

Housing Commission Agenda Report

February 18, 2021
Item 5

**SUBJECT UPDATE REGARDING THE HOUSING AND HUMAN SERVICES GRANT (HHSB)
REVIEW PROCESS FOR FY2021/22**

RECOMMENDATION

This item is for the Commission's information only; no action is required.

ATTACHMENTS

1. FY 2021/22 HHSB Application Received Through ZoomGrants
2. Agenda Report from the February 3, 2021 Human Services Commission Meeting
3. Copies of Housing-Related FY 2021/22 HHSB Applications (7)

BACKGROUND

In November 2009, the Housing Commission reviewed and provided comments regarding the draft application packet and process for the first year of the new Housing and Human Services Grant (HHSB) program which started in fiscal year 2010/11. At that time, the Commission expressed a strong interest in retaining a key role in any recommendations regarding the use of federal HOME funds and City Lower Income Housing Funds (LIHF).

A virtual Zoom application workshop for the tenth year of HHSB (FY 2021/22) was held on December 10, 2020 in collaboration with staff from the cities of Livermore and Dublin. The Zoom meeting was mandatory and attended by representatives from a variety of agencies which provide housing and services to lower income residents. HHSB applications were due Monday, January 18, 2021. As shown in Attachment 1, a total of 27 applications were received from 20 different agencies for an aggregate request of \$1,060,057.

At its meeting on February 3rd, 2021, the Human Services Commission (HSC) discussed the evaluation process for the HHSB applications. A copy of the staff report from the meeting is included as Attachment 2 (the minutes from the meeting are not yet available). At the meeting, the HSC agreed to follow a review process similar to that which was used last year. Accordingly, the majority of the applications listed in Attachment 1 will be reviewed at the HSC's March 3rd meeting with the goal of developing a recommendation to the City Council for funding. This plan maintains the Housing Commission's role as the reviewing body for any proposed use of HOME or LIHF funds.

Application Review Process

Several years ago, the cities of Pleasanton, Livermore, and Dublin purchased ZoomGrants, an online grant application software program that allows organizations to complete each city's Housing and Human

Services Grant (HHS) applications via the internet. The program was introduced in December 2010 at the grant workshops held prior to the FY 2011/12 allocation process.

This year applicants for HHS funds have once again used ZoomGrants to submit their applications. Agencies also use the software throughout the fiscal year to submit invoices and semi-annual reports on grant progress. As the reviewing body with responsibility for reviewing the majority of HHS applications, the HSC has utilized ZoomGrants for the past several years to review HHS applications online and is currently in the process of reviewing and evaluating FY 2012/13 funding applications. Because the Housing Commission will be reviewing a small subset of the total number of applications staff has provided hard copies of the applications as Attachment 3.

DISCUSSION

The purpose of this report is to provide the Housing Commission (HC) with an update of the HHS applications that were received and an explanation of how the HC will be involved in the specific allocation of HOME and LIHF funds. As shown in Attachment 1, staff has identified seven (7) of the 27 applications that are likely to be considered for HOME and/or LIHF funding based either on specific requests or past history:

App #	Agency / Project	Possible Source(s):	
		HOME	LIHF
1	Abode Services / Tri-Valley Rapid Rehousing Program: \$150,000 a) Tenant-Based Rental Assistance b) Case Management Services	\$95,305	\$54,695
4	Centro Legal de la Raza / Tri-Valley Fair and Secure Housing Project		\$59,245
7	CityServe of the Tri-Valley / Homeless Intervention and Crisis Stabilization Program		\$80,000
9	Community Resources for Independent Living (CRIL)		\$15,000
10	ECHO Housing / Housing Counseling Services		\$40,000
12	Habitat for Humanity / Housing Rehabilitation Program		\$128,000
27	Tri-Valley REACH / Housing Preventative Maintenance Repair		\$35,000
		\$93,305	\$411,940
	TOTAL		\$507,245

Copies of the seven (7) full applications are included as Attachment 3 in order to provide the Commission with additional time for preliminary review prior to the March meeting.

