSION REPORTS

Commissioner Dimitriev reported that he was elected as a student representative on the PUSD District Board.

STAFF COMMENTS

Lia Bushong, Assistant Director of Library and Recreation, informed the commission that Commissioner Rubino-Brumm will be stepping down from the commission.

With Commissioner Rubino-Brumm stepping down, the commission decided that Commissioner Powers would take over as a primary representative for the City Serve of Tri-Valley meetings and Commissioner Carlucci as the alternate.

FUTURE AGENDA TOPICS

Workability Program Presentation

CAPER

Library and Recreation Department Budget

Library and Recreation Department Strategic Plan

Human Services Commission Work Plan

Huma Services Needs Assessment

ADJOURNMENT

There being no further business, Chair Bedegi adjourned the meeting at 7:50 p.m.

**HUMAN SERVICES COMMISSION
AGENDA REPORT**

September 4, 2024
Library and Recreation

TITLE: REVIEW THE COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORTS (CAPER) FOR FISCAL YEAR 2023/24 AND ADVISE STAFF TO COMPILE THE INFORMATION AND FINALIZE THE REQUIRED CAPER DOCUMENT FOR SUBMITTAL TO THE DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)

SUMMARY

Pursuant to CDBG Program requirements of HUD, the City is making its FY 2023/24 CAPER available for public comment and review. The CAPER summarizes CDBG and other housing and human services projects for low and moderate-income persons supported by the City during the fiscal year (FY) 2023/24. This year, the Human Services Commission will review those projects that were subject to the commission's funding recommendation, which include CDBG and City Grant funds for Human Services, as well as the accomplishments for projects funded through the Lower Income Housing Fund and the federal HOME Program.

RECOMMENDATION

Review the Community Development Block Grant (CDBG) Consolidated Annual Performance and Evaluation Reports (CAPER) for Fiscal Year 2023/24 and advise staff to compile the information and finalize the required CAPER document for submittal to the Department of Housing and Urban Development (HUD).

BACKGROUND

Historically, one of the City's responsibilities relative to its annual allocation of CDBG funds is the preparation of an annual report called the Consolidated Annual Performance and Evaluation Report, or CAPER. The CAPER is intended to provide a consistent process for communities to report on the use of CDBG entitlement funds and is required by Section 104(e) of the Housing and Community Development Act. The CAPER provides detailed information on the use of CDBG funds by sub-recipient agencies during FY 2023/24 (July 1, 2023 – June 30, 2024) and provides an opportunity for the City to describe other leveraged funding for housing and community services activities targeted to low and moderate-income households/persons.

The CAPER process is intended to provide an opportunity for public participation and input at the local level. The information submitted to HUD in the report provides an evaluation of grantee and jurisdiction performance. The City coordinates with the Alameda County HOME Consortium (HOME TAC) for the submittal of the document, and it is forwarded to HUD in Washington D.C. as the basis for meeting the statutory requirement to report to Congress on the CDBG program. The information obtained at the CAPER public hearing may also be considered during subsequent grant funding allocation meetings.

In February 2024, the Pleasanton City Council approved an ordinance modifying the duties of the Planning Commission and disbanding the Housing Commission. In May 2024, City Council approved an ordinance modifying the duties of the Human Services Commission. The amended duties in the Pleasanton Municipal Code 2.28.020 (Attachment 1) include the following:

6. Review and evaluate requests from human services providers for financial assistance, endorsements, grants and other types of assistance; make recommendations to the City Council regarding such requests.

With the amended duties, the Human Services Commission is now reviewing the housing-related programs funded by the City's Lower Income Housing Fund (LIHF) and federal HOME funds.

DISCUSSION

The City must prepare and submit the CAPER for FY 2023/24. As part of the public hearing process, the Human Services Commission is asked to review the tables and individual CAPER submissions and prepare questions appropriate for discussion with the agencies. The information provided by each agency will be compiled into HUD's CAPER format and submitted to HUD. The deadline for submittal of the CAPER is 90 days after the close of the program year, which is September 27, 2024.

List of Agencies (Attachment 2, Table P-1) and CAPER submissions (Attachment 3)

- Attachment 2, Table P-1, lists the agencies that received Housing and Human Services Grant funds in FY 2023/24. It also includes demographic and performance data from the semi-annual reports and display totals for persons served.
- Attachment 3 includes each agency's CAPER submission with written responses to questions on project status, actions, challenges, changes, and accomplishments. This information has also been made available to commissioners in the ZoomGrants software.

Summary of Accomplishments (Attachment 4, Tables P-2a and P-2b)

- Attachment 4, Table P-2a, summarizes the accomplishments described in the CAPER reports and provides the final expenditure status for each grant.
- Table P-2b provides the total count of persons served and demographic data for those participants.

Schedule of Agency Presentations (Attachment 5)

- Attachment 5 provides a schedule of agencies that received City of Pleasanton Housing and Human Services Grant funds in FY 2023/24, including federal Community Development Block Grant (CDBG) funding, and that have been requested to provide brief presentations (2-3 minutes) regarding their projects.
- Agency presentations are intended to clarify and highlight information submitted by each agency.

As shown in the data summaries in Tables P-2a and P-2b, CDBG and City funds allocated in FY 2023/24 benefited over 5,800 individuals through various projects, programs, and services coordinated through sub-recipient agencies, of which 89% benefited low-income persons. Sixty-five percent (65%) of individuals were categorized as extremely low income (30% of area median income and below) and included 1,770 seniors and 610 persons with disabilities.

EQUITY AND SUSTAINABILITY

Housing and Human Services Grants are vital in promoting equity and sustainability in our community. By supporting essential services like affordable housing, healthcare, and job training, these funds help reduce disparities and build long-term resilience. This investment ensures that all residents have the opportunity to thrive and contribute to a stronger, more inclusive community.

OUTREACH

No outreach has been done in advance of this item.

STRATEGIC PLAN ALIGNMENT

This action advances the following Citywide goal and strategy:

ONE Pleasanton Citywide Strategic Plan

- *Building a Community Where Everyone Belongs - Strategy 12* - Implement the results of the Human Services Needs Assessment and streamline housing, human services, and community services grant programs.

FINANCIAL STATEMENT

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

Prepared by:



Steve Hernandez, Housing Division Program Manager
Lia Bushong, Assistant Director of Library and Recreation

Attachments:

1. Updated Muni Code Human Services Commission
2. List of Agencies
3. CAPER Report Submissions
4. Summary of Accomplishments
5. Hearing Schedule

ORDINANCE NO. 2278

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF PLEASANTON AMENDING MUNICIPAL CODE TITLE 2 TO MODIFY THE DUTIES, MEMBERSHIP AND MEETING FREQUENCY OF THE CIVIC ARTS, HUMAN SERVICES, LIBRARY, AND PARKS AND RECREATION COMMISSIONS

WHEREAS, the City's advisory commissions provide important focus on key issues for various segments of the community, for which the commissions then distill, add their own expertise, and make recommendations to the City Council; and

WHEREAS, from Fall of 2023 through Spring of 2024, the City Council was involved with commission and committee reorganization, and the Civic Arts, Human Services, Library, and Parks and Recreation Commissions have also met to review and make recommendations for updates to their commission's respective duties.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF PLEASANTON DOES HEREBY ORDAIN AS FOLLOWS:

SECTION 1. Finds that the proposed amendments to the Pleasanton Municipal Code have no possibility to have a significant effect on the environment per Title 14 California Code of Regulations (CEQA Guidelines) § 15061(b)(3).

SECTION 2. Amends the Pleasanton Municipal Code as shown in Exhibit A, attached, and incorporated by this reference, to modify the duties, membership, and meeting frequency of the Civic Arts, Human Services, Library, and Parks and Recreation Commissions.

SECTION 3. A summary of this ordinance shall be published once within fifteen (15) days after its adoption in "The Valley Times," a newspaper of general circulation published in the City of Pleasanton, and the complete ordinance shall be posted for fifteen (15) days in the City Clerk's office within fifteen (15) days after its adoption.

SECTION 4. This ordinance shall be effective thirty (30) days after its passage and adoption.

{Signatures and votes to follow on the next page}

The foregoing Ordinance was introduced at a regular meeting of the City Council of the City of Pleasanton, California, on April 16, 2024, and adopted on May 7, 2024, by the following vote:

Ayes: Councilmembers Arkin, Balch, Nibert, Testa, Mayor Brown
Noes: None
Absent: None
Abstain: None



Karla Brown, Mayor

ATTEST:



Jocelyn Kwong, City Clerk

APPROVED AS TO FORM:



Daniel G. Sodergren, City Attorney

EXHIBIT A

CIVIC ARTS COMMISSION

For the Civic Arts Commission, amend §2.39.020 Duties as follows:

§2.39.020 Duties

The duties of the Pleasanton Civic Arts Commission shall include the following:

1. Develop a commission workplan to be provided to City Council for consideration during the budget process. The workplan should be based on the goals and strategies outlined in the ONE Pleasanton Strategic Plan as well as the role of the commission.
2. Review and recommend policies and plans to the City Council related to Arts and Culture.
3. Seasonally, review the adopted Civic Arts budget, program and service plans, and key performance indicators.
4. Advise the City Council on services and capital projects related to Arts and Culture.
5. Review and provide recommendations for all works of art to be acquired, relocated, altered or removed by the city as outlined in the Pleasanton Municipal Code Section 13.16.
6. As a community leader, receive Arts and Culture related feedback from the community.
7. Act as an advocate for Arts and Culture within the community.
8. Review and recommend grant funding allocations to City Council for the Community Grant Program, Civic Arts Category.
9. Serve as liaison between the city and other Arts and Culture-related entities including, but not limited to: local municipalities, local nonprofits, Alameda County, state, and national agencies.

§2.39.030 Membership-Appointments

- A. The commission shall have seven commissioners, including one youth member (collectively the "commissioners") all of whom shall be residents of the city.
- B. The youth member shall be a minimum age of a high school freshman.
- C. Commissioners, shall be appointed by the mayor, subject to ratification by the city council, as provided in the adopted city council resolution establishing procedures for appointments to boards and commissions.
- D. Commissioners shall be eligible to participate in all activities of the commission .
- E. Commissioners shall be compensated as established by city council resolution.

§ 2.39.040 Term of membership

Commissioners shall be eligible to serve a maximum of eight years with two four-year terms, except:

- A. The youth member shall be eligible to serve a two-year term.
- B. The terms of commissioners shall be consistent with and subject to city council resolution concerning limiting service on boards and commissions.

§ 2.39.080 Meetings

- A. The commission shall attempt to meet on a monthly basis at a predetermined time and place, but shall meet at least six times each calendar year.
- B. Special meetings may be called by the chairperson or by a majority of the commissioners, the city manager, and/or the city council, provided written notice is given 48 hours in advance of the special meeting to the following: each commissioner, local

newspapers of general circulation, and anyone filing written request for notice with the city clerk. Notice of meetings shall comply in all respects with section 54950 et seq., of the government code, known commonly as the Ralph M. Brown act.

- C. All meetings shall be open to the public and shall follow a prepared agenda. Minutes of all meetings shall be kept and filed with the city clerk.
- D. Four commissioners allowed to vote need to be present to constitute a quorum and a vote to approve or deny shall only occur upon a majority vote of the commissioners present who are allowed to vote.

Note: All other sections of Chapter 2.39 remain unchanged.

HUMAN SERVICES COMMISSION

For the Human Services Commission, amend §2.28.020 Duties as follows:

§ 2.28.020 Duties

The duties of the Human Services Commission shall include the following:

1. Develop a commission workplan to be provided to the City Council for consideration during the budget process. The workplan should be based on the goals and strategies outlined in the ONE Pleasanton Strategic Plan as well as the role of the commission.
2. Review and recommend policies to the City Council related to the human service needs of the community. Emphasis will be given to the human services needs of the socially and economically disadvantaged, the elderly, and youth.
3. Seasonally, review and advise city staff on programs and service plans related to human service needs of the community and provide feedback on the evaluation metrics at workplan's completion.
4. Advise the City Council on services and capital projects related to the Eastern Alameda County Human Services Needs Assessment.
5. As community leaders, be aware of and identify human service needs and related feedback from the community and advocate for those community needs.
6. Review and evaluate requests from human service providers for financial assistance, endorsements, grants, and other types of assistance; make recommendations to the City Council regarding such requests.
7. Serve as liaison between the city and other regional human service providers, including, but not limited to: local municipalities, local nonprofits, Alameda County, state, and national agencies.

§ 2.28.030 Membership—Appointments—Voting

- B. The commission shall have seven commissioners, including one youth member (collectively the "commissioners"), all of whom shall be residents of the city.
- C. The commissioners shall be selected from the community at large. The youth member shall be the minimum age of a high school freshman. The commissioners, shall be appointed by the mayor, subject to ratification by the city council as provided in the adopted city council resolution establishing procedures for appointments to boards and commissions.
- D. Commissioners are eligible to participate in all discussions of the commission
- E. Commissioners shall be compensated as established by city council resolution

§ 2.28.040 Term of membership

Commissioners shall be eligible to serve a maximum term of eight years with two four-year terms, except

- A. The youth member shall be eligible to serve a two-year term.
- B. The term of a commissioner shall be consistent with and subject to city council resolution concerning limiting service on boards and commissions.

§ 2.28.080 Meetings

- A. Regular meetings shall be held at least six times per year on the first Wednesday of each month at a time and place set by the commission. The commission may approve an alternate meeting date.
- B. Special meetings may be called by the chairperson or by a majority of the commissioners, the city manager, and/or the city council provided written notice is given 48 hours in advance of the special meeting to the following: each commissioner, local newspapers of general circulation, and anyone filing written request for notice with the city clerk. Notice of meetings shall comply in all respects with Section 54950 et seq., of the Government Code, known commonly as the Ralph M. Brown Act.
- C. All meetings shall be open to the public and shall follow a prepared agenda. Minutes of all meetings shall be kept and filed with the city clerk.
- D. Four commissioners allowed to vote need to be present to constitute a quorum and a vote to approve or deny shall only occur upon a majority vote of the commissioners present who are allowed to vote.

Note: All other sections of Chapter 2.28 remain unchanged.

LIBRARY COMMISSION

For the Library Commission, amend §2.34.020 Duties as follows:

§ 2.34.020 Duties

The duties of the Pleasanton Library Commission shall include the following:

- 1. Develop a commission workplan to be provided to City Council for consideration during the budget process. The workplan should be based on the goals and strategies outlined in the ONE Pleasanton Strategic Plan as well as the role of the commission.
- 2. Review and recommend policies to the City Council related to library services.
- 3. Seasonally, review the adopted library budget, program and service plans, and key performance indicators.
- 4. Advise the City Council on capital projects related to library facilities.
- 5. As community leaders, receive library related feedback from the community.
- 6. Act as an advocate for library and cultural programs, services and facilities within the community.
- 7. Serve as liaison between the city and other library-related entities including, but not limited to: local municipalities, local nonprofits, Alameda County, state, and national agencies.

§ 2.34.030 Membership—Appointments

- A. The commission shall have seven commissioners, including one youth member (collectively the “commissioners”) all of whom shall be residents of the city.

- B. Six commissioners shall be selected from the community at large. One commissioner shall be selected from a recommendation made by the Pleasanton library league. The youth member shall be the minimum age of a high school freshman. Commissioners, shall be appointed by the mayor subject to the ratification by the city council, as provided in the adopted city council resolution establishing procedures for appointments to boards and commissions.
- C. Commissioners shall be eligible to participate in all activities of the commission.
- D. Commissioners shall be compensated as established by city council resolution.

§ 2.34.040 Term of membership

Commissioners shall be eligible to serve a maximum of eight years with two four-year terms, except:

- A. The youth member shall be eligible to serve a two-year term.
- B. The term of a commissioner shall be consistent with and subject to city council resolution concerning limiting service on boards and commissions.

§ 2.34.080 Meetings

- A. Regular meetings shall be held at least six times per year on the first Thursday of each month at a time and place set by the commission. The commission may approve an alternate meeting date.
- B. Special meetings may be called by the chair or by a majority of the commissioners, the city manager, and/or the city council provided written notice is given 48 hours in advance of the special meeting to the following: each commissioner, local newspapers of general circulation, and anyone filing written request for notice with the city clerk. Notice of meetings shall comply in all respects with Section 54950 et seq., of the Government Code, known commonly as the Ralph M. Brown Act.
- C. All meetings shall be open to the public and shall follow a prepared agenda. Minutes of all meetings shall be kept and filed with the city clerk.
- D. Four commissioners allowed to vote need to be present to constitute a quorum and a vote to approve or deny shall only occur upon a majority vote of the commissioners present who are allowed to vote.

Note: All other sections of Chapter 2.34 remain unchanged.

PARKS AND RECREATION COMMISSION

For the Parks and Recreation Commission, amend §2.32.020 Duties as follows:

§ 2.32.020 Duties

The duties of the Parks and Recreation Commission shall include the following:

1. Develop a commission workplan to be provided to the City Council for consideration during the budget process. The workplan should be based on the goals and strategies outlined in the ONE Pleasanton Strategic Plan as well as the role of the commission.
2. Review and recommend policies to the City Council related to parks, trails and recreational facilities, programs and services.
3. Seasonally, review and advise city staff on program and service plans related to the parks and recreational needs of the community and provide feedback on the evaluation metrics at workplan's completion.

4. Advise the City Council on capital projects related to parks, trails and recreational facilities.
5. As community leaders, receive parks, trails, and recreation related feedback from the community.
6. Act as an advocate for parks, trails, and recreation related programs, services and facilities within the community.
7. Serve as liaison between the city and other regional parks, trails and recreational-based entities including, but not limited to: local municipalities, local nonprofits, Alameda County, state, and national agencies.

§ 2.32.030 Membership—Appointments

- A. The commission shall have seven commissioners, one youth member (collectively the “commissioners”), all of whom shall be residents of the city.
- B. Commissioners shall be selected from the community at large. The youth member shall be the minimum age of a high school freshman. Commissioners shall be appointed by the mayor, subject to the ratification by the city council, as provided in the adopted city council resolution establishing procedures for appointments to boards and commissions.
- C. Commissioners shall be eligible to participate in all activities of the commission.
- D. Commissioners shall be compensated as established by city council resolution.

§ 2.32.040 Term of membership

Commissioners shall be eligible to serve a maximum of eight years with two four-year terms, except:

- A. The youth member shall be eligible to serve a two-year term.
- B. The term of a commissioner shall be consistent with and subject to city council resolution concerning limiting service on boards and commissions.

§ 2.32.080 Meetings

- A. Regular meetings shall be held at least six times per year on the second Thursday of each month at a time and place set by the commission. The commission may approve an alternate meeting date.
- B. Special meetings may be called by the chairperson or by a majority of the commissioners, the city manager, and/or the city council, provided written notice is given 48 hours in advance of the special meeting to the following: each commissioner, local newspapers of general circulation, and anyone filing written request for notice with the city clerk. Notice of meetings shall comply in all respects with Section 54950 et seq., of the Government Code, known commonly as the Ralph M. Brown Act.
- C. All meetings shall be open to the public and shall follow a prepared agenda. Minutes of all meetings shall be kept and filed with the city clerk.
- D. Four commissioners allowed to vote need to be present to constitute a quorum and a vote to approve or deny shall only occur upon a majority vote of the commissioners present who are allowed to vote.

Note: All other sections of Chapter 2.32 remain unchanged.

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**Table P-1:
City of Pleasanton FY 2023/24 CAPER – HHSO Program Funding Summary**

	<u>AGENCY</u>	<u>PURPOSE</u>	<u>FUNDING</u>			
			<u>CDBG</u>	<u>HOME</u>	<u>City (General Fund)</u>	<u>City Lower Income Housing Fund</u>
1	Abode Services	Tri-Valley Housing Rapid Re-Housing Program		\$80,000		\$40,000
2	Assistance League of Amador Valley	Clothing the Children			\$2,500	
3	Axis Community Health	Triage Nurse			\$11,000	
4	CALICO Center	Pleasanton Child Abuse Intervention			\$5,000	
5	Centro Legal de la Raza	Tri-Valley Fair and Secure Housing Project				\$46,628
6	Chabot-LP CCD / Tri-Valley Career Center	Pleasanton Pathways to Employment			\$8,000	
7	Chabot-LP CCD / Tri-Valley Career Center	Pleasanton VITA Services			\$6,000	
8	CityServe of the TriValley	Homelessness Prevention and Family Stabilization Program			\$60,000	
9	CityServe of the TriValley	Homeless Intervention and Crisis Stabilization Program				\$80,000
10	CRIL	Housing & Independent Living Services				\$15,000
11	ECHO Housing	Housing Counseling Services				\$40,000
12	Goodness Village	Tiny Homes				\$57,720
13	Habitat for Humanity	City of Pleasanton Housing Rehabilitation Program		\$45,000		\$35,000
14	Hively	Hively Family Resource Center			\$6,000	
15	Hively	Workforce Development - Additional Childcare Spaces			\$8,000	
16	Hope Hospice, Inc	Grief Support Services and Volunteer Support Services			\$2,500	
17	Legal Assistance for Seniors	Legal & Supportive Services, Medicare Counseling, Education for Pleasanton Seniors			\$5,000	
18	Open Heart Kitchen	Senior Meal Program	\$25,000		\$19,000	
19	Partners for Change Tri-Valley	Education and Mentorship Program for Poverty Alleviation			\$3,000	
20	Spectrum Community Services	Meals on Wheels , More than a meal	\$32,052		\$19,500	
21	Sunflower Hill	Sunflower Hill at Irby Ranch Program Support			\$5,000	
22	Sunflower Hill	Sunflower Hill Program Support for Adults with Developmental Disabilities			\$5,000	
23	Tri-Valley Haven	Counseling and Legal Services			\$9,000	
24	Tri-Valley Haven	Tri-Valley Haven Food Pantry			\$28,107	
25	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services			\$7,000	
26	Tri-Valley Haven	Shiloh Rebuild	\$250,000			
27	Tri-Valley Haven	Sojourner House Homeless Shelter Program			\$8,000	
28	Tri-Valley REACH	Home Improvement Projects, Repair, and Maintenance				\$40,000
	HUD Section 108 Loan Repayment	Annual loan repayment, per HUD's 20-year repayment schedule	\$24,282			
	City of Pleasanton	Administration of CDBG Program	\$76,069			
	City of Pleasanton	Administration of HOME Program		\$7,655		
		<u>TOTAL FUNDING (FY 2023/24):</u>	\$407,403	\$132,655	\$217,607	\$354,348

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City of Pleasanton

Programs > FY 2023/24 Housing and Human Services Grant Program > Rapid Re-Housing

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Abode Services

Rapid Re-Housing

USD\$ 120,000.00 USD\$ 150,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Lakea Williams

Report 2

Lakea Williams

2. Title.

Report 1

Program Manager

Report 2

Program Manager

3. Telephone and e-mail.

Report 1

510-393-0864 lakeawilliams@abode.org

Report 2

5103930864

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

The Tri-Valley Pleasanton Rapid Rehousing Program is contracted to provide services for 6 HH. This 23-24 fiscal year to date we have enrolled eight households during the July 2023-December 2023. We currently have four housed and two that were exited into permanent housing.

Report 2

The Tri-Valley Pleasanton Rapid Rehousing Program is contracted to serve 6 households.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

We are seeing a decrease in referrals received. We will be reaching out to outside partners to receive additional referrals.

Report 2

Some of the challenges that we encountered in the program was being able to find affordable units in the city and also landlords that were willing to work with our clients. Due to the rising rental rates, we weren't able to provide services for any extra participants as usual.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

N/A

Report 2

The granted funding is barely making the needs for our participants as far as being able to help catch them up with rental arrears, provide food resources and or utilities cost.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text" value="10.00"/>	Number of NEW PLEASANTON CLIENTS
TOTAL	<input type="text" value="10.00"/>	<input type="text" value="0.00"/>	<input type="text" value="10.00"/>	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	<input type="text" value="5"/>	<input type="text" value="0"/>	<input type="text" value="5.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="3"/>	<input type="text" value="0"/>	<input type="text" value="3.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	Moderate Income and Above (>80% AMI)
TOTAL	<input type="text" value="10.00"/>	<input type="text" value="0.00"/>	<input type="text" value="10.00"/>	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	<input type="text" value="3"/>	<input type="text" value="0"/>	<input type="text" value="3.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="4"/>	<input type="text" value="0"/>	<input type="text" value="4.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO

Asian			0.00	Asian
Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	2	0	2.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	10.00	0.00	10.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	1	0	1.00	Seniors (62 and older)
People with Disabilities	1	0	1.00	People with Disabilities
Female-Headed Households			0.00	Female-Headed Households
Youth			0.00	Youth
Homeless	10	0	10.00	Homeless
TOTAL	12.00	0.00	12.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	6	0	6.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	10	0	10.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).

TOTAL

16.00

0.00

16.00

TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

N/A

Report 2

Abode was able to fulfil the contract. There were no new unduplicated Pleasanton clients serve in January – June 2024 All of the clients were housed and served during the first period of the FY.3 households exited in 2023 and so far in 2024 two household have exited leaving one remaining household that will exit in September 2024.

Abode served 6 households which were a total of 10 clients. The 6 households contained of 1 households with 3 people, 2 Households with 2 people each and 3 households with 1 person each .

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

N/A

Report 2

Abode collaborates with more than 30 service providers in order to help program participants access a wide breadth of services to meet their needs. Collaborators include Tri-Valley organizations that are embedded in the local community and highly accessible to participants.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

N/A

Report 2

The TriValley Rapid Rehousing Program provides homeless families in the Pleasanton area with housing placement and a gradually decreasing rental subsidy to help families stabilize and become self sufficient. We also provide case management to work on accomplishing housing stability goals developed together with the family. Households will work to increase their income so they can afford their full rent once they exit the program. The program will help with some homeless prevention which includes back rent and motels to keep families from becoming homeless.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The original purpose of this grant is to provide services to six individual households. We are on track to spend the entire grant by end of fiscal year.

Report 2

The original purpose is to provide service/resources and house homeless individuals. The grant also allows us to provided prevention services if needed.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Assistance League of Amador Valley

Clothing the Children

USD\$ 2,500.00 USD\$ 7,500.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Elke Rank

Report 2

Elke Rank

2. Title.

Report 1

Member / volunteer

Report 2

Grants Chair

3. Telephone and e-mail.

Report 1

925 - 353 - 0280. grantschair@alamadorvalley.org

Report 2

925-353-0280 grantschair@alamadorvalley.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

In Fall 2023 we hosted approximately 350 children from across the tri-valley for a special event to shop for school clothing and shoes. Of these, 77 students were from Pleasanton. The program has now closed for this fiscal year, No significant deviations or trends to report.

Report 2

Operation School Bell® is Assistance League's signature program. The mission of Operation School Bell® programs is to provide children in need with appropriate assistance to enhance self-esteem, promote learning, and regular school attendance.

Clothing the Children is the largest project under the Operation School Bell®. Studies conclude that students feel better about themselves when provided with appropriate school clothing, resulting in improved school attendance and classroom performance. Students who would benefit from additional services are discreetly identified by Livermore, Pleasanton and Dublin public school teachers and counselors (TK-6th grade), and those children are then invited to come to Kohl's at a designated time to shop for new school clothes on a budget of \$150-\$175 depending on their age. At Kohl's they are outfitted from head to toe with the assistance of one of our caring member volunteers. Each child also received a book and a toothbrush kit.

In Fall 2023 we hosted approximately 372 children (TK through 6th grade) from across the tri-valley for a special event to shop for school clothing and shoes. The occurred over several weekends at two local Kohl's stores. The program was implemented as planned with no significant deviations or trends to report.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

We have done this program annually for many years, and again our talented member volunteers organized a successful event spanning multiple weekends. Several Spanish speaking students volunteered their time to help translate; we have done this before - and it may now become a much needed element. No significant changes or operations.

Report 2

None to report

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

There are many students in need across the valley. We increased our budget by \$10,000 this year to cover higher costs of goods. We made extra effort to work with all school districts to identify as many children as possible to participate in the popular program,

Report 2

Each year more of the students seem to require translators during the shopping trip; we will continue to engage with fluent Spanish speakers from local high schools.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	77	0	77.00	Number of NEW PLEASANTON CLIENTS
TOTAL	77.00	0.00	77.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	76	0	76.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)		0	0.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)		0	0.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	1	0	1.00	Moderate Income and Above (>80% AMI)
TOTAL	77.00	0.00	77.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White		0	0.00	White
White + HISPANIC/LATINO	76	0	76.00	White + HISPANIC/LATINO
Black/African American	1	0	1.00	Black/African American

Black/African American + HISPANIC/LATINO		0	0.00	Black/African American + HISPANIC/LATINO
Asian		0	0.00	Asian
Asian + HISPANIC/LATINO		0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native		0	0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO		0	0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander		0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO		0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White		0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO		0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White		0	0.00	Asian and White
Asian and White + HISPANIC/LATINO		0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White		0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO		0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American		0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO		0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial		0	0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO		0	0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	77.00	0.00	77.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)		0	0.00	Seniors (62 and older)
People with Disabilities		0	0.00	People with Disabilities
Female-Headed Households		0	0.00	Female-Headed Households
Youth	77	0	77.00	Youth
Homeless		0	0.00	Homeless
TOTAL	77.00	0.00	77.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	100	0	100.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	77	0	77.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	177.00	0.00	177.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

The need for services in the tri-valley is great. We are honored to have supported 77 Pleasanton students to secure new clothing and shoes in hopes of their achievement of educational success this school year.

We rely heavily on teachers and counselors and social workers to help us identify students for this program; its an absolute critical component to our success. The schools' participation is critical.

Report 2

The need for services in the tri-valley is great. We are honored to have supported 77 Pleasanton students to secure new clothing and shoes in hopes of their achievement of educational success this school year.

We rely heavily on teachers and counselors and social workers to help us identify students for this program; its an absolute critical component to our success. The schools' participation is critical.

All work was completed in the 1st reporting period.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

This program supports the Youth Services needs. We hope that having good school clothes and shoes will help these children thrive in school and take some financial burden off of the parents.

Report 2

This program supports the Youth Services needs. We hope that having good school clothes and shoes will help these children thrive in school and take some financial burden off of the parents.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

Our program is not specific to housing and urban development. This program supports the Youth Services needs. We hope that having good school clothes and shoes will help these children thrive in school and take some financial burden off of the parents.

Report 2

Our program is not specific to housing and urban development. This program supports the Youth Services needs. We hope that having good school clothes and shoes will help these children thrive in school and take some financial burden off of the parents.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The original purpose of this grant was to provide clothing and shoes to carefully and discreetly identified young students at Title 1 schools in the Valley. The grant funding was spent, and entirely to this purpose.

Report 2

Clothing the Children is the largest project under the Operation School Bell®. Studies conclude that students feel better about themselves when provided with appropriate school clothing, resulting in improved school attendance and classroom performance. Students who would benefit from additional services are discreetly identified by Livermore, Pleasanton and Dublin public school teachers and counselors (TK-6th grade), and those children are then invited to come to Kohl's at a designated time to shop for new school clothes on a budget of \$150-\$175 depending on their age. At Kohl's they are outfitted from head to toe with the assistance of one of our caring member volunteers. Each child also received a book and a toothbrush kit.

The entire grant amount was fully put to use for this project.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available
Deadline: 1/20/2023

Axis Community Health

Triage Nurse

USD\$ 11,000.00 USD\$ 15,050.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Gillian Flagg

Report 2

Victoria Tishman

2. Title.

Report 1

Grants & Contracts Manager

Report 2

Senior Director of Development and External Affairs

3. Telephone and e-mail.

Report 1

(925) 201-6035

Report 2

925-201-6068, vtishman@axishealth.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

The project is fully operational, providing remote access to a triage nurse for health consultations, addressing COVID-19 inquiries, and supporting Axis patients. During the reporting period, the Triage Nurse handled 1,202 calls with 312 from Pleasanton residents, and received 6,929 MyChart medical advice requests, with 1,801 sent by Pleasanton residents. These accomplishments showcase the program's overall effectiveness.

Report 2

This final grant report outlines the successful implementation and current status of our project, which focused on providing remote access to a Triage Nurse for Axis patients, particularly those residing in Pleasanton. The project has significantly enhanced patient access to timely medical advice and appropriate care guidance, thereby improving health outcomes and reducing overall healthcare costs.

Over the course of the grant period, the project has achieved the following milestones:

Staff Training and Integration: The Triage Nurse underwent comprehensive training in using our Electronic Health Records system (Epic) and the MyChart patient portal. This ensured the nurse's seamless integration into our care delivery system.

Patient Outreach and Engagement: Extensive outreach efforts were conducted to inform Pleasanton residents about the availability of Triage Nurse services. These efforts included distributing informational materials at community events, sending notifications through our patient portal, and coordinating with local healthcare providers to ensure continuity of care.

Collaboration with Healthcare Partners: We strengthened our collaborative efforts with healthcare partners, such as Stanford Healthcare Tri-Valley and Highland Hospital. This ensured that patients discharged from these facilities received timely follow-up care from our Triage Nurse.

Data Monitoring and Evaluation: Robust data monitoring systems were implemented to track call volumes, patient outcomes, and service utilization. This enabled us to continuously assess

and improve the effectiveness of the Triage Nurse services.

Overall, the project has successfully met its goals, providing vital healthcare services to Pleasanton's most vulnerable residents. The positive impact on patient care and health outcomes reaffirms the importance of this initiative, and we are grateful for the support provided by this grant.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

No delays occurred. The ongoing challenge is reducing response times for calls and messages to enhance healthcare accessibility. The Triage Nurse maintained a 97% response rate, addressing calls and messages promptly, and responded to all MyChart messages within 24 hours of receipt.

Report 2

During this quarter, the Triage Nurse program successfully met its goals outlined in the application. The program has been carried out efficiently, with the Triage Nurse responding to over 1,609 patient calls and MyChart messages in Pleasanton, which is in line with our projected metrics. The program's impact includes timely intervention for patients with urgent health concerns, reducing unnecessary emergency room visits, and ensuring continuity of care for discharged patients. This has led to improved patient outcomes and a more efficient use of healthcare resources.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

In-person operations increased post-pandemic stabilization, leading to a slight decline in calls and messages, as the end of the federal and state public health emergencies contributed to increased demand for in-person medical visits. Anticipating a surge in winter months due to seasonal illnesses, Axis Community Health remains committed to providing consistent healthcare access.

Report 2

In 2024, more Californians need help enrolling in healthcare for the first time and re-enrolling in public health insurance due to the Medi-Cal redetermination process. There are two main challenges regarding healthcare insurance enrollment. Firstly, the Medi-Cal redetermination process may lead to individuals losing their healthcare coverage, requiring them to enroll in other eligible insurance plans, such as Covered California. Secondly, new rules permit enrollment for individuals previously ineligible for Medi-Cal. However, the enrollment process is cumbersome, posing difficulties for many to navigate independently. As a result of the increased need to access to care, Axis is relying more on the vital services of the Triage Nurse to connect people in need to the care they require and we are also expanding our enrollment services as a result of this strong demand.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	312	1609	1,921.00	Number of NEW PLEASANTON CLIENTS
TOTAL	312.00	1,609.00	1,921.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	256	1253	1,509.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	22	58	80.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	34	90	124.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	0	208	208.00	Moderate Income and Above (>80% AMI)
TOTAL	312.00	1,609.00	1,921.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	87		87.00	White
White + HISPANIC/LATINO	122	1385	1,507.00	White + HISPANIC/LATINO
Black/African American	12		12.00	Black/African American
Black/African American + HISPANIC/LATINO	0		0.00	Black/African American + HISPANIC/LATINO
Asian	72		72.00	Asian
Asian + HISPANIC/LATINO	0		0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	3		3.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0		0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0		0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0		0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0		0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0		0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO

Asian and White	0		0.00	Asian and White
Asian and White + HISPANIC/LATINO	0		0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0		0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0		0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0		0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0		0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	16	220	236.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	0	4	4.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	312.00	1,609.00	1,921.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	59	436	495.00	Seniors (62 and older)
People with Disabilities	16	81	97.00	People with Disabilities
Female-Headed Households	47	0	47.00	Female-Headed Households
Youth	72	194	266.00	Youth
Homeless	6	14	20.00	Homeless
TOTAL	200.00	725.00	925.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	1000	1283	2,283.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	312	1609	1,921.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	1,312.00	2,892.00	4,204.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

The Triage Nurse effectively managed and responded to 1,202 calls and 6,929 MyChart messages, demonstrating a high level of adaptability to meet the diverse needs of the community. The program's prompt and thorough response to COVID-19 inquiries serves as a testament to its impactful contribution and its capacity to evolve in order to meet the evolving needs of the community.

This project establishes a crucial avenue for patients to have remote access to a triage nurse, fostering meaningful discussions about their health symptoms and providing guidance in accessing necessary treatment. Through this initiative, we ensure that patients receive care that is not only safe but also delivered in a timely and appropriate manner, ultimately mitigating the risk of acute health problems.

Report 2

The Triage Nurse program has achieved significant accomplishments, including:

- Responding to over 10,000 calls and MyChart messages annually.
- Assisting approximately 1,000 patients with discharge planning.
- Implementing telehealth services to continue patient care during the COVID-19 pandemic.
- Using professional language translators to ensure clear communication with non-English speaking patients.

These efforts have addressed the critical need for accessible medical advice and care coordination in our community, particularly for vulnerable populations with multiple co-morbidities.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Our project makes a significant contribution to addressing critical human services needs in alignment with the 'City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022.' As articulated in our application, the facilitation of remote access to health information through the Triage Nurse serves as a strategic approach to overcoming potential barriers to care.

Individuals facing constraints such as limited time, preventing them from taking time off work, benefit from the timely consultations provided by the Triage Nurse. This ensures swift advice on symptoms and appropriate follow-up measures. Moreover, those experiencing challenges related to transportation to the clinic find convenience in reaching the nurse through accessible channels, including phone consultations or the MyChart patient portal.

Recognizing linguistic barriers as another potential obstacle to accessing services, our Triage Nurse incorporates a translation service. This proactive measure ensures the clarity of information, thereby enhancing the inclusivity and effectiveness of our initiative. In essence, our project not only meets but surpasses the objectives outlined in the 'City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022,' particularly addressing critical human services needs in the 'Healthcare and Behavioral Health' category.

Report 2

Our project is deeply aligned with the critical human services needs identified in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022." By focusing on connecting historically marginalized members of our community to vital healthcare services, this initiative supports the Human Services Commission's mission to advocate for those who cannot advocate for themselves.

Specifically, our project addresses the needs of older adults, people experiencing homelessness, and those at risk of homelessness by providing increased access to care coordination and essential health services. By offering remote access to a Triage Nurse, we ensure that these vulnerable populations receive timely medical advice and guidance, which is crucial for their overall well-being. This initiative not only aligns with the Commission's goals but also enhances the quality of life for Pleasanton's most at-risk residents by ensuring they have access to the healthcare services they need.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

Our project is strategically aligned with the 'City of Pleasanton US Department of Housing and Urban Development (HUD) FY 2022-2024 Consolidated Plan,' effectively addressing both 'Strategic Goals' and identified 'Priority Needs.'

As detailed in our application, our program aligns with HUD's overarching 'Strategic Goals' through its dedicated focus on supporting low-income residents, particularly those at 80% of the Area Median Income (AMI). Recognized as a public service, this grant satisfies the criteria for supporting programs identified as a HUD 'Priority Need.' Tailored to specifically cater to Pleasanton families residing below 200% of the federal poverty level (FPL), our initiative deliberately targets the city's most vulnerable residents.

By providing essential services through remote access to care, our project has proven instrumental in meeting the basic needs of these residents. With the valuable support of the City of Pleasanton, our program has significantly contributed to enhancing healthcare accessibility for low-income families, thereby effectively addressing both the 'Strategic Goals' and 'Priority Needs' outlined in the 'City of Pleasanton US Department of Housing and Urban Development (HUD) FY 2022-2024 Consolidated Plan.'

Report 2

Our project is closely aligned with the "Strategic Goals" and "Priority Needs" outlined in the City of Pleasanton's HUD FY 2020-2024 Consolidated Plan. Specifically, our initiative addresses the critical need for increased access to healthcare services for low- and moderate-income residents, a key priority identified in the plan. By providing remote access to a Triage Nurse, we ensure that vulnerable populations receive timely and appropriate medical advice and care, which is vital in preventing the escalation of health issues and reducing overall healthcare costs. This initiative supports the plan's goals of enhancing the quality of life for Pleasanton residents by ensuring that healthcare services are accessible to all, regardless of economic status.