Abode Services / Tri-Valley Rapid Rehousing Program

Abode Services' Tri-Valley Rapid Rehousing Program project provides tenant-based rental assistance, which is eligible under the HOME program. As indicated in the table, Abode has requested \$95,305 for tenant-based rent subsidies (which the City has traditionally funded through HOME). The remaining funding requested (\$54,695) would be for case management and related housing services and would be eligible for funding through the LIHF as in the past.

Centro Legal de la Raza / Tri-Valley Fair and Secure Housing Project

Centro Legal de la Raza (Centro Legal) is a legal services agency protecting and advancing the rights of low-income renters through bilingual legal representation, education, and advocacy. This is the first time Centro Legal has submitted an application through the Pleasanton's HHS program, and they are requesting \$59,245 in funding to be able to provide quality eviction defense/prevention legal services to Pleasanton residents. They are proposing that this program will expand on the existing Alameda County Housing Secure (ACHS) program, which is a county-wide anti-displacement partnership to serve as an intervention in the displacement crisis occurring throughout Alameda County.

CityServe of the Tri-Valley / Homeless Intervention and Crisis Stabilization Program

CityServe has applied for \$80,000 to provide 1) Crisis intervention: Street Outreach, 2) Crisis Stabilization: Case Management, and 3) Community Support in Pleasanton to individuals who are homeless and destitute and currently disconnected from services. The CityServe team has been working and will continue to work closely with Pleasanton Police, City staff, and other service providers to identify people who are homeless and on the street. This program was funded last year using LIHF funds.

Community Resources for Independent Living (CRIL) / Housing & Independent Living Services

CRIL's Housing & Independent Living Services has been historically funded with LIHF funds. Its funding request of \$15,000 will provide extremely low-and very low-income Pleasanton residents who have a disability with housing search assistance, peer counseling, independent living skills & and travel training.

ECHO Housing / Housing Counseling Services

The application from ECHO Housing (ECHO) for \$40,000 represents a project that has been funded in previous fiscal years using LIHF funds. ECHO meets federal requirements for making available a range of housing counseling services including fair housing education and investigation, tenant/landlord counseling and mediation, rental assistance for delinquent rent and deposits, and general home-seeking information. These services are an important part of the continuum of housing services available for Pleasanton residents.

Housing Rehabilitation Program

Habitat for Humanity is the City's Housing Rehabilitation Program (HRP) administrator as of October 2016. Habitat's funding request of \$128,000 will provide critical home repairs, paid for by grants or loans from the City, to Pleasanton homeowners who are cost-burdened and economically vulnerable. Repairs prioritize the improvement of indoor air quality, such as mold/mildew remediation, roof replacement, damaged siding, ceiling repairs, and window and door replacements. Other repairs include accessibility and safety improvements that include installation of ramps, fences, and grab bars; plumbing; electrical work; insulation; abatement work; and exterior paint. This program has utilized City LIHF funds, federal HOME and CDBG funds. Any federal funds allocated to this program will be assessed once the federal funds allocations are provided to the City.

Tri-Valley REACH / Pleasanton Rehabilitation & Home Improvements

Tri-Valley REACH's funding request of \$35,000 will be used specifically toward housing preventative maintenance, rehabilitation and repair for six homes located in Pleasanton that provide affordable housing for adults with developmental disabilities.

Funding Recommendation

Based on this preliminary evaluation, staff is currently working on an analysis of the HHS applications to develop a funding recommendation for consideration by the Human Services Commission (HSC) at its upcoming meeting on March 3rd. That recommendation will separate out those applications that are recommended for HOME or LIHF funding (most likely from the list above) for review by the Housing Commission (HC) on March 18th. At that, staff will provide detailed information on each project and a specific recommendation for funding (including information on current balances of HOME and LIHF funds). The HC's recommendation regarding HOME and LIHF funds will be forwarded directly to the City Council for final action in April.

Summary

The preceding table includes more than \$93,000 in federal HOME funds and more than \$411,000 in LIHF funds. As in prior years, it is possible that projects will either not be fully funded or will be funded in part from other sources.

While specific figures have not yet been released by HUD, the City's annual allocation of HOME funds for the current fiscal year 2020-2021 was approximately \$133,724. In FY2020/21 the HC approved a total of \$264,196 in City LIHF funds to supplement the funding of "housing services" projects of the type listed below.