Our program is designed to mitigate barriers to healthcare access which aligns with the plan's emphasis on removing obstacles that prevent residents from obtaining necessary services. Through the integration of translation services and the MyChart patient portal, we ensure that all patients can effectively communicate their health concerns and receive appropriate guidance. This holistic approach not only addresses immediate health needs but also fosters long-term health outcomes and community well-being, directly supporting the strategic objectives of the Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The primary objective of the grant is to facilitate remote access to a triage nurse, ensuring patients can engage in discussions about their health symptoms and receive guidance on seeking appropriate treatment. This strategic approach guarantees the delivery of safe, timely, and suitable care, ultimately minimizing the risk of acute health problems.

Our commitment to the original purpose of the grant is unwavering. We anticipate utilizing the entire grant amount by the end of the grant term, as it is specifically earmarked for achieving the outlined objectives. The allocation of funds aligns with the mission to enhance patient care through remote access to healthcare services.

Importantly, we foresee no challenges in spending the entire grant amount. Our agency remains dedicated to executing the proposed initiatives within the specified timeframe, ensuring that every allocated resource contributes effectively to the overarching goal of improving healthcare accessibility and patient outcomes.

Report 2

The original purpose of this grant is to support the provision of remote access to a Triage Nurse for Axis patients, particularly those residing in Pleasanton. This grant is crucial in maintaining the staffing levels necessary to ensure that patients can access timely medical advice and care. The Triage Nurse plays a pivotal role in our healthcare delivery system by providing immediate guidance on health symptoms, directing patients to appropriate care settings, and ensuring continuity of care post-discharge.

We fully spent the entire grant amount. The funds were utilized to support a .5 FTE Triage Nurse, whose services are essential for the health and well-being of low-income Pleasanton residents.



FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

CALICO Center

Pleasanton Child Abuse Prevention

USD\$ 5,000.00 USD\$ 12,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Nadia Bueno

Report 2

Nadia Bueno

2. Title.

Report 1

Co-Interim Executive Director

Report 2

Interim Executive Director

3. Telephone and e-mail.

Report 1

510-895-0702, nadia@calicocenter.org

Report 2

510-895-0702; executive.director@calicocenter.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

The project activity is under way for the dates of 07/01/2023 thru 12/31/2023. During this time CALICO conducted 9 interviews for children between the ages of 5-13 and provided family support services to 6 caregivers.

GOAL 1: Minimize trauma to abused children

1a. 90% of children interviewed felt a positive/neutral about their experience.

1b. 100% of caregivers will indicate a favorable response to their child's treatment.

GOAL 2: Improve coordination of child-abuse case investigations among multiple agencies

2a. A multi-disciplinary team (comprised of a prosecutor, Pleasanton detective, and/or child welfare worker) will observe at least 75% of interviews. 100% of interviews were observed by an MDT.

- 2b. At least 70% of children eligible for a forensic medical exam will receive one. No children were eligible for an exam this quarter.
- 2c. Monthly Case Review meetings will be held at least 10 times per year to review select cases in depth. 5 meetings were held this quarter.

GOAL 3: Improve the mental health of caregivers.

- 3a. An FA will conduct an on-site crisis assessment with at least 75% of families. 83% of caregivers received on-site crisis assessment.
- 3b. An FA will initiate a California Victim Compensation Program (CalVCP) application on behalf of at least 50% of caregivers. 66% of caregivers had an application initiated.
- 3c. An FA will contact at least 75% of caregivers by phone after they leave CALICO. 100% of caregivers were called.

Goal 4: Improve the mental health of victims

- 4a. An FA will provide at least 75% of caregivers with psycho-education on the effects of trauma on children. 83% of caregivers received psycho-education.
- 4b. An FA will assist at least 75% of families with a CalVCP application on behalf of the child to provide funds for counseling. 100% of children had an application initiated.
- 4c. An FA will refer at least 75% of children to applicable mental health services. 100% of children were referred.

Report 2

The project activity is under way for the dates of 01/01/2024 thru 06/30/2024. During this time CALICO conducted 4 interviews for children between the ages of 5-16 and provided family support services to 2 caregivers.

GOAL 1: Minimize trauma to abused children

- 1a. 100% of children interviewed felt a positive/neutral about their experience.
- 1b. 100% of caregivers will indicate a favorable response to their child's treatment.

GOAL 2: Improve coordination of child-abuse case investigations among multiple agencies

- 2a. A multi-disciplinary team (comprised of a prosecutor, Pleasanton detective, and/or child welfare worker) will observe at least 75% of interviews. 100% of interviews were observed by an MDT.
- 2b. At least 70% of children eligible for a forensic medical exam will receive one. No children were eligible for an exam this quarter.
- 2c. Monthly Case Review meetings will be held at least 10 times per year to review select cases in depth. 5 meetings were held this quarter.

GOAL 3: Improve the mental health of caregivers.

- 3a. An FA will conduct an on-site crisis assessment with at least 75% of families. 100% of caregivers received on-site crisis assessment.
- 3b. An FA will initiate a California Victim Compensation Program (CalVCP) application on behalf of at least 50% of caregivers. 100% of caregivers had an application initiated.
- 3c. An FA will contact at least 75% of caregivers by phone after they leave CALICO. 100% of caregivers were called.

Goal 4: Improve the mental health of victims

- 4a. An FA will provide at least 75% of caregivers with psycho-education on the effects of trauma on children. 100% of caregivers received psycho-education.
- 4b. An FA will assist at least 75% of families with a CalVCP application on behalf of the child to provide funds for counseling. 100% of children had an application initiated.
- 4c. An FA will refer at least 75% of children to applicable mental health services. 100% of children were referred.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

There have been no challenges or delays with the project/program.

CALICO's Executive Director, Erin Harper, left the organization and we are hoping that the new director will start in February 2024.

Report 2

During this reporting period, CALICO has gone through several major staffing changes. We hired an Executive Director to replace Erin Harper and she did not work out. Nadia Bueno is currently the Interim Executive Director. Our Office Manager retired after 13 years with the organization. Two of our Forensic Interviewers left the organization after a year of joining.

While this has been a great challenge we have not turned any children or families away. During this grant period, we unfortunately missed our goal of 22 clients served by 1 client.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

CALICO continues to face the same challenges such as securing stable funding sources for its direct services employees. Our clients continue to have difficulties finding therapists for mental health services that do not have a waiting list.

Report 2

An ongoing issue that the families we serve continue to face is the ability to find affordable housing. Our clients and their families are also having a difficult time finding mental health counselors that do not have a long waiting list. We are also having a difficult time finding support groups for survivors of incest abuse.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	15	6	21.00	Number of NEW PLEASANTON CLIENTS
TOTAL	15.00	6.00	21.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	0	6	6.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	4	0	4.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	7	0	7.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	4	0	4.00	Moderate Income and Above (>80% AMI)
TOTAL	15.00	6.00	21.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	9	0	9.00	White
White + HISPANIC/LATINO	4	0	4.00	White + HISPANIC/LATINO
Black/African American	0	0	0.00	Black/African American
Black/African American + HISPANIC/LATINO	0	0	0.00	Black/African American + HISPANIC/LATINO
Asian	0	2	2.00	Asian
Asian + HISPANIC/LATINO	0	0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	4	4.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	1	0	1.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	1	0	1.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	15.00	6.00	21.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	0	0	0.00	Seniors (62 and older)
People with Disabilities	0	0	0.00	People with Disabilities
Female-Headed Households	1	2	3.00	Female-Headed Households
Youth	9	4	13.00	Youth
Homeless	0	0	0.00	Homeless
TOTAL	10.00	6.00	16.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	22	22	44.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	15	6	21.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	37.00	28.00	65.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Every child in Pleasanton should receive a coordinated, evidence-based response to any disclosure of abuse without causing further trauma. CALICO extends child-friendly, evidence based interviewing services to all referred Pleasanton children. In addition, non offending caregivers benefit from onsite family advocate services, along with case coordination and review services. CALICO also facilitates referrals for forensic medical exams at UCSF Benioff Children's Hospital Oakland and/or Highland Hospital when deemed appropriate.

Report 2

All children in Pleasanton deserve to have a non-traumatic, coordinated, evidence-based response to any disclosure of abuse. CALICO provided child-friendly, evidenced based interviewing services to all Pleasanton children referred to it, onsite family advocate services to non-offending caregivers, as well as case coordination and case review services. CALICO also refers its clients for forensic medical exams to UCSF Benioff Children's Hospital Oakland, and/or Highland Hospital, as appropriate.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Experts project that on a national scale, approximately one in three girls and one in five boys will experience sexual abuse before reaching the age of 18. Extensive research details the enduring effects of child abuse on victims, categorized by the U.S. Department of Health and Human Services, Child Welfare Information Gateway into four main areas: physical harm, psychological, behavioral, and societal impact. Without timely intervention, the consequences of child abuse persist throughout a lifetime. Reducing trauma in the course of a child abuse investigation and connecting the child and caregiver to essential medical and mental health treatment, practices upheld by CALICO, significantly diminishes the likelihood of prolonged suffering for the child.

CALICO examines data provided by the District Attorney's Office concerning child abuse cases submitted for criminal charges. Given the severity of these cases, prosecutors depend on statements obtained from children at CALICO to build their legal arguments.

CALICO aims to offer child abuse forensic interviewing and family support services for victims and their caretakers in Pleasanton. Serving as the sole children's advocacy center for Livermore residents, CALICO provides a secure space for Pleasanton child abuse victims to share their experiences. Without CALICO, the prosecution of child abuse suspects would face challenges, children would undergo repeated interviews leading to re-traumatization, and families would miss vital connections for healing. CALICO promptly intervenes in immediate violence for children referred for forensic interviews and safeguards other children who may have contact with the abuser.

Report 2

CALICO is the only children's advocacy center serving abused children in Alameda County and the sole nonprofit partner assisting Pleasanton Police Department and child protective services with forensic interviews of young victims. Detectives and prosecutors rely on CALICO's expertise to investigate and prosecute child abuse cases, while child welfare workers and County Counsel use testimony from CALICO interviews in dependency proceedings. Without CALICO's services, law enforcement officers and child welfare workers would revert to traditional, less effective methods of investigating child abuse. Consequently, child abuse victims would face more frequent and less skilled interviews, reducing the likelihood of connecting them to vital resources such as medical care, mental health treatment, and victim support. Additionally, evidence would be lost, investigations would become costly, and many offenders would evade prosecution.

CALICO's family support services are designed to address multiple unmet needs. Through careful and sensitive questioning, Family Advocates reduce trauma and confusion for families involved in child abuse investigations. They foster trust and understanding of the public systems and services designed to respond to child abuse and enhance mental health outcomes for abused children, their caregivers, and siblings. In the long term, these services contribute to positive health outcomes through early and effective post-trauma interventions. The impact of CALICO's family support services extends beyond the victimized child and their caregivers. Family Advocates help caregivers understand the mental health implications of abuse on all children in the home. Based on thorough assessments, FAs connect the entire family with appropriate therapeutic interventions to address the unique impact of violence on each member.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".**Report 1**

Collaboration and coordination with various service providers are fundamental aspects of CALICO's approach. The organization maintains an extensive network of formal partnerships, such as with UCSF Benioff Children's Hospital Oakland, which provides mental health care to many CALICO clients and caregivers. Additionally, CALICO collaborates with the District Attorney's Victim/Witness Division, offering assistance to families involved in criminal court cases. Beyond these formal partnerships, CALICO nurtures close relationships with numerous community-based organizations, enabling the referral of clients to culturally and geographically suitable services. After referring a child and family to another organization, CALICO follows up with phone calls to confirm the establishment of a connection and assists the family if needed.

CALICO ensures accessibility to its services by conducting interventions on-site, accommodating individuals of all languages through its own staff or interpreters. Importantly, CALICO does not impose any charges on its clients, making its services readily available to those in need of intervention. Furthermore, transportation is never a hindrance for CALICO clients; if they cannot transport themselves to CALICO, partner agencies like the Pleasanton Police Department step in to provide assistance.

Report 2

Coordination and collaboration with other service providers is one of the pillars of CALICO's work. CALICO maintains a vast team of formal partnerships, including with UCSF Benioff Children's Hospital Oakland provides mental health care to many CALICO clients and caregivers, as well as the District Attorney's Victim/Witness Division, which assists families involved in criminal court cases. In addition to its formal partnerships, CALICO maintains close relationships with many other community-based organizations so that it may refer its clients to the most culturally and geographically appropriate services. Once CALICO refers a child and family to another organization, it conducts follow-up phone calls to confirm that linkage has been made and, if not, to assist the family doing so.

CALICO removes barriers to service by having the ability to conduct its services on-site with people of all languages, either through its own staff or through the use of interpreters. Further, CALICO never charges clients for any of its services, making them highly accessible to those in need of CALICO's intervention. Finally, transportation has never been an issue for CALICO clients. Generally, if clients are not able to transport themselves to CALICO, one of its partner agencies (e.g. Pleasanton Police Department) will do so.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.**Report 1**

The City of Pleasanton provided funding to cover the expenses associated with our Child Interview Specialist (CIS) team, comprising four, part time interviewers, including 2 bilingual Latinas serving Spanish-speaking families. All allocated funds were utilized for this specific purpose.

CALICO's services are focused on crisis intervention, allowing for prompt scheduling of interviews to address urgent case needs. Typically, less than 24 hours pass from receiving the initial referral from a Pleasanton detective or child welfare worker to the child's appointment at our center. In some instances, this timeframe is reduced to under one hour. To accommodate this, a minimum of 2 CIS are scheduled during regular business hours, as CALICO operates from 2 locations - San Leandro and Oakland. Additionally, all CIS remain accessible via pager during evenings, nights, and weekends for situations requiring immediate attention.

During periods when interviewers are not conducting interviews, they engage in various related tasks such as intakes, data entry, quality control, observation, feedback provision to fellow interviewers, participation in training sessions, and involvement in monthly case review meetings and court testimonies. These activities are essential for the effective delivery of our forensic interviewing services.

It's important to note that family support staff is also available, but their positions are funded through other sources.

Report 2

The City of Pleasanton funding was awarded to offset the cost of our Forensic Interviewer (FI) team which includes four part-time interviewers (including two bilingual Latinas who serve bilingual and mono-lingual Spanish-speaking families). All funds were expended for this purpose.

CALICO's services are crisis-oriented, meaning that an interview may be scheduled with little notice to accommodate the urgent needs of a particular case. In most situations, fewer than 24 hours elapse from the time we get the initial referral from the Pleasanton detective or child welfare worker to seeing the child at our center. In some cases, that time shrinks to under one hour. For that reason, we have a minimum of two FI scheduled to work during normal business hours (we maintain a minimum staff of two because CALICO works simultaneously out of two locations, San Leandro and Oakland). In addition, all FI are available by pager evenings, nights and weekends for situations that require immediate attention.

When interviewers are not conducting interviews, they are performing other related tasks, including intakes, data entry and quality control, observing and providing feedback to other interviewers, participating in trainings, planning and participating in monthly case review meetings and testifying in court, all necessary for the successful completion of our forensic interviewing services.

Please note that our family support staff are also available, but funding for those positions are covered by other sources.



FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Centro Legal de la Raza

Tri-Valley Fair and Secure Housing Project

USD\$ 46,628.00 USD\$ 46,628.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Brenda Orellana Ramos

Report 2

Bronte Kuehnis

2. Title.

Report 1

Contracts and Compliance Officer

Report 2

Grants Supervisor

3. Telephone and e-mail.

Report 1

510-216-3824, borellana@centrolegal.org

Report 2

650-862-0823, bkuehnis@centrolegal.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

In the first half of the contract, 3 clients (three of those in Q1) received legal consultation and 3 (three in Q2) received representation.

We have created many in-house templates for common motions, responsive pleadings, and more to ensure that we can represent and assist as many low-income tenants as possible. We have also created an array of in-house legal templates, ranging from letters that tenants can send to landlords who have illegally locked them out of their apartments to court documents tenants can complete on their own and file in court. These materials will ensure that we will equip tenants with the guidance they might need to effectively advocate for themselves to preserve our capacity for tenants most in need of full legal representation.

Report 2

In the second half of the fiscal year, 4 clients received legal consultation and 2 received legal representation.

In one legal representation case, a Centro Legal attorney represented a Section 8 voucher holder who faced eviction for nonpayment of rent after her Section 8 voucher was improperly terminated. The attorney represented the tenant in challenging the Section 8 termination through the administrative process and represented the tenant in the unlawful detainer case. The attorney was able to prove that the tenant was wrongfully terminated from the Section 8 voucher program and the Section 8 voucher was reinstated. The Section 8 program made a large back payment of over \$50,000 to make both the landlord and tenant whole, and the eviction case was dismissed.

In another matter, Centro Legal represented a low-income tenant who could no longer afford the rent at his home and had been sued for eviction for nonpayment of rent. The Centro Legal attorney was able to negotiate a settlement agreement that gave the tenant two additional months to move out and got those two months of rent waived so that the tenant could save up to move. The attorney also negotiated for a permanent masking of the case and a neutral rental reference to eliminate barriers that the tenant would likely otherwise face to finding alternative housing.

In one legal consultation matter, a Centro Legal attorney advised a tenant who faced significant and recurring flooding issues in her home. The attorney gave comprehensive advice on the tenants' rights and legal obligations so that the tenant can make an informed decision about next steps and is empowered to assert her rights.

Additionally, Centro is currently representing a Pleasanton tenant in an ongoing unlawful detainer case. It is currently scheduled for trial. Centro Legal will report that case, including the results of that case, after the case is resolved. Centro has been representing this tenant since March 2024.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

During the last contract, we realized that we needed to increase our direct outreach efforts in Pleasanton because the number of clients we expected to reach decreased in the last half of last year. We learned that because this is our first time contracting with the City of Pleasanton, we will need to make continued outreach efforts to expand the number of tenants who are aware of our services. We are pleased to report that these outreach efforts have helped, and we are on track to reach our representation deliverables. We plan on continuing these outreach efforts.

Additionally, we have shared a direct referral form with the City of Pleasanton's Housing Division, as well as partners such as CityServe of the Tri-Valley. By nurturing these partnerships, we have been able to streamline the process for tenants in need to access our services.

We also plan to explore more outreach partnerships to ensure that other organizations serving Pleasanton clients are aware of our services. We continue to conduct countywide workshops and distribute flyers advertising our services in the Tri-Valley area.

Report 2

One major challenge we encountered is lower numbers of Pleasanton tenants connecting with us. To try to address this issue, we have tried a number of different strategies. We have shared a direct referral form with the City of Pleasanton's Housing Division, as well as partners such as CityServe of the Tri-Valley. By nurturing these partnerships, we have been able to streamline the process for tenants in need to access our services. We also have monthly Tri-Valley workshops that take place at the Livermore Public Library. These workshops are open to Pleasanton tenants, but we have had low turnout. We advertise those workshops through social media and recently put out an advertisement through the East Bay Times. We continue to conduct countywide Zoom workshops as well. Although we have continued and increased our outreach efforts, we are not seeing an increase in connecting with Pleasanton tenants facing eviction. We do not have eviction data after February 2024, so we do not have a good sense of eviction rates in Pleasanton specifically, but we are still working hard to increase our reach in Pleasanton.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

The Pleasanton tenants we have assisted have experienced multiple forms of harassment, including continued threats of eviction. We know that empowering tenants with information about their rights and the tools to assert them is critical to preventing displacement, and we are pursuing two new opportunities to reach and empower as many tenants as we can. To respond to these threats of displacement, we are planning to host a "Train the Trainer" presentation with CityServe of the Tri-Valley to educate them on tenants' rights, so that they can educate their clients and ensure that tenants in need of representation reach us. In Q1 and Q2, we conducted 2 know-your-rights workshops reaching 32 tenants. Lastly, we will continue to leverage the position we created within the Tenants' Rights team to handle direct referrals from our Emergency Financial Assistance (EFA) staff when tenants who have applied to EFA have questions about their rights.

Report 2

One trend we have seen is certain low-income Pleasanton tenants owing large sums of back rent that accrued during the Alameda County eviction moratorium and others living in homes that they cannot currently afford, due to job loss or other hardship. Our ability to keep tenants housed in these situations is drastically reduced. However, in some instances, we are able to use emergency financial assistance (EFA) to keep them housed. In other situations, the best we can do is help them mitigate the situation by negotiating a "soft landing," which enables tenants to move when they either do not want to stay in their current housing or cannot afford to do so. In these matters, attorneys help tenants achieve benefits such as sufficient time to move, financial assistance to move, a waiver of rental debt, preserving a Section 8 voucher or other subsidy, a neutral rental reference, a masking of the eviction case, and more.

Additionally, some Pleasanton tenants we have assisted have experienced multiple forms of harassment, including continued threats of eviction. We know that empowering tenants with information about their rights and the tools to assert them is critical to preventing displacement. To respond to these threats of

displacement, we continue to host know-your-rights workshops in the Tri-Valley area in addition to providing direct legal services. We also plan on conducting a “train the trainer” presentation to City Serve to educate them further on these types of displacement threats so that they can make timely and appropriate referrals for representation.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	6	6	12.00	Number of NEW PLEASANTON CLIENTS
TOTAL	6.00	6.00	12.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	4	3	7.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	2	2	4.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)			0.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)		1	1.00	Moderate Income and Above (>80% AMI)
TOTAL	6.00	6.00	12.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	2	3	5.00	White
White + HISPANIC/LATINO			0.00	White + HISPANIC/LATINO
Black/African American	2	1	3.00	Black/African American
Black/African American + HISPANIC/LATINO			0.00	Black/African American + HISPANIC/LATINO
Asian			0.00	Asian
Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	1		1.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	1	2	3.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	6.00	6.00	12.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	0	1	1.00	Seniors (62 and older)
People with Disabilities	0	1	1.00	People with Disabilities
Female-Headed Households	3	1	4.00	Female-Headed Households
Youth	0	1	1.00	Youth
Homeless	0	0	0.00	Homeless
TOTAL	3.00	4.00	7.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	15	15	30.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	6	6	12.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	21.00	21.00	42.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

In two of the legal representation cases Centro Legal closed in Q2, our attorneys were able to negotiate a "soft landing" move-out to provide the tenants with additional time to move. In another legal representation case, we negotiated a pay and stay agreement for a tenant who sought to remain in their home and pay the back rent owed.

We are one legal representation short of our representation goal through Q2 but believe we will meet our overall goal. We have not met our consultation goal, perhaps due to tenants not realizing that we offer remote consultations and that they do not need to schedule an in-person meeting at our Oakland office. We will emphasize remote services in future outreach efforts.

We have laid the groundwork for a trusting relationship with the Pleasanton community through our flyering efforts. We have also invested in community partnerships. We have utilized our quarterly check-ins with the Tri-Valley cities and other partners to educate city staff and community-based organizations on tenants' rights, so that they can provide triage support and can quickly connect tenants to Centro Legal. We are also connected with a social worker with the Pleasanton Unified School District who reached out with housing questions for parents. We collaborate periodically with ECHO Housing and La Familia to ensure that tenants get connected to the help they need. These relationships are critical in ensuring that we can connect with tenants and serve as many tenants as possible.

Lastly, Centro Legal continues to build out a comprehensive toolbox of Know-Your-Rights materials and pro per packets to educate and empower tenants to assert their rights and take the steps necessary to preserve their housing. These materials include a security deposit demand letter, a letter to dispute an illegal lock-out, a pro per packet on how to complete an unlawful detainer answer, and many more.

Report 2

While we were not able to meet our legal services goals for the year, we are proud of the outcomes we have been able to achieve for the tenants served under this contract, especially in the case where we were able to preserve a low-income tenant's housing and Section 8 voucher, as described above.

Through legal consultations, we advised tenants on critical protections, including the limitations on being sued for COVID-related rent debt, and advised them on the unlawful detainer process so that they know how to get connected to help if they do receive an eviction notice in the future.

During the period, 83% of all tenants served had extremely or very low incomes (0-50% of the area median income or below), 17% identified as Black/African American, and 33% identified as "Other/Multiple Race." Additionally, 17% identified as having a disability and 17% were female-headed households.

Additionally, Centro Legal maintains a regular presence in eviction court at the Hayward Hall of Justice through another grant project called the Shriver Right to Counsel Pilot Project. Through that project, we assist tenants on the date of their Mandatory Settlement Conference if they have not been able to secure representation prior to that date. This is a critical safety net because of how quickly eviction cases move. Through this project, we can capitalize on the infrastructure of the Shriver project to help Pleasanton tenants at their Mandatory Settlement Conference date (and potentially through trial) through this courthouse presence. We have reached at least two Pleasanton tenants through this presence so far. We hope this will help us reach more Pleasanton tenants in

the future.

We receive referrals from City Serve, ECHO Housing, and La Familia to ensure that tenants get connected to the help they need. These relationships are critical in ensuring that we can connect with tenants and serve as many tenants as possible.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Our project directly addresses the critical human service need under "Homelessness in the Tri-Valley" by providing homelessness prevention services in the form of: 1) assisting families near eviction, including representing them in eviction proceedings; and 2) educating tenants on their rights, so that they can avoid displacement and homelessness, and instead maintain their housing.

Centro Legal fields hundreds of calls and emails per week from Alameda County tenants who cannot pay their rent and/or otherwise fear eviction. Families are preemptively moving into their cars because they cannot pay rent and are unaware of their protections. Tenants are also being harassed out of their homes.

This project is designed to strategically target low-income tenants most at risk of displacement. Research shows that low-income residents who have the right to stay in their homes need legal representation in order to make that right a reality. As Professor Desmond noted in his book, *Evicted: Poverty and Profit in the American City* (2016), "A program that ran from 2005-2008 in the South Bronx provided more than 1,300 families with legal assistance and prevented eviction in 86% of cases." In addition, preservation of an affordable tenancy for a low-income resident saves public spending on the production of more affordable housing and homelessness services (Flaming, Daniel John and Toros, Halil and Burns, Patrick. 2015).

Additionally, our project empowers low-income tenants with knowledge about their legal rights so that they push back against unlawful eviction efforts and remain housed.

This project expands access to low-income tenants at risk of displacement by providing legal services spanning the entire continuum of homelessness prevention and anti-displacement interventions. This project will be critical in helping Pleasanton tenants remain housed.

Report 2

Our project directly addresses the critical human service need under "Homelessness in the Tri-Valley" by providing homelessness prevention services in the form of: 1) assisting families near eviction, including representing them in eviction proceedings; and 2) educating tenants on their rights, so that they can avoid displacement and homelessness and maintain their housing.

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Additionally, our project empowers low-income tenants with knowledge about their legal rights so that they push back against unlawful eviction efforts and remain housed.

This project expands access to low-income tenants at risk of displacement by providing legal services spanning the entire continuum of homelessness prevention and anti-displacement interventions. This project is critical in helping Pleasanton tenants remain housed.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

Our project addresses two Strategic Goals: 1) Reduce housing discrimination through provision of fair housing and landlord/tenant services; 2) Funding and supporting homeless services programs to end homelessness. It also addresses one of the HUD Priority Needs: 1) Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.

Our tenant legal services directly support low-income Pleasanton tenants dealing with housing discrimination. We provide fair housing and landlord/tenant services to low-income tenants on a variety of issues that involve a risk of displacement. Additionally, our services focus on anti-displacement and homelessness prevention, and therefore align very well with the second HUD Strategic Goal.

One of the clients we assisted faced an eviction case after the landlord refused to accept a late rent payment. We successfully litigated the case and negotiated an agreement that resulted in additional time to move and a waiver of past-due rent to facilitate the tenants' move. The tenants sought to move due to frustration with their landlord. The case was dismissed after our clients complied with the agreement.

In another case, we negotiated an agreement that allowed the tenant to remain in their home as part of a "pay and stay" agreement. The tenant did not seek to have any rent waived since they did not want to owe money to their landlord, and both parties entered into the agreement.

For the HUD Priority Needs, our project supports low-income Pleasanton tenants with legal housing issues, which includes preserving affordable rental housing and reducing housing discrimination through fair housing and landlord/tenant services.

Report 2

Our project addresses two Strategic Goals: 1) Reduce housing discrimination through provision of fair housing and landlord/tenant services; 2) Funding and supporting homeless services programs to end homelessness. It also addresses one of the HUD Priority Needs: 1) Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.

Our tenant legal services directly support low-income Pleasanton tenants dealing with housing discrimination. We provide fair housing and landlord/tenant services to low-income tenants on a variety of issues that involve a risk of displacement. Additionally, our services focus on anti-displacement and homelessness prevention, and therefore align very well with the second HUD Strategic Goal.

For the HUD Priority Needs, our project supports low-income Pleasanton tenants with legal housing issues, which includes preserving affordable rental housing and reducing housing discrimination through fair housing and landlord/tenant services.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The original purpose of this grant was the following: Centro Legal proposes to provide legal consultations, representation, outreach, and tenant education services to low-income Pleasanton tenants facing housing instability, eviction and potential displacement. Additionally, we will advise and assist clients with other tenant/landlord related matters and provide legal representation when appropriate. Our services model provides pre-eviction consultation in addition to eviction representation, and through outreach and education, we are able to address threats to housing stability early. Information sharing through know-your-rights workshops empowers communities to assert their rights. Centro Legal's proposed staffing pattern for this program reflects a multilingual/multicultural team of staff, ensuring access to interpretation services for all residents participating in this program.

Pleasanton tenants will access this project with the help of outreach efforts including flyer and partnerships with community-based organizations, Tri-Valley specific know-your-rights workshops that will include 1:1 consultations, and through a position we created within the Tenants' Rights team to handle direct referrals from our EFA staff when EFA applicants have questions about their rights. This helps us connect with tenants who are at increased risk of displacement.

Alameda County's housing crisis and its impact on low-income tenants is currently being exacerbated and amplified by the COVID-19 pandemic. Even after the health impacts of COVID-19 diminish, the economic impacts will continue and low-income tenants will be vulnerable to eviction when they cannot pay rent because they have lost income due to the pandemic. This project will enable us to intervene early and provide advice and representation to prevent displacement.

We do anticipate that we will spend down this entire grant.

Report 2

The original purpose of this grant was the following:

"Centro Legal proposes to provide legal consultations, representation, outreach, and tenant education services to low-income Pleasanton tenants facing housing instability, eviction and potential displacement. Additionally, we will advise and assist clients with other tenant/landlord related matters and provide legal representation when appropriate. Our services model provides pre-eviction consultation in addition to eviction representation, and through outreach and education, we are able to address threats to housing stability early. Information sharing through know-your-rights workshops empowers communities to assert their rights. Centro Legal's proposed staffing pattern for this program reflects a multilingual/multicultural team of staff, ensuring access to interpretation services for all residents participating in this program.

Pleasanton tenants will access this project with the help of outreach efforts including flyer and partnerships with community-based organizations, and Tri-Valley specific know-your-rights workshops that will include 1:1 consultations. This helps us connect with tenants who are at increased risk of displacement."

Alameda County's housing crisis and its impact on low-income tenants has been amplified by the ripple effects of the COVID-19 pandemic and inflation. This project is critical to ensure that we can intervene early when Pleasanton tenants face a risk of displacement and provide advice and representation to prevent displacement.

Due to recent staffing changes due to staff departures and temporary leaves, we will not be able to spend down the grant completely.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available
Deadline: 1/20/2023

Chabot-Las Positas Community College District dba Tri-Valley Career Center

Pleasanton Pathways to Employment

USD\$ 8,000.00 USD\$ 34,002.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Alcian Lindo

Report 2

Alcian Lindo

2. Title.

Report 1

Program Manager

Report 2

Program Manager

3. Telephone and e-mail.

Report 1

925-416-5108 - alindo@clpccd.org

Report 2

925-416-5108 - alindo@clpccd.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

TVCC is diligently serving Pleasanton and Tri-Valley residents in their job search. We have been advising job seekers through counseling, workshops, and job club in-person and virtually.

In addition to our normal career services, we have continued our job training cohort program. For this program, participants are placed in cohorts of 10 - 15 people. The program focuses on careers in warehousing and healthcare and includes a career readiness and job search bootcamp, mock interviews and a mini-job placement fair. The training lasts 3 - 10 weeks depending on the job industry.

Our cohort program ran from August 2023 - December 2023. We hosted 3 separate cohorts, serving a total of 48 unemployed residents. These clients not only received 1:1 support from our career counselors; they also received a free industry, recognized credential (forklift/OSHA 10 certification, nursing assistant certification and EMT) and job matching/placement by our job developer and training coordinator.

We also continued to serve the local businesses through our job board and hiring events. Once again, we held a large in-person job fair in collaboration with the Tri-Valley Chamber Alliance, including all 5 chambers. This year, 445 job seekers were in attendance as well as 52 employers and 8 resource services including CalFresh and CleanSlate.

Report 2

TVCC is diligently serving Pleasanton and all Tri-Valley residents in their job search. We have been advising job seekers through counseling, workshops, and job club in-person

and virtually.

Our program is continuous. Year-round we provide services to people who have lost their jobs or are long-term unemployed. We offer in-person as well as virtual services to job seekers in order to support as many people as possible. We also host in-person hiring events and offer two, in-house career training cohorts: certified nursing assistant and forklift operator.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

The biggest challenge we've faced so far has been supporting our clients in need of transportation and housing services. While we offer transportation stipends, our funding in this area is limited and we are not able to help everyone. This has affected some of our clients' abilities to attend job fairs, interviews and job training.

We also lack the funding needed to support clients with housing costs while they complete training. Many trainings are unpaid and require a 40 hour per week commitment. This is difficult for many of our clients and at times forces them to drop out of training.

Report 2

The biggest challenge this year has been securing enough funding for all the training requests we receive. Now that more residents are aware of our services, we've seen a huge increase in requests for career training and supportive services such as gas cards to get to interviews and vouchers for work clothes/tools and boots. As we drew closer and closer to the end of the fiscal year, the funding for these services dwindled and we were forced to put over 45 people on a waitlist for support services and training. These individuals are waiting for the start of the new fiscal year to receive services.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

This quarter we've seen a growing request for training. Many of our clients are pivoting to new careers and are seeking support with obtaining the certifications and training for these careers. One career in particular that has been gaining popularity is IT Help Desk along with other tech-related careers. Meanwhile, employers have expressed the need for more office /administrative professionals. In response to this, TVCC is working with the Chabot-Las Positas district along with local adult schools to create a low-cost administrative careers training program and a low-cost IT Help Desk program.

Report 2

We are still seeing a growing request for training. Many of our clients are pivoting to new careers and are seeking support with obtaining the certifications and training for these careers. One career in particular that has been gaining popularity is IT Help Desk along with other tech-related careers. Meanwhile, employers have expressed the need for more office /administrative professionals.

In response to this, TVCC has created an in-house administrative careers training program which we hope to launch in the Fall 2024. We are also working on creating a low-cost IT Help Desk program in partnership with Chabot-Las Positas District and the local adult schools in the Tri-Valley.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	60	130	190.00	Number of NEW PLEASANTON CLIENTS
TOTAL	60.00	130.00	190.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	11	11	22.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	9	9	18.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	13	21	34.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	27	89	116.00	Moderate Income and Above (>80% AMI)
TOTAL	60.00	130.00	190.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	3	4	7.00	White
White + HISPANIC/LATINO	4		4.00	White + HISPANIC/LATINO
Black/African American	5	1	6.00	Black/African American
Black/African American + HISPANIC/LATINO			0.00	Black/African American + HISPANIC/LATINO
Asian	9	6	15.00	Asian

Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	1		1.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	38	119	157.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	60.00	130.00	190.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	2	2	4.00	Seniors (62 and older)
People with Disabilities			0.00	People with Disabilities
Female-Headed Households	7	2	9.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
TOTAL	9.00	4.00	13.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	160	160	320.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	60	130	190.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	220.00	290.00	510.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

This quarter was successful for us. We've directly assisted 60 Pleasanton residents in-person so far, hitting 37.5% of our program goals. Meanwhile, the number of Pleasanton residents served directly via our virtual services is 596 unduplicated individuals.

Our job training program and job fairs have brought in a lot of new residents as well. Our annual Fall job fair brought in 445 job seekers, our apprenticeship fair brought in 225 future apprentices and we had over 70 applicants for our job training cohorts.

We are also forging new partnerships with employers to provide direct employment pipelines for clients.

Report 2

xxx This quarter was successful for us. Our goal was to serve 160 Pleasanton residents through intensive 1:1 and small-group counseling services and for the entire year, we served 190, exceeding our goal by 118%. We also had a smaller goal of enrolling 5 of the 160 Pleasanton residents we served into our in-house training program and we exceeded this goal by 200% by enrolling 10 residents.

Along with this, our Spring job fair brought in over 400 job seekers, with 84 attendees identifying themselves as Pleasanton residents. We also continue to forge new partnerships with employers to provide direct employment pipelines for clients.

Lastly, one of our most meaningful accomplishments was the launch of our youth Certified Nursing Assistant (CNA) program. In partnership with Pleasanton Unified, we placed 5 high school students aged 16+ in our CNA training program. These 5 students completed our career readiness and exploration boot camp and then went on to successfully complete the state-required classroom and hands-on training needed to take the exam to become CNAs. They also received CPR certifications and a test voucher to cover the full costs of the state CNA exam. All 5 students successfully completed the program and we will be offering it again in the Fall to a larger number of PUSD students.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

TVCC is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" through workforce development that specifically targets unemployment and underemployment. By providing free career counseling/services, free job training and free job placement, we strive to uplift each resident of Pleasanton, empowering them to reach achieve their economic goals.

Report 2

TVCC is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" through workforce development that specifically targets unemployment and underemployment. By providing free career counseling/services, free job training and free job placement, we strive to uplift each resident of Pleasanton, empowering them to reach achieve their economic goals.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

Our program is a public service that promotes and supports economic development specifically for low-income residents. By providing our career readiness, training, placement and support services free of charge, we are helping to strengthen the local economy while empowering Pleasanton residents.

Report 2

Our program is a public service that promotes and supports economic development specifically for low-income residents. By providing our career readiness, training, placement and support services free of charge, we are helping to strengthen the local economy while empowering Pleasanton residents.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The purpose of this grant is to support our staff and operational costs so that we may continue to provide free employment services to the Pleasanton community. This grant also supports our marketing budget which allows us to share the valuable services that TVCC offers to help Pleasanton residents and employers. This includes: assisting the unemployed find jobs with at least a "living wage"; providing training for those who are under-employed as a means to greater income and security; and assisting employers to find qualified candidates to meet their needs.

Without these critical funds provided by the City of Pleasanton, our services would be limited to the basics. More importantly, we wouldn't be able to reach those residents who are often left behind due to not understanding the resources available to them.

We will spend our entire grant by the end of the grant period.

Report 2

The purpose of this grant is to support our staff and operational costs so that we may continue to provide free employment services to the Pleasanton community. This grant also supports our marketing budget which allows us to share the valuable services that TVCC offers to help Pleasanton residents and employers. This includes: assisting the unemployed find jobs with at least a "living wage"; providing training for those who are under-employed as a means to greater income and security; and assisting employers to find qualified candidates to meet their needs.

Without these critical funds provided by the City of Pleasanton, our services would be limited to the basics. More importantly, we wouldn't be able to reach those residents who are often left behind due to not understanding the resources available to them.

We spent our entire grant at the end of the grant period.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available
Deadline: 1/20/2023

Chabot-Las Positas Community College District dba Tri-Valley Career Center

Pleasanton VITA Services

USD\$ 6,000.00 USD\$ 22,822.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Alcian Lindo

Report 2

Alcian Lindo

2. Title.

Report 1

Program Manager

Report 2

Program Manager

3. Telephone and e-mail.

Report 1

924-416-5108 - alindo@clpccd.org

Report 2

925-416-5108/alindo@clpccd.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

The Volunteer Income Tax Assistance (VITA) program, run by TVCC, offers free tax preparation, provided by fully trained volunteers, to low-to moderate income individuals and families. Its sole purpose is to help people in poverty, and especially EITC-eligible families, access their benefits and to file taxes as required by law.

The Earned Income Tax Credit (EITC) is the most effective anti-poverty program run by the federal government and augmented by the state. The EITC has been shown to encourage work, as well as help families meet basic needs and improve children's success in school. It has the ability to lift families out of poverty and has also been shown to be used by most families as a short-term safety net when there is a job loss or other event that reduces income.