Agency / Project	LIHF
Abode Services / Tri-Valley Rapid Rehousing Program: a) Tenant-Based Rental Assistance b) Case Management Services	\$ 54,695
CityServe / HOPE Outreach	\$ 80,000
CRIL / Housing & Independent Living Services	\$ 19,501
ECHO Housing / Housing Counseling Services	\$ 40,000
Habitat for Humanity / Housing Rehabilitation Program	\$ 35,000
Tri-Valley REACH / Housing Preventative Maintenance/Repair	\$ 35,000
Total	\$264,196

Staff believes that the current process for reviewing and allocating HHS funds continues to meet the concerns of both the HC and the HSC for preserving the HC's role in reviewing HOME and LIHF funds as expressed by both commissions when the City's grant process was reorganized in 2009. Staff will have specific recommendations on funding amounts from each program at the March 18th meeting.

STAFF RECOMMENDATION

This report is for the Commission's information only. No specific action is required at this time, although the Commission is welcome to provide feedback regarding the HHS review process. The March 18th agenda will include a detailed report regarding the proposed allocation of HOME and LIHF funds for several HHS applications.

ATTACHMENT 1

FY 2021/22 HHSG APPLICATION
RECEIVED THROUGH ZOOMGRANTS

Attachment 1

FY 2021/22 HHSO APPLICATIONS RECEIVED THROUGH ZOOMGRANTS

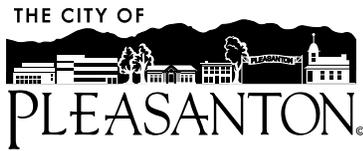
CITY OF PLEASANTON FY 2021/22 HHSO PROGRAM

Applications Received by 01/18/2021 Deadline

	Agency Name	Application Title	Capital Improvement Project	Public Services	Housing Services
1	Abode Services	Tri-Valley Rapid Re-housing Program			\$ 150,000
2	Assistance League of Amador Valley	Assistance League of Amador Valley		\$ 7,500	
3	CALICO Center	Pleasanton Child Abuse Intervention Program		\$ 11,000	
4	Centro Legal de la Raza	Tri-Valley Fair and Secure Housing Project			\$ 59,245
5	Chabot-Las Positas CCD/Tri-Valley One Stop Center	Pleasanton Community Jobs Support, 2021-22		\$ 14,055	
6	Chabot-Las Positas CCD/Tri-Valley One Stop Center	Pleasanton EITC Support Program, 2021-22		\$ 10,015	
7	CityServe of the TriValley	Homeless Intervention and Crisis Stabilization Program			\$ 80,000
8	CityServe of the TriValley	Homeless Prevention and Family Stabilization Program		\$ 80,000	
9	Community Resources for Independent Living	Housing and Independent Living Services			\$ 15,000
10	Eden Council for Hope and Opportunity (ECHO Housing)	Housing Counseling Services			\$ 40,000
11	Goodness Village	Goodness Village Laundry Facility	35000		
12	Habitat for Humanity East Bay/Silicon Valley, Inc.	Housing Rehabilitation Program			\$ 128,000
13	Hively	Hively Community Resources		\$ 25,000	
14	Hively	Hively Strengthening Families Through Trauma Informed Care		\$ 25,000	
15	Hope Hospice, Inc	Grief Support Center and Hospice Volunteer Program		\$ 20,000	
16	Legal Assistance for Seniors	Legal and Supportive Services for Older Adults		\$ 7,000	
17	Narika	Self-Empowerment & Economic Development Program for Survivors of Domestic Violence and Pleasanton Residents		\$ 20,000	
18	Open Heart Kitchen	Pleasanton Senior Meals		\$ 70,000	
19	Spectrum Community Services	Meals on Wheels more than a meal		\$ 40,000	
20	Sunflower Hill	Sunflower Hill at Irby Ranch Program Support		\$ 25,000	
21	Sunflower Hill	Sunflower Hill Program for Adults with Developmental Disabilities		\$ 23,242	
22	Tri-City Health Center	East County Street Health Outreach - SUD Services		\$ 15,000	
23	Tri-Valley Haven	Counseling and Legal Services		\$ 30,000	
24	Tri-Valley Haven	Food Pantry		\$ 30,000	
25	Tri-Valley Haven	Shiloh (Domestic Violence Shelter and Services)		\$ 35,000	
26	Tri-Valley Haven	Sojourner House (Homeless Shelter)		\$ 30,000	
27	Tri-Valley REACH, Inc.	Pleasanton Rehabilitation & Home Improvements			\$ 35,000
			\$ 35,000	\$ 517,812	\$ 507,245