With funding from this grant, TVCC is able to provide a service that supports low-income Pleasanton residents, providing them with essential income while stimulating the local economy.

The VITA program is in the planning stages. Taxes actually are not performed until the third and fourth quarters of the grant cycle.

Report 2

The Volunteer Income Tax Assistance (VITA) program, run by TVCC, offers free tax preparation, provided by fully trained volunteers, to low-to moderate income individuals and families. Its sole purpose is to help people in poverty, and especially EITC-eligible families, access their benefits and to file taxes as required by law.

The Earned Income Tax Credit (EITC) is the most effective anti-poverty program run by the federal government and augmented by the state. The EITC has been shown to encourage work, as well as help families meet basic needs and improve children's success in school. It has the ability to lift families out of poverty and has also been shown to be used by most

families as a short-term safety net when there is a job loss or other event that reduces income.

With funding from this grant, TVCC is able to provide a service that supports low-income Pleasanton residents, providing them with essential income while stimulating the local economy.

The VITA program for this grant year has been completed. The program runs during the tax season from January through April 15. Volunteer recruitment and preparation occurs from September - January each year and close-out work happens from April 16 - May 31 of each year.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

This year, we have not had to navigate many challenges. We've managed to recruit 67 volunteers - an increase from last years number which was around 40. At this stage, our coordinator is halfway through volunteer training which began Saturday, January 6th and will conclude on Saturday, January 20th. Training is held in-person, however, virtual training is still an option for those who need or prefer it.

For this tax season, the plan is to once again offer both in-person and drop-off services. We are also working with the Alameda County Food Bank to provide groceries to families and to assist eligible clients with applying for CalFresh benefits. The first tax prep appointment will be held on January 31 - the official first week of tax season.

Report 2

Our biggest challenge this year was recruiting Spanish-speaking volunteers. We serve a large amount of Spanish-speaking families but many are reluctant to volunteer. While this did not negatively impact project costs - and we were able to serve all Spanish-speaking individuals who came to us, it did put a strain on the few volunteers we had. For next year, we are working on strategies to better engage this community in the future including reaching out to other CBOs that serve this population. We hope to address this need by the next tax season to lessen the load that our few Spanish speaking volunteers had to carry.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

The number of volunteers continues to rise. We've also gotten many high school students who have reached out and are interested in volunteering, This is wonderful for our program as it will allow us to prepare more taxes and offer our services at multiple locations such as local libraries.

We are also exploring new partnership opportunities. This year, we are working with the Alameda County Food Bank to provide groceries to families and to assist eligible clients with applying for CalFresh benefits.

Report 2

The number of volunteers continues to rise and we've gotten many high school students who have reached out and are interested in volunteering, This is wonderful for our program as it will allow us to prepare more taxes and offer our services at multiple locations such as local libraries. This is also a great way for us to engage with our local school district since the IRS allows volunteers to be as young as 16 years old.

Along with this, we are exploring new partnership opportunities. This year, we worked with the Alameda County Food Bank to provide groceries to families and to assist eligible clients with applying for CalFresh benefits while they waited for their tax appointments.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	0	168	168.00	Number of NEW PLEASANTON CLIENTS
TOTAL	0.00	168.00	168.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	0	105	105.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	0	38	38.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	0	20	20.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	0	5	5.00	Moderate Income and Above (>80% AMI)
TOTAL	0.00	168.00	168.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	0	58	58.00	White
White + HISPANIC/LATINO	0		0.00	White + HISPANIC/LATINO
Black/African American	0	8	8.00	Black/African American
Black/African American + HISPANIC/LATINO	0		0.00	Black/African American + HISPANIC/LATINO
Asian	0	30	30.00	Asian

Asian + HISPANIC/LATINO	0		0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	1	1.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0		0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	2	2.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0		0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0		0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0		0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0		0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	27	27.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0		0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0		0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0		0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0		0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	0	42	42.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	0		0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	0.00	168.00	168.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	0	44	44.00	Seniors (62 and older)
People with Disabilities	0		0.00	People with Disabilities
Female-Headed Households	0	16	16.00	Female-Headed Households
Youth	0	22	22.00	Youth
Homeless	0	2	2.00	Homeless
TOTAL	0.00	84.00	84.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	165	165	330.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	0	168	168.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	165.00	333.00	498.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Since the tax season has not begun yet, we have not served any Pleasanton clients through this program. However, we anticipate meeting and possibly exceeding our target this year. We are extremely optimistic regarding our capacity this year due to our volunteer numbers. We have 67 volunteers signed up and 45 of them have completed their training so far. We have one more Saturday training before we begin accepting taxes on January 31st.

Report 2

We had another successful year, providing comprehensive training to 53 volunteers and assisting 829 unique families with their income tax preparation. Our volunteers provided services to the community on Wednesdays and Saturdays from February 7 to April 13.

We provided the community with both drop-off and in-person services at our main location in Pleasanton and this year, conducted special in-person outreach to all affordable housing complexes in the Pleasanton and Dublin area. In doing so, we exceeded our goal of preparing 165 income tax returns for Pleasanton residents by 102% for a total of 168 returns.

We are also proud that we have had an increase in ITIN applications. This is another valuable service that we are glad we can provide the community. This year, 6 Pleasanton residents came to our office in need of ITIN application assistance and to file taxes using their newly received ITIN number.

In total, our Pleasanton clients received \$153,620 in federal refunds with the average refund being \$1,669.78. In addition to this, we assisted 72 clients with obtaining CalFresh benefits. Not only did we help clients obtain a financial boost, we also gave them access to free food benefits.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

TVCC's VITA program addresses the lack of consumer information about services/need for education for low-income families who often fall prey to for-profit tax preparation services. VITA is free to our clients, using well-trained volunteers, many of whom are seniors, contributing knowledge and time to their community.

VITA also addresses the time and cost associated with obtaining services, including transportation and connectivity of citizens to services by offering multiple ways to access our free services. Not only are our offices directly across the street from a bus stop and the Dublin/Pleasanton BART station, we also offer these services in 5 different languages while giving clients the option to drop of their taxes or meet with a tax preparer.

This year, TVCC is partnering with the Alameda County Food Bank to provide eligible households with groceries and to aid these households in applying for CalFresh benefits.

Report 2

TVCC's VITA program addresses the lack of consumer information about services/need for education for low-income families who often fall prey to for-profit tax preparation services. VITA is free to our clients, using well-trained volunteers, many of whom are seniors, contributing knowledge and time to their community.

VITA also addresses the time and cost associated with obtaining services, including transportation and connectivity of citizens to services by offering multiple ways to access our free services. Not only are our offices directly across the street from a bus stop and the Dublin/Pleasanton BART station, we also offer these services in 5 different languages while giving clients the option to drop of their taxes or meet with a tax preparer.

This year, TVCC partnered with the Alameda County Food Bank to provide eligible households with groceries and to aid these households in applying for CalFresh benefits.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

Our program is a public service program for low income residents. Residents seeking services must meet federal income guidelines to receive tax support. These guidelines are in line with the City of Pleasanton's income guidelines for low-income residents.

Our program also promotes economic development and public service. By providing families with free access to tax filing and ultimately to their federal refund, we are providing them with income and a potential safety net.

Report 2

Our program is a public service program for low income residents. Residents seeking services must meet federal income guidelines to receive tax support. These guidelines are in line with the City of Pleasanton's income guidelines for low-income residents.

Our program also promotes economic development and public service. By providing families with free access to tax filing and ultimately to their federal refund, we are providing them with income and a potential safety net.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The goal of the TVCC VITA program is to grow and serve as many EITC-eligible clients as possible. The EITC is the most effective anti-poverty program run by the federal government and augmented by the state. It has been shown to encourage work, as well as help families meet basic needs and improve children's success in school. It has the ability to lift families out of poverty and has also been shown to be used by most families as a short-term safety net when there is a job loss or other event that reduces income.

TVCC will be spending the entire grant by the end of the grant period. The majority of costs are incurred during the tax season from February - April.

Report 2

The Volunteer Income Tax Assistance (VITA) program, run by TVCC, offers free tax preparation, provided by fully trained volunteers, to low-to moderate income individuals and families. Its sole purpose is to help people in poverty, and especially EITC-eligible families, access their benefits and to file taxes as required by law.

The Earned Income Tax Credit (EITC) is the most effective anti-poverty program run by the federal government and augmented by the state. The EITC has been shown to encourage work, as well as help families meet basic needs and improve children's success in school. It has the ability to lift families out of poverty and has also been shown to be used by most families as a short-term safety net when there is a job loss or other event that reduces income.

With funding from this grant, TVCC is able to provide a service that supports low-income Pleasanton residents, providing them with essential income while stimulating the local economy.

TVCC has spent down this entire grant.



FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

City Serve of the Tri-Valley

Homeless Intervention and Crisis Stabilization Program

USD\$ 80,000.00 USD\$ 80,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Christine Beitsch-Bahmani

Report 2

Christine Beitsch-Bahmani

2. Title.

Report 1

CEO

Report 2

CEO

3. Telephone and e-mail.

Report 1

925-222-2273

Report 2

925-222-2273

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

CityServe care coordinators are currently serving both housed and unhoused Pleasanton residents by supporting with the following:
Connecting participants to vital benefits while in crisis including but not limited to CalFresh, Medi-Cal, General Assistance, Social Security and county state and federal services.

Referring participants to programs for mental health services, addiction services, employment navigation, medical needs as well as other areas.

Housing navigation, document readiness and troubleshooting different housing needs and issues.

Utilizing subsidy funds for deposits, rental assistance, hotel shelter, car repair and transportation.

Collaborating with local organizations to ensure that participants could navigate their program and build stability.

Coordinating with CityServe volunteers to assist with the care coordination process by assisting with paperwork and other needs for individual participants.

CityServe also participated in the following events during the reporting period:

Outreach pop up at Cornerstone Fellowship each Friday.

Created a weekly outreach called, "Souper Tuesday's" that launched in November offering unsheltered residents in the Tri-Valley hot soup made by a volunteer and a space for the opportunity to share their obstacles and build community. Unsheltered residents are enjoying this program and have been consistently coming each week. It's been successful because they have been open to discussing mental health and addiction needs.

On the first Saturday in December, CityServe held a free market inviting clients from all Tri-Valley cities to come shop free style for Christmas presents and other items.

1 unsheltered participant is scheduled to move into Goodness Village after being homeless for over 10 years.

CityServe care coordination staff worked on a bi-weekly basis with Pleasanton Police Alternate Response Unit to connect with vulnerable individuals that were unhoused.

Report 2

During the reporting period, in conjunction with care coordination efforts CityServe worked to expand their reach to unhoused individuals in Pleasanton by doing the following:

Getting connected to health care is a vital need for many of our unsheltered residents in Pleasanton. CityServe administered 23 new mental health assessments to members of the unsheltered community members in Pleasanton. From there, CityServe worked strategically with two different groups to ensure that all unsheltered participants were offered an option to get connected to medical care. The following partnerships proved to be a success to better serve our unsheltered residents and connect them to needed resources and services. Many individuals were medically fragile.

Forming a partnership with Axis Community Health and Pleasanton Police Alternate Response Unit to assist chronically homeless individuals in getting connected to mental health and physical health services. Axis Community Health agreed to have a standing walk-in appointment on Thursdays for new participants and one follow up appointment for those that had accessed this program in the prior weeks through the process. CityServe's Care Coordinators and the Pleasanton Alternate Response unit worked together to ensure that participants were able to make it to the appointments and get acclimated to seeing a doctor regularly. They also ensured that they were connected to a local pharmacy to get any prescriptions that might be needed after attending their appointment. 23 individuals in Pleasanton were given the opportunity to attend one of these appointments and 18 were referred and a warm hand off was completed. 5 refused services. 9 have continued to connect to medical services and receive care regularly.

CityServe's outreach care coordinators worked collaboratively with the County's Street Health Team through Bay Area Community Health to have medical services brought to individuals.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

CityServe is still looking for office space in Pleasanton so that we can serve all unsheltered individuals in Pleasanton, we believe that will reduce the barriers that come with needing transportation.

The biggest barriers have been in working through the county's coordinated entry process. We need more communication ensuring that all participants have everything up to date and then following up with us on a timeline for the client for when they might be able to get into county housing programs and a better education on the eligibility requirements.

Challenge: Mental health, addiction and fear of failure play a role in a participant's hesitancy to move forward through goals that need to be accomplished.

Report 2

CityServe continues to look for office space in Pleasanton so that we can reduce barriers for unsheltered individuals and families that we serve. For now, while we look for a space, we have increased our outreach efforts creating a map and track of all of the stops that we make during the week for outreach. There are about 10 to 15 stops in known locations in Pleasanton. Each time outreach is done there are interactions with 2 to 3 participants either recurrent or new. This process has increased the trust with individuals that we are working with on a long term basis and assisted them in having basic needs met while working through long term stabilization.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

CityServe was awarded Winter Shelter Relief funds from the County. Ideally a total of \$150,000 to \$200,000 would be ideal to be able to keep clients in a hotel for a longer term. We have found more success when participants have the opportunity to rest and work through different obstacles on a longer term basis. CityServe is continuing to explore more opportunities for essential subsidy funds because the program is invaluable.

There is a growing number of seniors and medically frail individuals and families that need shelter. We are eagerly waiting for the opening of Open Heart Refuge shelter in the Tri-Valley in 2024. However, based on our own data we anticipate an increase in senior homelessness so additional sheltering/housing options and wrap around services will be needed.

Report 2

As a community, we are in need of more shelter options during both extreme heat and cold for individuals that are facing homelessness. There is a growing need for shelters for individuals and their pets. There is also a growing need for more shelter beds in the Tri-Valley.

CityServe staff are continuing to build on having more housing workshops available to unsheltered residents of the Tri-Valley so that they can pursue signing up for multiple housing waitlists and opportunities.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	49	50	99.00	Number of NEW PLEASANTON CLIENTS
TOTAL	49.00	50.00	99.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	47	47	94.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	1	2	3.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	1	1	2.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	0	0	0.00	Moderate Income and Above (>80% AMI)
TOTAL	49.00	50.00	99.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	21	16	37.00	White
White + HISPANIC/LATINO	2	5	7.00	White + HISPANIC/LATINO
Black/African American	6	11	17.00	Black/African American
Black/African American + HISPANIC/LATINO	0	1	1.00	Black/African American + HISPANIC/LATINO
Asian	3	0	3.00	Asian
Asian + HISPANIC/LATINO	0	0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	1	1	2.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	1	1.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO

Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	12	11	23.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	4	4	8.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	49.00	50.00	99.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	12	11	23.00	Seniors (62 and older)
People with Disabilities	7	10	17.00	People with Disabilities
Female-Headed Households	12	8	20.00	Female-Headed Households
Youth	0	2	2.00	Youth
Homeless	49	50	99.00	Homeless
TOTAL	80.00	81.00	161.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	92	92	184.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	49	50	99.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	141.00	142.00	283.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Outcomes:

1 unsheltered participants are scheduled to move into Goodness Village after being homeless for over 10 years.

3 households were given shelter in a hotel due to cold weather during the months of November and December. 1 participant was a victim of human trafficking that was provided a hotel room by a local shelter. The hotel reached out to CityServe when her hotel nights had expired and her care coordinator worked with her and her family to be able to get back home to safety.

Collaboration is key when working with vulnerable residents of the Tri-Valley. CityServe has been a part of the following community efforts to assist other service providers and bridge the gaps in what is known as a human services maze.

In October, CityServe staff hosted a community meeting for 75+ local service providers and community members that serve vulnerable populations in the Tri-Valley. This allowed providers to make more connections and network with each other. In 2024, we will host quarterly meetings kicking off on January 23rd at our Pleasanton office.

Monthly meetings were set up with the City of Pleasanton and all service providers and/or City departments working with unsheltered individuals. These meetings are used to troubleshoot obstacles and break down barriers that participants are facing.

Collaboration with Alameda County's Health Care for the Homeless assisted care coordinators in the process of learning to diver deeper into the issues that

need to be addressed with each individual client Through this process CityServe staff have been able to strategically provide support for each client in need of permanent supportive housing. Over 75 percent of the client's served fit the chronic homeless category and will not be successful in housing without first addressing mental health and/or addiction needs. This training has been very pivotal for our team to help clients navigate the system more effectively while reducing anxiety and frustration.

Report 2

1 unsheltered female with severe medical issues and declining health was homeless for 5 plus years and is now permanently housed in Oakland. CityServe care coordinators worked with her for many years and assisted her in connecting to many different types of services and even helped her find resources for remaining sober.

3 individuals were connected to long term respite and are now document ready for housing. One is scheduled to move into housing in August.

Over 70 percent of individuals served have completed the coordinated entry process and over 50 percent are now document ready.

CityServe had two different community collabo labs to bring together local nonprofit providers in the community. The January meeting highlighted organizations that offer mental health services in the Tri-Valley. April's meeting highlighted spring and summer resources. Over 75 front line service providers were in attendance and were given an opportunity to Network and work together.

CityServe's Crisis Stabilization team had monthly meetings with Pleasanton's Alternate response unit to troubleshoot different issues that people were experiencing in homelessness and how they could work together to help people move forward. In the meeting, CityServe provided upcoming opportunities for different programs that participants could take advantage of.

Through additional subsidy funds, 7 households (15 people) were given temporary shelter in CityServe's Winter Shelter Relief Program. In order to serve these individuals and assist them in finding out permanent housing, CityServe needed a network of services to meet all of their needs.

Collaboration was the biggest win for the year. By working together with other agencies, not only did individuals receive the support they needed, different organizations received education about what services and resources are available to assist someone in crisis. Together we were able to Troubleshoot and work through different obstacles.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies

Our program specializes in comprehensive care coordination and to best serve our clients holistically we know that we must collaborate with many Tri-Valley and country programs that have specialty service areas. Due to a linkage gap between providers we felt we were the best organization to bring everyone together to network, share resources and create ideas for important service offerings. As a result of feedback, we relaunched our local service provider community meetings in October of 2023. In 2024 we have four more gatherings planned, the next one focusing on Mental Health Resources that will be held on January 23rd at our Pleasanton office.

Report 2

CityServe's Care Coordination program provides support for individuals in crisis whether housed or unhoused. Collaborating with as many organizations is needed in order to serve individuals in a comprehensive and strategic manner. We have continued our collaborative lab meetings to allow different service providers to come together quarterly and work through gaps in services and challenges that their participants are facing.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

Funding and supporting homeless services programs to end homelessness

To address supporting homelessness programs we have written additional foundation grants to and collected over \$300,000 to use as a direct subsidy to compliment our care coordination process. As care coordinators work with participants on care plan goals we have been able to supply deposits for new housing available, rent, utilities, hotel stays, car repair for those living in cars, clothing and educational funding for new jobs or classes to increase income. We have also provided funding for holidays, food security, amenities, medications, animal supplies, co-pays, transportation and youth scholarships.

Report 2

We have created a weekly route for our outreach care coordinators and are working to increase access points in Pleasanton to be able to address the obstacles that our unsheltered residents in the Tri-Valley are facing.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

Original Goal to serve 92 Unsheltered Pleasanton Residents – The Tri-Valley homeless intervention and crisis stabilization program provides: 1) Crisis Intervention: Street Outreach, 2) Crisis Stabilization: Case Management, and 3) Community Support: Care Advocacy Program. Reduced Pleasanton focus w/o funding. We are on track to fully utilizing all funds allocated to this program.

Report 2

Goal for fiscal Year to serve 92 Pleasanton Unsheltered Residents – The Tri-Valley homeless intervention and crisis stabilization program provides: 1) Crisis Intervention: Street Outreach, 2) Crisis Stabilization: Case Management, and 3) Community Support: Care Advocacy Program. Reduced Pleasanton focus w/o funding. We completed goal and utilized all funding.



FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

City Serve of the Tri-Valley

Homelessness Prevention and Family Stabilization Program

USD\$ 60,000.00 USD\$ 80,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Christine Beitsch-Bahmani

Report 2

Christine Beitsch-Bahmani

2. Title.

Report 1

CEO

Report 2

CEO

3. Telephone and e-mail.

Report 1

925-222-2273

Report 2

925-222-2273

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

CityServe care coordinators served both housed and unhoused clients of by doing the following:

Connecting participants to vital benefits while in crisis including but not limited to CalFresh, Medi-Cal, General Assistance, Social Security and county state and federal services.

Referred participants to programs for mental health services, addiction services, employment navigation, medical needs as well as other areas.

Housing navigation and troubleshooting different housing needs and issues.

Referred participants facing eviction or potential eviction to county services set in place after the moratorium lifted May of 2023. All participants were given guidance on which organization could assist them with a potential eviction.

Significant action taken: Utilized subsidy funds for rental assistance, hotel shelter, car repair and transportation.

Collaborated with local organizations to ensure that participants could navigate their programs.

Coordinated with CityServe volunteers to assist with the care coordination process by assisting with paperwork and other needs for individual participants.

Report 2

In order to assist participants in working through these growing obstacles as well as others, CityServe used Q4 to pilot two different affordable housing workshops. These housing workshops gave all Tri-Valley residents an opportunity to apply for housing waitlists in Alameda County and Contra Costa County. Outreach for these workshops was done by reaching out to current and past participants, creating posts on social media as well as coordinating with over 20 other service providers to give them the opportunity to send individuals that were in need of applying to different waitlists. In each session, sitting one on one with a care coordinator, many individuals shared that they were on the brink of losing their housing and facing other financial issues that put them at risk of homelessness.

CityServe worked closely with Cento Legal de La Raza, Bay Area Legal Aid and the Alameda County Court System's self help center to fight their evictions. A warm hand off was done or instructions on how to access these programs were done in order to assist participants that needed to connect to receiving legal assistance.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

No overall changes to program design, operations or staffing. However, a challenge continues to be access for Pleasanton residents under 60 years of age so that they can utilize our drop in hours. We are still looking for a small office in Pleasanton for both our families and homeless residents that can not make it to our Livermore office. We are hoping to lock in a location in the next six months.

Report 2

With growing financial needs for CityServe's participants and others who called, CityServe partnered specifically with Valley Community Church, Blue Oaks Church, Tri-Valley Seek n Save, Monthly Miracles and St Vincent de Paul to assist in finding ways to reduce or eliminate outstanding financial needs. Prior to referring someone to these organizations, a care coordination plan was developed with the participant to ensure that they would be able to work toward meeting their own financial needs in the coming months. They strategically worked with a care coordinator to not only create a monthly budget and reduce expenses but also were connected to the following types of services and resources.

Government benefits including but not limited to general assistance, medi-cal, cal fresh and cal works.

Financial supportive services that would assist with credit repair and debt consolidation.

CityServe's volunteer team reached out to the community to find free items. Through this process, participants were able to receive free gently used items at no charge and also able to reduce expenses.

Food resources for groceries and prepared meals at no cost to the individual.

Advocacy with power and water companies to reduce outstanding bills, sign up from programs and create payment plans for large bills prior to shut offs.

CityServe also gave participants donated 24 hour bus passes for the Wheels bus system.

Due to the growing number of individuals facing eviction, CityServe leveraged relationships with rental properties in order to buy time for an individual to be able to find the resources that they needed to cover their rent. Due to the ongoing partnership with local rental companies, we were able to delay landlords from taking something to eviction because the landlord knew that someone was receiving support from CityServe. Care Coordinators also assisted participants in negotiating payment plans rather than having something go to eviction.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

Emerging trends coming out of the pandemic and the eviction moratorium:

Landlords selling properties and participants trying to find an affordable place to live with increased rental rates.

Participants facing eviction and needing support to better understand their rights and responsibilities.

A record high number of deposits needed averaging between \$3,000 and \$5,000 per household if they need to move from one house to another.

A continued need for financial literacy as well as basic life and living skills.

Mental health and delayed learning for children from being out of school for a time.

Foster youth at risk of aging out of the foster care system.

Many participants are at risk of eviction and in need of between 1-3 months of back rent to be current.

Report 2

CityServe of the Tri-Valley is in pursuit of forming a strategic partnership with the Housing Authority of Alameda County so that individuals at risk of homelessness living in Pleasanton can find affordable options within their own community. We believe that this would give an opportunity for those that are currently living in Pleasanton to stay local and reduce other issues that arise from having to be uprooted from where they are currently living and receiving resources and services.

We are seeing an increase in the number of refugees that are coming to the Tri-Valley. Some are being housed without a plan in place to be able to move forward to be able to gain income. They often become housed prior to their income being in place to sustain their housing. A family of 8 was housed in Pleasanton with the help of a friend who was able to find them a place to rent. They were housed in February but did not have their first meeting with their county social worker for employment development until May. This created a short fall for the rent. CityServe covered the expenses for the rent for one month, worked with their care coordinator to find ways to reduce costs in all areas and find free resources to meet other needs. We are working to increase the number of strategic ways to meet these obstacles while also educating our care coordinators on the cultural differences that can play a role in working through obstacles.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	233	317	550.00	Number of NEW PLEASANTON CLIENTS
TOTAL	233.00	317.00	550.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	197	250	447.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	19	33	52.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	6	26	32.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	11	8	19.00	Moderate Income and Above (>80% AMI)
TOTAL	233.00	317.00	550.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	87	93	180.00	White
White + HISPANIC/LATINO	9	22	31.00	White + HISPANIC/LATINO
Black/African American	18	33	51.00	Black/African American
Black/African American + HISPANIC/LATINO	1	0	1.00	Black/African American + HISPANIC/LATINO
Asian	42	53	95.00	Asian
Asian + HISPANIC/LATINO	2	1	3.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	1	0	1.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	2	2.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	1	1.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White

Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	3	3.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	54	78	132.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	19	31	50.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	233.00	317.00	550.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	169	154	323.00	Seniors (62 and older)
People with Disabilities	31	25	56.00	People with Disabilities
Female-Headed Households	68	99	167.00	Female-Headed Households
Youth	6	4	10.00	Youth
Homeless	49	50	99.00	Homeless
TOTAL	323.00	332.00	655.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	550	550	1,100.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	233	317	550.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	783.00	867.00	1,650.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

CityServe held creative outreach events during the reporting period to meet community needs.

In August, facilitated a free coding and kicks camp for low income families in the Tri-Valley. Each child walked away with new skills in coding, soccer, problem solving and team building.

In December, CityServe held a Christmas free market inviting Pleasanton residents in need to come shop flea market style for Christmas presents and other essential items.

Outreach Pop Ups weekly at Cornerstone Fellowship. CityServe is in attendance with 13 other service providers that also attend on a weekly basis.

Outreach Pop Efforts from July to October at the Pleasanton Library each week.

Collaboration is key when working with vulnerable residents of the Tri-Valley. CityServe has been a part of the following community efforts to assist other service providers and bridge the gaps in what is known as a human services maze.

In October, CityServe staff hosted a community meeting for 75+ local service providers and community members that serve vulnerable populations in the Tri-Valley. This allowed providers to make more connections and network with each other. In 2024, we will host quarterly meetings kicking off on January 23rd at our Pleasanton office.

Meeting quarterly with representatives from each TriValley city to discuss rental assistance needs, affordable housing needs and support with the latest information on evictions and what is coming down the pipe as we work together to find resources for back rent and assistance for clients that are at risk of eviction.

Multiple clients were connected to services by a care coordinator. In many instances connection and reconnection by a care coordinator was needed so that a

client could troubleshoot different issues as they arise. Participants often struggle with taking steps in crisis so working with care coordinators has become a vital part of connection and reconnection. We spend a lot of time advocating for our clients.

Report 2

In order to get participants on the right track, we created special events that would enhance the care coordination process. Our housing workshops were a huge success for our participants because it gave them the opportunity to take additional steps in finding affordable housing.

Inviting current participants to weekly pop ups at Cornerstone Fellowship gave them access to more than 15 service providers that could assist them with different resources that they needed. These events were used as a tool to help participants take steps and build more community connections.

Meeting quarterly with over 70 service providers assisted our staff of care coordinators in being able to learn about local resources as well as network and build relationships with other services providers. In January there was a meeting highlighting mental health services and in April there was a meeting highlighting spring and summer activities and resources.

CityServe staff did a presentation to the Pleasanton Unified School District Social workers so that we could form a tighter collaboration. This has allowed the social workers to focus on the child's needs while their parent is connected to a care coordinator and able to focus on building stability.

CityServe increases outreach to participants that we assisted with rental assistance during the pandemic. Many of those that were provided rental assistance had not engaged with CityServe in over a year. Our care coordinators did active outreach via phone calls to past participants. They also received upcoming programming and opportunities for services from CityServe via email throughout the year.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Workforce Development/Unemployment: A Pleasanton resident came in for rental assistance. During the process of working with the client, it was noted that the client needed a long term solution in order to build stability and to cover the cost of rent for the foreseeable future. While working on a budget with this client he was able to visually see his financial shortcoming and realized that by obtaining new employment he would increase his opportunity for successful and sustainable housing. As an action step of the care plan, the participant signed up at the Tri-Valley Career Center to attend several workshops which resulted in better employment. Beyond employment, the client also worked with the care coordinator to refine his budget and to look for more creative ways to supplement his income by utilizing local food pantries and similar resources as he transitioned into his new more permanent role at work.

Report 2

Working with housed individuals in care coordination has assisted individuals in finding solutions to reduce the probability that they would become homeless. Care Coordination assists an individual in being able to walk through the different steps that need to be complete to create more stability. By creating a comprehensive plan and working with a care coordinator, participants are able to find solutions and talk through different obstacles. This process assists as individuals in seeing different perspectives and views of what solutions look like. Through a referral from Pleasanton School District, a care coordinator learned of Kinship foster mom that was in need of rental assistance needed assistance with one month of rent. She had lost her job but was in the process of getting a new job. She became hired but in transition did not have enough to pay her rent. CityServe's care coordinators assisted her with getting connected to resources that would help reduce her expenses and also bridged the gap by providing subsidy funding to pay \$500 of rent.

Success: Coupling education with one on one support in workshops was a vital component to ensuring the success of each participant. By increasing their awareness of certain issues that were being faced, participants were provided a different perspective and given the opportunity to grow in specific areas.

Collaboration created a community of support around each individual in need. Working together with other organizations assisted participants in feeling more confident about how to access services and how to troubleshoot when they had a hard time accessing services. This reduced the need to go back and do the same task two or three times, avoiding duplication of efforts.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

Support public service programs for low income (80% AMI) residents: CityServe utilized subsidy funds to fill rental assistance gaps as needed and funds were available and then also worked with four other agencies in the Tri-Valley to piece together rental assistance needs for individuals by referring the individual to services. A deep dive of all rental assistance resources was done by staff so that we could have a better understanding of what resources were available and which resources had dried up. 11 households received rental assistance from CityServe. \$22,667.97 funds (awarded by United Way), were given rental assistance support. An average of \$2067 was spent per household. These funds helped bridge the gap as the client was working on other goals needed for stabilization.

Overall, collaboration has been a key component to ensuring that clients are connected and reconnected to all opportunities.

Report 2

Support public service programs for low income (80% AMI) residents

Many individuals are on the brink of homelessness. With the cost of housing being in many cases over 50 percent of a person's income, CityServe is utilizing care coordination to provide education in different areas for all individuals that will assist them in creating stability. While funds were available through other agencies, CityServe leveraged using subsidy funds to assist participants with one time help while requiring that they stay consistent in working with a care coordinator.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The original Purpose for this funding is to assist 550 low income Pleasanton Sheltered Residents – The Family Stabilization program provides low income households with: 1) Crisis Prevention: Outreach, 2) Crisis Stabilization: Case Management, and 3) Community Support: Care Advocacy program. We feel the program's purpose is being met and we will utilize all the funding.

Report 2

To assist 550 low income households with Family Stabilization through care coordination by: 1) Crisis Prevention: Outreach, 2) Crisis Stabilization: Case Management, and 3) Community Support: Care Advocacy program. We have met our goal and utilized the funds given.



FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Community Resources for Independent Living

Housing and Independent Living Skills

USD\$ 15,000.00 USD\$ 16,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Alejandra Hacker

Report 2

Alejandra Hacker

2. Title.

Report 1

Program Director

Report 2

Program Director

3. Telephone and e-mail.

Report 1

510-881-5743 ex.35 and alejandra.hacker@crilhayward.org

Report 2

510-881-5743 and alejandra.hacker@crilhayward.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

10 new consumers were directly provided one or more independent living skills training, support or counseling services to improve their level of independence. CRIL's travel training program continues to see a decrease in inquires because of the COVID pandemic and low ridership by our consumers, however we have seen an increase in our Housing services, Independent Skills Training, Device Lending and Demonstration Center because of our established presents in the community about our services. With the COVID pandemic, CRIL's outreach efforts have been drastically reduced but we saw an increase in rental assistance referrals because of our partnership with Alameda Season of Sharing Program. CRIL is open for walk ins and still providing services by phone, email and digitally through zoom and or video teleconferencing.

Report 2

10 new consumers were directly provided one or more independent living skills training, support or counseling services to improve their level of independence.

CRIL's travel training program continues to see a decrease in inquires because of the COVID pandemic and low ridership by our consumers, however we have seen an increase in our Housing services, Independent Skills Training, Device Lending and Demonstration Center because of our established presents in the community about our services. With the COVID pandemic, CRIL's outreach efforts have been drastically reduced but we saw an increase in rental assistance referrals because of our partnership with Alameda Season of Sharing Program. CRIL is open for walk ins and still providing services by phone, email and digitally through zoom and or video teleconferencing.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

The COVID pandemic has dramatically reduced CRIL's outreach efforts and walk ins to all of our offices. However, we are now open for walk ins and have supplemented the needs of our consumers by offering virtual workshops and phone and e-mail consultations. Also, we have been faced with staffing challenges having lost our Tri-Valley Coordinator for some time, but we have recently hired a new Tri-Valley Coordinator and a new travel trainer. This adjustment has been helpful in continuing to provide support to the needs of our consumers.

Report 2

The COVID pandemic has dramatically reduced CRIL's outreach efforts and walk ins to all of our offices. However, we are now open for walk ins and have supplemented the needs of our consumers by offering virtual workshops and phone and e-mail consultations. Also, we have been faced with staffing challenges having lost our Tri-Valley Coordinator for some time, but we have recently hired our Tri-Valley Coordinator and a new travel trainer working out of our Tri-Valley office. This adjustment has been helpful in continuing to provide support to the needs of our consumers.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

CRIL's partnership with Alameda County Season of Sharing Program and assisted 471 consumers with rental and utility assistance throughout Alameda County including the Tri-Valley area. These consumers have been affected by the COVID pandemic and by offering this resource CRIL has seen an increase in referrals to the program. CRIL continues to assist consumers with the Housing application process and access to the limited funding source throughout this fiscal year.

Report 2

CRIL has provided services to 877 including Pleasanton and Tri-Valley consumers. Consumers accessed our Assistive Technology program where they accessed our Chrome Connect laptop and Voice Options programs. Consumers accessed our advocacy and benefits program. CRIL received a grant from ACTC to provide Door Through Door and Travel Training services and is very excited to start this project. CRIL is continuing to adjust to the needs of the consumers, and we are working on an agency plan on allowing for consumer walk ins into our Livermore office and continue phone and e-mail consultations.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	10	10	20.00	Number of NEW PLEASANTON CLIENTS
TOTAL	10.00	10.00	20.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	5	8	13.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	4	2	6.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	1		1.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)			0.00	Moderate Income and Above (>80% AMI)
TOTAL	10.00	10.00	20.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	5	6	11.00	White
White + HISPANIC/LATINO	2		2.00	White + HISPANIC/LATINO
Black/African American	1	2	3.00	Black/African American
Black/African American + HISPANIC/LATINO			0.00	Black/African American + HISPANIC/LATINO

Asian	2	2	4.00	Asian
Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial			0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	10.00	10.00	20.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	2		2.00	Seniors (62 and older)
People with Disabilities	10	10	20.00	People with Disabilities
Female-Headed Households	5		5.00	Female-Headed Households
Youth	2		2.00	Youth
Homeless	3		3.00	Homeless
TOTAL	22.00	10.00	32.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	30	30	60.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	10	10	20.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	40.00	40.00	80.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

CRIL continued to support clients with their needs in regard to housing, device lending and travel training through its virtual platforms as well as some in person activities. We saw an increase in our assistive technology programs that helped our consumers breakdown the barriers of the digital divide. Our digital programs

such as the GOOGLE Chrome Connect and Voice Options programs CRIL has been able to assist consumers with accessing laptops and or tablets to address their needs. CRIL recently completed its partnership with Alameda Counties Housing Secure Program and have assisted 471 consumers with rental and utility assistance throughout Alameda County including the Tri-Valley area.

Report 2

CRIL's major accomplishments during this grant year were that we were able to continue to provide consumer support with the temporary closure of the Livermore multi-purpose center through phone calls, video meetings, and e-mails and now moving forward with in person services. This continuous support CRIL staff has been able to provide has made a significant impact with consumers getting the support they need. Also, in continued partnership with Alameda County Season of Sharing, CRIL assisted 80 Alameda County residents with receiving rental and utility assistance. This program has been tremendously helpful for those who have experienced hardship during the COVID pandemic especially consumers in the Pleasanton and surrounding Tri-Valley areas. CRIL has also provided assistive technology services to over 200 consumers which includes Tri-Valley residents.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

CRIL continues to collaborate with local and state partners on addressing the needs in the City of Pleasanton Human Services Strategic Plan.

Report 2

CRIL continues to collaborate with local and state partners on addressing the needs in the City of Pleasanton Human Services Strategic Plan.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

CRIL's continued collaboration with local and state partners has increased our visibility in the community and the development of new resources for our consumers has been helpful in addressing their needs. Programs such as the Alameda County Season of Sharing Program, Vaccine Access Program, and Public Health Programs have been instrumental in addressing the current needs of our consumers.

Report 2

CRIL's continued collaboration with local and state partners has increased our visibility in the community and the development of new resources for our consumers has been helpful in addressing their needs. Programs such as the Alameda County Season of Sharing Program, Emergency Preparedness, and Public Health Programs have been instrumental in addressing the current needs of our consumers.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

CRIL's Independent Living Services for People with Disabilities will provide extremely low-and very low-income Pleasanton residents who have a disability with housing search education and assistance, peer counseling, independent living skills & self-advocacy training, personal assistant/homecare worker referrals, employment assistance, benefits advocacy, access to health and mental health services and travel training. The primary goals of the program are to:

- 1) Enhance the self-efficiency of low income Pleasanton residents with disabilities, including youth and seniors with functional limitations;
- 2) Increase the availability of resources and support to some of the City's most vulnerable residents; and
- 3) Improve the integration of existing social services in Pleasanton.

CRIL will directly serve 30 low-income Pleasanton residents with disabilities. In addition, CRIL will indirectly serve 60 more individuals & businesses through disability education, technical assistance and information & referral.

Report 2

CRIL's Independent Living Services for People with Disabilities will provide extremely low-and very low-income Pleasanton residents who have a disability with housing search education and assistance, peer counseling, independent living skills & self-advocacy training, personal assistant/homecare worker referrals, employment assistance, benefits advocacy, access to health and mental health services and travel training. The primary goals of the program are to:

- 1) Enhance the self-efficiency of low income Pleasanton residents with disabilities, including youth and seniors with functional limitations;
- 2) Increase the availability of resources and support to some of the City's most vulnerable residents; and
- 3) Improve the integration of existing social services in Pleasanton.

CRIL will directly serve 30 low-income Pleasanton residents with disabilities. In addition, CRIL will indirectly serve 60 more individuals & businesses through disability education, technical assistance and information & referral.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Eden Council for Hope and Opportunity

Housing Counseling Services

USD\$ 40,000.00 USD\$ 40,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Christina M Soto

Report 2

Christina M Soto

2. Title.

Report 1

Executive Director

Report 2

Executive Director

3. Telephone and e-mail.

Report 1

christina@echofairhousing.org/510-628-6125

Report 2

510 628 6125; christina@echofairhousing.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

ECHO assists low income renters in securing or maintaining affordable housing by providing fair housing counseling and investigation, tenant landlord counseling and mediation, rental assistance, home seeking and a fair housing systemic audit to determine if discrimination is occurring and to provide education to non-compliant landlords or property managers.

Program activities have begun on July 1, 2023. During the first half of the year, (July 1-Dec 31, 2023), ECHO has provided counseling sessions to 107 unduplicated households, as follows:

-Fair Housing Counseling and Investigations: 6

-Systemic Audits: 0

-Tenant Landlord Counseling and Mediation: 93
-Homeseeking Counseling: 1
-Rental Assistance Program: 7
-Shared Housing: 0

ECHO had a presence at the following outreach and activities:

8/12/2023- Home Buyer Education
8/18/2023 - Fair Housing Training
9/15/2023 - Fair Housing Training
9/30/2023 - Home Buyer Education
10/20/2023 - Fair Housing Training
11/17/2023- Fair Housing Training
12/2/2023- Home Buyer Presentation
12/15/2023- Fair Housing Training

Report 2

ECHO assists low income renters in securing or maintaining affordable housing by providing fair housing counseling and investigation, tenant landlord counseling and mediation, rental assistance, home seeking, shared housing and a fair housing systemic audit to determine if discrimination is occurring and to provide education to non-compliant landlords or property managers.

Program activities started on July 1, 2023. During the second half of the year, (Jan 1-June 30, 2024), ECHO has provided counseling sessions to 200 unduplicated households, as follows:

-Fair Housing Counseling and Investigations: 38 (23 inquiries)
-Systemic Audits: 10
-Tenant Landlord Counseling and Mediation: 141
-Homeseeking Counseling: 3
-Rental Assistance Program: 7
-Shared Housing: 1

ECHO had a presence at the following outreach and activities:

Dia del Nino - Livermore Library, April 29, 2024
Livermore office - every first and third Monday of the month

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

ECHO provides services to the City of Pleasanton. In addition, ECHO has a culturally competent employee available from 9AM-5PM Monday through Friday. There are no programmatic or staff changes for this program. ECHO will be having someone on site at the Livermore office beginning in January 2024.

Report 2

ECHO provides fair housing and tenant landlord services to the City of Pleasanton. In addition, ECHO staff is culturally competent and is available from 9AM-5PM Monday through Friday. There are no programmatic or staff changes for this program. ECHO's Housing Counselor is available at the Livermore office to see tenants and property owners/managers, every first and third Monday of the month.

ECHO is creating an outreach plan for Fair Housing inquiries and complaints. There were flyers sent out regarding the Shared Housing and HomeSeeking programs. .

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

Since the Alameda County moratorium subsetting, the number of inquiries we received is #% regarding questions on tenant rights.

ECHO anticipates the number of households to keep rising regarding non-payment of rent, rental assistance and tenant rights.

Report 2

ECHO anticipates the number of households to keep rising regarding non-payment of rent, rental assistance and tenant rights. Tenants may also be dealing with back rent owed due to covid and rent increases.

In the last half of the year, ECHO received calls regarding entry, deposit and rights and responsibilities.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	107	200	307.00	Number of NEW PLEASANTON CLIENTS
TOTAL	107.00	200.00	307.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	14	28	42.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	78	139	217.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	15	33	48.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	0	0	0.00	Moderate Income and Above (>80% AMI)
TOTAL	107.00	200.00	307.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	34	72	106.00	White
White + HISPANIC/LATINO	22	42	64.00	White + HISPANIC/LATINO
Black/African American	26	33	59.00	Black/African American
Black/African American + HISPANIC/LATINO			0.00	Black/African American + HISPANIC/LATINO
Asian	7	22	29.00	Asian
Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native		4	4.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	1	6	7.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White		4	4.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American

American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	14	17	31.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	3		3.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	107.00	200.00	307.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	10	18	28.00	Seniors (62 and older)
People with Disabilities	1	11	12.00	People with Disabilities
Female-Headed Households	54	93	147.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	0	0	0.00	Homeless
TOTAL	65.00	122.00	187.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	305	305	610.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	107	200	307.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	412.00	505.00	917.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

ECHO provided the following services outlined in our City of Pleasanton contract:

ECHO opened 107 cases and provided the following counseling sessions:

- Fair Housing Counseling and Investigations: 1 source of income and 5 physical disability
- Tenant Landlord Counseling and Mediation: There were housing counseling sessions: 11 evictions, 5 deposit, 1 harassment, 1 retaliation, 18 entry, 16 repairs, 8 rent increases, 17 right and responsibilities and 16 other.
- Homeseeking Counseling: 1 household was provided with homeseeking assistance, affordable housing and open section 8 lists and waitlists.
- Rental Assistance Program: 7 provided with budget counseling. (RAP is currently closed until February 2024)

ECHO continues to give tenants choices for them to decide what works best for their individual situation. Staff is trained yearly on Tenant Landlord and Fair Housing and keep abreast of all trends happening with our calls.

Report 2

ECHO provided the following services outlined in our City of Pleasanton contract:

ECHO opened 200 cases and provided the following counseling sessions:

- Fair Housing Counseling and Investigations: 38

ECHO competed a systemic audit regarding a reasonable modification for someone who was wheelchair bound. Pleasanton landlords showed no differential treatment.

- Tenant Landlord Counseling and Mediation: 141
- Homeseeking Counseling: 3

-Rental Assistance Program: 7
-HomeSeeking: 1
Tenant Landlord calls:
12 Eviction
18 Deposit
25 Entry
3 Repairs
1 Rent Increase
17 Rights and Responsibilities
65 Other

ECHO's housing counselor continues to give tenants and property owners/managers choices so they may make the best decision for their individual situation. Staff is trained yearly on Tenant Landlord and Fair Housing and keep abreast of all trends happening with our calls.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

ECHO has addressed lack of consumer information by promoting Tenant Rights and Fair Housing information through our social media ads.

For this report period outreach concluded:

-Mail Distribution - ECHO will do mail distribution next quarter
-Virtual Presentations for Community Based Organizations and Community Members
-Facebook mass outreach

ECHO has bilingual staff members and bilingual literature. ECHO responds to calls within 24-48 hours and counselors work with the tenant for however long is needed. All ECHO services are free.

ECHO is slowly going back to the office to ensure tenants can meet with someone face to face. Most of ECHO's communications are mainly done by telephone, email, phone or zoom.

Report 2

ECHO has addressed lack of consumer information by promoting Tenant Rights and Fair Housing information through our monthly social media ads.

For this report period outreach concluded:

-Mail Distribution
-Virtual Presentations for Community Based Organizations and Community Members
-Facebook mass outreach

ECHO has bilingual staff and bilingual outreach material. ECHO responds to calls within 24-48 hours and housing counselors work with the tenants and property owners/managers for however long is needed. All ECHO services are free.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

ECHO promotes the perseverance of affordable rental housing for extremely low to low income households by providing information on tenant rights such as habitability issues, contacting landlords and code enforcement.

-Help reduce housing discrimination through provision of Fair Housing and Tenant Landlord services as described below in #15.
-ECHO supports public service programs for low income residents by referring them to appropriate such as Centro Legal, City Serve, Housing Authority, etc.
-ECHO tries to prevent homelessness by assisting with rental assistance and budgeting.

Report 2

ECHO promotes the perseverance of affordable rental housing for extremely low to low income households by providing information on tenant rights such as habitability issues, contacting landlords and code enforcement.

-Help reduce housing discrimination through provision of Fair Housing and Tenant Landlord services as described below in #15.
-ECHO supports public service programs for low income residents by referring them to appropriate such as Centro Legal, City Serve, Housing Authority, etc.

-ECHO tries to prevent homelessness by assisting with rental assistance and budgeting.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

Goals are as follows:

Fair Housing Counseling and Investigation: Provide # households with education regarding Fair Housing law and assign one or more of the following outcomes to each case counseling, no evidence, successful/unsuccessful conciliations, referral to HUD or California Civil Rights Department, legal services or withdraw complaint. These households will be aware of discrimination to prevent displacement or provide accessibility for housing.

Fair Housing Audits: Conduct 10 of audits to determine if discrimination exists and provide education to non compliant landlords.

Tenant Landlord Counseling and Despite Resolution: Provide 145 households with education, counseling, or mediation/conciliation, referrals to legal services or small claims court. Referrals are also made to other agencies who may assist with evictions, deposits, repairs, and other rights and responsibilities to prevent retaliation, displacement and violation of state statute and assist in fostering communication.

Rental Assistance Program: Provide 10 of households with rental assistance to assist with deposits, delinquent rents in order for them to preserve their housing or be able to move into permanent housing to prevent homelessness.

Houseseeeking Program: Provide 130 households with training on homeseeking strategies and options to look for and find permanent housing, education on utility and debt management and basic tenant rights.

Report 2

Goals are as follows:

Fair Housing Counseling and Investigation: Provide 20 households with education regarding Fair Housing law and assign one or more of the following outcomes to each case counseling, no evidence, successful/unsuccessful conciliations, referral to HUD or California Civil Rights Department, legal services or withdraw complaint. These households will be aware of discrimination to prevent displacement or provide accessibility for housing.

Fair Housing Audits: Conduct 10 of audits to determine if discrimination exists and provide education to non compliant landlords.

Tenant Landlord Counseling and Despite Resolution: Provide 185 households with education, counseling, or mediation/conciliation, referrals to legal services or small claims court. Referrals are also made to other agencies who may assist with evictions, deposits, repairs, and other rights and responsibilities to prevent retaliation, displacement and violation of state statute and assist in fostering communication.

Rental Assistance Program: Provide 7 of households with rental assistance to assist with deposits, delinquent rents in order for them to preserve their housing or be able to move into permanent housing to prevent homelessness.

Houseseeeking Program: Provide 130 households with training on homeseeking strategies and options to look for and find permanent housing, education on utility and debt management and basic tenant rights.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Goodness Village

Goodness Village

USD\$ 57,720.00 USD\$ 57,720.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Kim Curtis

Report 2

Kim Curtis

2. Title.

Report 1

Executive Director

Report 2

Executive Director

3. Telephone and e-mail.

Report 1

9252371108

Report 2

925-237-1108 Kim@gvlivermore.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

The village remains home to 19 of our original 28 neighbors. Since June 2023 to today we have had one neighbor that we had to ask to exit the program. We also had a neighbor exit on his own in late March of 2023. This allowed us to move 2 new neighbors in to the village who were unsheltered in Pleasanton, totaling 9 formerly unsheltered from Pleasanton. One in his car (unsheltered 11 years) and the other residing in a tent (unsheltered 10 years). Both have woven themselves in to the culture of the village and are actively engaged in the program. Today we have 9 neighbors who were identified as unsheltered in Pleasanton prior to moving to the village. They have all met with a case manager to develop a needs

assessment and an individualized support plan. They are between the ages of 36 and 75 years old.

Report 2

Goodness Village is a supportive housing program dedicated to addressing chronic homelessness in the Tri-Valley area, specifically 9 from Pleasanton. The program provides stable housing and comprehensive support services to individuals who meet the HUD criteria for being chronically unsheltered. Our mission is to create a safe, nurturing community where our most vulnerable neighbors can live independently, heal, and thrive. Goodness Village currently provides housing to 9 individuals who were unsheltered in Pleasanton.

In 2023/24, the City of Pleasanton awarded Goodness Village a grant to fund a full-time staff position, focusing on providing mental health support and village security. This position is staffed by a dedicated professional working from Sunday to Thursday, 3 PM to 11:30 PM—a critical time frame when many residents are active. The staff member's responsibilities include:

Crisis De-escalation: The staff member intervenes in potential crises, helping to calm situations before they escalate. This involves working closely with residents to understand their triggers and employing strategies to manage stress and conflict.

Peer Mediation: The staff member facilitates communication and conflict resolution among residents, promoting a peaceful and cooperative living environment. This peer mediation is essential in maintaining harmony within the community.

Rule Compliance and Good Neighbor Policies: Enforcing the program's rules and policies is vital for maintaining a safe and respectful community. The staff member ensures that all residents adhere to these guidelines, addressing any breaches promptly and fairly.

Collaboration with Local Authorities: While the staff member primarily handles de-escalation and mediation, there are instances where police assistance is necessary. The staff member collaborates with local law enforcement as needed, ensuring that interventions are handled in a way that prioritizes the well-being and safety.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

Our staffing has shifted over the past 6 months due to promotions and one leader leaving due to terminal diagnosis. The change disrupted the village briefly however we were able to destablize. Our biggest necessity at this time is the community center. Our neighbors need a space for their wellness and recovery groups and activities. Our current space is too small to include more than a few neighbors at a time and for this high level population space is needed to avoid escalation and conflict due to mental health and trauma experiences. We believe the community center will allow for great recovery and opportunities for our neighbors to successfully transition to a less supportive environment in the future. Another challenge is Crosswinds has increased our shared land cost to cover expenses. As of today we are paying \$9400 a month for the land and office space as well as between \$5-6k a month in utilities. This was a \$4400 increase per month than last year.

Report 2

One of the primary challenges encountered in the implementation of our program has been the difficulty in filling and retaining staff positions. The nature of the work at Goodness Village is emotionally demanding, as staff members provide support to a vulnerable population, including individuals experiencing chronic homelessness and mental health issues. This work requires a high degree of empathy, resilience, and specialized skills in crisis intervention and mental health support.

However, the wages we are able to offer are relatively low, which has made it challenging to attract and retain qualified candidates. The combination of high emotional demands and lower compensation has led to turnover, which disrupts the continuity of care and support that is crucial for our residents. It also places additional strain on existing staff members, who may need to cover for vacant positions or assist new hires during their adjustment period.

Operational Adjustments

To address these challenges, we have made several adjustments to our operations:

Enhanced Recruitment Efforts: We have expanded our recruitment efforts, reaching out to a broader network of potential candidates, including recent graduates from social work and counseling programs. We have also increased our presence at job fairs and partnered with local educational institutions to attract interns who may eventually transition into full-time roles.

Improved Support and Training: Recognizing the emotional demands of the job, we have implemented additional training and support measures for our staff. This includes regular supervision sessions, access to mental health support, and professional development opportunities. By providing a supportive work environment, we aim to reduce burnout and increase job satisfaction.

Exploration of Additional Funding: We are actively seeking additional funding sources to potentially increase staff wages and benefits. This includes applying for grants, engaging with private donors, and exploring partnerships with other organizations. Increasing compensation is a critical component of our strategy to attract and retain talented staff.

Program Design Changes

While the core components of our program remain unchanged, we have made some modifications to enhance service delivery:

Team-Based Approach: We have adopted a more team-based approach to service delivery, ensuring that no single staff member is overwhelmed by the responsibilities. This approach allows for shared decision-making and support among staff, improving overall resilience and capacity.

Focus on Staff Well-being: We have placed a greater emphasis on staff well-being, recognizing that the health and well-being of our team are directly linked to the quality of care provided to our residents. This includes regular check-ins, opportunities for staff to debrief after challenging situations, and encouraging a culture of self-care.

In summary, while staffing challenges due to low wages and high emotional demands have posed significant obstacles, we have proactively adjusted our operations and program design to mitigate these issues. Our goal is to create a sustainable and supportive work environment that allows our staff to thrive and, in turn, provide the best possible care to our residents.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

We are moving forward with said community center plans with the city of Livermore and hope to move in to the facility in winter of 2024. We are also working with Crosswinds and the City of Livermore to add additional housing, our new location will allow for 40-60 more homes however bridges and infrastructure will be required in order to build in this new area on the crosswinds 35 acres.

Report 2

One significant trend we've observed at Goodness Village is a lack of structure within the community, primarily due to the delay in constructing our planned community center. This center is intended to be a hub for community activities and connection, providing residents with a space to gather, participate in organized events, and build a sense of community.

Without this physical structure, we have noticed a gap in daily activities and engagement opportunities for our residents. This lack of structure has led to some residents struggling to find purpose and direction during the day, increasing the risk of disengagement. Consequently, some individuals have resorted to visiting past encampments, engaging in substance use, or participating in negative behaviors outside our village community. This highlights the critical need for a dedicated space where residents can engage in positive activities, access resources, and build a supportive network.

New Opportunities: Expansion Plans

In response to the growing demand for our services, we are exploring opportunities to expand Goodness Village. I am currently in discussions with the City of Livermore and Crosswinds Church to increase our capacity from 28 residents to 78-83 residents. This expansion is crucial, as we currently have a waitlist of 150 individuals seeking the stability and support our program offers.

Expanding our capacity will allow us to serve more individuals experiencing chronic homelessness and provide them with the comprehensive support they need to transition towards independent living. The planned expansion will include additional housing units and enhanced support services, ensuring that we can meet the diverse needs of our growing community.

Addressing Emerging Needs

To address the current lack of structure and promote positive engagement among residents, we are implementing several strategies:

Temporary Activity Spaces: While we are currently using temporary spaces for activities, these are not ideal. Outdoor spaces are subject to weather conditions, and the available indoor spaces are small, limiting the number of participants. Despite these challenges, we continue to offer as many activities as possible, recognizing the importance of engagement and structure for our residents.

Increased Volunteer Involvement and Field Trips: We have significantly increased the number of volunteers involved in our programs, enhancing the variety and frequency of activities offered. Additionally, we have introduced field trips such as fishing, bowling, and golfing. These outings provide residents with opportunities to engage in new experiences, socialize, and enjoy recreational activities, which are crucial for their well-being and sense of community.

Enhanced Staff and Peer-Led Initiatives: Staff members are taking a more active role in organizing and leading activities, fostering a sense of community and purpose among residents. We are also supporting peer-led initiatives, encouraging residents to share their skills and interests with others, which promotes engagement and empowers residents to take on leadership roles within the community.

In conclusion, while we face challenges related to the delay in building our community center and the current limitations of our temporary spaces, we are actively pursuing solutions and new opportunities to support our residents. The planned expansion of Goodness Village will enable us to serve more individuals and provide them with the stability and support needed for a successful transition to independent living. We remain committed to creating a thriving and supportive community for all our residents.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	9	0	9.00	Number of NEW PLEASANTON CLIENTS
TOTAL	9.00	0.00	9.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	9	0	9.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)			0.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)			0.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)			0.00	Moderate Income and Above (>80% AMI)
TOTAL	9.00	0.00	9.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	7	0	7.00	White
White + HISPANIC/LATINO	2	0	2.00	White + HISPANIC/LATINO
Black/African American	0	0	0.00	Black/African American
Black/African American + HISPANIC/LATINO	0	0	0.00	Black/African American + HISPANIC/LATINO
Asian	0	0	0.00	Asian
Asian + HISPANIC/LATINO	0	0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0		0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0		0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0		0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0		0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0		0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0		0.00	Asian and White

Asian and White + HISPANIC/LATINO	0		0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0		0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0		0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0		0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0		0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	0		0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	0		0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	9.00	0.00	9.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	4	0	4.00	Seniors (62 and older)
People with Disabilities	9	0	9.00	People with Disabilities
Female-Headed Households	2	0	2.00	Female-Headed Households
Youth			0.00	Youth
Homeless	9	0	9.00	Homeless
TOTAL	24.00	0.00	24.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	7	7	14.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	9	0	9.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	16.00	7.00	23.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

We have begun to offer an educational series to our macro community members titled "Humanizing the Homeless Experience". Our first talk took place on Dec 4th with the author who wrote "When We Walk By" a book addressing homelessness. Our next will be in Feb and we are working with our Village Council (made up of neighbors) to have a panel of lived experience in May. We also launched a podcast with our neighbors, staff and volunteers sharing their lived experience. These are moments of healing and empowerment for our neighbors. We also have 27 of our 28 neighbors engaged in our vocational program and have been able to support 28 of our neighbors in their goals to retain housing for the past 6 months. 2 neighbors have launched a mall business called "Fresh Start Art" and were featured in The East Bay Times.

Report 2

During this reporting period, Goodness Village has made significant strides in supporting our residents, who are among the most vulnerable in the community. Our accomplishments reflect our commitment to providing stable housing and comprehensive supportive services to formerly chronically homeless individuals. Key achievements include:

Housing Retention and Stability: Nine formerly chronically homeless Pleasanton neighbors have successfully retained their housing at Goodness Village. This achievement underscores the effectiveness of our supportive housing model in providing stability and preventing a return to homelessness.

Access to Supportive Services: All residents have accessed a range of supportive services offered at the village, including mental health counseling, substance abuse support, and vocational training. These services are crucial in helping residents address underlying issues and work towards self-sufficiency.

Avoidance of Police Contact: A notable accomplishment is that all nine residents have avoided police contact during this period. This outcome reflects the positive impact of our program's focus on crisis prevention, peer mediation, and the creation of a supportive community environment.

Improvement in Health and Quality of Life: All residents report improvements in their mental and physical health, as well as an enhanced quality of life. This progress is a direct result of the stable housing, access to healthcare, and supportive community provided by Goodness Village.

Responding to Community Needs

Goodness Village has been proactive in identifying and responding to the needs of our residents and the broader community. Recognizing the unique challenges faced by individuals experiencing chronic homelessness, we have implemented several creative and innovative methods to meet these needs:

Integrated Supportive Services: We have adopted an integrated approach to service delivery, ensuring that residents have access to a comprehensive range of supports within the village. This includes mental health services, medical care, vocational training, and recreational activities. By providing these services on-site, we reduce barriers to access and support holistic well-being.

Community Building Activities: To foster a sense of community and belonging, we have introduced various community-building activities. These include peer-led workshops, group outings, and recreational events. Activities such as field trips for fishing, bowling, and golfing have provided residents with opportunities for socialization and recreation, contributing to their overall well-being.

Enhanced Volunteer Engagement: We have significantly increased our volunteer base, leveraging community support to expand the range of activities and services offered. Volunteers play a crucial role in organizing events, providing mentorship, and assisting with day-to-day operations. This community involvement enriches the residents' experience and helps bridge the gap between the village and the broader community.

Flexible and Responsive Support: Our team has remained flexible and responsive to the evolving needs of our residents. We regularly conduct needs assessments and adjust our services accordingly. For example, in response to the increased demand for mental health support, we have partnered with local mental health professionals to provide additional counseling and support services.

In summary, Goodness Village has made significant progress in meeting the needs of our residents and enhancing their quality of life. Through innovative service delivery, community engagement, and a strong focus on supportive housing, we have created a nurturing environment that promotes stability, health, and well-being. We are proud of the accomplishments achieved during this reporting period and remain committed to supporting our residents as they continue their journey towards independence and recovery.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Our village neighbors all met HUDs criteria of chronically homeless prior to moving to the village. We have 4 neighbors with 0 income, 3 have applied for SSI. 5 have GA, 14 have SSI. 13 are 62 or older.

Report 2

Goodness Village plays a pivotal role in addressing critical human services needs identified in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022." Our program aligns with the strategic priorities outlined in the plan, focusing on housing stability, mental health support, and comprehensive services for vulnerable populations. Here's how our program addresses these needs:

1. Housing Stability and Homelessness Prevention

The Human Services Strategic Plan emphasizes the need for stable and affordable housing, particularly for individuals and families at risk of or experiencing homelessness. Goodness Village directly addresses this priority by providing permanent supportive housing for individuals experiencing chronic homelessness. Our program offers safe, stable housing, coupled with essential support services that enable residents to maintain their

housing and avoid a return to homelessness. By prioritizing housing stability, we contribute to the broader goal of reducing homelessness in Pleasanton.

2. Mental Health Services and Substance Abuse Support

Access to mental health services and substance abuse support is a critical need identified in the plan. Goodness Village addresses this need by offering comprehensive mental health support to our residents. We provide on-site counseling, support groups, and referrals to specialized mental health services. Additionally, our program includes substance abuse support, helping residents manage addiction and work towards recovery. These services are crucial in addressing the complex needs of our residents, many of whom have experienced trauma and other challenges associated with chronic homelessness.

3. Support for Vulnerable Populations

The Strategic Plan highlights the importance of supporting vulnerable populations, including those experiencing poverty, homelessness, and mental health challenges. Goodness Village is specifically designed to serve individuals who are among the most vulnerable in the community. Our holistic approach ensures that residents receive not only housing but also access to healthcare, vocational training, and other supportive services. This comprehensive support system helps residents achieve greater self-sufficiency and improves their overall quality of life.

4. Community Integration and Engagement

Goodness Village actively promotes community integration and engagement, aligning with the Strategic Plan's goal of fostering inclusive and supportive communities. We work closely with local organizations, volunteers, and community members to provide diverse activities and opportunities for our residents. These initiatives help break down social isolation, build a sense of community, and promote positive social interactions. Additionally, our partnerships with local authorities, including the City of Pleasanton, enhance our capacity to address the needs of our residents and contribute to the overall well-being of the community.

5. Innovative Service Delivery

In response to the identified need for innovative approaches in human services, Goodness Village employs a community-centric, low-barrier, highly supportive model. This approach is tailored to meet the unique needs of our residents, providing them with a supportive environment that encourages healing and growth. Our program continuously adapts to emerging needs, ensuring that we remain responsive and effective in our service delivery.

Conclusion

In summary, Goodness Village is a key contributor to addressing the critical human services needs outlined in the City of Pleasanton's Strategic Plan. Through our comprehensive supportive housing program, we provide vital services that enhance housing stability, mental health, and overall well-being for our residents. We are committed to continuing our work in alignment with the strategic priorities of the city, contributing to a healthier, more inclusive community.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

We are providing supportive housing to those identified as chronically homeless as well as creating a safe and supportive environment for our seniors and disabled.

Report 2

Goodness Village is actively working to meet the strategic goals and priority needs outlined in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan." Our program focuses on providing supportive housing and comprehensive services to individuals experiencing chronic homelessness, aligning closely with the City's identified objectives. The key areas where our project contributes include:

1. Affordable Housing (Strategic Goal: Provide Decent Housing)

The Consolidated Plan emphasizes the need for affordable housing to address homelessness and housing instability. Goodness Village directly contributes to this goal by offering permanent supportive housing to individuals experiencing chronic homelessness. Our housing model is affordable and includes on-site supportive services, ensuring that residents not only have a stable place to live but also access to resources that promote long-term housing retention. By providing affordable, secure housing, we are helping to reduce homelessness and prevent housing crises in the community.

2. Homeless Services (Strategic Goal: Supportive Services for the Homeless)

Addressing the needs of the homeless population is a key priority identified in the plan. Goodness Village offers a comprehensive suite of supportive

services tailored to the unique needs of our residents, many of whom have experienced long-term homelessness and associated challenges. Our services include:

Mental Health Support: On-site counseling and mental health services to help residents manage mental health conditions and improve overall well-being.

Substance Abuse Support: Programs and support groups aimed at helping residents overcome substance abuse issues.

Life Skills Training: Workshops and one-on-one support to help residents develop skills necessary for independent living, such as budgeting, cooking, and job readiness.

These services are critical in helping our residents transition from homelessness to stable, independent living, addressing the HUD goal of providing supportive services for the homeless.

3. Special Needs Populations (Strategic Goal: Enhance Living Conditions for Special Needs Populations)

The Consolidated Plan also highlights the importance of addressing the needs of special populations, including individuals with mental health issues, disabilities, and those who are chronically homeless. Goodness Village is specifically designed to serve these vulnerable groups by offering tailored support that meets their unique needs. Our community-centric, low-barrier approach ensures that residents with special needs can access housing and services without unnecessary obstacles, promoting inclusivity and support.

4. Community Development (Strategic Goal: Create a Suitable Living Environment)

Creating a suitable living environment and enhancing the quality of life for residents are central goals of the Consolidated Plan. Goodness Village fosters a supportive community environment through a range of community-building activities, including social events, recreational activities, and peer-led initiatives. These activities help residents build connections, reduce social isolation, and foster a sense of belonging. Additionally, we actively engage with the broader Pleasanton community, encouraging volunteer involvement and partnerships with local organizations.

5. Preventing and Reducing Chronic Homelessness (Strategic Goal: Prevent and End Homelessness)

Goodness Village's mission aligns closely with the goal of preventing and reducing chronic homelessness. By providing stable housing and comprehensive support services, we work to prevent the cycle of homelessness and support long-term stability for our residents. Our efforts to expand the village and increase capacity aim to address the growing demand for supportive housing, thereby reducing the number of individuals experiencing chronic homelessness in the area.

Conclusion

Goodness Village is deeply committed to addressing the strategic goals and priority needs outlined in the City of Pleasanton's HUD FY 2020-2024 Consolidated Plan. Through our focus on affordable housing, comprehensive supportive services, and community integration, we are making significant strides in improving the lives of our residents and contributing to the broader goal of reducing homelessness in the city. Our ongoing and future efforts will continue to align with these strategic priorities, ensuring that we meet the needs of our most vulnerable community members.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The grant funds were for one case manager position. We will be using the entire grant and we greatly appreciate Pleasanton's support!

Report 2

The grant awarded by the City of Pleasanton for the fiscal year 2023/24 was designated to support one full-time staff position at Goodness Village. This staff member provides critical mental health support and village security during the high-activity hours of Sun-Thurs from 3pm to 11:30pm. The primary responsibilities include crisis de-escalation, peer mediation, enforcing rule compliance, and upholding good neighbor policies. The intent behind this grant was to enhance our ability to offer immediate and effective support to residents, ensuring their safety and well-being, while also maintaining a stable and secure environment within the village.

To date, we have utilized the grant as intended, with the staff member fulfilling the role of providing essential support and security. This position has been instrumental in managing the high-demand periods and addressing the unique challenges faced by our residents. The grant has enabled us to maintain a high level of service quality and ensure that our community operates smoothly.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Habitat for Humanity East Bay/Silicon Valley, Inc.

Housing Rehabilitation Program

USD\$ 80,000.00 USD\$ 80,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Dona Gomez

Report 2

Dona Gomez

2. Title.

Report 1

Senior Operations Manager, Home Preservation

Report 2

Director, Program Operations

3. Telephone and e-mail.

Report 1

510-906-2215 dgomez@habitatebsv.org

Report 2

510-906-2215 dgomez@habitatebsv.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

Habitat partners with homeowners and provides critical health and safety repairs on their homes through the Pleasanton Housing Rehabilitation Grant Program.

We summited 3 ERs and will be bidding the jobs out in Q3. Should hopefully complete 2 of them in quarter 3. 1 project completed, 8 apps sent, 4 apps received, 1 applicant withdrew and 2 projects were pre-approved for FY25.

Services were promoted through the Senior Injury Prevention Partnership Guide, a general campaign in the East Bay Times for Alameda County services, and a monthly virtual info session for interested community members.

Report 2

Habitat partners with homeowners and provides critical health and safety repairs on their homes through the Pleasanton Housing Rehabilitation Grant Program.

We completed three jobs with Pleasanton Grant funds and completed a loan project with Alameda County loan funds for a fourth resident of Pleasanton.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

None.

Report 2

We had issues with ER review and approval this year that lead to one project's hard costs needing to come from our admin funds and one project being severely delayed.

We had changes to our team structure and some staff turnover that did not affect our ability to serve applicants.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

None.

Report 2

Due to the high amount of admin needed to run the Pleasanton program and the concerns of the City of Pleasanton staff and advisory board regarding the admin costs, we have decided not to pursue funding from Pleasanton in FY26.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text" value="1"/>	<input type="text" value="3"/>	<input type="text" value="4.00"/>	Number of NEW PLEASANTON CLIENTS
TOTAL	<input type="text" value="1.00"/>	<input type="text" value="3.00"/>	<input type="text" value="4.00"/>	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="2.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
TOTAL	<input type="text" value="1.00"/>	<input type="text" value="3.00"/>	<input type="text" value="4.00"/>	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	<input type="text"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	White
White + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO

Asian			0.00	Asian
Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	1		1.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial			0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	1.00	3.00	4.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	1	3	4.00	Seniors (62 and older)
People with Disabilities	1	0	1.00	People with Disabilities
Female-Headed Households	1	3	4.00	Female-Headed Households
Youth		0	0.00	Youth
Homeless		0	0.00	Homeless
TOTAL	3.00	6.00	9.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.		3	3.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	1	3	4.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	1.00	6.00	7.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

N/A

Report 2

We completed 3 Home Preservation projects. The home repairs included much needed health and safety improvements for 3 Pleasanton residents including, 3 seniors, and 3 female headed households.

The repairs included painting exterior of mobile home siding, a reroof and interior painting and heating and A/C system replacement.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".**Report 1**

We served both senior and disabled homeowners with home repairs.

Report 2

We served senior homeowners with home repairs.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".**Report 1**

Our program connects citizens to services they would not otherwise be able to access.

Report 2

Our program connects citizens to services they would not otherwise be able to access.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.**Report 1**

Empowering residents of Pleasanton through critical health and safety repairs, we will meet the need for healthy, safe and affordable living conditions, enabling households to experience greater safety, health, comfort, and financial stability by decreasing their likelihood of foreclosure and allow them to safely age in place.

We anticipate spending the entire grant for FY24.

Report 2

Empowering residents of Pleasanton through critical health and safety repairs, we will meet the need for healthy, safe and affordable living conditions, enabling households to experience greater safety, health, comfort, and financial stability by decreasing their likelihood of foreclosure and allow them to safely age in place.

We will spend the entire grant for FY24.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Hively

Hively Family Resource Center

USD\$ 6,000.00 USD\$ 25,000.00 Requested

[Previous Submitted Application](#)

[Next Submitted Application](#)

Report Totals

1. Name of person completing the report.

Report 1

Candida Duperroir

Report 2

Mary Hekl

2. Title.

Report 1

VP, Community Services & Public Policy

Report 2

CEO

3. Telephone and e-mail.

Report 1

cduperroir@behively.org, 925.848.8264

Report 2

mary@behively.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

At no cost, the Hively Family Resource Center continues to provide a one-stop shop for families to obtain all the basic necessities they need and to make it as convenient and accessible as possible. We continue to provide services that include our Diaper Pantry, Community Closet, Food Pantry as well as intangible goods such as subsidized child and other community resources. The Diaper Pantry provides diapers, wipes, and early literacy materials; the Community Closet provides new and gently used clothing, shoes, books, and housewares; and the Food Pantry provides food and other

basic necessities. All the resources are provided free of charge to families in need in our effort to prevent child abuse and neglect. Families may choose what they want and take what they need for a dignified shopping experience.

With the store up and running operationally, our focus is engaging with new families and providing them with information regarding the resources to support their children. We continuously collaborate with Tri-Valley nonprofits such as City Serve, WIC and Axis Health to support all families and children. Our long term goal is to create learning environments for parent education within the resource center.

Currently, Hively's Family Resource Center is open and continues to serve our families with the above services every Tuesday 9am-1pm (new day!), Wednesday 10am-6pm and Saturday 9am-2pm. We continue to outreach to families through marketing, our subsidized child care program and community events.

Report 2

We are focusing on engaging with new families and informing them about the available resources to support their children. While providing families with their basic tangible necessities is still a central focus of our mission, we want to make sure that families are also learning about additional resources and services that would enable them to thrive.

With our intentional outreach efforts, we've had dozens of families apply for our eligibility list for financial assistance with child care and several have since successfully enrolled in our subsidy program. We continue to collaborate with Tri-Valley nonprofits such as the Tri-Valley Nonprofit Alliance, City Serve, WIC, Axis Health and more, to support all families and children in our community. We are continuously looking to collaborate with additional community partners. One of our goals is to establish educational spaces for parent and child learning within the family resource center.

Hively's Family Resource Center was open and continued to serve our families with the above services every Tuesday 9am-1pm, Wednesday 10am-6pm, and Saturday 9am-2pm. We are constantly conducting outreach to find families who need the extra support and services through marketing and community events.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

N/A

Report 2

Due to the high demand, there are instances when the HFRC has limited stock of specific diaper sizes, as it can be challenging to keep the larger diaper sizes (size 4, 5, 6) in stock as they are the most popular. Throughout the year, parents have also expressed their need for larger diaper sizes (size 7) and pull ups. Our available stock only has diapers size 1-6, so we heavily depend on donations for size 7 and pull ups to be able to meet the needs of the families that visit our HFRC. With both challenges, it is disheartening to turn a family away because we do not have their sizes available.

From February to June 2024, the HFRC transitioned to focus primarily on supporting children by expanding our children's clothing, shoes, toys and literary materials. With this change, we no longer provided adult clothing and housewares as we wanted to be more intentional with our focus on supporting children and their families during this critical stage of their development.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

Team Hively has observed on numerous occasions families needing assistance with food, hygiene, baby needs such as diapers and wipes. As the economic inflation rises families are having a very difficult time with basic needs and access to community information and resources. Team Hively has created an opportunity to reimagine what the physical space looks like, but also being intentional in how/who we serve as well as the community's needs.

Serving families with children, and providing more intentional services, programs and events. We plan to use the physical space more by facilitating parent and child cafes and educational support.

Report 2

As we have expanded our children's play area, we have noticed that parents are visiting the HFRC not just to obtain the basic necessities, but also to spend time with their kids in our space by reading books, coloring and playing with educational toys. Families are using the space to seek quality time together.

Over time, Hively staff have developed a rapport with families by building relationships and trust. Families are now more willing to openly discuss their needs and personal circumstances, which allows us to refer them to agencies that can further support them if we aren't able to meet those needs

ourselves.

Moving from our virtual training and workshops, we've decided to offer in person workshops to meet the needs of the community. We will be implementing a playgroup for Family, Friends and Neighbor caregivers and plan to expand that to parents later in the year or into next year. We plan to hire a full time employee to coordinate and run parent education classes at the HFRC.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	490	135	625.00	Number of NEW PLEASANTON CLIENTS
TOTAL	490.00	135.00	625.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	320	90	410.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	80	25	105.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	50	10	60.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	40	10	50.00	Moderate Income and Above (>80% AMI)
TOTAL	490.00	135.00	625.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	70	15	85.00	White
White + HISPANIC/LATINO	160	35	195.00	White + HISPANIC/LATINO
Black/African American	50	30	80.00	Black/African American
Black/African American + HISPANIC/LATINO	0	15	15.00	Black/African American + HISPANIC/LATINO
Asian	40	10	50.00	Asian
Asian + HISPANIC/LATINO	0	0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	10	5	15.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO

American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	20	5	25.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	140	20	160.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	490.00	135.00	625.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	10	25	35.00	Seniors (62 and older)
People with Disabilities	16	45	61.00	People with Disabilities
Female-Headed Households	21	55	76.00	Female-Headed Households
Youth	3	5	8.00	Youth
Homeless	24	30	54.00	Homeless
TOTAL	74.00	160.00	234.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	830	830	1,660.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	490	135	625.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	1,320.00	965.00	2,285.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

We continue to serve families during this reporting period, with the majority of them qualifying as extremely low income and very low income, meeting our goal of reaching the most vulnerable members of our community.

In July/August, we hosted a school backpack giveaway. We were able to give out over 250 backpacks. We were able to host this event with the support of Stanford Valley Medical located in Pleasanton. They purchased the school supplies as well as came to our HFRC and packed up the school supplies to be distributed to children.

This year we were fortunate enough to continue to host our annual Hively Holiday Toy Giveaway where we give out free toys to families who need a little extra help this holiday season. We served approximately 300 children and gave out over 1,000 toys. We had over 75 volunteers at the event and partnered with several community organizations such as Albertsons Foundation, Dublin PD, Livermore Fire Department, PJ Library, Tree of Life School, Buzzin on Hops, and several others to collect toys.

In partnership with SupplyBank.org, we have been able to restart our Diaper Pantry program, consistently serving over 60 families monthly to help prevent diaper insecurity. We still continue to provide emergency diaper pickups for families in dire need.

We hosted numerous in person Parent Cafes at our Family Resource Center where we provided a safe and comfortable environment for families to connect and build relationships with one another. Utilizing the 5 Protective Factors and Raising Safe Kids as our curriculum, we gave these families opportunities to utilize these resources and parenting strategies with their own children, build and sustain relationships beyond the parent cafe, and create a parenting network.

Continue to serve our families with love, respect and dignity.

Report 2

Due to the overwhelmingly positive feedback we received from our parents who attended our Parent Cafes last year, we decided to do a Parent Advocacy Cafe. This was an opportunity for our parents who participated in the original parent cafe series, to meet in a safe space where they could continue to build relationships and share their lived experiences with one another.

This year we celebrated Week of the Young Child in April with an event at the HFRC.

At the HFRC, we were able to provide an in person Pediatric First Aid & CPR training at no cost and in close proximity to our service area (Dublin, Livermore, Pleasanton, Sunol) to our community of providers. If we hadn't provided free CPR training in Dublin, our providers would need to travel to Hayward, Oakland, or Milpitas.

At the HFRC, we conducted a Family, Friend & Neighbor (FFN) provider feedback session. By FFN, we mean license-exempt providers such as family, friend, neighbor, grandparent, aunt, uncle, nanny, babysitter, etc. who care for children other than their own. At this feedback session, we learned more about and identified their needs to better support them while also encouraging them to advocate for changes to their program.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".**Report 1**

Our family resource center provides essential parent education and community resources to strengthen the families financially, mentally, socially, and emotionally.. We also support and provide essential early literacy books to young children to nourish their brains.