TOTAL REQUESTED: \$ 1,060,057

ATTACHMENT 2
AGENDA REPORT
FROM FEBRUARY 3, 2021
HUMAN SERVICES COMMISSION MEETING



HUMAN SERVICES COMMISSION AGENDA REPORT

February 3, 2021
Item 4

TITLE: DISCUSS EVALUATION PROCESS AND MEETING FORMAT FOR FISCAL YEAR 2021/22 HOUSING AND HUMAN SERVICES GRANT PROGRAM REVIEW

SUMMARY

The Human Services Commission will be reviewing the Fiscal Year (FY) 2021/22 Housing and Human Services Grant (HHSB) applications at its March 3, 2021 virtual meeting. To streamline the review and funding recommendation process, the commission should discuss the evaluation process and meeting format. Staff will answer any technical questions commissioners may have related to the use of ZoomGrants, the online grant software program.

RECOMMENDATION

Discuss evaluation process and meeting format for FY 2021/22 Housing and Human Services Grant program review.

FINANCIAL STATEMENT

There are no immediate costs associated with this process, until funding requests are approved by City Council action.

BACKGROUND

Annually the Human Services Commission utilizes their February and March meetings to discuss, deliberate and recommend funding for the Housing and Human Services Grants Program. The Housing Commission reviews grant requests related to housing while the Human Services Commission reviews grant requests related to human services. Most years the Housing and Human Services Commissions are required to review/rate between 25 and 35 applications from Tri-Valley housing and human service providers. This year, the commission will again be reviewing the FY 2021/22 HHSG applications online with the ZoomGrants program that was implemented several years ago. In March, the commission will deliberate and provide funding recommendations for City Council consideration.

DISCUSSION

HHSG applications for FY 2021/22 were due Monday, January 18, 2021, by 11:59 p.m. 27 applications were received. Attachment 1 lists the 20 human services related applications. Applications for consideration by the Housing and Human Services Commissions have an aggregate funding request of just over \$1,000,000.

Commissioners were sent an email after the application deadline indicating that they could access the applications on ZoomGrants to start the review process. Applications will remain available for review until Sunday, February 7, 2021, at 11:59 p.m. Applications will still be viewable on ZoomGrants after that time; however, commissioners will not be able to modify entries.

At the February meeting, the commission should discuss the March meeting format in preparation for the 2021/22 HHSG recommendations. During the February meeting, commissioners will:

- Be able to ask clarifying questions regarding specific grant applications
- Decide which grant applicant agencies should provide presentations during the March meeting
- Receive the estimated amount of General Funds and Community Development Block Grant Funds available for the 2021/22 grant cycle
- Decide the start time for the March meeting.

At the March 3, 2021 meeting, city staff will provide recommendations and a summary of the commissioners' review in an agenda report for commission consideration.

Submitted by:



Jay Ingram
Recreation Manager

Attachment:

1. Summary of Human Services Commission HHSG Applications Received

Fiscal Year 2021/2022 Housing and Human Services Grant Applications Received through ZoomGrants