Our partnership and outreach in our community provides support and vital safety net as well as wrap-around services to our families, such as well being, community resources, mental health services, financial support for child care, in person parent cafes, learning materials, tangible basic necessities, etc.

The time and cost associated with obtaining services such as pick ups, drop offs, partnerships, access to supplies is vital to the family resource center to ensure our family resource center and community members thrive.

Due to some families not having any means of transportation, we provide accessible resources to our families by delivering them to Livermore.

The family resource center location is right by the 580 freeway and walking distance to public transportation - City bus, BART.

Report 2

Our family resource center delivers crucial parent education and community resources to strengthen families and their all around well-being. We also support young children by providing essential early literacy materials to nurture their development. As we have mentioned before, with our relocation, families will have instant access to all of Hively's expertise and resources at their fingertips.

Through our outreach in the community, we have been developing and sustaining partnerships with community organizations, we are able to reach and meet families where they are at. We have also attended Help Me Grow Connection Cafes through First 5 of Alameda County to learn more about the different community organizations in our county. This cafe served as a great opportunity for Hively staff to establish connections with other organizations so that we can refer families if their needs can't be met by our programs and services. With every new organization that we learn about, we add them to our resource database that staff use to refer families to.

With our relocation and being in the same building as our main office, families won't have to make two stops anymore, they will be able to access all of our services in one place.

Our new space continues to be located right by the 580 freeway and 680 interchanges, as well as being walking distance to public transportation - City bus (around the corner), BART (down the street).

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".**Report 1**

The HFRC navigator continues to assist families with navigation services (warm hand off) in our community, such as housing, how to apply for CalFresh, health care access, employment and resume building, 211, etc.

We provide families with resources on how to find child care as well as financial support for child care, mental health services, essentials like diapers, wipes, clothing, non-perishable foods, etc.

We prevent homelessness by supporting them with financial support for child care so that they can be in the workforce. With child care being half of a family's monthly income, we take the burden off their shoulders by allowing them to use their remaining finances for other basic needs - rent, food, clothes, etc.

We promote and support economic development by assisting clients with opening and sustaining their child care businesses by providing one on one coaching and free business related workshops.

Report 2

The HFRC navigator remains dedicated to assisting families in our community with navigation services and facilitating direct support for housing, food insecurity, healthcare access, employment opportunities and financial assistance.

We provide families with assistance on how to find child care as well as financial support for child care and mental health services while also supplying essentials like diapers, wipes, clothing, non-perishable foods, etc.

“Priority Needs”

We help prevent homelessness by offering financial assistance for child care for those eligible, enabling families to remain working and still support their families or providing opportunities for them to seek employment while their children are being cared for. Since child care expenses can represent up to half of a family’s monthly income, our support relieves them of this financial strain, freeing up their remaining finances for other crucial and necessary needs like rent, food, and clothing.

We foster economic development by aiding clients in establishing and maintaining their child care businesses through personalized one on one coaching and complimentary business workshops.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.**Report 1**

The original purpose of this grant was to partially fund a position that would manage the Hively Family Resource Center to provide resources and overall wrap-around services to families in our community including family goods & necessities (non-perishable food; clothing; diapers; household items; school supplies; early childhood learning & literacy materials; PPE supplies), as well as community resources (employment & housing search assistance; child care resource, referral & subsidy; mental health services; parenting classes & coaching).

Yes, we will spend the entire grant. Thank you for continuing to support and fund the Hively Family Resource Center to support Tri-Valley Families and Community!

Report 2

The original purpose of this grant was to partially fund a position to manage the Hively Family Resource Center, providing resources and comprehensive wrap-around services to families in our community. These services include tangible necessities (non-perishable food, children’s clothing, diapers, early childhood learning and literacy materials,) as well as community resources (employment and housing search assistance, child care resources, referrals and child care subsidy and mental health services).

Yes, we will spend the entire grant. Thank you for continuing to support and fund the Hively Family Resource Center to support Tri-Valley Families and Community!

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Hively

Workforce Development - Additional Childcare Spaces

USD\$ 8,000.00 USD\$ 20,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Candida Duperroir

Report 2

Mary Hekl

2. Title.

Report 1

VP, Community Services & Public Policy

Report 2

CEO

3. Telephone and e-mail.

Report 1

925.848.8264 cduperroir@behively.org

Report 2

mary@behively.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

With these funds, we've been able to assist new providers with child care licensing applications; technical support; business marketing and advertising; tax preparation; age appropriate educational curriculum; free professional development; training; standards & licensure; one-to-one

peer coaching; health & safety; workplace standards: PPE supplies; and COVID compliance. With sustained funding we can continue our work. Our grant request would allow us to develop 4 new Family and Home Child Care businesses and create spaces for 32 children, providing low-income families greater access to childcare closer to their homes and places of work.

During this reporting period, we successfully supported 2 new family child care, resulting in 16 child care spaces.

Report 2

Through this grant, we've been able to support prospective and new child care providers with the child care licensing process, application, and requirements. We've also offered pre-licensing site visits to assist prospective child care providers with setting up their environment and making sure they're within regulation for their future pre-licensing visit for licensure.

We continue to support, onboard and further sustain newly licensed family child care home providers in Pleasanton. We helped sustain businesses by providing one on one coaching and technical assistance, business and marketing strategies, tax preparation, contracts and policies, environment and curriculum set up, rate sheet assistance, etc.

During this timeframe, we have continued to build our relationship with Community Care Licensing (CCL) and provided support to their pending and licensed child care providers located in Tri-Valley. Through this relationship, we were able to access prospective provider information so that we could provide more hands-on support through the entire licensing process. Our relationship with CCL is a collaborative effort in that we have the ability to offer more support and resources when CCL staff do not have the capacity to do so.

During this reporting period, we successfully supported 2 new family child care providers, resulting in 22 child care spaces in the Pleasanton area.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

N/A

Report 2

Some challenges with this project is that at times, it was difficult to get a hold of prospective providers resulting in a weeks long game of phone tag. It has proven difficult to offer support and resources to individuals that want the information, but don't have time to talk, even if it's a scheduled phone and/or video call.

As we attempted to support more prospective providers by utilizing the pending list from CCL, there were some providers that were skeptical and thought that we were solicitors, not wanting to talk to us further.

There are also situations where sometimes a person takes months and years to get licensed due to various reasons: not completing the required training courses, not getting the required immunizations, not getting their fingerprints done, personal matters, procrastinating on getting their family members vaccinated and fingerprinted, etc. Getting licensed is already a lengthy process for an individual, but it also takes time to get those that live with you (e.g., 18 and older family members) to complete the necessary requirements.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

The child care business trend that we have observed is that child care business owners do not have enough financial support. Child Care owners are having a difficult time with charging rates that would sustain their business due to financial hardship and stress on the family. We are currently creating business start up kits for newly licensed family child care providers that includes reimbursements for CPR and Health and Safety courses, first aid kits, reimbursements for LiveScan fingerprints, provider bags with environment necessities, early learning materials and books, PPE, etc. In addition to these business start kits, we are hosting various business workshops such as tax preparation, marketing, website development, contracts and handbooks, environment setup, etc.

Report 2

like we reported last year, child care business owners lack sufficient financial support. They constantly face challenges in setting program rates that would both sustain their businesses but also not put a strain on families. It has been difficult for them to choose between making a living

versus helping struggling families.

While we have always offered one on one support and coaching for prospective and newly licensed providers, we are offering a Child Care Means Business series specifically for prospective and newly licensed providers. The series are 2 hour workshops that offer a more detailed insight and guide them through how to become licensed, all things business, record keeping, and environment and curriculum for all ages. With this new series, we hope to further educate these new providers and provide the necessary resources to support them on this child care business journey.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	99	2	101.00	Number of NEW PLEASANTON CLIENTS
TOTAL	99.00	2.00	101.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	25	1	26.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	23	0	23.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	30	0	30.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	21	1	22.00	Moderate Income and Above (>80% AMI)
TOTAL	99.00	2.00	101.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	32	0	32.00	White
White + HISPANIC/LATINO	13	0	13.00	White + HISPANIC/LATINO
Black/African American	3	0	3.00	Black/African American
Black/African American + HISPANIC/LATINO	0	0	0.00	Black/African American + HISPANIC/LATINO
Asian	5	2	7.00	Asian
Asian + HISPANIC/LATINO	0	0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO

Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	25	0	25.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	21	0	21.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	99.00	2.00	101.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)		0	0.00	Seniors (62 and older)
People with Disabilities		0	0.00	People with Disabilities
Female-Headed Households	99	0	99.00	Female-Headed Households
Youth		0	0.00	Youth
Homeless		0	0.00	Homeless
TOTAL	99.00	0.00	99.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	97	2	99.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	99	2	101.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	196.00	4.00	200.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

We were able to successfully sustain and support 99 all female owned, child care businesses. We were able to supply them with proper training, marketing skills, coaching skills, environment knowledge, coach and provide them with licensing information to stay within regulation, partnered with our Hively Child care subsidy program to financially sustain their business finances, supply them with PPE supplies, celebrate them for provider appreciation, offered Trauma Informed Care training and provider cafes with a monetary and material incentive, etc.

Report 2

During this reporting period, we were able to support and sustain 2 new family child care home providers. We educated them on marketing skills, environment set up, curriculum for all ages, contracts and policies, record keeping, and all things business. We supplied them with resources from our family resource center such as diapers and wipes, offered free professional development training with educational incentives and stipends, offered free pediatric first aid and CPR training, celebrated them for provider appreciation day, celebrated and offered free books and activities during our Week of the Young Child event, and more.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".**Report 1**

Workforce Development/Unemployment

Helped sustain employment for these child care owners and their families

Youth Services

Provided necessary early learning resources such as Kindergarten readiness and early learning materials

Homeless in the Tri-Valley Services

Prevented homelessness by helping sustain child care businesses

Services for Provider Critical Initiatives

Knowledge and understanding of licensing, health and safety, regulations, and connecting them with the Child Care Law Center for their rights.

Report 2

During this reporting period, we built trusting relationships with our new child care providers so that we could be a resource to them as they embarked on their child care business journey. By answering any questions that they had - regardless of what it was - we showed that we were reliable and responsive. Through this relationship, the providers confided in us as they experienced a range of situations such as children with challenging behaviors, difficult conversations with parents, contract and policy disputes, trauma related experiences, providing vital resources to their families, etc.

For economic developments, we continued to promote a free marketing tool - our referral database which is also linked to the statewide web portal - encouraging providers to update their program information so that families would see their program information. This web portal allows families to search for care that best fits their needs.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".**Report 1**

Build trusted relationships in order for them to entrust their business needs with team Hively - teaching them how to talk to families, work with children with challenging behaviors, address trauma not only with themselves but with their children and families that they care for, For economic developments, we promoted businesses by updating their program information through technical assistance and one on one coaching. Updating their program information with our agency automatically updates on the My Child Care Plan web portal which is a web page that families and child care providers have 24/7 access to. This web portal is a free user-friendly database that families from all over the nation can utilize to search for child care in California that best fits their needs.

Report 2

During this reporting period, we built trusting relationships with our new child care providers so that we could be a resource to them as they embarked on their child care business journey. By answering any questions that they had - regardless of what it was - we showed that we were reliable and responsive. Through this relationship, the providers confided in us as they experienced a range of situations such as children with challenging behaviors, difficult conversations with parents, contract and policy disputes, trauma related experiences, providing vital resources to their families, etc.

For economic developments, we continued to promote a free marketing tool - our referral database which is also linked to the statewide web portal - encouraging providers to update their program information so that families would see their program information. This web portal allows families to search for care that best fits their needs.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

"Child care is the work that makes all other work possible." At Hively, we understand that communities thrive when there is widespread access to affordable, high quality child care. As a resource agency, we receive funding from government contracts to help parents locate and pay for childcare, but we can't help qualified families access child care if there are not enough qualified child care spaces. When child care services are accessible, available and affordable, women go to work and communities thrive. Several child care businesses did not survive the economic downturn of the COVID-19 pandemic. We witnessed the decline firsthand. We lost 30% of child care providers in the Tri-Valley between 2020-2022. In 2020 there were 61 Pleasanton Family & Home child care providers in our database. Now there are 39. Grant money received from the City of Pleasanton would help us fund the outreach, development and supply of child care services in Pleasanton. We are currently receiving American Rescue Plan Act (ARPA) funds from the state to help sustain and recruit new licensed Family & Home Child Care Businesses in East Alameda County. That funding ends in 2023. With these funds, we've been able to assist new providers with applications; technical support; marketing; advertising; tax preparation; educational curriculum; professional development; training; standards & licensure; one-to-one peer coaching; health & safety; workplace standards: PPE supplies; and COVID compliance. With sustained funding we can continue our work. Our grant request would allow us to develop 4 new Family and Home Child Care businesses and create spaces for 32 children, providing low-income families greater access to childcare near their homes and places of work. If we do not receive funding, we will be far less effective at developing needed child care spaces and Tri-Valley families will face dwindling child care resources. Yes, we will spend the entire grant. Thank you for the opportunity!

Report 2

As a resource and referral agency, we receive funding from government contracts to help parents locate and pay for child care, but we can't help these families if there aren't enough child care spaces in the Tri-Valley area. The more child care providers we can help get licensed, the more child care spaces will be available to these qualifying families. Creating more child care spaces means families have more options to choose quality care that best fits their family's needs. For example, specific program needs, non-traditional hours, transportation services, special needs, etc. This fiscal year, we've successfully helped develop 4 new family child care home businesses in Pleasanton, resulting in 32 child care spaces for Tri-Valley. These 32 child care spaces are a source of income for these child care providers and are 4 additional programs for families to choose from so that they have the opp

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available
Deadline: 1/20/2023

Hope Hospice & Health Services

Grief Support Services and Volunteer Support Services

USD\$ 2,500.00 USD\$ 15,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Kendra Strey

Report 2

Kendra Strey

2. Title.

Report 1

Director of Advancement

Report 2

Interim director of advancement and events

3. Telephone and e-mail.

Report 1

925-829-8770 kendras@hopehospice.com

Report 2

kendras@hopehospice.com, 925-829-8770

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

Hope Hospice's initiatives in Pleasanton are operating at full capacity, delivering essential Volunteer and Grief Support Services to the community.

1. Volunteer Support Services: The volunteer network remains robust, with active efforts to recruit and onboard new members, particularly as we move further away from the impact of covid. Our volunteers play a vital role in patient support, providing companionship, reading, and valuable company to ensure patients never feel isolated. Ongoing training sessions and refresher courses, focusing on dementia care and health-related

education, equip volunteers to offer exceptional support to our patients and their families.

2. Grief Support Services: Collaborating closely with the clinical staff, the Grief Support Services team ensures a comprehensive circle of care and assistance for families facing emotionally challenging times. Their emphasis is on creating a safe, non-judgemental space where individuals can learn positive ways to navigate the grieving process.

Both of these vital programs reflect Hope Hospice's steadfast commitment to holistic care, recognizing and addressing the emotional, psychological, and supportive needs of our patients and their families.

Report 2

Hope Hospice's initiatives in Pleasanton are operating at full capacity, delivering essential Volunteer and Grief Support Services to the community.

1. Volunteer Support Services: The volunteer network remains robust, with active efforts to recruit and onboard new members, particularly as we move further away from the impact of covid. Our volunteers play a vital role in patient support, providing companionship, reading, and valuable company to ensure patients never feel isolated. Ongoing training sessions and refresher courses, focusing on dementia care and health-related education, equip volunteers to offer exceptional support to our patients and their families.

2. Grief Support Services: Collaborating closely with the clinical staff, the Grief Support Services team ensures a comprehensive circle of care and assistance for families facing emotionally challenging times. Their emphasis is on creating a safe, non-judgmental space where individuals can learn positive ways to navigate the grieving process.

Both of these vital programs reflect Hope Hospice's steadfast commitment to holistic care, recognizing and addressing the emotional, psychological, and supportive needs of our patients and their families.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

As of November 1, 2023 all persons entering a health care facility in Alameda County are required to wear a mask. This order remain in effect until April 30, 2024. This requirement includes everyone regardless of vaccination status. This has affected some, but not all, of our volunteer staff entering into medical facilities.

It's understandable during this time period, senior communities are adhering to masking as well as in some caes, visitor restrictions due to the resurgence of covid. Prioritizing the safety of our patients and their families is crucial, especially in medical settings where the virus can easily spread. These precautions, while they might limit direct interactions or the number of visitors, are essential in safeguarding the health of both residents and staff members within senior care communities and medical settings.

Report 2

Our organization has recently entered into a triple merger with two other nonprofit hospice organizations in the Bay Area. From January to present, much attention has been on integrating departments and evaluating one another's procedures. Several parties who managed data for our grant needs have been laid off, resulting in delays in acquiring needed data for this report.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

Trends and needs in senior care and hospice are dynamic, shaped by evolving demographics, healthcare advancements, and societal changes. Here are a few trends that we're seeing or previously mentioned.

1. Aging population: The global population is aging rapidly, leading to an increased demand for senior care and hospice services. The demographic shift underscores the need for comprehensive care tailored to the specific needs of our elderly patients and families.

2. Diverse Care Settings: With many seniors opting ot age in place, there's a rising need for quality care and support not only in a formal care facility, but within the home.

3. Holisitic Care Approach: There's a growing recognition of the importance of holistic care, emphasizing not just physical health, but mental, emotional, and social well-being. Both our volunteer and grief programs help support this from different vantagepoints. They bring a wealth of

support that fully encompasses our mission at Hope.

Report 2

As the current aging population moves closer to needing hospice services, we will in turn see our caseloads increase. It remains to be determined how Hope Hospice will work with our two new partners in the North and South Bay regions to finetune operations in our grief support and volunteer departments. For the time being, it's business as usual. If staffing increases, we can resume considering increased/new types of bereavement support such as reviving our historic children's program.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	84	34	118.00	Number of NEW PLEASANTON CLIENTS
TOTAL	84.00	34.00	118.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)			0.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)			0.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)			0.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	84	34	118.00	Moderate Income and Above (>80% AMI)
TOTAL	84.00	34.00	118.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	13	10	23.00	White
White + HISPANIC/LATINO			0.00	White + HISPANIC/LATINO
Black/African American			0.00	Black/African American
Black/African American + HISPANIC/LATINO	2		2.00	Black/African American + HISPANIC/LATINO
Asian		1	1.00	Asian
Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	2		2.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO

Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial			0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	67	23	90.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	84.00	34.00	118.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	59	21	80.00	Seniors (62 and older)
People with Disabilities			0.00	People with Disabilities
Female-Headed Households			0.00	Female-Headed Households
Youth	25		25.00	Youth
Homeless			0.00	Homeless
TOTAL	84.00	21.00	105.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	200	200	400.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	84	34	118.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	284.00	234.00	518.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Both the volunteer and grief support programs continue to thrive in the community.

We have seen a slight increase in the number of volunteers actively participating in our programs this year. So far we have served 19 Pleasanton patients vs 16 from last year. Additionally, the need for continued grief support is steadily climbing. We served 96 Pleasanton patients this year, compared to 70 patients last year.

Total patients and community served reached 84. We anticipate this number to keep climbing to surpass our goal of 200.

In order to reach this goal we continue to offer our bereavement counseling services in person as well as online. We have programs tailored to support young people in group settings as well as 1-1 for our older clients.

Most recently, we held our Hope 100 Golf Marathon at Castlewood Golf Club where we employed the help of our amazing volunteers to support the tournament games. We also were blessed to have the help of about 15 Castlewood Castelettes to volunteer their time to keep the course in great

shape. While we did not count their hours in our report, it is worth noting the community assistance provided to us by additional members of Pleasanton.

Report 2

Funds from this grant were exhausted by the close of the first reporting period.

Our bereavement department continues to serve our community through our core grief support offerings. While our organization navigates a recent triple merger, we do not have the bandwidth to tackle more than essential services at this time. Therefore, outreach about our services has been limited compared to previous years.

Prior staff indicated that our benchmark for Pleasanton service would be 200 residents. We closed this grant reporting timeframe at 118.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

As the population ages, dementia cases are increasing, especially in Northern California where 650,000+ individuals have been diagnosed with Alzheimer's or one of the many types of dementia-related diseases. Families are grappling with the escalating costs caring for their loved ones, posing long-term financial challenges. In the Tri-Valley region, Hope Hospice stands as a pillar in the community, offering critical services tailored to families navigating dementia-related situations. Among these services are our dedicated and well-trained volunteers, who extend invaluable aid within the residences of these patients and their families. The support ranges from providing respite for caregivers running errands or attending appointments to regularly engaging patients with empathy and care. The majority of our requests for assistance come from families caring for loved ones with dementia.

Grief support stands as a crucial lifeline for our families enduring the distressing loss of a loved one. However, private counseling often becomes unfeasible for families due to the sustained expenses related to this type of support.

Thanks to this grant, local residents benefit from personalized counseling and group support at no cost to them. This initiative thrives on community backing, making these vital services accessible to those who are in greatest need of assistance.

Report 2

Forgive me, but I am only filling in for a colleague who was laid off to provide this report. I do not know what your Strategic Plan involved.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

Our volunteer and grief support services stand as public offerings specifically designed for low-income residents and patients under the care of Hope Hospice. These essential human services are provided without any fees for anyone seeking our help. We welcome all who need assistance without turning anyone away due to financial constraints. The sustainability of these services is solely reliant on the support received from community contributions and grants.

Within the community, there's a scarcity of no-cost social services addressing the diverse needs of families caring for loved ones at home or those navigating the deep sorrow of loss and struggling to move forward. Our grief program equips individuals with coping mechanisms to prevent the onset of prolonged, profound grief, which demands more intricate intervention and incurs higher costs for families. Volunteers play a pivotal role in supporting hospice families through regular visits and aid while caring for their loved ones.

These services generate no revenue for Hope Hospice and are made possible through grants like this and donations from the community. Providing these vital human services without any financial burden aligns with the core values of Hope Hospice. It mirrors the overarching philosophy of hospice care: to extend assistance to all individuals in need.

Report 2

Forgive me, but I am only filling in for a colleague who was laid off to provide this report. I do not know what your Strategic Plan involved.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

This funding serves to bolster Hope Hospice's grief support services and volunteer aid, assisting families caring for their terminally ill loved ones or those grappling with the anguish of a profound loss. Grief support empowers the bereaved with coping mechanisms, enabling them to navigate their daily lives post-loss more effectively.

Given that these services do not generate revenue for Hope Hospice, their sustenance relies solely on contributions from the community and grants. The \$2,500 grant from the City of Pleasanton, allocated for the salary component of these crucial programs has already been utilized by Hope Hospice. This allocation supports staff members who directly engage with our families in need or oversee the training and coordination of hospice volunteers who provide invaluable companionship and support to these families.

Report 2

We spent the entire grant of \$2,500 in month 1 of the reporting year to support our department directors in their duties of providing grief support groups and 1:1 support sessions to 694 people, 118 of whom reside in Pleasanton.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Legal Assistance for Seniors

Legal and Supportive Services, Medicare Counseling and Education for Pleasanton Seniors

USD\$ 5,000.00 USD\$ 10,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Jessica Oropeza

Report 2

Jessica Oropeza

2. Title.

Report 1

Accounting Assistant

Report 2

Accounting Assistant

3. Telephone and e-mail.

Report 1

510-832-3040

Report 2

510-832-3040 ext.352 joropeza@lashicap.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

From July through December, LAS provided 42.5 hours of legal services to 7 Pleasanton seniors.

Through our Community Education program, we held 8 presentations at the Pleasanton Senior Center and attended two outreach events having reached a total of 238 Pleasanton seniors and senior service providers.

LAS' Health Insurance Counseling and Advocacy Program (HICAP) has provided individual Medicare counseling to a total of 43 Medicare recipients at the Pleasanton Senior Center and Tri-Valley Career Center.

No significant actions have been taken during this reporting period.

Report 2

From January thru June, LAS provided 51.10 hours of legal services to seven Pleasanton seniors.

Through our Community Education program, we held 6 presentations at the Pleasanton Senior Center having reached a total of 30 Pleasanton seniors and senior service providers.

LAS' Health Insurance Counseling and Advocacy Program (HICAP) has provided individual Medicare counseling to a total of 34 Medicare recipients at the Livermore Senior Center and Stanford-Valley Care Medical Center.

No significant actions have been taken during this reporting period.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

LAS did not experience any challenges or delays with the program.

LAS is happy to report that we've welcomed a new Associate Director, Accounting Assistant, Legal Advocate and Development Associate to the team.

Report 2

We are sad to announce that Maria Palazzolo is no longer working with LAS. We are currently hiring a new staff attorney to join our team, but we are excited to announce that we have welcomed a new legal advocate, Lao Ly!

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

Due to the Shelter-In-Place order that was implemented in March of 2020, LAS' Community Education Program has worked to offer virtual presentations. This has created new opportunities to reach our clients in a different manner. The virtual presentations that are now being offered provide the opportunity to reach more seniors, caregivers and senior service providers at a time.

Report 2

Due to the Shelter-In-Place order that was implemented in March of 2020, LAS' Community Education Program has worked to offer virtual presentations. This has created new opportunities to reach our clients in a different manner. The virtual presentations that are now being offered provide the opportunity to reach more seniors, caregivers and senior service providers at a time.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text" value="7"/>	<input type="text" value="7"/>	<input type="text" value="14.00"/>	Number of NEW PLEASANTON CLIENTS
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TOTAL	7.00	7.00	14.00	TOTAL
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8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	4	2	6.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	1	5	6.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	0	0	0.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	2	0	2.00	Moderate Income and Above (>80% AMI)
TOTAL	7.00	7.00	14.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	4	3	7.00	White
White + HISPANIC/LATINO	0	0	0.00	White + HISPANIC/LATINO
Black/African American	1	0	1.00	Black/African American
Black/African American + HISPANIC/LATINO	0	0	0.00	Black/African American + HISPANIC/LATINO
Asian	0	1	1.00	Asian
Asian + HISPANIC/LATINO	0	0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	1	1.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO

Other/Multi Racial	1	0	1.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	1	2	3.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	7.00	7.00	14.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	7	5	12.00	Seniors (62 and older)
People with Disabilities	1	4	5.00	People with Disabilities
Female-Headed Households	3	1	4.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	0	0	0.00	Homeless
TOTAL	11.00	10.00	21.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	10	10	20.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	7	7	14.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	17.00	17.00	34.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

While contracted to provide legal services to 10 Pleasanton seniors, we provided legal services to 7 seniors and 42.5 hours of direct legal service. LAS also provided a total of eight community education presentations and attended two outreach events having reached a total of 238 people in Pleasanton. Through our HICAP program, a total of 43 seniors were reached in the City of Pleasanton.

LAS staff provided community education presentations at three different sites throughout Pleasanton to ensure we reached out to as many in the Pleasanton senior community as possible.

Report 2

While contracted to provide legal services to 10 Pleasanton seniors, we provided legal services to 7 seniors and 51.10 hours of direct legal service. LAS also provided a total of 6 community education presentations and attended one outreach event having reached a total of 30 people in Pleasanton. Through our HICAP program, a total of 34 seniors were reached in the City of Pleasanton.

LAS staff provided community education presentations at two different sites throughout Pleasanton to ensure we reached out to as many in the Pleasanton senior community as possible.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services

Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Legal Assistance for Seniors is addressing a significant number of critical human services needs as specified in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022", including healthcare and behavior health, senior services and homelessness in the Tri-Valley area.

Regarding healthcare, both our HICAP program and our Community Education program focus on educating seniors about their options for healthcare coverage and successfully enrolling them in a Medicare plan of their choosing or submitting an application for a cost-savings program. Our legal program also has a robust public benefits practice that is available for seniors who may need assistance representing themselves in administrative hearings where they are either seeking a refund from entities such as the federal government or to ensure that they are not paying more for the Medicare services than is required by law.

Concerning senior services, Legal Assistance for Seniors sole focus is to ensure the independence and dignity of seniors by protecting their legal rights through education, counseling, and advocacy. LAS provides crises intervention services for seniors on matters including elder abuse, housing eviction, guardianship, and loss of public benefits. In addition, these crisis interventions serve as strengthening services as they help secure public benefits, basic income, healthcare, housing, citizenship, families, and more.

Report 2

Legal Assistance for Seniors is addressing a significant number of critical human services needs as specified in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022", including healthcare and behavior health, senior services and homelessness in the Tri-Valley area.

Regarding healthcare, both our HICAP program and our Community Education program focus on educating seniors about their options for healthcare coverage and successfully enrolling them in a Medicare plan of their choosing or submitting an application for a cost-savings program. Our legal program also has a robust public benefits practice that is available for seniors who may need assistance representing themselves in administrative hearings where they are either seeking a refund from entities such as the federal government or to ensure that they are not paying more for the Medicare services than is required by law.

Concerning senior services, Legal Assistance for Seniors sole focus is to ensure the independence and dignity of seniors by protecting their legal rights through education, counseling, and advocacy. LAS provides crises intervention services for seniors on matters including elder abuse, housing eviction, guardianship, and loss of public benefits. In addition, these crisis interventions serve as strengthening services as they help secure public benefits, basic income, healthcare, housing, citizenship, families, and more.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

Regarding the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan, LAS is working to support homeless services programs to end homelessness and to support public service programs for low-income residents. As stated above, LAS provides direct representation to low-income older adults facing housing insecurity, providing a critical support to low-income communities. The majority of LAS' clients are low-income as defined by HUD. We provide individuals not only health insurance counseling and advocacy, but also legal assistance on public benefits, and to prevent displacement and homelessness.

Report 2

Regarding the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan, LAS is working to support homeless services programs to end homelessness and to support public service programs for low-income residents. As stated above, LAS provides direct representation to low-income older adults facing housing insecurity, providing critical support to low-income communities. The majority of LAS' clients are low-income as defined by HUD. We provide individuals not only health insurance counseling and advocacy, but also legal assistance on public benefits, and to prevent displacement and homelessness.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

LAS was granted funding to free legal assistance to 10 low-income seniors. Through our Community Education Program, we are to hold 8 community education presentations and/or outreach events for 200 seniors, senior service providers and caregivers. The Health Insurance Counseling and Advocacy Program goal is to provide Medicare counseling sessions to 60 people. Yes, LAS will spend the entire grant.

Report 2

LAS was granted funding to free legal assistance to 10 low-income seniors. Through our Community Education Program, we are to hold 8 community education presentations and/or outreach events for 200 seniors, senior service providers and caregivers. The Health Insurance Counseling and Advocacy Program goal is to provide Medicare counseling sessions to 60 people.

LAS is happy to report that we granted free legal assistance to 14 low-income seniors. Through our Community Education Program, we held 18 community education presentations and/or outreach events to 128 seniors, senior service providers and caregivers. The Health Insurance Counseling and Advocacy Program counseled 77 people.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Open Heart Kitchen

Senior Meal Program

USD\$ 44,000.00 USD\$ 50,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Heather Greaux

Report 2

Heather Greaux

2. Title.

Report 1

CFO

Report 2

CFO

3. Telephone and e-mail.

Report 1

925-500-8247 heather@openheartkitchen.org

Report 2

925-500-8247 heather@openheartkitchen.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

The Open Heart Kitchen Senior Meal Program provides nutritious, prepared meals to community members aged 60 and above at three Tri-Valley locations. Every weekday, our devoted teams serve lunch at the Pleasanton Senior Center. Monthly menus are provided in print and

online in multiple languages. Guests are empowered to contact the onsite Site Supervisor, or the dedicated Program Coordinator, to ask questions about the meals and make informed decisions about their diets. Our meals are analyzed by a Registered Dietitian, who checks to ensure that recipes meet the requirements of a senior diet established by the California Department of Aging.

Report 2

The Open Heart Kitchen Senior Meal Program provides nutritious, prepared meals to community members aged 60 and above. Every weekday, our dedicated teams serve lunch at the Pleasanton Senior Center. Monthly menus are provided in print and online in multiple languages, ensuring accessibility for all seniors. Guests can contact the onsite Site Supervisor or the dedicated Program Coordinator to ask questions about the meals and make informed decisions about their diets.

Our meals are analyzed by a Registered Dietitian to ensure they meet the dietary requirements established by the California Department of Aging. This guarantees that our meals are not only nutritious but also tailored to the specific dietary needs of seniors.

Current Status

The program is currently operating smoothly, providing consistent, high-quality meals to seniors. Attendance has been steady, with positive feedback from participants regarding both the quality of the food and the social opportunities provided by the meal program.

Significant Actions

During the reporting period, we have taken several significant actions to enhance our program:

Menu Accessibility: We have continued to offer monthly menus in multiple languages to accommodate our diverse senior population.

Dietitian Review: Our Registered Dietitian has regularly reviewed and approved all meal plans to ensure they meet the necessary dietary standards for seniors.

Staff and Volunteer Training: We have conducted training sessions for staff and volunteers to improve service delivery and ensure a welcoming environment for all participants.

Community Outreach: We have engaged in community outreach efforts to increase awareness of our program, ensuring that more seniors can benefit from our services.

These actions have reinforced our commitment to providing nutritious meals and fostering a supportive community for seniors in the Tri-Valley area.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

Since COVID exceptions to the Older Americans Act officially ended, our program transitioned back to sit-down dining only as of July 1st. Staffing for our Senior Meal Program remained consistent throughout the reporting period. Our Volunteer Coordinator continues to recruit volunteers for lunch shifts.

Report 2

Between January and June 2024, we experienced an increase in food waste due to overproduction of meals. This issue arose because seniors made meal reservations but did not attend the center to eat. Given our vulnerable population, unexpected health issues or last-minute appointments often prevent our clients from keeping their reservations. To address this, we implemented a "No Show Limit," requesting that seniors who miss three or more meals only reserve one week at a time. We communicate this policy by scheduling calls to notify seniors who have reached their limit for missed meals. Additionally, we have created flyers with this information in English, Chinese, Korean, and Spanish to accommodate our large non-English speaking population.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

We know that some of our Senior Meal Program diners who receive our prepared meals would also benefit from receiving grocery items. The Open Heart Kitchen Pop Up Pantry grocery distribution program continues to operate twice per week, distributing free boxes of grocery staples

like produce and dairy products. Open Heart Kitchen has entered a formal partnership with the Alameda County Community Food Bank to become a Redistribution Organization and construction on the Open Heart Food Bank in Livermore is underway.

Construction has been completed on our "Vineyard 2.0" project, which will be home to our new production kitchen as well as a dining room in January 2024. Our guests will have access to laundry and shower services, storage, mailboxes, onsite consultation with other community based organizations, and more once Vineyard officially opens.

Report 2

We have observed that senior centers where we serve meals often have scheduled classes or presentations geared toward seniors' interests. When these classes take place before or after our lunch service, many seniors want to attend lunch as well. This has been an excellent way for Open Heart Kitchen to attract new clients to our program. However, it can be challenging when seniors attending these classes assume our lunch program is part of the presentation. To address this, we have been communicating with the center to ensure attendees are aware of the registration process for Open Heart Kitchen and the need to reserve a meal on the days of the presentation.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	294	96	390.00	Number of NEW PLEASANTON CLIENTS
TOTAL	294.00	96.00	390.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	189	64	253.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	48	7	55.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	25	12	37.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	32	13	45.00	Moderate Income and Above (>80% AMI)
TOTAL	294.00	96.00	390.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	136	35	171.00	White
White + HISPANIC/LATINO	20	10	30.00	White + HISPANIC/LATINO
Black/African American	8		8.00	Black/African American
Black/African American + HISPANIC/LATINO			0.00	Black/African American + HISPANIC/LATINO
Asian	117	41	158.00	Asian
Asian + HISPANIC/LATINO	2		2.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	4		4.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	5		5.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander

Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	2		2.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO		1	1.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial		7	7.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO		2	2.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	294.00	96.00	390.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	294	96	390.00	Seniors (62 and older)
People with Disabilities	43		43.00	People with Disabilities
Female-Headed Households	81	10	91.00	Female-Headed Households
Youth	0		0.00	Youth
Homeless	1		1.00	Homeless
TOTAL	419.00	106.00	525.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	700	0	700.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	300	96	396.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	1,000.00	96.00	1,096.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Open Heart Kitchen continues to provide a safety net for Tri-Valley seniors who are struggling with food insecurity, diet-based health obstacles, loneliness, and more. During the reporting period, we welcomed 294 new guests to the Pleasanton Senior Center who participated in the Senior Meal Program for the very first time this fiscal year. Between July and December 2023, more than 6,900 meals were served at the Pleasanton Senior Center. Our return to offering indoor dining promotes socialization and offers a space for Pleasanton seniors to connect with their peers in a casual and welcoming environment.

Report 2

We successfully served nutritious meals to seniors in Pleasanton in a congregate setting, with over 250 seniors attending between January and the end of June, and serving over 7,600 meals. With engaged volunteers and consistent staff, we provided familiar faces to greet the seniors each day. Many seniors have developed personal connections with our team, often inquiring about them when they take time off.

In addition to our annual satisfaction survey, our Senior Meal Program Coordinator visits each site to collect direct feedback from seniors, sharing this information with the entire team, including the kitchen crew. Program coordinators occasionally fill in at the site for staff and volunteers, which helps the administrative team monitor health and safety standards and assess the general well-being of our seniors.

Furthermore, Open Heart Kitchen uses its presence in the senior centers to distribute important information to clients, including nutrition education provided by our registered dietitian, flyers from local agencies, and other health recommendations. These efforts ensure our clients are well-informed and supported in various aspects of their health and well-being.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".**Report 1**

The Open Heart Kitchen Senior Meal Program addresses the critical human services needs of both Senior Services, and Food and Nutrition. Our Production Kitchen team prepares fresh meals daily, which cater to the dietary needs and taste preferences of our senior diners. Diners do not have to make any financial contribution toward this program, and the only qualification is that they are over the age of 60. Through our program, Pleasanton seniors have access to a reliable source of nutrition 5 days a week, as well as continued support from our administrative team to explore other nutrition programs including CalFresh benefits or our weekly grocery program. Guests with transportation barriers can contact our administrative team to request bus passes or to explore other options for transportation to our service locations.

Report 2

Our meal programs support the citizens of Pleasanton by providing access to nutritious prepared meals, which significantly improve the standard of living for vulnerable groups. We offer a safe and secure environment where the most disadvantaged and at-risk individuals in our community can enjoy healthy meals served by welcoming and enthusiastic volunteers.

For our volunteers, these meal programs provide a valuable opportunity to interact with seniors. Many volunteers have shared that their experiences with our diners have given them a new perspective on what is important in their own lives.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".**Report 1**

The Open Heart Kitchen Senior Meal Program addresses the City of Pleasanton's FY 2020-2024 Consolidated Plan priority #4: Community Development Needs. This is a high priority need which impacts a wide range of Pleasanton community members. Our program addresses the needs of low-income community members who are age 60 or above and facing food insecurity. Our meal program offers a safety net to these seniors, providing nourishing meals in a judgment-free environment. Our dedicated teams of staff and volunteers greet each guest warmly and encourage diners to seek additional support as needed. We understand that many seniors who participate in our program may need assistance

due to a number of reasons, including economic hardship, loneliness, or lack of ability to grocery shop or cook nutritious meals for themselves.

Report 2

Our senior meal program in Pleasanton aligns closely with the City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan's guiding principles, strategic goals, and priority needs.

Guiding Principle: Be culturally accessible, appropriate, and inclusive

We ensure our programs are culturally accessible, appropriate, and inclusive by providing monthly menus and informational flyers in multiple languages, including English, Chinese, Korean, and Spanish. This approach ensures that non-English speaking residents can fully access and benefit from our services. Our diverse team of volunteers and staff reflects the community we serve, creating an inclusive environment that respects and celebrates cultural differences.

Strategic Goal: Support public service programs for low-income (80% AMI) residents

Our meal programs directly support low-income residents by providing nutritious meals in a safe, welcoming environment. By offering meals at no cost, we help alleviate food insecurity among low-income seniors, ensuring they have access to healthy food options. This initiative aligns with HUD's strategic goal of supporting public service programs designed to improve the quality of life for low-income residents.

Priority Need: Promote and support public service programs

We address the priority need of promoting and supporting public service programs by collaborating with various local organizations to extend our reach and impact. Our partnerships with local nonprofits provide our clients with access to a wide range of additional services and resources. These collaborations enhance our program's ability to meet the comprehensive needs of our clients, beyond just meal provision.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The purpose of this grant is to help fund Open Heart Kitchen's efforts to address food insecurity faced by seniors in Pleasanton by way of the Senior Meal Program. This goal is being met by preparing and serving meals to seniors that are tailored to a senior's dietary needs. It is expected that the entire grant will be spent by the end of the grant period.

Report 2

The original purpose of this grant is to support Open Heart Kitchen in providing healthy, nutritious meals to senior citizens at the Pleasanton Senior Center. We serve meals Monday through Friday, free of charge, freshly prepared daily, and tailored to meet seniors' dietary needs. Senior diners simply check in at our touchscreen kiosks and are served a meal accompanied by milk and fresh fruit.

All grant funds have been expended.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Partners for Change Tri-Valley

Education and Mentorship Program for Poverty Alleviation

USD\$ 3,000.00 USD\$ 15,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Terri Molano

Report 2

Terri Molano

2. Title.

Report 1

Executive Director

Report 2

Executive Director

3. Telephone and e-mail.

Report 1

510-773-6356 / director@pfctv.org

Report 2

510-773-6356 director@pfctv.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

By using transformative, research-based curriculum to provide weekly education classes and mentorship to the under-resourced community, we equip and empower participants to navigate their way out of poverty and into self-sustainability.

This is a year-round program and is currently on-going.

Significant actions have included adding another in person class at Goodness Village and adding a separate Zoom class on a different day and time to accommodate different schedules. This has allowed our overall participation to increase significantly.

Report 2

By using transformative, research-based curriculum to provide weekly education classes and mentorship to the under-resourced community, we equip and empower participants to navigate their way out of poverty and into self-sustainability.

This is a year-round program and is currently on-going.

Significant actions have included adding another in-person class at Vineyard Resource Center. We graduated our Zoom class and are in process of planning another one. This helps to accommodate different schedules and continue to allowed our overall participation numbers to increase significantly.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.**Report 1**

Challenges and delays have not been an issue.

We definitely need to hire a program facilitator to continue our growth and quality of outreach to the community.

Report 2

Challenges and delays have not been an issue.

We continue to seek funding to hire a program facilitator to continue our growth in number of cohorts and quality of outreach to the community.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.**Report 1**

While this is not new, we continue to see the need for housing availability and assistance for under-resourced individuals and families. We also work with a number of people with mild to moderate mental health issues. Our curriculum addresses some of these areas and we are pleased to have Axis as a referral partner.

We continue to do casework and advocate for our participants as we equip them to achieve steps in quality life-change.

Report 2

While this is not new, we continue to see the need for housing availability and assistance for under-resourced individuals and families. We also work with a number of people with mild to moderate mental health issues. Our curriculum addresses some of these areas and we are pleased to have the Axis Bridge Program as a referral partner.

We continue to do casework and advocate for our participants as we equip them to achieve steps in quality life-change.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text" value="9"/>	<input type="text" value="7"/>	<input type="text" value="16.00"/>	Number of NEW PLEASANTON CLIENTS
TOTAL	<input type="text" value="9.00"/>	<input type="text" value="7.00"/>	<input type="text" value="16.00"/>	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	<input type="text" value="4"/>	<input type="text" value="3"/>	<input type="text" value="7.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="5"/>	<input type="text" value="4"/>	<input type="text" value="9.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
TOTAL	<input type="text" value="9.00"/>	<input type="text" value="7.00"/>	<input type="text" value="16.00"/>	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="4.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="4"/>	<input type="text" value="2"/>	<input type="text" value="6.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="5.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian and White

Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial			0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	9.00	7.00	16.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	1	2	3.00	Seniors (62 and older)
People with Disabilities			0.00	People with Disabilities
Female-Headed Households	8	7	15.00	Female-Headed Households
Youth			0.00	Youth
Homeless	2	2	4.00	Homeless
TOTAL	11.00	11.00	22.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	10	7	17.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	9	6	15.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	19.00	13.00	32.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Program Accomplishments:

We have added another in-person class at Goodness Village, a separate Zoom class on a separate day and time to accommodate different schedules, and a second Tuesday night in-person class. This has allowed our overall reach to the community and

participation to increase significantly.

Participant Accomplishments:

Accessed housing, enrolled in college, improved employment, got a car, (adult) got driver's license for the first time, developed budgets, improved self-esteem and self-worth, initiated savings plans, enrolled in counseling,

Report 2

We have unhoused Participants who have been housed at Vineyard Resource Center, are going through Rapid Rehousing, have upgraded their housing, moved from hotel to apartment, and from living in their vehicle or outside to living in subsidized housing. In all of these cases, we have walked along side each of them through the process.

Through designated fund grants, we have been able to start the following:

If a Participant attends at least 3 classes in one month, the first class of the following month, they receive a \$50 Safeway gift card (good for food or gas). This provides practice in disciplined decision making.

The we are also doing a 50% savings match program where a Participant can save up to \$50 per month for four months and we will match it by 50%. This develops the habit of saving money and the experience of the peace of mind from having money saved.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Our program prevents homelessness and assists those experiencing homelessness, both through our education classes as well as our mentorship and casework. This is a complex mix of advocacy, encouragement, solutions finding and walking with someone through a challenging non-linear process.

Report 2

As indicated above, we have provided casework and support for Participants experiencing homelessness, as they have navigated the process of finding housing.

We provide meals for our Tuesday evening cohort attendees.

We offer work readiness skills to all Participants including resume writing, interview preparedness, soft skills such as the importance of punctuality, appropriate attire, and much more.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

Our program prevents homelessness and assists those experiencing homelessness, both through our education classes as well as our mentorship and casework. This is a complex mix of advocacy, encouragement, solutions finding and walking with someone through a challenging non-linear process.

Report 2

Be culturally accessible, appropriate, and inclusive - We make our program accessible through transportation vouchers and ride sharing. The topics we teach on are appropriate for people from all backgrounds. Our Participants are from at least 10 different ethnicities including Black, White, Latino, Asian, Fijian, Ethiopian, Native American, Pacific Islander, and multi-racial, all representing a very inclusive environment.

Encourage community engagement and involvement - While the beginning of our program encourages the development of supportive community within the class, the later part of our program strongly encourages community involvement such as volunteering with community programs including Partners for Change.

Encourage networking and information sharing across service providers - As service providers in the Tri Valley, we naturally have clients in common and work closely on casework to help our co-participants on their journey to and through next steps toward stability and self-sustainability.

Processing streamlining / Consolidate service delivery - Because we and other service providers focus heavily on collaboration in serving our clients in common, we have seen great success in streamlining and consolidating service delivery. This in turn provides a faster, smoother and more successful outcome for our clients.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

Facilitate ongoing work of Partners for Change in order to accomplish poverty alleviation in the Tri-Valley Community through education and long-term mentorship..

Yes, we will spend all of our grant.

Report 2

The original purpose for this grant was program facilitation.

The entire \$3000 was already spent toward this purpose. (Thank you!)

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Spectrum Community Services

Meals on Wheels, More than a Meal

USD\$ 51,552.00 USD\$ 55,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Carrie Oldes

Report 2

Carrie Oldes

2. Title.

Report 1

Meals on Wheels Program Manager

Report 2

Meals on Wheels Program Manager

3. Telephone and e-mail.

Report 1

510-881-0303 coldes@spectrumcs.org

Report 2

510-881-0303, COldes@SpectrumCS.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

We serve hot nutritious meals and offer a wellness check 5 days a week. With our community based volunteers we strive to help seniors age at home with dignity and independence.

Report 2

Spectrum Community Services is serving meals to the homebound seniors of Pleasanton. These meals meet the nutritional requirements as prescribed in Title III C of the Older Americans Act. With each meal, our trained volunteers provide a safety check to ensure the client's safety and well being. The safety check continues to be a key component of our program. We served 22,110 meals in the fourth quarter. Pleasanton residents were served 7,158 meals.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

Our biggest challenge is volunteers. We run 18 daily routes program wide. In Pleasanton, we need 30 volunteers a week. We utilize our community relationships to draw more volunteers. We participate in Pleasanton's Make a Difference Day as well.

Report 2

Our biggest challenge is volunteers. We run eighteen daily routes program wide. The need for volunteers continues to be a high priority as it takes thirty volunteers per week to provide meals to our Pleasanton Clients. We continue to seek out new volunteers and work hard to keep the volunteers we currently have.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

We currently have 297 clients program wide. We have been fortunate to serve every qualified senior who has called. We have a strong team that seeks out grant opportunities and submits to those we are qualified for. We also have several fundraisers a year to help meet the needs of our clients.

Report 2

While we currently have 322 clients program wide, we are continuing to see client contributions at a low where the average contribution among our senior neighbors is under \$1 per meal. We have been fortunate to serve every qualified senior who has called but are still searching for additional funding to bridge the resulting gap. To help mitigate this and any future shortfall of funds that we may experience, we are continuing to develop more opportunities for funding, seek new grant opportunities locally and nationally, and pursue new ways to engage the community as well as new donors.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	148	31	179.00	Number of NEW PLEASANTON CLIENTS
TOTAL	148.00	31.00	179.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	65	24	89.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	54	3	57.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	5	1	6.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	24	3	27.00	Moderate Income and Above (>80% AMI)
TOTAL	148.00	31.00	179.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	104	18	122.00	White
White + HISPANIC/LATINO	9		9.00	White + HISPANIC/LATINO
Black/African American	3	1	4.00	Black/African American
Black/African American + HISPANIC/LATINO			0.00	Black/African American + HISPANIC/LATINO
Asian	24	8	32.00	Asian
Asian + HISPANIC/LATINO	3		3.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	1		1.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO

Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	4	4	8.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	148.00	31.00	179.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	148	31	179.00	Seniors (62 and older)
People with Disabilities	148	31	179.00	People with Disabilities
Female-Headed Households	59	9	68.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
TOTAL	355.00	71.00	426.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	120	135	255.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	148	31	179.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).

TOTAL

268.00

166.00

434.00

TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

We began a card campaign in February and received cards, crafts and treats monthly for our clients. Each month had a different theme. The community also provide over 2000 blank Christmas cards so the clients would be able to give cards to family and friends. Additional cards were signed by members of the community and were delivered with client meals.

We completed our 6th Senior Giving tree. Our clients submitted their wish list and the community provided gifts. We always do a blanket and gift card drive to be able to provide for those that do not submit a list or come on after the tree is posted.

Report 2

We were able to say yes to every qualified senior who called for service. Most new clients are served the very next day. We did not have to waitlist anyone. Meals on Wheels - more than a meal was able to provide additional items to our Meals on Wheels clients. We were able to provide self care products, pet food, visits, gifts, and cards, with the help of the community. These items helped improve the social isolation that many of our clients experience.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

The Meals on Wheels program offers a hot nutritious meal and a wellness check with each visit. Our trained volunteers communicate to our Coordinator any notable changes seen in our clients. We provide available resource information pertaining to food, transportation and other assistance programs. While we see clients 5 days a week, 4 times a year an additional evaluation is performed by Spectrum staff. This allows us to continually update changes with our clients.

Report 2

The Meals on Wheels program offers a hot nutritious meal and a wellness check with each visit. Our trained volunteers communicate to our Coordinator any notable changes seen in our clients. We provide available resource information pertaining to food, transportation, and other assistance programs. While we see clients five days a week, an additional evaluation is performed by Spectrum staff four times throughout a year. This allows us to continually update changes with our clients.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

The Meals on Wheels program is a needs based program. Clients must be 60 years or older, homebound and have the inability to shop and/or prepare their own meals. While we serve clients beginning at 60 the average client age in Pleasanton is 80. Nearly 70% of our clients live alone. With our assistance they receive a hot nutritious meal, a wellness check and access to additional resource information.

Report 2

The Meals on Wheels program is a needs based program. Clients must be 60 years or older, homebound, and have the inability to shop and/or prepare their own meals. While we serve clients beginning at 60, the average client age in Pleasanton is 80. Nearly 70% of our clients live alone. With our assistance they receive a hot nutritious meal, a wellness check and access to additional resource information.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The original purpose of this grant was to provide a minimum of 22,000 meals for 135 homebound, low income seniors over 60 years old and disabled adults who lack reliable food access/many are isolated.

Report 2

The original purpose of this grant was to provide a minimum of 22,000 meals for 135 homebound, low income seniors over 60 years old and disabled adults who lack reliable food access and may be isolated. The entire grant will be spent for this purpose.

Each meal is delivered by a community volunteer who offers the hot meal, a friendly face, a short chat and a critical wellness check. The meal and the wellness check help our senior neighbors stay in their home longer. Overall, Spectrum Community Services enhances the quality of life for older adults and residents experiencing low income in Alameda County.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Sunflower Hill

Sunflower Hill Program Support at Irby Ranch

USD\$ 5,000.00 USD\$ 16,979.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Jennifer Oxe

Report 2

Jennifer Oxe

2. Title.

Report 1

Development Director

Report 2

Operations Director

3. Telephone and e-mail.

Report 1

408-930-9951 oxe@sunflowerhill.org

Report 2

oxe@sunflowerhill.org 408-930-9951

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

We requested support to fund salaries so that we can continue to provide exceptional programming at our Irby Ranch community. In September 2020, we welcomed residents to our first residential community, Sunflower Hill at Irby Ranch in Pleasanton. This innovative and affordable place is the first of its kind in the Tri-Valley and provides 31 independent apartment units for individuals with I/DD.

Our Irby Ranch staff developed a wide array of programs and activities that support residents as they learn to live independently, form relationships with one another, and initiate their own connections in the community. Our multi-disciplinary programs and activities are thoughtfully designed for adults with special needs (intellectual and/or developmental disabilities including autism, Down syndrome, cerebral palsy, epilepsy, and other chromosomal abundancies). Working with participants individually or in small group settings, our person-centered programs seek to offer participants of all abilities the opportunity to find success. These activities include the following: bingo nights, music/pet therapy, arts and crafts, fitness classes, field trips (ice cream, movies, etc.), cooking classes, and much more. Irby Ranch provides daily activities for our residents, all adults with intellectual and developmental disabilities. As of January 2023, we opened up all of our activities to the entire I/DD community and we regularly have many additional participants join us at each activity.

Report 2

We requested support to fund staff salaries so that we could continue to provide exceptional programming at our Irby Ranch community. In September 2020, we welcomed residents to our first residential community, Sunflower Hill, at Irby Ranch in Pleasanton. This innovative and affordable place is the first of its kind in the Tri-Valley and provides 31 independent apartment units for individuals with I/DD. Our Irby Ranch staff developed a wide array of programs and activities that support residents as they learn to live independently, form relationships with one another, and initiate their connections in the community. Our multi-disciplinary programs and activities are thoughtfully designed for adults with special needs (intellectual and developmental disabilities including autism, Down syndrome, cerebral palsy, epilepsy, and other chromosomal abundancies). Working with participants individually or in small group settings, our person-centered programs seek to offer participants of all abilities the opportunity to find success. These activities include the following: bingo nights, music/pet therapy, arts and crafts, fitness classes, field trips (ice cream, movies, etc.), cooking classes, and much more. Irby Ranch provides daily activities for our residents and all adults with intellectual and developmental disabilities. As of January 2023, we opened up all of our activities to the entire I/DD community, and we regularly have many additional participants join us for each activity.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

As of September 2023, we created a new role for our Programs Coordinator, Olivia Christensen, where she is not only working at the garden but she's also working at Irby Ranch, heading up arts 'n crafts, field trips, movie nights, cooking classes, etc. The reason for this change is that we lost our Garden Teacher in late spring of 2023, and needed coverage. Olivia stepped up to the challenge and her passion, empathy, patience and ability to work with people of all ability levels has been a gift to Sunflower Hill and the adults with I/DD who attend our programs. We are truly lucky to have her!

This staffing change has allowed for increased communication and collaboration between our residential and non-residential programs, staff, and residents/program participants. We have also noticed a marked increase in type of activities offered as well as positive feedback from residents and caretakers regarding programming.

Also, we have added a new partnership with Special Olympics/TRADD offering walking club once a month at Irby Ranch. I'm pleased to report that this club has been very well attended by both residents and non-residents.

Report 2

We have faced several challenges, including the departure of our Executive Director and ongoing struggles with funding and revenue streams. Despite these obstacles, we have made notable changes to our programming. Our cooking classes at Irby Ranch have been so popular that we increased the frequency from two classes per month to one class per week, capping each class at 12 participants. This adjustment has enhanced the program's quality by allowing more hands-on participation and providing 1:1 support and supervision during class. Additionally, we gathered feedback and ideas from participants, leading to the introduction of 1-2 resident-led monthly activities. We have also expanded our community engagement through tours of local organizations and businesses, enriching the experience for our participants.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

The activities offered at Irby Ranch continue to be popular among the I/DD community in the tri-valley area. We have seen much more interest, awareness, and increased attendance from residents and non-resident community members. We are currently in the position now where we are needing more staff support and are looking into ways to grow our programs fiscally responsibly, while still offering top notch programming, as we move into 2024.

Our cooking classes have gotten so large that it is difficult to teach such a large group so we are brainstorming ways to provide the same level of programming with our limited resources. All cooking classes are in-person and are designed to build independent living skills through demonstration, discussion, repetition, and group activity. Irby Ranch cooking classes focus on building healthy eating habits and include food creation to enjoy at the close of each class. Participants engage in lessons that teach cooking basics, such as following a recipe, measuring ingredients, and practicing safe knife skills.

Report 2

Trends/emerging needs: We have gathered feedback from our residents and participants through our voluntary "Idea Committee." From this committee, we have learned that residents are very interested in leading their own activities and sharing their interests, so we have begun offering 1-2 resident-led activities per month. We are also rotating our activity offers to interest a wider range of participants and offering, on average, three new activities per month.

New opportunities: We received funding from StopWaste to bridge the gap between our garden and residential programs through our future Farmers Market & Community Fridge program at Irby Ranch. We will distribute produce from our garden to residents through monthly farmers markets and seasonal stocking of the community fridge, working to provide organically grown, fresh, seasonal produce and address the issues of food insecurity and access common amongst our community and population.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text" value="8"/>	<input type="text" value="9"/>	<input type="text" value="17.00"/>	Number of NEW PLEASANTON CLIENTS
TOTAL	8.00	9.00	17.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="8"/>	<input type="text" value="9"/>	<input type="text" value="17.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
TOTAL	8.00	9.00	17.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	<input type="text" value="6"/>	<input type="text" value="8"/>	<input type="text" value="14.00"/>	White
White + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="3.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Income/Alaskan Native + HISPANIC/LATINO

Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial			0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	8.00	9.00	17.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)			0.00	Seniors (62 and older)
People with Disabilities	8	9	17.00	People with Disabilities
Female-Headed Households			0.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
TOTAL	8.00	9.00	17.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	36	36	72.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	8	9	17.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	44.00	45.00	89.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

We are seeing increased and consistent participation from Irby Ranch residents, as well as more interest from non-resident community members. Since we opened our activities to the I/DD community, we have seen non-residents integrating into Irby Ranch, with friendships forming and leadership skills being developed. Residents are happy and engaged!

The I/DD community has been historically overlooked and underrepresented, especially after adults age out of high school transition programs at age 21. By providing activities, classes, and opportunities to engage at Irby Ranch, we have created a safe space where adults with I/DD can live, work, learn and thrive in a supportive environment. When we see the smiles on the faces of our program participants and hear how they love our programming, we know we have succeeded.

"I like living at Irby Ranch because I enjoy helping out people with activities that we do. I like it a lot. It's fun!" - Bruce Lauwaert, Irby Ranch Residents

"I like living at Irby Ranch because I like making new friends and also learning how to cook at cooking class." - Jennifer Thomas, Irby Ranch Resident

Report 2

During this reporting period, we offered 112 activities, which were attended 1,012 times. Each participant engaged in 1,450.5 hours of programming, reflecting our robust schedule and commitment to engagement. We served 25 residents and 30 non-resident program participants, all demonstrating significant growth in skills development and an increased interest in healthy foods through our cooking classes. Our programs foster individual development and bring substantial social benefits, helping residents and the larger community form new connections and build a sense of community. One innovative approach we have implemented is the Idea Committee, a creative method to survey and receive input about our community's needs and interests. Additionally, our community open house event, the Spring Carnival, successfully reached a broad population of families and participants who do not typically engage in daily activities, providing a valuable outreach opportunity.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Sunflower Hill's programs and activities at Irby Ranch are consistently addressing critical human services needs as outlined in the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, specifically in the areas of Disability Services and Access. Our multi-disciplinary programs and activities at Irby Ranch are specifically designed for adults with I/DD, including those with autism, Down syndrome, cerebral palsy, epilepsy, and other chromosomal differences. Programming and activities primarily take place at the 1.64-acre Irby Ranch residential community and are fully accessible to all residents, and as of January 2023, open to the community at large.

Irby Ranch staff develop a robust offering of programs and activities that support our residents and community members to independently form relationships, connect with one another, and initiate their own connections in the community.

The abilities and needs of Irby Ranch residents, and community members who participate, are incredibly diverse. While individual goals will differ, our programs are designed so that residents will develop the following:

- Increased confidence in their ability to live independently.
- The ability to exercise the freedom to choose which programs and activities they wish to attend.
- Listening and interpersonal communication skills, including identifying social cues during conversations.
- Learning to stay focused on a task until completion, and how to ask clarifying questions, if needed.
- Appropriate conflict resolution methods.
- Healthy habits to promote both physical and mental health and wellbeing in a supportive and fully accessible community environment.
- Empowered to advocate on their own behalf within Irby Ranch and greater Pleasanton communities.

Report 2

Sunflower Hill's programs and activities at Irby Ranch consistently address critical human services needs as outlined in the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, specifically in Disability Services and Access. Our multi-disciplinary programs and activities at Irby Ranch are specifically designed for adults with I/DD, including those with autism, Down syndrome, cerebral palsy, epilepsy, and other chromosomal differences. Programming and activities primarily occur at the 1.64-acre Irby Ranch residential community and are fully accessible to all residents. As of January 2023, they are open to the community at large. Irby Ranch staff develop a robust offering of programs and activities that support our residents and community members in independently forming relationships, connecting, and initiating

their connections in the community. The abilities and needs of Irby Ranch residents and community members who participate are incredibly diverse. While individual goals will differ, our programs are designed so that residents will develop the following:

- Increased confidence in their ability to live independently.
- The ability to exercise the freedom to choose which programs and activities they wish to attend.
- Listening and interpersonal communication skills, including identifying social cues during conversations.
- Learning to stay focused on a task until completion and how to ask clarifying questions, if needed.
- Appropriate conflict resolution methods.
- Healthy habits to promote both physical and mental health and well-being in a supportive and fully accessible community environment.
- Empowered to advocate on their behalf within Irby Ranch and more significant Pleasanton communities.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

Sunflower Hill's Irby Ranch programs are addressing a number of the strategic goals and priority needs identified in the City of Pleasanton U.S. Department of Housing and Urban Development FY 2020-2024 Consolidated Plan. All programs at Irby Ranch are culturally accessible, appropriate, and inclusive. As noted above, our programs and activities are specifically designed to meet the diverse needs of adults with I/DD and ensure that each resident is equipped with a variety of opportunities to be successful.

We as an organization value the input of people with I/DD to guide the design of programs, activities, and residential communities, as set forth in our 2021-2025 Strategic Plan. This includes innovating our programming based upon feedback and suggestions from our residents and their caregivers, and we conducted a survey in December 2022 to help us plan for future programming. Also, each week, our team assesses the needs of individual participants and modifies tasks, if needed. In addition, we provide adaptable materials and tools to ensure that each participant can be fully engaged in our programming.

Report 2

Sunflower Hill's Irby Ranch programs address several strategic goals and priority needs identified in the City of Pleasanton U.S. Department of Housing and Urban Development FY 2020-2024 Consolidated Plan. All programs at Irby Ranch are culturally accessible, appropriate, and inclusive. As noted above, our programs and activities are designed to meet the diverse needs of adults with I/DD and ensure that each resident has various opportunities to succeed. As an organization, we value the input of people with I/DD to guide the design of programs, activities, and residential communities, as outlined in our 2021-2025 Strategic Plan. This includes innovating our programming based on feedback and suggestions from our residents and their caregivers, and we surveyed in December 2022 to help us plan for future programming. Also, each week, our team assesses the needs of individual participants and modifies tasks if needed. In addition, we provide adaptable materials and tools to ensure that each participant can be fully engaged in our programming.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

We requested support to fund salaries so that we can continue to provide exceptional programming at our Irby Ranch community. Grant funds have been specifically used to support a portion of our Program Coordinator's salary. We expended the grant in its entirety to support her work in program and activity development and implementation.

Report 2

We requested support to partially fund the salaries of our Programs Coordinator and Programs Director to continue providing exceptional programming at our Irby Ranch community. We expended the grant to support their program, activity development, and implementation work.



FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Sunflower Hill

Sunflower Hill Program Support for Adults With Developmental Disabilities

USD\$ 5,000.00 USD\$ 19,438.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Jennifer Oxe

Report 2

Jennifer Oxe

2. Title.

Report 1

Development Director

Report 2

Operations Director

3. Telephone and e-mail.

Report 1

408-030-9951 oxe@sunflowerhill.org

Report 2

408-930-9951 oxe@sunflowerhill.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

The Hands-On Garden Group Program at the Sunflower Hill Garden is thriving. It continues to provide a medium for educational, therapeutic, and life skills training for adults with intellectual and developmental disabilities (I/DD). During this reporting period, we provided weekly and bi-weekly in-person programming for 10 Tri-Valley adult day, transition, and residential programs. Concerning Pleasanton residents specifically, we provided programming to students from Village High School and Pleasanton SVS Day Program. Each 90-minute session in the garden includes a welcome activity, time for individual garden tasks, a closing snack, and a discussion. Led by knowledgeable staff with a passion for both people and plants, our curriculum continues to address educational, therapeutic, and life-skill topics that teach independent living skills.

Our produce donation efforts during this reporting period have continued to be successful. We have a robust and diversified crop plan, which enables us to

donate nutrient-dense and varied produce to our nonprofit partners. With the assistance of our program participants, we donated over 90% of our produce in 2023, to Tri-Valley Haven's Food Pantry, Culinary Angels, and Shepherd's Gate helping thousands of tri-valley residents with food insecurity.

In addition, our flower donation program is booming, or blooming! Program participants harvest flowers from the garden and create bouquets, which are then donated to patients at Hope Hospice. On average, we are donating 30 bouquets per week, and the feedback from Hope Hospice has been overwhelmingly positive. Students from the program are not only planting the seeds and creating the floral bouquets, but they are also making weekly deliveries to the Hope Hospice office in Dublin. Our floral donation program provides participants with many opportunities to improve agility, fine motor, and communication skills.

Report 2

The Hands-On Garden Group Program at the Sunflower Hill Garden is thriving. It continues to be a medium for educational, vocational, and life skills training for adults with intellectual and developmental disabilities (I/DD). During this reporting period, we provided weekly and bi-weekly in-person programming for 10 Tri-Valley adult day, transition, and residential programs. Concerning Pleasanton residents specifically, we offered programming to students from Village High School and the Pleasanton SVS Day Program. Each 90-minute session in the garden includes a welcome activity, time for individual garden tasks, a closing snack, and a discussion. Led by knowledgeable staff passionate about people and plants, our curriculum addresses educational, vocational, and life-skill topics that teach independent living skills. Our produce donation efforts during this reporting period have continued to be successful. Our robust and diversified crop plan enables us to donate culturally appropriate nutrient-dense produce to our nonprofit partners (Tri-Valley Haven, Shepherd's Gate, and Culinary Angels), helping thousands of tri-valley residents with food insecurity.

In addition, our flower donation program is booming or blooming! Program participants harvest flowers from the garden and create bouquets, which are then donated to Heritage Estates, the Open Heart Kitchen resource center, and Irby Ranch. Students from the program plant the seeds, create the floral bouquets and make weekly deliveries. Our floral donation program provides participants with many opportunities to improve agility, fine motor skills, and communication skills.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

As of September 2023, we created a new role for our Programs Coordinator, Olivia Christensen, where she is not only working at the garden but she's also working at Irby Ranch, our residential community in Pleasanton, heading up arts 'n crafts, field trips, movie nights, cooking classes, etc. The reason for this change is that we lost our Garden Teacher in late spring of 2023, and needed coverage. Olivia stepped up to the challenge and her passion, empathy, patience and ability to teach people of all ability levels has been a gift to Sunflower Hill and the adults with I/DD who attend our programs. We are truly lucky to have her!

We also added a new transition class to our roster from San Ramon Valley unified School District for this reporting period and expanded our flower donation program to Heritage Estates Senior Living Community in Livermore. In addition, we are thrilled to finally report that we are fully staffed.

Report 2

We have faced several challenges during this reporting period, including the departure of our Executive Director, needing to be more staffed as an organization, and needing help with funding and revenue streams. Our partnership with Hope Hospice has also been put on hold due to their recent office move. Despite these obstacles, we have expanded our offerings by donating to new community partners like the Open Heart Kitchen Resource Center and Irby Ranch. These new collaborations have allowed us to continue supporting our community and fulfilling our mission despite these challenges.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

We continue to see interest (and have a waitlist) for our programs. More interest than we have space in our program to serve!

According to the California Health Interview Survey, over the past 5 years, more than 1/3 of adults over 18 living below the poverty level in Alameda County have not been able to afford enough food. As food prices continue to rise and families are financially struggling, our fresh, organic produce is needed now more than ever before. People experiencing food insecurity often consume a nutrient-poor diet which may contribute to the development of obesity, heart disease, hypertension, diabetes, and other chronic illnesses. Our produce donations help feed hundreds of tri-valley residents per month who are battling food insecurity and/or serious medical issues through our nonprofit partners (Shepherd's Gate, Tri-Valley Haven, and Culinary Angels). These amazing partners turn our produce into organic, nutrient dense, nutritious, and satisfying meals.

Also, we have continued to creatively meet our nonprofit partners' needs by planting produce with a higher nutritional value and longer shelf life. This has included shifting our crop plan to incorporate greater varieties of winter squash, leafy greens, watermelon, and root vegetables, such as carrots and beets. These changes ensure that we are more effectively meeting our donation partners' needs throughout the year.

I think it is important to also note that our staff have taken significant efforts to ensure the garden's continued sustainability. We use sheet mulches, cardboard and organic materials (wood chips and straw) between perennial beds, open spaces, and garden pathways. This practice conserves water, by reducing wind and heat evaporation, builds soil, and reduces weed pressure. The staff have also streamlined our composting practices by utilizing more of the green waste produced in the garden.

Report 2

We are currently facing an emerging need, as we have more groups interested in participating in our program than we have space for, resulting in several transition classes and programs being placed on our waitlist. However, we are also experiencing new opportunities, particularly within our garden program. We have begun donating to new community partners, including the Open Heart Kitchen Resource Center and Irby Ranch. Additionally, we are working on bridging the gap between our garden and residential programs with our upcoming Farmers Market & Community Fridge program at Irby Ranch. These initiatives are helping us expand our reach and better serve our community.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	49	5	54.00	Number of NEW PLEASANTON CLIENTS
TOTAL	49.00	5.00	54.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)			0.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)			0.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	49	5	54.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)			0.00	Moderate Income and Above (>80% AMI)
TOTAL	49.00	5.00	54.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	1	1	2.00	White
White + HISPANIC/LATINO		1	1.00	White + HISPANIC/LATINO
Black/African American			0.00	Black/African American
Black/African American + HISPANIC/LATINO	1		1.00	Black/African American + HISPANIC/LATINO
Asian	4	2	6.00	Asian
Asian + HISPANIC/LATINO		1	1.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO

Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	43		43.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	49.00	5.00	54.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)			0.00	Seniors (62 and older)
People with Disabilities	49	5	54.00	People with Disabilities
Female-Headed Households			0.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
TOTAL	49.00	5.00	54.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	50	72	122.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	49	5	54.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	99.00	77.00	176.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Sunflower Hill is the only nonprofit in the region offering therapeutic and life skills training in an outdoor setting for adults with I/DD, and the demand for our in-person programs is quite high. We have seen a steady increase in the number of groups that are interested in our weekly and biweekly Hands-On Garden Group Programs in the Sunflower Hill Garden. We continue to have more groups interested in programming than spaces available, and we are exploring how to meet this growing demand, with a small, yet efficient staff in 2024 and beyond.

Success in the area of our produce donations is measured through the continuation of our partnerships with local nonprofits. In 2023, we donated over over 2500 pounds of produce, 800 eggs, and delivered 1100 flower bouquets to our nonprofit partners. Our garden team measures the frequency produce is delivered, the amount of produce delivered each week in pounds, and the variety of produce donated.

The I/DD community has been historically overlooked and underrepresented, especially after they age out of high school transition programs. By servicing 10 Tri-Valley adult day, transition, and residential programs, we have created a safe space where adults with I/DD in our local community can live, work, learn and thrive. When we see the smiles on the faces of our program participants and hear how they love coming out to the garden, we know our program has been a success.

"My favorite thing is to take care of the chickens." - Josh Layman, Garden Program Participant

"I love the flowers!" - Patrick, Garden Program Participant

"Sunflower Hill Garden is a magical place that provides students the freedom to experience nature in a safe environment. It also provides meaningful hands-on learning activities. Students can literally watch seeds grow into vegetables that they harvest. The garden provides my students with a sense of pride and

accomplishment that is unparalleled."
-Laura Droppo, Transition class teacher

Report 2

From January to June 2024, Sunflower Hill has achieved remarkable outcomes in our community garden program. Year-to-date, we donated 2,211.29 pounds of produce, 472 bouquets, and 382 eggs to local partners. Our donation partners include Culinary Angels, which has served 1,885 meals this year, and Tri-Valley Food Haven, which serves 4,000 clients per month and had 1,495 clients utilizing their pantry on Fridays and Saturdays from January to May 2024. We also support Shepherd's Gate Women's Shelter, which accommodates 30 clients monthly, Open Heart Kitchen Resource Center, and Heritage Estates Senior Community. Unfortunately, donations to Hope Hospice are on pause following their relocation.

Regarding groups served from January to June 2024, our roster includes ten different day programs, transition classes, and our Hands-On Garden Group, allowing individual sign-ups. These visiting programs, which are served on a weekly or bi-weekly schedule, include Hands-On Garden Group, Village High School Transition from Pleasanton Unified School District, Enjoy Life More Day Program from Livermore, Pleasanton SVS Day Program, Dublin Unified School District Transition, Kaleidoscope Day Program from Dublin, Danville RES Day Program, Livermore Joint Unified School District Transition, Futures Explored Go Group Day Program from Livermore, and San Ramon Valley Unified School District Transition. Our garden programs run for 46 weeks of the year, 9-15 hours a week, including preparation and takedown. For this reporting period, we achieved 1,090.5 program hours per participant, with participants attending our program 852 times from January to June 2024.

Our volunteer efforts have also been substantial in 2024, with 147 volunteers contributing 984 hours. Volunteers have been involved weekly with youth groups, service leagues, corporate groups, and community workdays held on the second Saturday of each month. Their hard work has been crucial in maintaining our garden program

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Sunflower Hill's Hands-On Garden Group Program and is consistently addressing critical human services needs as outlined in the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, specifically in the areas of Disability Services Access, and Food and Nutrition (see #6 above for more Food and Nutrition info).

Our Hands-On Garden Group Program provides adults with I/DD vital life skills training that supports independent living and equips each individual with the tools needed for success. Through guidance from our knowledgeable staff, participants are able to achieve objectives that lead to greater independence, feelings of empowerment, and improved physical fitness and emotional wellness. Tasks include a range of gross and fine motor movements and a variety of standing, kneeling, lifting, and tabletop options.

Sunflower Hill's Hands-On Garden Group Program is designed so that participants are able to:

- Learn how to exercise the freedom of choosing their own task at every session.
- Work independently on a task until completion.
- Follow step-by-step instructions and how to ask follow-up questions, as needed.
- Practice simple math and life science concepts.
- Improve social skills with instructors, peers, and community partners.
- Learn how healthy food and flowers are grown from seed to harvest.
- Have opportunities for physical activity in a natural environment that is fully accessible to all ability levels.

Report 2

Sunflower Hill's Hands-On Garden Group Program is consistently addressing critical human services needs as outlined in the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, specifically in the areas of Disability Services Access and Food and Nutrition (see #6 above for more Food and Nutrition info).

Our Hands-On Garden Group Program provides adults with I/DD with vital life skills training that supports independent living and equips each individual with the tools needed for success. Through guidance from our knowledgeable staff, participants achieve objectives that lead to greater independence, feelings of empowerment, and improved physical fitness and emotional wellness. Tasks include a range of gross and fine motor movements and a variety of standing, kneeling, lifting, and tabletop options. Sunflower Hill's Hands-On Garden Group Program is designed so that participants can:

- Learn how to exercise the freedom of choosing their task at every session.
- Work independently on a task until completion.
- Follow step-by-step instructions on how to ask follow-up questions as needed.
- Practice simple math and life science concepts.
- Improve social skills with instructors, peers, and community partners.
- Learn how healthy food and flowers are grown from seed to harvest.
- Have opportunities for physical activity in a natural environment accessible to all ability levels.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

Sunflower Hill's Hands-On Garden Group programs are addressing a number of the strategic goals and priority needs identified in the City of Pleasanton U.S. Department of Housing and Urban Development FY 2020-2024 Consolidated Plan. Our Hands-On Garden Group Program is culturally accessible, appropriate, and inclusive. As noted above, our curriculum is specifically designed to meet the diverse needs of adults with I/DD and ensure that each program participant is equipped with a variety of opportunities each week to be successful.

We as an organization value the input of people with I/DD to guide the design of programs, activities, and residential communities, as set forth in our 2021-2025 Strategic Plan. This includes innovating our programming based upon feedback and suggestions from our program participants and their caregivers. As such, each week, our team assesses the needs of individual participants and modifies tasks, if needed. We also provide adaptable materials and tools to ensure that each participant can be fully engaged in our programming.

The Sunflower Hill Garden is also accessible to all ability levels. This unique space features a series of decomposed granite pathways, raised garden beds, and a variety of seating options to ensure that it is fully accessible to all, including program participants who are visually impaired or use walkers or wheelchairs.

Report 2

Sunflower Hill's Hands-On Garden Group programs address several strategic goals and priority needs identified in the City of Pleasanton U.S. Department of Housing and Urban Development FY 2020-2024 Consolidated Plan. Our Hands-On Garden Group Program is culturally accessible, appropriate, and inclusive. As noted above, our curriculum is designed to meet the diverse needs of adults with I/DD and ensure that each program participant is equipped with various weekly opportunities to succeed. As an organization, we value the input of people with I/DD to guide the design of programs, activities, and residential communities, as outlined in our 2021-2025 Strategic Plan. This includes innovating our programming based on our program participants and their caregivers' feedback and suggestions. As such, each week, our team assesses the needs of individual participants and modifies tasks if needed.

The Sunflower Hill Garden is accessible to all ability levels, and we provide adaptable materials and tools to ensure each participant can fully engage in our programming. This unique space features a series of decomposed granite pathways, raised garden beds, and a variety of seating options to ensure that it is fully accessible to all, including program participants who are visually impaired or use walkers or wheelchairs.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

Funding was requested for staff salaries to support our hands-on garden group programs at our Sunflower Hill garden in Livermore. The \$5000 has been spent.

Report 2

Our garden is fully funded through donations, grants, and fundraisers. Funding was requested for staff salaries to support our hands-on garden group programs at our Sunflower Hill garden in Livermore. The funds have been spent.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Tri-Valley REACH, Inc.

Home Improvement Projects, Repair & Maintenance

USD\$ 40,000.00 USD\$ 40,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Kay King

Report 2

Kay King

2. Title.

Report 1

Board Chair

Report 2

Board Chair

3. Telephone and e-mail.

Report 1

925-980-6739 kaytjeking@gmail.com

Report 2

925-980-6739 kay@trivalleyreach.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

REACH has successfully completed all identified home improvement or major repair projects. All grant funds have been utilized between the period of 7/1/23 - 12/31/23

Trenton and Tanager - new HVAC install
Trenton flooring upgrade
Vineyard - new HVAC

Report 2

REACH successfully completed all identified projects during the period of 7/1/23 - 12/31/23. All funds were utilized during that time period.

The total number of I/DD REACH serves is finite and is based upon the number of residents. In Pleasanton there are 6 homes serving 16 I/DD residents.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.**Report 1**

There were no delays encountered or changes to the projects. Each project was completed on time and within budget.