Assistance League of Amador Valley	Provide Clothing and School Supplies	\$7,500
CALICO Center	Pleasanton Child Abuse Prevention	\$11,000
Chabot-Las Positas Community College District/TVCC	Pleasanton Community Jobs Support 2021-2022	\$14,055
Chabot-Las Positas Community College District/TVCC	Pleasanton EITC Support Program, 2021-2022	\$10,015
CityServe of the Tri-Valley	Homeless Prevention and Family Stabilization Program	\$80,000
Goodness Village	Goodness Village Laundry Facility	\$35,000
Hively	Hively Community Resources	\$25,000
Hively	Hively Strengthening Families through Trauma Informed Care	\$25,000
Hope Hospice, Inc.	Grief Support Services and Volunteer Program	\$20,000
Legal Assistance for Seniors	Legal and Supportive Services for Older Adults	\$7,000
Narika	Self-Empowerment and Economic Development Program for Survivors of Domestic Violence and Pleasanton Residents	\$20,000
Open Heart Kitchen	Pleasanton Senior Meals Program	\$70,000
Spectrum Community Services	Meals on Wheels more than a meal	\$40,000
Sunflower Hill	Sunflower Hill at Irby Ranch Program Support	\$25,000
Sunflower Hill	Sunflower Hill Program Support for Adults with Developmental Disabilities	\$23,242
Tri-City Health Center	East County Street Health Care Outreach – SUD Services	\$15,000
Tri-Valley Haven	Counseling and Legal Services	\$30,000
Tri-Valley Haven	Food Pantry	\$30,000
Tri-Valley Haven	Shiloh	\$35,000
Tri-Valley Haven	Sojourner House	\$30,000
	Total	\$493,567

ATTACHMENT 3

COPIES OF HOUSING-RELATED
FY 2021/22 HHSG APPLICATIONS



Powered by ZoomGrants™

City of Pleasanton
 Housing Division
FY 2021/22 Housing and Human Services Grant Program
 Deadline: 1/18/2021

Abode Services Rapid Re-Housing

Jump to: [Application Questions](#) [Budget](#) [Documents](#)

USD\$ 150,000.00 Requested

Submitted: 1/6/2021 5:48:34 PM (Pacific)

Project Contact

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kmccoy@abodeservices.org
 Tel: (510) 270-1161 | Ext. #301

Additional Contacts

kcarnahan@abodeservices.org

Abode Services

40849 Fremont Boulevard
 Fremont, CA 94538

Executive Director

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Web	www.abodeservices.org
EIN	94-3087060
DUNS	012042880
(N)CAGE	5RK63
SAM	
Expires	3/28/2020

Application Questions [top](#)

ORGANIZATION INFORMATION

1. Please describe your organization category (select one of the following):

- Non-Profit
- For-Profit
- Public Agency
- Other:

2. Please describe your agency's mission (no more than 3 sentences).

Abode Services' (Abode) mission is to end homelessness by assisting low-income, un-housed people, including those with special needs, to secure stable, supportive housing; and to be advocates for the removal of the causes of homelessness. We develop and implement innovative programs to end homelessness. Our agency is built on the principles of Housing First, a proven approach that has demonstrated results far superior to the traditional approaches to homelessness.

3. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in each category below.

(For current income limits by affordability category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp)

31	Extremely Low Income (<30% AMI)
19	Very Low Income (30%-50% AMI)
1	Low Income (50%-80% AMI)
0	Moderate Income (80%-120% AMI)
0	Above Moderate Income (>120% AMI)
51.00	TOTAL

4. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in the race/ethnicity categories below.

Total must match Question 3. HUD considers "Hispanic/Latino" an ethnicity and not a separate race.

<input type="text" value="17"/>	White
<input type="text" value="4"/>	White + HISPANIC/LATINO
<input type="text" value="4"/>	Black/African American
<input type="text" value="0"/>	Black/African American + HISPANIC/LATINO
<input type="text" value="1"/>	Asian
<input type="text" value="0"/>	Asian + HISPANIC/LATINO
<input type="text" value="0"/>	American Indian/Alaskan Native
<input type="text" value="0"/>	American Indian/Alaskan Native + HISPANIC/LATINO
<input type="text" value="2"/>	Native Hawaiian/Other Pacific Islander
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
<input type="text" value="0"/>	American Indian/ Alaskan Native and White
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC/LATINO
<input type="text" value="3"/>	Asian and White
<input type="text" value="0"/>	Asian and White + HISPANIC/LATINO
<input type="text" value="1"/>	Black/African American and White
<input type="text" value="0"/>	Black/African American and White + HISPANIC/LATINO
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
<input type="text" value="0"/>	Other Multi Racial
<input type="text" value="19"/>	Other Multi Racial + HISPANIC/LATINO
<input type="text" value="51.00"/>	TOTAL

5. In the PRIOR fiscal year (2019/2020), list the total number of Pleasanton clients served in each category below.

Multiple categories may apply to some clients while none will apply to other clients, so the total of this table DOES NOT need to match Questions 3 and 4.