Report 2

There were no challenges. All projects were completed on time and on budget as noted in Report 1.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.**Report 1**

As in recent years, the age range of individuals with intellectual and developmental disabilities who are seeking affordable, inclusive and independent living is younger. This has a direct impact on not only the need for more housing in our community, but also a living environment that is conducive to their needs. REACH shared homes, which are located within a neighborhood, are an ideal option for those who are wanting independence soon after they've transitioned out of educational programs. REACH continues to modify or adapt the homes to create an environment that encourages and develops their life skills.

Report 2

As noted in Report #1, the trend of younger individuals with intellectual or developmental disabilities seeking affordable and independent living continues.

Affordable housing for the I/DD population remains challenging and further complicated with new developers opting to pay a fee vs. providing below market rental units. The demographic served by REACH is considered extremely low income and only housing at 30% or below BMI, is an option.

REACH continues to pursue additional affordable housing options such as with the current construction of an Additional Dwelling Unit (ADU) located on the Hansen Property and the proposed ADU on the Tanager property. Working with city government, elected officials along with creative funding has proven to be successful. REACH continues to pursue all opportunities presented,

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	16	0	16.00	Number of NEW PLEASANTON CLIENTS
TOTAL	16.00	0.00	16.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	16	0	16.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)			0.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)			0.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)			0.00	Moderate Income and Above (>80% AMI)
TOTAL	16.00	0.00	16.00	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	13	0	13.00	White
White + HISPANIC/LATINO	1		1.00	White + HISPANIC/LATINO
Black/African American			0.00	Black/African American
Black/African American + HISPANIC/LATINO			0.00	Black/African American + HISPANIC/LATINO
Asian	2		2.00	Asian
Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO			0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO

American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial			0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	16.00	0.00	16.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)			0.00	Seniors (62 and older)
People with Disabilities	16	0	16.00	People with Disabilities
Female-Headed Households			0.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
TOTAL	16.00	0.00	16.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	16	16	32.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	9	16	25.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	25.00	32.00	57.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

For over 3 plus decades, REACH's mission has been to provide safe, quality and extremely affordable housing for adults with I/DD. That requires REACH to properly maintain, enhance or modifying the homes to create an environment that fosters independence and inclusivity. In 2020, REACH conducted certified home inspections of all 11 properties (5 in Livermore and 6 in Pleasanton). From the home inspections a scope of work was created for each property identifying routine maintenance, major repair, or home improvement projects along with future projects. All work was completed with 18 months, except for Trenton, Vineyard and Tanager, which were projects identified as functional, but would require replacements or updates within the next several years.

Report 2

Since the funds were utilized in the first half of the year, the accomplishments in Report 1 are the same in Report 2:

For over 3 plus decades, REACH's mission has been to provide safe, quality and extremely affordable housing for adults with I/DD. That requires REACH to properly maintain, enhance or modifying the homes to create an environment that fosters independence and inclusivity. In 2020, REACH conducted certified home inspections of all 11 properties (5 in Livermore and 6 in Pleasanton). From the home inspections a scope of work was created for each property identifying routine maintenance, major repair, or home improvement projects along with future projects. All work was completed with 18 months, except for Trenton, Vineyard and Tanager, which were projects identified as functional, but would require replacements or updates within the next several years.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Two critical systemic challenges from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018 – 2022" relating to REACH projects are:

1. Addressing the important of consumer information regarding our services/need for education. REACH has an active social media platform with regular updates and newsletters regarding I/DD independent Living, affordable housing and promotes other services providers educational events.
2. A typical REACH resident does not drive and therefore often depends upon public transportation. REACH homes are located close to public transportation and/or near services, such as stores, markets, or other necessities.

Report 2

The same two critical human services needs remain the same:

Two critical systemic challenges from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018 – 2022" relating to REACH projects are:

1. Addressing the important of consumer information regarding our services/need for education. REACH has an active social media platform with regular updates and newsletters regarding I/DD independent Living, affordable housing and promotes other services providers educational events.
2. A typical REACH resident does not drive and therefore often depends upon public transportation. REACH homes are located close to public transportation and/or near services, such as stores, markets, or other necessities

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".

Report 1

REACH is addressing several of the City of Pleasanton's US Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "Strategic Goals":

1. Providing affordable housing at or below 30% BMI
2. Promotes the preservation of rental housing through minor and major home repair
3. Reduces housing discrimination through fair housing and landlord/tenant services
4. Supports improvements, including ADA accessibility, to public facilities and non profit facilities.

Report 2

REACH is addressing several of the City of Pleasanton's US Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "Strategic Goals":

1. Providing affordable housing at or below 30% BMI
2. Promotes the preservation of rental housing through minor and major home repair
3. Reduces housing discrimination through fair housing and landlord/tenant services
4. Supports improvements, including ADA accessibility, to public facilities and non profit facilities.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The original purpose of the grant was to seek funds for major repairs or home improvements for Pleasanton properties in need. Several projects were identified and once all funds had been accumulated, REACH began the work. Three properties required new HVAC systems and multiple bids were obtained. REACH selected the HVAC vendor with the most thorough bid who also offered an additional 10% discount for a multi-system contract and locked in current pricing since the unit prices were increasing in the new calendar year. For the flooring upgrade, REACH solicited competitive bids and selected a company who has worked with REACH previously and understood the sensitivity of the REACH I/DD residents and the need for little disruption to their daily routines. All jobs were completed on time and within the projected budget.

All Funds have been expended and REACH used funds raised through other sources to accomplish all projects.

Report 2

This is also the same as in Report 1:

The original purpose of the grant was to seek funds for major repairs or home improvements for Pleasanton properties in need. Several projects were identified and once all funds had been accumulated, REACH began the work. Three properties required new HVAC systems and multiple bids were obtained. REACH selected the HVAC vendor with the most thorough bid who also offered an additional 10% discount for a multi-system contract and locked in current pricing since the unit prices were increasing in the new calendar year. For the flooring upgrade, REACH solicited competitive bids and selected a company who has worked with REACH previously and understood the sensitivity of the REACH I/DD residents and the need for little disruption to their

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Tri-Valley Haven

Counseling and Legal Services

USD\$ 9,000.00 USD\$ 30,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Joe Maguigad

Report 2

Cynthia Cunningham Morales

2. Title.

Report 1

Data Manager

Report 2

Contracts Manager

3. Telephone and e-mail.

Report 1

925-445-5845

Report 2

925-449-5845 cynthia@trivalleyhaven.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

Tri-Valley Haven's Behavioral Health Care Program continues to provide intakes, assessments, crisis intervention and in-person individual and group counseling for adults, teens, and children in the Pleasanton community who have been affected by sexual assault, domestic violence,

homelessness and poverty. Our Domestic Violence Support group has successfully begun this month. The counseling department has resumed all sessions to be in-person unless requested virtually by the client. TVH continues to offer our 24-hour Crisis line, which has been the heart of our agency since 1977. All our counseling services continue to be free of charge for our clients. Our mission is to empower each client by delivering them information, therapy and resources necessary to keep them safe and sufficient.

Tri-Valley Haven creates homes safe from abuse, contributes to a more peaceful society, one person, one family, one community (Pleasanton) at a time. Together we will build a world without violence.

TVH provides ongoing free assistance to survivors of domestic violence, stalking and sexual assault in obtaining restraining orders against their assailants. In addition, survivors are given assistance with filing for child custody, court accompaniment and referrals for more complex legal issues, such as immigration or divorce, at Tri-Valley Haven's Legal Clinic. TVH hosts two weekly legal clinics, one in Pleasanton and one in Livermore. Our Legal Services Advocate is also available by appointment to meet with survivors who are unable to attend one of the scheduled clinics.

Report 2

Tri-Valley Haven's Counseling Team continues to provide intakes, assessments, crisis intervention and in-person individual and group counseling for adults, teens, and children in the Pleasanton community who have been affected by sexual assault, domestic violence, homelessness and poverty. Our Domestic Violence Weekly Support group has been ongoing for months. All sessions are now conducted in person unless a client requests virtually sessions due to inability to meet in person. TVH continues to offer our 24-hour Crisis line, which has been the heart of our agency since 1977. All our counseling services continue to be free of charge for our clients. Our mission is to empower each client by delivering to them information, therapy and resources necessary to keep them safe and sufficient.

Tri-Valley Haven creates homes safe from abuse, contributes to a more peaceful society, one person, one family, one community (Pleasanton) at a time. Together we will build a world without violence.

TVH continues to provide ongoing free assistance to survivors of domestic violence, stalking and sexual assault by obtaining restraining orders against their assailants. In addition, survivors are given assistance with filing for child custody, court accompaniment and referrals for more complex legal issues, such as immigration or divorce, at Tri-Valley Haven's Legal Clinic. TVH hosts two weekly legal clinics, one in Pleasanton and one in Livermore. Our Legal Services Advocate is also available by appointment to meet with survivors who are unable to attend one of the scheduled clinics.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

Tri-Valley Haven did not experience any delays or challenges since fully transitioning back to in-person legal clinics. We are lucky to have stable, expert staffing for this program.

Report 2

Tri-Valley Haven did not experience any delays or challenges, due to the expert staffing for this program.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

Alameda County courts held restraining order hearings remotely due to the COVID-19 pandemic and have continued to do so. Most of the population that TVH serves experiences treats from their abusers and video hearings are much safer. The risks that victims face having to be in the same room with their abusers or being followed after a hearing is over are avoided with courtroom video conferencing. We strongly advocate for the courts to continue to hold remote hearings or make remote hearings an option when victims are at risk.

Report 2

Alameda County courts held restraining order hearings remotely due to the COVID-19 pandemic and have continued to do so. Most of the population that TVH serves experiences threats from their abusers and video hearings are much safer. The risks that victims face having to be in the same room with their abusers or being followed after a hearing is over are avoided with courtroom video conferencing. We strongly advocate for the courts to continue to hold remote hearings or make remote hearings an option when victims are at risk.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text" value="17"/>	<input type="text" value="50"/>	<input type="text" value="67.00"/>	Number of NEW PLEASANTON CLIENTS
TOTAL	<input type="text" value="17.00"/>	<input type="text" value="50.00"/>	<input type="text" value="67.00"/>	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	<input type="text" value="15"/>	<input type="text" value="35"/>	<input type="text" value="50.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="1"/>	<input type="text" value="4"/>	<input type="text" value="5.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="1"/>	<input type="text" value="9"/>	<input type="text" value="10.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Moderate Income and Above (>80% AMI)
TOTAL	<input type="text" value="17.00"/>	<input type="text" value="50.00"/>	<input type="text" value="67.00"/>	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	<input type="text" value="6"/>	<input type="text" value="24"/>	<input type="text" value="30.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="8"/>	<input type="text" value="8.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="2"/>	<input type="text" value="5"/>	<input type="text" value="7.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="4"/>	<input type="text" value="6"/>	<input type="text" value="10.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White
Asian and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White + HISPANIC/LATINO
Black/African American and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White
Black/African American and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White + HISPANIC/LATINO

American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	3	7	10.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	2	0	2.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	17.00	50.00	67.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	0	0	0.00	Seniors (62 and older)
People with Disabilities	3	1	4.00	People with Disabilities
Female-Headed Households	5	22	27.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	3	8	11.00	Homeless
TOTAL	11.00	31.00	42.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	50	50	100.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	17	50	67.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	67.00	100.00	167.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Tri-Valley Haven served 50 Pleasanton residents in our counseling and legal services program during the grant year. Tri-Valley Haven's counseling team continues to provide intakes, assessments, crisis intervention, advocacy services, and in-person individual and group counseling for adults, teens, and children in Pleasanton who have been impacted by challenging emotional issues such as sexual assault, domestic violence, homelessness, and poverty. Our counseling department provides confidential counseling in person at our Community Building, and at our offices in Pleasanton. We also offer video conferencing if it is more convenient for the client. Our weekly support groups facilitated by our crisis counselors help in the trauma healing process. TVH continues to offer our 24-hour Crisis line operated by trained crisis counselors day and night, which is the heart of our agency.

Tri-Valley Haven continues to make our legal services easily accessible to all who need them by offering drop-in clinics at our Pleasanton office every Tuesday evening from 5:30-7:30 pm. This time accommodates most clients who work. We also make individual appointments to meet the needs of anyone who is unable to attend the Pleasanton legal clinic or our Thursday afternoon clinic in Livermore.

Report 2

Tri-Valley Haven exceeded our numbers by serving 67 Pleasanton residents in our Counseling and Legal Services programs during the grant year. Tri-Valley Haven's Counseling team continues to provide intakes, assessments, crisis intervention, advocacy services, and in-person individual and group counseling for adults, teens, and children in Pleasanton who have been impacted by challenging emotional issues such as sexual assault, domestic violence, homelessness, and poverty. Our Counseling department provides confidential counseling in person at our Community Building, and at our offices in Pleasanton. We also offer video conferencing if it is more convenient for the client. Our weekly support groups facilitated by our crisis counselors help in the trauma healing process. TVH continues to offer a 24-hour Crisis line operated by trained crisis counselors round the clock, and this is the heart of our agency where all calls are triaged to the right services and support.

Tri-Valley Haven continues to make legal services easily accessible to all who need legal services by offering walk-in legal clinics at our Pleasanton office every Tuesday evening from 5:30-7:30 pm. This time accommodates most clients who have a busy work life. We also make individual appointments to meet the needs of anyone who is unable to attend the Pleasanton legal clinic or our Thursday afternoon clinic in Livermore.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Tri-Valley Haven's Temporary Restraining Order (TRO) Clinic provides victims with assistance and support filling out and filing Temporary Restraining Order forms. An approved TRO directs the abuser to stay away from the victim and can include temporary child visitation and custody arrangements. Tri-Valley Haven's Legal Advocates also accompany victims when they appear in court. The Restraining Order Clinics provide referrals for other types of legal issues, such as divorce or immigration. Safety planning is done with all participants, whether they are ready to initiate a TRO or not, and information about other Tri-Valley Haven programs such as shelter, counseling and the Food Pantry is also given. Tri-Valley Haven's legal services are available in Pleasanton, Livermore, and Dublin. Clinical, crisis counseling, and support groups, as well as legal and social services referrals, are provided to Pleasanton adult, adolescent and child survivors of domestic violence and sexual assault.

We are so grateful for this grant which supports counseling and legal assistance for Pleasanton residents. All funds have been spent in entirety.

Report 2

Tri-Valley Haven's Temporary Restraining Order (TRO) Clinic provides victims with assistance and support filling out and filing Temporary Restraining Order forms. An approved TRO directs the abuser to stay away from the victim and can include temporary child visitation and custody arrangements. Tri-Valley Haven's Legal Advocates also accompany victims when they appear in court. The Restraining Order Clinics provide referrals for other types of legal issues, such as divorce or immigration. Safety planning is done with all participants, whether they are ready to initiate a TRO or not, and information about other Tri-Valley Haven programs such as shelter, counseling and the Food Pantry is also given. Tri-Valley Haven's legal services are available in Pleasanton, Livermore, and Dublin. Clinical, crisis counseling, and support groups, as well as legal and social services referrals, are provided to Pleasanton adult, adolescent and child survivors of domestic violence and sexual assault.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

Behavioral health, including mental health and substance use, is one of the largest unmet needs in our region. In addition, trauma and adverse childhood experiences (ACEs) are significant drivers of behavioral health problems for Pleasanton residents. Ethnic disparities exist across behavioral health indicators and these in return effect access to services.

Tri-Valley Haven's (TVH) Counseling Program addresses the need for free and accessible quality mental health services in Pleasanton. TVH's counselors specialize in trauma informed care. All are certified sexual assault and domestic violence crisis counselors. TVH also offers therapeutic support groups that focus on recovery from interpersonal trauma. Our bilingual therapist sees Pleasanton clients who are monolingual Spanish speaking. Pleasanton residents seeking counseling services are called back within 24-hours. If a survivor needs crisis services right away, TVH's 24-hour crisis hotline is always staffed by a trained crisis counselor 24 hours a day, 7 days a week. Private attorneys charge over \$1000 for a restraining order. Tri-Valley Haven's Legal Services Advocate and volunteers provide this service free of charge, removing the financial barrier and increasing safety for survivors.

Report 2

Behavioral health, including mental health and substance use, is one of the largest unmet needs in our region. In addition, trauma and adverse childhood experiences (ACEs) are significant drivers of behavioral health problems for Pleasanton residents. Ethnic disparities exist across behavioral health indicators and these in return effect access to services and providing legal clinics to support individuals facing housing challenges as well as securing affordable rental housing through counseling and connections to resources, ensures that clients have access to fair housing information. Our counseling and legal clinic clients are referred to our three housing programs which include linkages, housing first and tenancy based rental assistance.

Tri-Valley Haven's (TVH) Counseling Program addresses the need for free and accessible quality mental health services in Pleasanton. TVH's counselors specialize in trauma informed care. All are certified sexual assault and domestic violence crisis counselors. TVH also offers therapeutic support groups that focus on recovery from interpersonal trauma. Pleasanton residents seeking counseling services are called back within 24 hours. If a survivor needs crisis services right away, TVH's 24-hour crisis hotline is always staffed by a trained crisis counselor 24 hours a day, 7 days a week. Private attorneys charge over \$1000 for a restraining order. Tri-Valley Haven's Legal Services Advocate and volunteers provide this service free of charge, removing the financial barrier and increasing safety for survivors.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

Tri-Valley Haven's Temporary Restraining Order (TRO) Clinic provides victims with assistance and support completing and filing Temporary Restraining Order forms. An approved TRO directs the abuser to stay away from the victim and can include temporary child visitation and custody arrangements. Tri-Valley Haven's Legal Advocates also accompany victims when they appear in court. The Restraining Order Clinics provide referrals for other types of legal issues, such as divorce or immigration. Safety planning is given to all participants, whether or not they are ready to initiate a TRO, and information about other Tri-Valley Haven programs such as shelter, counseling and the Food Pantry is also disseminated. Legal services are available in Pleasanton, Livermore, and Dublin. Clinical, crisis counseling, and support groups, as well as legal and social services referrals, were provided to 50 Pleasanton adult and child survivors of domestic violence and sexual assault.

Report 2

The original purpose of this grant was to pay a portion of the salary and benefits for the Counselor positions. The entire grant is spent.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Tri-Valley Haven

Food Pantry

USD\$ 28,107.00 USD\$ 45,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Joe Maguigad

Report 2

Cynthia Cunningham Morales

2. Title.

Report 1

Data Manager

Report 2

Contracts Manager

3. Telephone and e-mail.

Report 1

925-449-5845; joe@trivalleyhaven.org

Report 2

925-449-5845 cynthia@trivalleyhaven.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

Tri-Valley Haven's Food Pantry continues to provide free food and personal necessities to low income, homeless, and at risk Tri-Valley residents. Tri Valley Haven Food Pantry distributes food Monday - Saturday. On average 30-60 households are provided with healthy groceries each day (approximately 200 - 250 individuals each day). The Food Pantry receives a monthly food delivery from the Alameda County Community Food Bank consisting of United States Department of Agricultural food and Emergency Food Bank. Our involvement in the local Grocery Rescue Program includes weekday morning pickups at Target (Livermore), Trader Joe's (Pleasanton & Livermore), the Walmart Neighborhood Store (Pleasanton), Safeway (Dublin, Pleasanton, & Livermore), Raley's (Pleasanton), Grocery Outlet (Pleasanton), 99 Ranch Market (Pleasanton), the Livermore Farmers Market and the Cheetah Restaurant Suppliers. This donated food includes fresh bread, meat, fish, dairy and produce. During the reporting period TVH staff and volunteers picked up ~100,646 lbs. of donated food through the grocery rescue program! TVH's Food Pantry is also the recipient of food drives sponsored by local Pleasanton churches, businesses, and schools. Tri-Valley Haven provides staff and volunteers with masks, gloves and sanitizers for their safety and the safety of our clients (guests). We require all customers to wear face masks. TVH's Food Pantry is a place where people in need can receive free groceries with dignity. We also provide social services referrals, information about assistance programs such as CalFresh, and we connect clients with other appropriate local programs. TVH continues to operate a Mobile Food Pantry providing fresh groceries to Pleasanton residents at Ridge View Commons and Stanley Junction. These efforts assist individuals who are not able to travel to the food pantry site in Livermore.

Report 2

Tri-Valley Haven's (TVH) Food Pantry continues to provide free food and personal necessities to low-income, homeless, and vulnerable to homelessness Tri-Valley residents. TVH Food Pantry distributes food Monday through Saturday. On average 30-60 households are provided with assistance each weekday and 30-40 households on Saturdays. The Food Pantry receives a monthly food delivery from the Alameda County Community Food Bank consisting of USDA and Emergency Food Box allocations. Our collaboration with the local Grocery Rescue Program includes weekday morning pickups at Target (Livermore), Trader Joe's (Pleasanton & Livermore), Safeway (Dublin, Pleasanton, and 2 in Livermore), Raley's (Pleasanton), Grocery Outlet (Pleasanton) and 99 Ranch Market (Pleasanton), Livermore Farmers Market, and Cheetah Restaurant Supplies (Pleasanton). This donated food includes fresh bread, meat, fish, dairy and produce, as well as non-food items such as toiletries, cleaning supplies and pet food. TVH's Food Pantry is also the recipient of food drives sponsored by local churches, businesses and schools. The Food Pantry location provides an efficient distribution environment to our clients. Masks, gloves and sanitizers are available for staff, volunteers and clients. TVH utilizes our Food Pantry not only as a place where people in need can receive free groceries, but also as a venue for providing social services referrals, information about assistance available, informing clients on how to apply for CalFresh, and connecting clients with the appropriate local programs. TVH continues to operate a Mobile Food Pantry providing food at Ridge View Commons in Pleasanton on a monthly basis. These services are offered for clients who are not able to drive to the food pantry site.

During this fiscal year, our Food Pantry Coordinator was promoted to Food Pantry Manager.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

During this reporting period we did not have challenges that resulted in any delays. The large pantry space offers clients the ability to walk through and select from our free, fresh grocery items in a dignified manner. The Client Choice Model continues to be a big success for Tri-Valley Haven's distribution of food. Preserving our clients' dignity is a top priority for Tri-Valley Haven. Our walk-in freezer has continued to provide us with adequate space to store sufficient quantities of frozen meats.

Report 2

TVH experienced no challenges or delays during the reporting period.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

The number of Tri-Valley households in need of food continues to increase. Tri-Valley Haven's Food Pantry provides any Pleasanton, Livermore or Dublin household in need with food, personal hygiene items, and referrals to local social service programs and agencies.

New and returning clients, who were self-sustaining but find themselves requiring help again, receive our services with dignity. We actively network and outreach to our local communities and other nonprofits. The Client Choice Pantry continues to be successful, allowing customers to select their own food instead of receiving a prepackaged, standard bag of groceries. With this method, clients choose items they can utilize, and they do not take items they cannot eat for health, personal or religious reasons.

Here are the benefits of the Client Choice Model:

- Limits food waste - customers take food they will use and leave the rest for others.
- Makes ordering easier – food pantry staff know what popular food to stock.
- Upholds the dignity of clients.
- Meets clients' health needs.
- Makes clients feel like they are grocery shopping for their own food and needs.
- Helps pantry staff build repertoire with clients (guests).
- Reduces the time spent per-packaging food items.

Report 2

We continue to see an increase in the number of households in need of food. Our Client Choice Pantry has allowed clients to select their own food instead of receiving a prepacked or standard bag of groceries. With this method, clients do not have to take items they already have, do not like, or cannot eat for health or personal reasons.

Benefits of Client Choice pantries include:

- Limits food waste - clients take food they will use and leave the rest for others
- Makes ordering easier - pantries know what popular food to stock
- Upholds the dignity of clients
- Meets clients health needs
- Offers clients the experience of shopping for their own food and needs
- Helps pantry staffs get to know clients better
- Reduce time spent pre-packing food items

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	239	591	830.00	Number of NEW PLEASANTON CLIENTS
TOTAL	239.00	591.00	830.00	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	236	349	585.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	3	237	240.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	0	2	2.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	0	3	3.00	Moderate Income and Above (>80% AMI)

TOTAL	239.00	591.00	830.00	TOTAL
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9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	70	160	230.00	White
White + HISPANIC/LATINO	0	133	133.00	White + HISPANIC/LATINO
Black/African American	12	34	46.00	Black/African American
Black/African American + HISPANIC/LATINO	0	0	0.00	Black/African American + HISPANIC/LATINO
Asian	95	215	310.00	Asian
Asian + HISPANIC/LATINO	0	0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	2	4	6.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	16	45	61.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	44	0	44.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	239.00	591.00	830.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	127	102	229.00	Seniors (62 and older)
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People with Disabilities	6	5	11.00	People with Disabilities
Female-Headed Households	20	4	24.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	4	7	11.00	Homeless
TOTAL	157.00	118.00	275.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	525	525	1,050.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	239	591	830.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	764.00	1,116.00	1,880.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

During the fiscal year Tri-Valley Haven's Food Pantry served 239 households. We actively network and outreach to our local community for food donations to meet the needs of our program participants. Tri-Valley Haven also continues to provide Mobile Food Pantry services at Ridge View Commons and Stanley Junction in Pleasanton. Tri-Valley Haven's Department of Homeless & Family Support Services also coordinates an annual Winter & Summer Outreach Events to provide homeless clients with seasonal supplies. An annual Back-To-School Backpack event helps local students in need for the upcoming school year. TVH also manages a Thanksgiving and December holiday distribution events that provides Tri-Valley and Pleasanton households with holiday food and gifts. We utilize the Client Choice Model for the distribution of food. A Client Choice Pantry allows clients to select their own food instead of receiving a prepackaged, standard bag of groceries. With this method, clients do not have to take items they already have, do not like, or cannot eat for health or personal reasons.

Report 2

The Food Pantry exceeded our goal of serving 525 Pleasanton families. In FY2324 TVH served 830 Pleasanton clients. We actively network and outreach to the local community to serve food donations to meet the needs of our program clients. We continue to provide a Mobile Food Pantry service at Ridge View Commons in Pleasanton. Tri-Valley Haven's Department of Homeless & Family Support Services held its annual Winter Outreach Event to provide homeless customers with seasonal supplies. An annual Back-To-School Backpack event in Pleasanton and Livermore will take place July 2024. This will prepare local students for the upcoming school year. In November and December we held a holiday food distribution event to provide Tri-Valley households with holiday food.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Tri-Valley Haven's Food Pantry addresses hunger, and food and nutrition, for Pleasanton clients in great need. We focus on food for low-income seniors and individuals who are homeless in the Tri-Valley and Pleasanton areas. The Tri Valley Food Pantry offers nutritious grocery items including produce, dairy, meat, fish, chicken, prepared salads and sandwiches to Tri-Valley residents in economic need.

Report 2

The Food Pantry offers nutritious food items produce/dairy/meat/prepared salads & sandwiches/canned goods, bread, baked goods and toiletries) to Tri-Valley residents which includes both seniors and homeless individuals and families. The Food Pantry offers fresh produce, dairy items, meat, prepared sandwiches and salads. In addition we offer canned goods, bread, baked goods and toiletries.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".**Report 1**

Tri-Valley Haven supports ending hunger and homelessness which are strategic goals. Our programs support low-income residents and prevent homelessness and also assists those individuals currently experiencing homelessness. Tri Valley Haven's Food Pantry provides nutritious grocery items to homeless individuals and families and low-income residents in the Tri-Valley. TVH utilizes our Food Pantry as a place where people in need can receive free groceries. It is also a venue for providing social services referrals, information about public assistance programs such as CalFresh, and a site for connecting clients with other local community service programs.

Report 2

The funding and supporting of the Homeless Services Program at TVH provides assistance to end homelessness and support public service programs for low income (0-30% AMI) residents. TVH operates our Food Pantry not only as a place where people in need can receive free groceries, but also as a venue for providing social services referrals, information about assistance available, informing clients on how to apply for CalFresh, and connecting clients with the appropriate local programs.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.**Report 1**

The purpose of this grant is to support salaries and benefits for Tri-Valley Haven's Food Pantry Manager, Food Pantry Assistant and Food Pantry Driver in order to decrease hunger and homelessness amongst Pleasanton residents. The entire grant will be spent down.

Report 2

The original purpose of this grant was to fund a portion of the salary and benefits of the Food Pantry Coordinator (promoted to Food Pantry Manager) and Food Pantry Assistant. The entire grant is spent.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Tri-Valley Haven

Shiloh Rebuild

USD\$ 250,000.00 USD\$ 250,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Joe Maguigad

Report 2

Christine Dillman

2. Title.

Report 1

Data Manager

Report 2

Executive Director

3. Telephone and e-mail.

Report 1

925-449-5845; joe@trivalleyhaven.org

Report 2

925-449-5845 christine@trivalleyhaven.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

Tri-Valley Haven (TVH) is currently working on this project with Steve Hernandez, Housing Manager for the City of Pleasanton. TVH has

regular meetings with Steve and our Project Manager to discuss the Shelter Rebuild Project. Over the past few months Tri-Valley Haven has been collaborating with the Cities of Pleasanton, Dublin, and Livermore, HomeAid, our pro-bono architect, other community partners, and the City's consultant on this project to get the permit requirements met. With the help of the City of Pleasanton staff, Tri-Valley Haven completed its first design submittal to the City of Livermore's Planning Department in December 2023.

At the same time, Tri-Valley Haven is making sure all 30 victims of domestic violence and their children, who we shelter at any given time at our confidential domestic violence shelter, will be safely housed during the rebuild. TVH will move the remaining residents on January 16, 2024. The residents will temporarily reside in a rented home or securely at a motel during the shelter rebuild. We are keeping the resident location details confidential to the public due to safety concerns. Tri-Valley Haven has a written agreement with the Tri-Valley hotel that will last through the period of the rebuild.

We greatly appreciate the City of Pleasanton's assistance with this important project.

Report 2

Tri-Valley Haven (TVH) is a core social services agency in the Tri-Valley area supporting victims of domestic and sexual violence for over 45 years. The Haven runs the only confidential domestic violence shelter in the area and the only shelter that accepts teenage boys.

After many years of service, TVH's current DV shelter, Shiloh, was falling apart. After consulting numerous experts, it is apparent that a rebuild of the shelter would be the best step forward. This would ensure that Tri-Valley Haven continued to support Pleasanton families seeking a safe place, who otherwise have no place else to go. A 50% increase in capacity, from 30 to 45 beds, will address the growing need for local shelter beds. The new shelter will also have a children's play rooms, rooms for teens, outdoor meditation areas and dedicated space for case management and counseling.

The original intent of the City of Pleasanton's grant was to assist with the demolition of the current shelter structures so the rebuild could begin.

Tri-Valley Haven (TVH) is currently working on this Shelter Rebuild Project with Steve Hernandez and other staff from the City of Pleasanton, the City of Livermore, and the City of Dublin. Tri-Valley Haven also collaborated closely with HomeAid, KTGy, our pro-bono architect, Raney Consultants (our Davis Bacon Specialist), and other community partners on this project to get the permit requirements met.

This quarter, TVH worked closely with the City of Pleasanton and our partners to go out to bid for the demolition of the old shelter buildings. Based on the bid process, Penkor Wrecking was chosen as the contractor with the lowest bid. TVH has also received its Demolition Permit and Air Quality Permit. The demolition is scheduled to begin July 22, 2024.

TVH greatly appreciates the support from the City of Pleasanton. When the new shelter is built, our community will have a decrease in homelessness and a lower incidence of domestic violence.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

The project is currently moving forward. There have been some delays due to permitting requirements and HUD waiting periods, etc., but these are to be expected. Tri-Valley Haven anticipates and hopes that demolition will begin around February/ March 2024.

Report 2

The project is moving forward. The demolition of the existing, old shelter buildings is scheduled to start next Monday, July 22, 2024. At the same time, Tri-Valley Haven is working tirelessly with our current project team to get the architectural plans completed for review by the cities and the rebuild bid process.

There have been delays due to permit and HUD waiting periods, etc., but these are to be expected. Tri-Valley Haven completed its shelter design submittal to Jennifer Ackerman at the City of Livermore's Planning Department. We were thrilled that the project passed unanimously through the City of Livermore's City Council. Unfortunately, some of the permit hurdles took longer than we planned for. However, we are pushing to move the rebuild as fast as possible while also making sure regulations and safety considerations are met to the greatest standard possible.

Tri-Valley Haven will spend all of the City of Pleasanton's grant funding. Unfortunately, TVH did not spend the funds during this grant year due to unforeseen project delays.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

Tri-Valley Haven is seeing a large increase in the need for housing for homeless individuals and individuals impacted by domestic violence

and their children. The new Tri-Valley Haven shelter is necessary, as the current shelter is falling apart. The new shelter will help Tri-Valley Haven respond to the increase in unhoused individuals in the Pleasanton and Tri-Valley areas by offering 50% more shelter capacity; The new confidential Domestic Violence Shelter will have 45 beds up from 30!

Tri-Valley Haven is so appreciative to have the support from the City of Pleasanton on this important project.

Report 2

There is a huge need for emergency housing for homeless individuals and people fleeing domestic violence and their children. The new Tri-Valley Haven shelter is vital, as the current shelter was always full, yet it is falling apart. The new shelter will help Tri-Valley Haven respond to an increase in unhoused individuals in Pleasanton by offering 50% more bed-space in the new shelter. This new Domestic Violence Shelter will have 45 beds up from 30. Due to the need for shelter beds, Tri-Valley Haven continues to shelter and serve local victims of domestic abuse and their children during this rebuild at two temporary confidential locations offsite from the shelter.

Tri-Valley Haven is very grateful to have the City of Pleasanton's support with this vital project.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text"/>	<input type="text" value="4"/>	<input type="text" value="4.00"/>	Number of NEW PLEASANTON CLIENTS
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	<input type="text"/>	<input type="text" value="4"/>	<input type="text" value="4.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White
White + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Income/Alaskan Native + HISPANIC/LATINO

Native Hawaiian/Other Pacific Islander	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White
Asian and White + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White + HISPANIC/LATINO
Black/African American and White	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White
Black/African American and White + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	<input type="text"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Other/Multi Racial + HISPANIC/LATINO
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Seniors (62 and older)
People with Disabilities	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	People with Disabilities
Female-Headed Households	<input type="text"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Female-Headed Households
Youth	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Youth
Homeless	<input type="text"/>	<input type="text" value="4"/>	<input type="text" value="4.00"/>	Homeless
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="6.00"/>	<input type="text" value="6.00"/>	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	<input type="text"/>	<input type="text" value="5"/>	<input type="text" value="5.00"/>	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	<input type="text"/>	<input type="text" value="4"/>	<input type="text" value="4.00"/>	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="9.00"/>	<input type="text" value="9.00"/>	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Tri-Valley Haven has made significant progress on our shelter rebuild design. In December 2023, TVH submitted its first complete set of design plans to the City of Livermore's Planning Department. In addition, Tri-Valley Haven has secured 30 temporary shelter beds for local survivors of domestic violence and their children to reside at during the shelter rebuild. All 30 individuals will continue to receive safe housing, case management, counseling, and life skill education during the rebuild.

Tri-Valley Haven will also provide food to our residents during the shelter rebuild. Tri-Valley Haven is partnering with Open Heart Kitchen. OHK has kindly offered to provide one hot, healthy meal to the shelter residents that are temporarily residing in the motel. We greatly appreciate this collaboration!

Tri-Valley Haven operates the only confidential domestic violence shelter in the Tri-Valley and the only shelter that accepts teenage boys as part of families. For these reasons and more, Tri-Valley Haven's new shelter rebuild is vital. The new shelter will have 50% more capacity for homeless domestic violence survivors and their children!

Zero Pleasanton residents received Shiloh services during Q1-2.

Report 2

The project saw several accomplishments this quarter. Tri-Valley Haven and its partners went out to bid for the demolition phase of the old shelter buildings. Based on the bid process, Penkor Wrecking was chosen as the project's demo contractor; They submitted the lowest bid. TVH received a demolition permit from the City of Livermore on July 11, 2024. An Air Quality Permit was also received. Tri-Valley Haven anticipates that Penkor Wrecking will sign a contract with Tri-Valley Haven this week. (They've been waiting for their bidder bonds.) The demolition of the buildings are scheduled to begin Monday, July 22, 2024. After the demolition, the rebuild phase of the project can start.

Tri-Valley Haven continues to shelter and provide wrap-around services for 30 victims of domestic violence and their children, at two temporary confidential locations (offsite). The residents reside in a rented home or securely at a motel during the shelter rebuild process.

They receive counseling, case management, housing assistance and life skill education while staying with Tri-Valley Haven. We are keeping the location details of the temporary sites confidential to the public due to safety concerns. Tri-Valley Haven has a written agreement with the hotel-owner and the homeowner that will last through the period of the rebuild.

Tri-Valley Haven staff and I greatly appreciate the City of Pleasanton's support throughout this vital shelter rebuild.

Four Pleasanton residents received Shiloh services (including shelter) in Q3-4. Those services were provided at another shelter site.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Tri-Valley Haven's new Domestic Violence Shelter Rebuild addresses three major priorities in the City of Pleasanton's Human Services Strategic Plan including promoting affordable housing through new construction. The new TVH confidential Domestic Violence Shelter will have 45 beds for homeless domestic violence survivors and their children. Tri-Valley Haven charges nothing for the Pleasanton residents in need to stay at our shelter. We also assist every resident in finding affordable housing, so that they can become self-sufficient upon leaving our shelter.

The second priority the new shelter will address is ending homelessness. The domestic violence survivors and their children who come to our confidential shelter are survivors, but also homeless. They need a safe place to heal so they can focus on becoming empowered and self-sufficient over the long term.

The third priority of the City of Pleasanton's Human Services Strategic Plan, that our shelter assists with, is supportive housing. All shelter residents receive wrap around services including case management, counseling, and life skill education. Tri-Valley Haven also runs transitional housing programs to serve as a bridge so families in crisis can become 100% self-sufficient after they leave our shelter.

Report 2

Tri-Valley Haven runs the only confidential domestic violence shelter in the area and the only shelter that accepts teenage boys as part of families.

The City of Pleasanton's Human Services Strategic Plan Needs Assessment Update 2018-2022, called for an increase in shelter and affordable housing. Tri-Valley Haven's Shelter Rebuild will address both of these needs. Tri-Valley Haven will continue to support families seeking a safe place in our community who otherwise have no place else to go.

There is also a staggering increase in the number of local calls for domestic violence safe shelter. The 50% increase in shelter capacity, from 30 to 45 beds, will help the shelter rebuild address this growing community need. The new shelter will also have a children's play rooms, rooms for teens, outdoor meditation areas and dedicated space for case management and counseling.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

Tri-Valley Haven's domestic violence shelter residents are 99% low income or extremely low income. All residents receive case management, counseling and assistance finding affordable housing after they leave our shelter (wrap-around services). This is critical as outlined in the City of Pleasanton HUD Consolidated Plan.

By working with every resident on long term self-sufficiency and safety, Tri-Valley Haven also helps reduce the housing discrimination Pleasanton formally homeless clients face. This is another priority outlined in the Consolidated Plan. Our case managers help decrease this housing discrimination by building relationships with landlords and by providing residents with the tools they need to find and keep an apartment. Our staff also provides clients with other applicable life skills such as seeking and retaining long-term employment. This helps ensure success and prevents residents from re-entering homelessness.

Report 2

Tri-Valley Haven is addressing the strategic goals and priority needs of the City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan with the Shelter Rebuild. The new shelter will provide 50% more capacity for local residents who are homeless due to domestic violence. Domestic violence is the number one reason why mothers and children become permanently unhoused. TVH and the new Shelter Rebuild will directly address this. Tri-Valley Haven is incredibly appreciative to the City of Pleasanton for supporting this important, local project.

While the shelter rebuild project takes place, Tri-Valley Haven continues to shelter and provide wrap-around services for 30 victims of domestic violence and their children, at two temporary confidential locations (offsite). The local residents reside safely in a rented home or securely at a motel during the rebuild, receiving trauma informed services such as counseling, case management and life-skill education.

We are grateful for the City of Pleasanton's support throughout the shelter rebuild.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The purpose of Tri-Valley Haven's grant is to assist in the rebuilding of our confidential Domestic Violence Shelter. The City of Pleasanton generously gave funds for the shelter rebuild including foundation prep, groundbreaking, excavation, trenching, etc....

Tri-Valley Haven anticipates that the demolition of the current shelter will begin February/ March 2024 so we feel confident that we will spend the funds by June 30, 2024.