<input type="text" value="37"/>	Seniors (62 and older)
<input type="text" value="32"/>	People with Disabilities
<input type="text" value="11"/>	Female-Headed Households
<input type="text" value="19"/>	Youth
<input type="text" value="51"/>	Homeless
<input type="text" value="150.00"/>	TOTAL

PROGRAM APPLICATION

6. If you are submitting more than one application for Pleasanton HHS funding, enter the numerical ranking of the priority of this proposal and the total number of proposals your agency is submitting for the coming fiscal year.

(Example: '1 of 1' means you are submitting only one proposal; '1 of 3' would mean you are submitting 3 proposals and this one is the highest priority of the three.)

1 of 1

7. Is this proposal a request for Capital Improvement or Public Service funding?

- Capital Improvement
- Public Service

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income

persons and/or "presumed" beneficiaries, according to HUD)?

If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".

Yes. Trained Abode staff conduct a thorough intake assessment including income assessment, debt, etc. in accordance with HUD.

9. Please choose a common indicator that your agency will use to track clients:

Select **ONLY** one.

of Persons

of Households

10. Please provide the number of NEW PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2021-2022).

of Persons

of Households

TOTAL

11. Please list the total number of NEW PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2021/2022. (For current income limits by affordable category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp.)

(The total number of persons indicated in question #10 above must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

TOTAL

12. Provide a brief summary of the program/project, including the population served, for which your agency is seeking funding. If you do not receiving funding, what would be the impact?

Abode will provide rapid re-housing services for homeless individuals/families in Pleasanton. If funding is not received, Abode will serve a lesser number of individuals/households in Pleasanton.

13. Describe the challenges, needs, or service gaps in Pleasanton that your program/project addresses.

The Tri-Valley Rapid Re-Housing Program will work to help families and individuals in Pleasanton Tri-Valley Area escape homelessness, increase their income, and obtain stability. People become homeless when communities lack affordable housing options, something increasingly true of Pleasanton. The East County/Tri-Valley area is one of the most expensive places in Alameda County to live, with average rent for a Pleasanton two-bedroom apartment already at \$2,500 in 2019, and an increase in Alameda County of 36 percent in average rental rates since 2009. Over 40 percent of households pay more than 34.5 percent of monthly income on housing costs across The Alameda County Home Consortium area, putting them at increased risk of housing instability (HOME Consortium reports). Furthermore, according to the most recently published Eastern Alameda County Human Services Needs Assessment, the number of people in Pleasanton receiving Medi-Cal, CalWORKS, food assistance, or general assistance at least doubled between 2003 and today. Additionally, safety net services are insufficient to meet demonstrated needs in Tri-Valley. The report from the neighboring Livermore Mayor's Summit on Homelessness noted that the only shelter in the area serving single men, the Livermore Homeless Refuge, is open only during winter and bad weather. Meanwhile, a search for homeless shelters in Dublin and Pleasanton returns no results at all. This combination of limited resources and rising housing costs makes clear the need for effective housing programs, such as the Tri-Valley Rapid Rehousing Program, to bolster the safety net and facilitate a path back to stability and self-sufficiency for homeless individuals and families.

14. Explain which staff will administer this program/project. How will clients access this program/project?

Abode will serve six Pleasanton households with these funds. Four households will receive Rapid Re-Housing assistance and related services, and two will receive homelessness prevention assistance. We will actively engage households in exiting shelters and other homeless situations. We will take referrals from other providers, accept self-referrals, and outreach team referrals. We have a centralized Rapid Re-Housing hotline from which individuals can obtain additional information and can complete brief eligibility screenings. The Housing Service Coordinator (HSC) will continue to meet participants who are referred to the program at the Livermore Multi-Services Center before they are housed. This location is easily accessible from the Dublin/Pleasanton BART and the Livermore Transit Center. After participants have been placed into housing, the HSC will conduct regular home visits. The Rapid Re-Housing program offers participants up to 12 months of rental assistance in three-month intervals. The program manager can approve extensions beyond 12 months, based on demonstrated need. Every 90 days, the Housing Service Coordinator completes an income assessment and rental assistance typically decreases, as the

goal is to have participants gradually move toward the payment of the full lease amount. Prevention households and those receiving gap assistance (not a part of the budget figures for this request) typically receive a subsidy for shorter periods of time (e.g., back rent and a few additional months of support) and lighten the "touch" to very minimal services. The HSG will provide service connections and coordination, including referrals to employment search support; benefits; parenting support and child care; and a variety of other services. All program activities are overseen by the Resident Services Manager, who supervises the Housing Service Coordinator, and by the Director of Social Services, a member of the Abode Services Senior Management Team.

15. Describe how you will measure the effectiveness of this program/project and what results do you expect to have achieved at the end of this grant?

Abode Services is dedicated to measuring and tracking data across more than 55 programs, including the Tri-Valley Rapid Re-Housing Program. Programs are designed and modified using outcomes data and following evaluation. This approach demonstrates the Abode commitment to making program improvement a top priority. We remain an active participant in Alameda County's Homeless Management Information System (HMIS) database and will use it to track participant information (including demographics, household composition, and disability status) as well as income and destination at program exit. To support our efforts with more than 300 landlords, we have an internal housing unit database, Welcome MAT (built on a Salesforce platform). The Housing Service Coordinator maintains a detailed and thorough case management file for each household enrolled in the program. Files contain completed enrollment forms, individual service plans, referrals for additional services, case management notes, and other documentation, which is used to help tailor service referrals and coordinate service delivery based on needs that vary by household.

At Abode, qualitative and quantitative methods culminate to provide a deep and broad look into program performance, as related to both individual households and groups of program participants. Our records are regularly reviewed by program staff, managers, and senior leadership, who look for trends to inform future service delivery and enhance quality. A steadfast commitment to the use of data and evaluation helps us to stay responsive to the needs of stakeholders and partners, including funders, landlords, and program participants.

To clearly define parameters for achievement, we will work toward the following objectives:

-80 percent of households will maintain housing or move into a permanent unit once the rental assistance period has ended.

-75 percent of households will increase their income while in the program.

16. List the organizations your agency collaborates with AND briefly describe their roles.

Cities of Pleasanton and Livermore (funders of housing and services programs), Pleasanton Police Department (referring partner in street outreach), Axis Community Health (primary healthcare/medication referrals), Tri-Valley Haven (counseling), and more.

17. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #24.

Yes

No

CAPITAL PROJECTS

18. For Capital Improvement projects, provide a detailed narrative (e.g. rehabilitation or new construction) and a detailed scope of work for the project.

N/A

19. If you agency is requesting Capital Improvement project funding, please describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

N/A

20. Will relocation be required if the building is occupied?

If yes, describe and upload your agency's relocation plan. If this is not applicable, enter "N/A".

N/A

21. Identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

22. Has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

N/A

23. If your agency is requesting Capital Improvement project funding, will this project require implementation of Davis-Bacon/Fair Labor Standards Act requirements?

POLICY CONSISTENCY

24. Identify AT LEAST ONE Critical Human Services Need from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Workforce Development/Unemployment
- Healthcare and Behavior Health
- Disability Services and Access
- Food and Nutrition
- Youth Services
- Senior Services
- Homeless in the Tri-Valley
- Services Provider Critical Initiatives

25. Identify AT LEAST ONE critical systemic challenge from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Lack of consumer information about services/need for education.
- Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies.
- Time and cost associated with obtaining services including transportation and connectivity of citizens to services.

26. Describe how the program/project will address the critical systemic challenge selection in question #25 above.

As discussed previously, Abode collaborates with more than 30 other service providers in order to help program participants access a wide range of services to address their needs. These include Tri-Valley organizations embedded in the local community and highly accessible to participants. The partnering agencies listed in the response in #16 are just a few key partners in our network of collaborators who join forces to coordinate service delivery and maximize resources. As a well-established nonprofit long visible in the Tri-Valley, Abode often spearheads efforts to identify possible duplication of efforts. We do so because we have the infrastructure to analyze data and methodically evaluate programs for effectiveness. We staff seven full-time employees to ensure that data gathered is used to identify problems, including potential issues with duplication. The Rapid Re-Housing program uses the HMIS system and case management records to carefully record and monitor participant information, aligning participants with funding streams based on identified needs. To that end, we are able to offer synthesized information to our partners, which helps our entire network to work more effectively and efficiently. Part of the Rapid Re-Housing program is case management, which includes assisting participants in the creation of individualized service plans that are specifically tailored to define obstacles to stable housing and address them. We facilitate stabilization by informing and educating participants on the benefits for which participants may be eligible, then, we follow-up to support them as they apply for benefits, access educational opportunities, and work to define ways to increase their income. Meetings with the Housing Services Coordinator takes place in three-month intervals, so the support to succeed is provided.