Thank you for these vital funds for our shelter rebuild. The new shelter will assist Pleasanton residents in great need for the next 45+ years.

Report 2

The original intent of the City of Pleasanton's grant was to assist with the demolition of the old shelter structures so the rebuild could begin. Tri-Valley Haven needs and will spend all of the grant funding. Unfortunately, TVH did not spend the funds in this grant year due to project delays by HUD, Housing & Urban Development and it taking longer than anticipated to receive the required demolition permit. The demolition is scheduled to begin on Monday, July 22, 2024.

TVH greatly appreciates the City of Pleasanton and its staff. When the new shelter is built, our community will have a decrease in homelessness and a lower incidence of domestic violence.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available
Deadline: 1/20/2023

Tri-Valley Haven

Shiloh

USD\$ 7,000.00 USD\$ 35,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Joe Maguigad

Report 2

Cynthia Cunningham Morales

2. Title.

Report 1

Data Manager

Report 2

Contracts Manager

3. Telephone and e-mail.

Report 1

925-449-5845; joe@trivalleyhaven.org

Report 2

925-449-5845 cynthia@trivalleyhaven.org

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

During this reporting period, Tri-Valley Haven shelter staff continued to conduct intakes with clients identified as needing emergency domestic violence shelter services via our 24/7 Crisis Line. Clients were provided shelter in our 30-bed facility for a period of one hundred and five days. Clients were given crisis counseling, case management services, and life skill education classes. Tri-Valley Haven's Food Pantry gave free food access to our shelter clients, as well as the opportunity to sign up for the WIC Program. Our Thrift Store provided clients with immediate clothing needs, as well as seasonal clothing needs for themselves and their children. Gift cards were offered when additional/specialized clothing, such as scrubs for work, were necessary. Over the Holidays, Tri-Valley Haven clients received holiday food, and gifts (toys, games and sporting goods for children, gift cards for our community clients). Case managers provided guidance and assistance with signing up for CalWORKs, resume writing, local employment, housing opportunities, and information on community college courses as appropriate. Clients were given additional support via our counseling program, legal services, Domestic Violence Housing First (DVHF) Program, as well as to our Linkages Housing Program.

Report 2

Our shelter for survivors of domestic violence operated around the clock through the 2023-2024 program year. Through our 24/7 Crisis Line, survivors call to access services that include shelter, food, counseling, legal services, and other DV related housing and financial resources and referrals. We continue to advertise all available bedspace through collaborative partners within Alameda County (2-1-1 Alameda County, and sister shelters, local churches, and community agencies.) We routinely attend Police Briefings to update and educate our local Police Officers on the services we provide as they are first responders in situations where domestic violence is occurring. We continue working on improved case management through ongoing evaluation of our current practice and documentation. We also continue to grow our domestic violence program service capacity through ongoing training and discussions on cultural competency through our agency's Partners in Equity Committee and our Raps Crisis Center staff.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.

Report 1

Tri-Valley Haven was very busy during this period, making progress towards our clients' transition out of our existing shelter building to a temporary shelter arrangement. During this transition, TVH will provide 30 shelter beds for DV survivors and their children. These clients will continue to receive the same vital services including case management and counseling. We want our new shelter to provide an inviting and comfortable space that engenders healing. In mid-January 2024, Tri-Valley Haven will have transported all clients and staff to the new shelter sites and office. Due to the confidential nature of our work and safety plans, our Shelter Rebuild Logistics Committee has spent months reviewing this move and our processes, taking into account our clients needs and how best to provide services with no disruption to the quality, type, or range of programs we provide. We've encouraged our clients to inform us of any questions they might have during the temporary move to allay any concerns. Recently, Tri-Valley Haven hired a bi-cultural Case Manager who is fluent in both English and Spanish. We are currently fully staffed!

Report 2

The Case Manager position was vacant at the start of the fiscal year. The position was filled in November 2023. There have been no other challenges or delays.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.

Report 1

Tri-Valley Haven staff has seen an increase in substance usage and greater mental health challenges in our client populations. We connect our clients with our excellent counseling program. Starting January 2024, our Shiloh shelter team will participate in monthly meeting with Tri-Valley Haven's Counseling Program Manager. She will provide guidance and support to our case managers. This will ensure that our clients receive a higher level of trauma informed care. In addition, our case managers will receive greater support with vicarious trauma. Tri-Valley Haven is collaborating with other domestic violence agencies in Alameda County. These collaborations have resulted in greater resources for our clients, such as transportation, gift cards, over-the-counter medication and first aid items. Affordable Housing continues to be a challenge for our clients who are working to be independently housed. TVH is partnering with the Livermore Housing Authority, the City of Livermore and Leahy Square Apartments (Affordable Housing Units). This has allowed our clients to access to a limited number of units. TVH continues to assist clients

in obtaining and retaining safe and stable housing through a variety of programs such as the Domestic Violence Housing First (DVHF) program and Livermore's Tenant Based Rental Assistance (TBRA). While we have secured much of the funding required for our shelter rebuild, we are still fundraising. We have secured an alternate location for our clients to stay during the shelter rebuild which will commence in the next few months.

Report 2

In FY 2023-24, we observed that our client survivors and their families faced greater challenges securing housing compared to FY 2022-23, due to the lack of affordable options and their inability to afford market-rate rent. Tri-Valley Haven entered into a Memorandum of Understanding (MOU) with the City of Livermore and the Livermore Housing Authority to assist our Emergency Shelter Clients in obtaining Section 8 housing, which has enabled some client families to secure permanent and secure housing. During this fiscal year, we also collaborated closely with our Rape Crisis Center Team to ensure that clients who had experienced sexual assault and former incarceration had increased access to financial assistance for rent and deposits. In the previous year, we highlighted the significant transportation challenges faced by our clients. While we were able to alleviate some of these issues through a partnership enabling us to provide Uber rides, transportation remains a consistent challenge for our clients after they graduate from our program.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text" value="4"/>	<input type="text" value="0"/>	<input type="text" value="4.00"/>	Number of NEW PLEASANTON CLIENTS
TOTAL	<input type="text" value="4.00"/>	<input type="text" value="0.00"/>	<input type="text" value="4.00"/>	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	<input type="text" value="4"/>	<input type="text" value="0"/>	<input type="text" value="4.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
TOTAL	<input type="text" value="4.00"/>	<input type="text" value="0.00"/>	<input type="text" value="4.00"/>	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="text" value="2.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native

American Income/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	2	0	2.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	0	0	0.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	4.00	0.00	4.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	0	0	0.00	Seniors (62 and older)
People with Disabilities	0	0	0.00	People with Disabilities
Female-Headed Households	2	0	2.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	4	0	4.00	Homeless
TOTAL	6.00	0.00	6.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	5	5	10.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	4	0	4.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).

TOTAL

9.00

5.00

14.00

TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

Transportation access has become increasingly challenging for survivors and their children fleeing domestic violence, especially when they are very young children. Riding public transportation, such as a bus or BART, is not viable in many situations. Tri-Valley Haven has been able to gain access to Uber rides which makes it easier for Pleasanton families facing the aforementioned challenges. Tri-Valley Haven is a member of many collaborations including the Survivor Providers Network coordinated by Family Violence Law Center (FVLC). This partnership has provided access to housing resources for our shelter clientele. Volunteer groups (faith based and corporate groups) helped TVH sort donations, paint, and plant vegetable gardens at our shelter over this period. This made our shelter a welcoming environment despite all the limitations of the current building. Tri-Valley Haven also participated in the Bay Area Domestic Violence Shelter Collaborative, the California Partnership to end Domestic Violence, and the CalWORKs Domestic Violence Collaborative. We have MOU's with more than 60 service providers, law enforcement agencies, medical providers, schools and community organizations to benefit our clients and the Pleasanton community.

Report 2

In the FY 2023-24 reporting period, we expanded our community outreach by deploying staff weekly at Vineyard 2.0, Cornerstone Church, and Open Heart Kitchen. This initiative aims to ensure that clients across our programs, meeting shelter eligibility criteria, have increased access to food, legal resources, shelter services, deposit and rental assistance, and other essential needs. Furthermore, we collaborated with Ruby's Place, enabling our clients to benefit from a partnership with a nurse practitioner who can address acute medical concerns and prescription refills. Additionally, we enhanced client access to transportation through Uber cards and to healthcare by providing over-the-counter medications at no cost to the clients. Internally, our Counseling Department Manager at Tri Valley Haven provided clinical supervision and one-on-one client case consultations to our case managers to help support them in their case management. This support is especially crucial for clients experiencing higher levels of trauma and requiring intensive case management. During FY 2022-2023, our counselors provided 86 survivors with 664 therapy services. In addition to counseling, our case managers provided 42 Life Skills classes 396 advocacy sessions, 266 case management sessions, and held Shelter House Meetings weekly. We served four Pleasanton clients during this fiscal year.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

With the ending of the Eviction Moratorium, housing stability for domestic violence survivors fleeing their homes is more precarious than ever. Having an eviction on a survivor's credit history poses greater threat to securing future rental housing. Starting June 1, 2023, Tri-Valley Haven's Shelter Program started partnering with Alameda County's Family Violence Law Center (FVLC) through the FVLC's Pilot Project "A Roof of One's Own". This pilot provides greater services to survivors; it helps them with housing stabilization which is at risk when domestic violence situations occur. We are happy to report that of the clients served through A Roof of Ones Own, the largest number of client referrals came from Tri-Valley Haven.

Report 2

As housing continues to be the most critical need for our clients upon graduating from our shelter, our case managers proactively research available housing options in and around Alameda County. This proactive approach ensures that our clients receive referrals to affordable housing and are placed on housing waitlists while still at our shelter. Our programs such as the Domestic Violence Housing First Program, Linkages Program, Tenant Based Rental Assistance Program, and our partnership with the Livermore Housing Authority all work together to provide our clients with housing options and necessary financial resources. These efforts are essential for enabling housing stabilization as our clients heal from their trauma.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

The Pleasanton area is geographically isolated from the rest of Alameda County. Tri-Valley Haven is the only agency providing a full range of confidential and trauma informed services to survivors of domestic violence, including shelter, restraining order assistance, no cost individual counseling for survivors, and other safety net services. For clients without a reliable vehicle, a trip to Oakland to obtain services is about two - three hours long by bus and BART, a trip even more difficult if the survivor has young children. Tri-Valley Haven's services are critical for meeting the goals outlines in HUD's Consolidated Plan.

During this fiscal year, we expanded our community outreach raising funds for the rebuilding of our confidential domestic violence shelter. The new shelter will increase the bed capacity from 30 to 45 beds. Tri-Valley Haven has secured approximately 80% of the required capital funds. We have had challenges with our shelter facility including issues such as plumbing, ineffective heating and air conditioning, problems with exterior pathway flooding during heavy rains, leaky roof, etc. We have an internal Shelter Rebuild Logistics Committee that is actively planning the relocation of all clients and staff out of our existing shelter by January 16, 2024. Shelter clients will receive all the same vital services including shelter, case management and counseling during this transition. Thank you for your critical support!

Report 2

We have successfully secured the necessary funding to rebuild our emergency domestic violence shelter. Considerable deliberation went into the final design of the new shelter, aiming to increase bed capacity by 50% compared to its previous size. The new shelter has been meticulously planned to enhance its welcoming atmosphere, spaciousness, and user-friendliness. Additionally, we identified and secured an alternate temporary shelter location where clients could transition. This allowed us to efficiently sort, pack, and relocate shelter supplies, office operations, and staff. Throughout this process, our client services and care remained uninterrupted, ensuring continuity for those we serve. Furthermore, we successfully relocated our offices and shelter operations to alternate sites during this reporting period. The bidding process for the shelter rebuild has been completed, and we have initiated the demolition phase.

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The purpose of this grant is to help us with our staffing so Tri-Valley Haven can ensure that clients in our Shiloh Emergency Domestic Violence Shelter receive the services they need to heal in a safe and supportive environment. We have spent the grant funding.

Report 2

The original purpose of the grant was to fund a portion of salaries and benefits for the Case Manager and Overnight positions. The entire grant is spent.

FY 2023/24 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/20/2023

Tri-Valley Haven

Sojourner

USD\$ 8,000.00 USD\$ 30,000.00 Requested

Report Totals

1. Name of person completing the report.

Report 1

Joe Maguigad

Report 2

Cynthia Cunningham Morales

2. Title.

Report 1

Data Manager

Report 2

Contracts Manager

3. Telephone and e-mail.

Report 1

925-449-5845; joe@trivalleyhaven.org

Report 2

925-449-5845

4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.

Report 1

Tri-Valley Haven's Sojourner House continues to provide homeless clients (women, women with children, two parent families with children, men with children) with shelter and support services to help them to overcome the barriers that led to their homelessness and to assist them in securing stable housing. Homeless individuals and families that enter Sojourner House shelter services are those that have contacted 211 and are instructed to contact shelter staff directly. Adult shelter clients are provided case management, group life skills and counseling services. Assessments are made on each client with regards to individual needs, i.e. health, mental health, housing, employment, public assistance. Case management staff then provides referrals to the appropriate public/private community resources. Counseling services are available to both individuals and families and children on shelter site or at Tri-Valley Haven's community building. Tri-Valley Haven continues as a participant in the Southern Alameda County Housing/Jobs LINKAGES program along with other shelter providers in the county to secure housing for eligible families. We accept new families/individuals based on the bed space configuration of the shelter (16 beds). No COVID-19 cases have been reported. Cleaning rotations are done by staff and residents. A secure and isolated space is allocated for any clients who present themselves with COVID.

Report 2

Sojourner House continues to provide homeless clients (women, single women with children, two parent families with children, men with children) with shelter and support services to help them overcome the barriers that led to their homelessness. We support clients in securing stable housing. Homeless individuals and families continue to access Sojourner House shelter services through direct referrals from the Alameda County Social Services Agency and 211. Adult shelter clients are provided case management, group life skills, budgeting, and counseling services. Evaluations are made on each client with regards to individual needs, i.e. health, mental health, housing, employment, public assistance. Case management staff provides referrals to the appropriate public/private community resources. Counseling services are available to both individuals and families. Tri-Valley Haven continues to be a participant in the Southern Alameda County Housing/Jobs LINKAGES program, along with other shelter providers in the county. This allows us to secure housing for eligible families. We continue to receive new families/individuals based on the bed space configuration.

5. Describe any challenges or delays encountered with the project/program, as well as any changes to your project/program design, operations, and/or staffing.**Report 1**

The majority of individuals and families that enter Sojourner House are those that have contacted 211. On occasion the shelter may have an open space for more than a day or two. This can be challenging. However, Tri-Valley Haven is resolving this issue by staying in contact with 211 and coordinated entry, and allowing clients in need to also call the shelter directly. Sojourner House is typically full with formally unhoused clients receiving counseling, case management and life skill education services. Currently Sojourner House has a few beds available, due to families graduating into permanent housing, and staff is screening clients to fill the open spaces. During this reporting period the shelter capacity included three single females, two families of three and one family of two individuals. Two of the families were male head of household. Sojourner House continues to run successfully.

Report 2

There were no challenges or delays during the reporting period.

6. Describe any trends or emerging needs you are observing in your project/program, as well as new opportunities your organization is pursuing.**Report 1**

Shelter staff continues to participate in the monthly (Zoom) trainings (Alameda County Health Care for the Homeless) and other agency trainings. Updates and opportunities continue to be relayed to the shelter residents during Life Skills sessions and case management. Recent topics have included De-escalation, Overcoming Trauma, Drug & Alcohol Treatment and Eliminating Bed Bugs.

Report 2

At Sojourner House we are at full capacity. Once a family has moved out to secure housing, a new family is moved in from our wait list.

Sojourner House staff continues receiving referrals from Alameda County Social Services Agency and 211 for placement of new residents.

7. Provide the number of NEW and UNDUPLICATED PLEASANTON CLIENTS served by your project/program during this reporting period.

Number of NEW PLEASANTON CLIENTS	<input type="text" value="6"/>	<input type="text" value="3"/>	<input type="text" value="9.00"/>	Number of NEW PLEASANTON CLIENTS
TOTAL	<input type="text" value="6.00"/>	<input type="text" value="3.00"/>	<input type="text" value="9.00"/>	TOTAL

8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI).

Extremely Low Income (<30% AMI)	<input type="text" value="6"/>	<input type="text" value="3"/>	<input type="text" value="9.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
TOTAL	<input type="text" value="6.00"/>	<input type="text" value="3.00"/>	<input type="text" value="9.00"/>	TOTAL

9. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, by the following race/ethnicity categories.

White	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="0"/>	<input type="text" value="3"/>	<input type="text" value="3.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Income/Alaskan Native + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Income/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White

Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	4	0	4.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	1	0	1.00	Other/Multi Racial + HISPANIC/LATINO
TOTAL	6.00	3.00	9.00	TOTAL

10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories.

Seniors (62 and older)	0	0	0.00	Seniors (62 and older)
People with Disabilities	0	0	0.00	People with Disabilities
Female-Headed Households	2	3	5.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	6	3	9.00	Homeless
TOTAL	8.00	6.00	14.00	TOTAL

11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmarks/outcomes" of the project/program.

Target number of clients to be served.	5	5	10.00	Target number of clients to be served.
Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).	6	3	9.00	Number of clients actually served during this reporting period (need to match the total number of clients reported in Question 7 above).
TOTAL	11.00	8.00	19.00	TOTAL

12. Describe the accomplishments of your project/program in this reporting period, including details on how your project/program responded to the needs within the community and any new and creative methods your agency implemented to meet these community needs.

Report 1

During the reporting period, Sojourner House provided two Pleasanton adults and two Pleasanton children with vital shelter and support services. Tri-Valley Haven is well on its way to meet our goal of serving five Pleasanton residents. Sojourner House is the only shelter in the Tri-Valley that accepts two-parent households, single-father households, and teenage boys as part of families, thus addressing a huge need within our community. Due to the scope of our agency, we are able to assist our shelter clients through Tri-Valley Haven

programs such as counseling, Tri-Valley Haven's Food pantry, and Thrift Store. We also hold annual community events like the Holiday Food Distribution and our Back-To-School Backpack Program that provide critical assistance to shelter clients and the greater Pleasanton community.

Report 2

During the fiscal year Sojourner House provided 41 adults and 20 children with shelter and support services. Sojourner House served 9 Pleasanton clients this fiscal year, exceeding the goal of 5. Sojourner House is one of the few Shelters that accepts two-parent households and single-father households, thus addressing a huge need within the community. At Tri Valley Haven, we are able to assist our shelter clients through our agency programs such as counseling, the TVH Food pantry and the TVH Thrift Store, all of which may continue to be resources for the clients after their stay at the shelter. Tri-Valley Haven's Department of Homeless & Family Support Services held its annual Winter Outreach Event to provide homeless clients with seasonal supplies. An annual Back-To-School Backpack event will be held in Pleasanton July 2024 and Livermore August 2024. This will prepare local students for the upcoming school year.

13. Describe how your project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".

Report 1

Tri-Valley Haven's Homeless shelter is addressing homelessness and the lack of affordable housing, both listed as priorities in the strategic plan. Every Sojourner House adult resident also receives assistance with workforce development, life skill education, and food and nutrition issues. Shelter residents are provided with weekly case management sessions, weekly group support and they have access to TVH's Client Choice Food Pantry. The shelter case managers also provide shelter clients with community resources and referrals.

Report 2

Workforce Development/Unemployment, Homeless in the Tri-Valley and Food and Nutrition. Shelter residents are provided with weekly case management sessions, weekly Life Skills group sessions and are offered social service resources, counseling sessions and weekly access to TVH's Food Pantry.

14. Describe how your project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 20202-2024 Consolidated Plan".

Report 1

Tri-Valley Haven is addressing these strategic goals by supporting unhoused individuals through programs to end homelessness. Tri-Valley Haven's community resources for low income Pleasanton residents also prevent homelessness. Tri-Valley Haven's Sojourner House continues to provide homeless clients (single women, women with children, two parent families with children, and men with children) with shelter and support services to help them to overcome the barriers that led to their becoming homeless in the first place. We also assist them in securing stable housing. Adult shelter clients are provided case management, group life skills education, and counseling services. Assessments are made with each client in regards to their specific needs, for example health, mental health, housing, employment and/or public entitlements. Case management staff also provides referrals to additional public/private community resources.

Report 2

The funding supports Homeless Service programs that aim to end homelessness. The program entails supporting public service programs for low income (0-30% AMI) residents, economic developments, public service programs, prevent homelessness, assist those experiencing homelessness and promote and support capital improvements. Assessments are made on each client with regards to individual needs, i.e. health, mental health, housing, employment, public assistance. Case management staff then provides referrals to the appropriate public/private community resources. Counseling services are available to both individuals and families and children. Tri Valley Haven continues as a participant in the Southern Alameda County Housing/Jobs LINKAGES program along with other shelter providers in the county to secure housing for eligible families. We accept new families/individuals based on the bed space configuration of the shelter (16 beds).

15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency will not be able to spend the entire grant amount.

Report 1

The original purpose of this grant was to pay for the salaries and benefits for the Sojourner House Case Manager and Life Skills Instructor so Pleasanton residents in need can overcome homelessness. The entire grant will be spent down.

Report 2

The original purpose of this grant was to fund a portion of the salaries and benefits for the Case Manager and the Life Skills Instructor. The entire grant is spent.

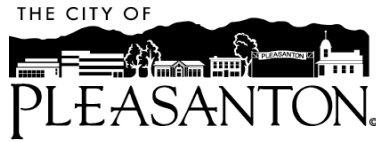
Table P-2a:								
City of Pleasanton FY 2023/24 CAPER - HHS Grant Program Accomplishment Data								
Agency	Program	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
		Budget	Remaining Balance as of June 30		Objective	Outcome	Indicator	
Abode Services	Tri-Valley Housing Rapid Re-Housing Program	\$120,000	\$2,690	The Abode Services' Rapid Re-housing Program served 6 households (10 persons) in FY 2023/24.	Decent Affordable Housing	Affordability	Tenant-Based Rental Assistance	10
Assistance League of Amador Valley	Clothing the Children	\$2,500	\$0	77 Pleasanton students received new school clothing and shoes.	Suitable Living Environment	Availability/ Accessibility	Public Service	77
Axis Community Health	Triage Nurse	\$11,000	\$0	The Triage Nurse program served 1,921 Pleasanton patients.	Suitable Living Environment	Availability/ Accessibility	Public Service	1,921
CALICO Center	Pleasanton Child Abuse Intervention	\$5,000	\$0	CALICO conducts child abuse forensic interviewing and family support services for Pleasanton child abuse victims and caretakers. Children are referred primarily by the Pleasanton Police Department. From July 1, 2023 through June 30, 2024 CALICO served a total of 21 unduplicated clients (13 children and 8 caregivers) in Pleasanton.	Suitable Living Environment	Availability/ Accessibility	Public Service	21
Centro Legal de la Raza	Tri-Valley Fair and Secure Housing Project	\$46,628	\$10,031	Centro Legal provided legal consultation to 7 tenants and legal representation to 5 tenants in Pleasanton.	Suitable Living Environment	Availability/ Accessibility	Public Service	12
Chabot-LP CCD / Tri-Valley Career Center	Pleasanton Pathways to Employment	\$8,000	\$0	The Tri-Valley Career Center assists Pleasanton and Tri-Valley residents in their job search. 190 Pleasanton job seekers were served in FY 2023/24.	Suitable Living Environment	Availability/ Accessibility	Public Service	190
Chabot-LP CCD / Tri-Valley Career Center	Pleasanton VITA Services	\$6,000	\$0	The Volunteer Income Tax Assistance (VITA) provides local access to federal free preparation service for the low-income residents of the Tri-Valley. In FY 2023/24, VITA provided free tax preparation services to 168 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	168
CityServe of the TriValley	Homelessness Prevention and Family Stabilization Program	\$60,000	\$0	CityServe's Homeless Prevention Program provides needed services for extremely low, very low, and low income Pleasanton residents/families in various situations causing jeopardy to their housing security and household stability. In FY 2023/24, CityServe assisted 550 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	550
CityServe of the TriValley	Homeless Intervention and Crisis Stabilization Program	\$80,000	\$0	CityServe's Homeless Intervention Program provides services and resources to chronically homeless unsheltered Pleasanton residents. In FY 2023/24, CityServe assisted 99 Pleasanton residents to move from crisis to stabilization.	Suitable Living Environment	Availability/ Accessibility	Public Service	99
CRIL	Housing & Independent Living Services	\$15,000	\$0	CRIL's Housing & Independent Living Services provided, through virtual platforms, income-eligible Pleasanton residents who have a disability with one or more independent living skills training, such as device lending and travel training, to improve their level of independence. In FY 2023/24, 20 Pleasanton residents with disabilities were provided assisted.	Suitable Living Environment	Availability/ Accessibility	Public Service	20

Table P-2a:								
City of Pleasanton FY 2023/24 CAPER - HHS Grant Program Accomplishment Data								
Agency	Program	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
		Budget	Remaining Balance as of June 30		Objective	Outcome	Indicator	
ECHO Housing	Housing Counseling Services	\$40,000	\$1,644	In FY 2023/24, ECHO Housing served 307 Pleasanton client households including Fair Housing Services to 44 clients; Systematic Fair Housing Audits to 10 clients; Tenant/Landlord Counseling and Mediation to 234 clients; Homeseeking Program assistance to 4 clients; and Rental Assistance Program to 14 clients; and Shared Housing to 1 client.	Suitable Living Environment	Sustainability	Public Service	307
Goodness Village	Tiny Homes	\$57,720	\$0	In FY 2023/24, 9 Pleasanton formerly unsheltered individuals retained supportive housing and are receiving wrap around services for mental health, vocational skill building, and daily living support at Goodness Village.	Suitable Living Environment	Sustainability	Public Service	9
Habitat for Humanity	City of Pleasanton Housing Rehabilitation Program	\$80,000	\$286	In FY 2023/24, 4 Pleasanton low-income homeowners received grants to complete critical health and safety repairs.	Decent Affordable Housing	Sustainability	Owner Occupied Units	4
Hively	Hively Family Resource Center	\$6,000	\$0	The Hively Family Resource Center in Dublin is a one-stop shop for families to obtain all basic necessities, including a month supply of diapers, baby wipes, adult and children clothing, interview attire, shoes, toys, food, and household items. In FY 2023/24, Hively assisted 625 Pleasanton households.	Suitable Living Environment	Availability/ Accessibility	Public Service	625
Hively	Workforce Development - Additional Childcare Spaces	\$8,000	\$0	This program assisted prospective and new child care providers with the child care licensing process, application, and requirements. In FY2023/24, this program successfully helped develop 4 new family child care home businesses in Pleasanton, resulting in 32 child care spaces for the Tri-Valley. This program assisted 101 Pleasanton clients.	Suitable Living Environment	Availability/ Accessibility	Public Service	101
Hope Hospice, Inc	Grief Support Services and Volunteer Support Services	\$2,500	\$0	The Grief Support Program provides a range of grief support services for families who have experienced the loss of a loved one. The program provided grief support to 118 Pleasanton residents in FY 2023/24.	Suitable Living Environment	Availability/ Accessibility	Public Service	118
Legal Assistance for Seniors	Legal & Supportive Services, Medicare Counseling, Education for Pleasanton Seniors	\$5,000	\$0	In FY 2023/24, the program provided free legal assistance to 14 low-income Pleasanton seniors and a total of more than 93 hours of direct legal service.	Suitable Living Environment	Availability/ Accessibility	Public Service	14
Open Heart Kitchen	Senior Meal Program	\$44,000	\$0	The Senior Meals Program provides nutritious, prepared meals to community members aged 60 and above at three Tri-Valley locations. Every week day, lunch is served at the Pleasanton Senior Center. In FY 2023/24, 390 Pleasanton seniors were served.	Suitable Living Environment	Availability/ Accessibility	Public Service	390
Partners for Change Tri-Valley	Education and Mentorship Program for Poverty Alleviation	\$3,000	\$0	This program uses transformative, research-based curriculum to provide weekly education classes and mentorship to 16 Pleasanton residents to empower them to navigate their way out of poverty and into self-sufficiency. The classes are in-person at Goodness Village and online Zoom classes.	Suitable Living Environment	Availability/ Accessibility	Public Service	16
Spectrum Community Services	Meals on Wheels , More than a meal	\$51,552	\$0	In FY 2022/23, Spectrum provided 24,256 meals as well as safety checks to 179 Pleasanton homebound seniors and disabled adults.	Suitable Living Environment	Availability/ Accessibility	Public Service	179

Table P-2a:								
City of Pleasanton FY 2023/24 CAPER - HHS Grant Program Accomplishment Data								
Agency	Program	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
		Budget	Remaining Balance as of June 30		Objective	Outcome	Indicator	
Sunflower Hill	Sunflower Hill at Irby Ranch Program Support	\$5,000	\$0	City funds were used to support independent living for residents at Sunflower Hill at Irby Ranch, an affordable housing community for people with intellectual and developmental disabilities. In FY 2023/24, exceptional programming which included cooking classes were provided to 17 Irby Ranch residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	17
Sunflower Hill	Sunflower Hill Program Support for Adults with Developmental Disabilities	\$5,000	\$0	Sunflower Hill's Hands-On Garden Group Program provide a medium for education, therapeutic, and life skills training for adults and teens with intellectual and developmental disabilities at the 1-acre Sunflower Hill Gardens farm. In FY 2023/24, the program served 54 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	54
Tri-Valley Haven	Counseling and Legal Services	\$9,000	\$0	Tri-Valley Haven's Behavioral Health Care Program continues to provide intakes, assessments, crisis intervention and in-person individual and group counseling for adults, teens, and children in the Pleasanton community who have been impacted by sexual assault, domestic violence, homelessness and poverty. In FY 2023/24, 67 Pleasanton clients were assisted.	Suitable Living Environment	Availability/ Accessibility	Public Service	67
Tri-Valley Haven	Tri-Valley Haven Food Pantry	\$28,107	\$0	The Food Pantry continues to provide free food and personal necessities to low-income, homeless, and "at risk of becoming homeless" Tri-Valley residents. The pantry served 830 unduplicated Pleasanton residents in FY 2023/24.	Suitable Living Environment	Availability/ Accessibility	Public Service	830
Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$7,000	\$0	Shiloh provides safe shelter and supportive services for survivors of domestic violence and their children. In FY 2023/24, Shiloh provided services and shelter to 4 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	4
Tri-Valley Haven	Shiloh Rebuild	\$250,000	\$250,000	While this capital improvement project has not yet broken ground in FY2023/24, Tri-Valley Haven still assisted 4 Pleasanton residents who are victims of domestic and sexual violence.	Suitable Living Environment	Availability/ Accessibility	Capital Improvement	4
Tri-Valley Haven	Sojourner House Homeless Shelter Program	\$8,000	\$0	Sojourner House continues to provide homeless clients (women, women with children, two parent families with children, and men with children) with shelter and support services. Program participants are offered up to 6 months of shelter residency. In FY 2023/24, 41 adults and 20 children, including 9 adults from Pleasanton, were provided with shelter and support services.	Suitable Living Environment	Availability/ Accessibility	Public Service	9
Tri-Valley REACH	Home Improvement Projects, Repair, and Maintenance	\$40,000	\$0	Tri-Valley REACH installed new HVAC systems in 3 Pleasanton properties and upgraded the flooring at 1 Pleasanton property. In FY 2023/24, 16 Pleasanton clients were assisted.	Suitable Living Environment	Affordability	Infrastructure and Public Service	16
TOTAL:		\$1,004,007	\$264,651	<i>(includes FY2023/24 CDBG, HOME, City General Funds, and City Housing Funds)</i>				5,832
		\$83,724		Administration (CDBG & HOME)				477
		\$24,282		HUD Section 108 Loan Repayment				
		\$1,112,013		Total				

Table P-2b:
City of Pleasanton FY 2023/24 CAPER - HHS Grant Program Demographic Data

Agency	Target number of clients to be served	Number of Persons Assisted																				TOTAL
		Income				Racial Categories										Household Characteristics						
		Extr Low Income (<30% AMI)	Very Low Income (50% AMI)	Low Income (80% AMI)	Other Income (>80% AMI)	White	Black or Afr Am	Asian	Am Ind or Alaska Native	Native Hawn or Other Pac Is	Am Ind Alaska Nat + White	Asian + White	Black or Afr Am + White	Am Ind Alaska Nat + Afr Am	Other Multi-Racial	Hispanic Ethnicity	Senior (62+)	People with Disabilities	Female Head of Household	Youth	Homeless	
Abode Services (Rapid Re-Housing Program)	6	5	3	1	1	4	4	0	0	0	0	0	0	0	2	1	1	1	0	0	10	10
Assistance League of Amador Valley (Clothing the Children)	150	76	0	0	1	76	1	0	0	0	0	0	0	0	0	76	0	0	0	77	0	77
Axis Community Health (Triage Nurse)	2,566	1509	80	124	208	1,594	12	72	3	0	0	0	0	0	240	1,511	495	97	47	266	20	1,921
CALICO Center (Pleasanton Child Abuser Intervention)	22	6	4	7	4	13	0	2	0	4	0	0	0	0	2	5	0	0	3	13	0	21
Centro Legal de la Raza (Fair & Secure Housing Project)	30	7	4	0	1	5	3	0	0	0	0	0	0	0	4	3	1	1	4	1	0	12
Chabot-LP CCD - Tri-Valley Career Center (Pleasanton Pathways to Employment)	365	22	18	34	116	11	6	15	0	0	0	0	1	157	4	4	0	9	0	0	0	190
Chabot-LP CCD - Tri-Valley Career Center (Pleasanton VITA Services)	165	105	38	20	5	58	8	30	1	2	0	27	0	42	0	44	0	16	22	2	168	
CityServe of the TriValley (Homelessness Prevention)	621	447	52	32	19	211	52	98	1	2	1	0	3	182	90	16	8	14	5	82	550	
CityServe of the TriValley (Homeless Intervention)	205	94	3	2	0	44	18	3	2	0	1	0	0	31	16	23	17	20	2	99	99	
CRIL (Housing & Independent Living Services)	30	13	6	1	0	13	3	4	0	0	0	0	0	0	0	2	20	5	2	3	20	
ECHO Housing (Housing Counseling Services)	305	42	217	48	0	170	59	29	4	7	4	0	0	34	67	28	12	147	0	0	307	
Goodness Village (Tiny Homes)	7	9	0	0	0	9	0	0	0	0	0	0	0	0	2	4	9	2	0	9	9	
Habitat for Humanity (Housing Rehabilitation Program)	3	1	2	1	0	3	0	0	1	0	0	0	0	0	0	4	1	4	0	0	4	
Hively (Family Resource Center)	46	410	105	60	50	280	95	50	0	0	0	15	0	185	370	35	61	76	8	54	625	
Hively (Workforce Development - Additional Childcare Spaces)	5	26	23	30	22	45	3	7	0	0	0	0	0	46	34	0	0	99	0	0	101	
Hope Hospice, Inc (Grief Support & Volunteer Services)	370	0	0	0	118	23	2	1	2	0	0	0	0	90	0	80	0	0	25	0	118	
Legal Assistance for Seniors (Legal & Supportive Services for Pleasanton Seniors)	270	6	6	0	2	7	1	1	0	1	0	0	0	4	3	10	6	6	0	0	14	
Open Heart Kitchen (Senior Meal Program)	700	253	55	37	45	201	8	160	9	0	0	2	1	9	40	670	87	135	0	5	390	
Partners for Change Tri-Valley (Education and Mentorship Program for Poverty Alleviation)	10	7	9	0	0	10	5	0	0	1	0	0	0	0	6	3	0	15	0	4	16	
Spectrum Community Services (Meals on Wheels)	135	89	57	6	27	131	4	35	0	1	0	0	0	8	12	178	184	72	0	0	179	
Sunflower Hill (Sunflower Hill Program Support at Irby Ranch)	50	0	0	17	0	14	0	3	0	0	0	0	0	0	0	0	17	0	0	0	17	
Sunflower Hill (Sunflower Hill Program Support)	50	0	0	54	0	3	1	7	0	0	0	0	0	43	2	0	54	0	0	0	54	
Tri-Valley Haven (Counseling and Legal Services)	10	50	5	10	2	38	7	10	0	0	0	0	0	12	10	0	4	27	0	11	67	
Tri-Valley Haven (Food Pantry)	600	585	240	2	3	363	46	310	0	6	0	0	0	105	177	172	15	113	0	12	830	
Tri-Valley Haven (Shiloh DV Shelter & Services)	2	4	0	0	0	0	0	2	0	0	0	0	0	2	0	0	0	2	0	4	4	
Tri-Valley Haven (Shiloh Rebuild)	45	4	0	0	0	0	0	2	0	0	0	0	0	2	0	0	0	2	0	2	4	
Tri-Valley Haven (Sojourner House)	2	9	0	0	0	1	3	0	0	0	0	0	0	5	1	0	0	5	0	9	9	
Tri-Valley REACH (Home Improvement Projects/Repairs/Maintenance)	16	16	0	0	0	14	0	2	0	0	0	0	0	0	1	0	16	0	0	0	16	
TOTAL:		3,795	927	486	624	3,341	341	843	23	24	6	44	5	0	1,205	2,431	1,770	610	823	421	208	5,832
(percent)		65%	16%	8%	11%	57%	6%	14%	0%	0%	0%	1%	0%	0%	21%	42%	30%	10%	14%	7%	9%	100%



Consolidated Annual Performance and Evaluation Report (CAPER) Hearing Schedule
Human Services Commission, Wednesday, September 4, 2024 – 7:00 p.m.

Time (p.m.)		Agency	Project	Representative
7:05	1	Abode Services	Tri-Valley Housing Rapid Re-Housing Program	Lakea Williams
7:10	2	Assistance League of Amador Valley	Clothing the Children	Elke Rank
7:15	3	Axis Community Health	Triage Nurse	Liz Perez-Howe
7:20	4	CALICO Center	Pleasanton Child Abuse Intervention	Nadia Bueno
7:25	5	Centro Legal de la Raza	Tri-Valley Fair and Secure Housing Project	Samantha Beckett
7:30	6	Chabot-LP CCD / Tri-Valley Career Center	Pleasanton Pathways to Employment	Alcian Lindo
	7	Chabot-LP CCD / Tri-Valley Career Center	Pleasanton VITA Services	Alcian Lindo
7:40	8	CityServe of the Tri-Valley	Homelessness Prevention and Family Stabilization Program	Christine Beitsch-Bahmani
	9	CityServe of the Tri-Valley	Homeless Intervention and Crisis Stabilization Program	Christine Beitsch-Bahmani
7:50	10	Community Resources for Independent Living (CRIL)	Housing & Independent Living Services	Alejandra Hacker
7:55	11	ECHO Housing	Housing Counseling Services	Christina Soto
8:00	12	Goodness Village	Tiny Homes	Kim Curtis
8:05	13	Habitat for Humanity	City of Pleasanton Housing Rehabilitation Program	Sheridan Mathias
8:10	14	Hively	Hively Family Resource Center	Mary Hekl
	15	Hively	Workforce Development - Additional Childcare Spaces	Mary Hekl
8:20	16	Hope Hospice, Inc.	Grief Support Services and Volunteer Support Services	Kendra Strey
8:25	17	Legal Assistance for Seniors	Legal & Supportive Services, Medicare Counseling, Education for Pleasanton Seniors	Caitlin Chan
8:30	18	Open Heart Kitchen	Senior Meal Program	John Bost
8:35	19	Partners for Change Tri-Valley	Education and Mentorship Program for Poverty Alleviation	Terri Molano
8:40	20	Spectrum Community Services	Meals on Wheels, More than a Meal	Carrie Olds
8:45	21	Sunflower Hill	Sunflower Hill at Irby Ranch Program Support	Jennifer Oxe
	22	Sunflower Hill	Sunflower Hill Program Support for Adults with Developmental Disabilities	Jennifer Oxe
8:55	23	Tri-Valley Haven	Counseling and Legal Services	Christine Dillman
	24	Tri-Valley Haven	Tri-Valley Haven Food Pantry	Christine Dillman
	25	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	Christine Dillman
	26	Tri-Valley Haven	Shiloh Rebuild	Christine Dillman
	27	Tri-Valley Haven	Sojourner House Homeless Shelter Program	Christine Dillman
	28	Tri-Valley REACH	Home Improvement Projects, Repair, and Maintenance	Kay King