27. Describe how the program/project is accessible to clients via public transportation, and if applicable, any measures used to specifically reduced transportation barriers for clients.

The Housing Service Coordinator (HSC) meets with participants who are referred to the program at a mutually agreed upon location in Pleasanton or locations such as the Livermore Multi-Services Center, coffee shops, or other convenient locations before they are housed. These locations are easily accessible from the Dublin/Pleasanton BART and the Livermore Transit Center. After participants have been placed into housing, the HSC conducts regular home visits, traveling directly to the participants as opposed to requiring them to travel. We actively engage households exiting shelters, take referrals from other providers, accept self-referrals, and welcome those who come from our outreach team. We do so as another way of facilitating ease and addressing any possible transportation barriers which might impede service delivery and housing stabilization. We have a centralized Rapid Re-Housing Hotline from which individuals can obtain information and can begin the process of re-housing by completing a brief eligibility screening questionnaire.

28. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "guiding principle" that relates to your program/project.

- Be culturally accessible, appropriate, and inclusive.
- Encourage community engagement and involvement.
- Promote energy and resource efficiency.
- Encourage networking and information sharing across service providers.
- Encourage process streaming.
- Consolidate service delivery.

29. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "Strategic Goals" that relates to your program/project.

- ✓ Promote the construction and preservation of affordable rental housing for extremely low (30% AMI), very low (50% AMI), and low income (80% AMI) households.
- ✓ Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair.
 - Promote the preservation of rental housing through minor home repair.
 - Provide direct financial assistance to income eligible (80% AMI) first time homebuyers.
- ✓ Reduce housing discrimination through provision of fair housing and landlord/tenant services.
- ✓ Funding and supporting homeless services programs to end homelessness.
- ✓ Increase the availability of service enriched housing for persons with special needs.
 - Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities.
 - Fund economic development, micro-enterprise, and on-the-job training.
- ✓ Support public service programs for low income (80% AMI) residents.

30. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) "Priority Needs" that relates to your program/project.

- ✓ Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.
- ✓ Prevent homelessness and/or assist those experiencing homelessness.
- ✓ Promote that production of service-enriched housing.
- ✓ Promote and support capital improvements, economic developments, and public services programs.

31. Explain how your program/project is responding to and/or preventing the spread of COVID-19 pandemic. How has the pandemic affected your program/project and the clients you serve?

Through the pandemic, Abode has remained highly committed to the pursuit of its mission: to end homelessness by assisting low-income, un-housed people, including those with special needs, to secure stable, supportive housing, and to be advocates for the removal of the causes of homelessness. Amid the crisis, Abode has continued to serve Alameda, Santa Clara, San Mateo, Santa Cruz, and Napa counties. Abode's programming continues to reduce the barriers to affordable . Abode's essential programs contribute to the overall health and stability of homeless and formerly homeless individuals and families - in addition to the communities served.

Abode has been working since March, to provide an expanded level of shelter (including the provision of non-congregate shelter for individuals with medical vulnerabilities) in a comprehensive effort to minimize the number of people living unsheltered in homeless encampments. Abode must continue to act quickly to move individuals, children, and families into affordable shelters and homes, where they can more easily keep themselves and their neighbors healthy. Many of Abode's clients are significantly at risk for death due to age and/or chronic health conditions that make leave them more vulnerable during the pandemic. Abode is working to provide basic needs to provide food and medical assistance - in addition to critical shelter and housing. Abode is the preferred service provider for Project Roomkey in Alameda County and currently runs two Isolation and Quarantine hotels for those who are COVID-19+ or symptomatic and homeless. Additionally, Abode runs three Safer Ground hotel sites, including the hotel housing 100+ households in the Tri-Valley, homeless individuals are more vulnerable to medical conditions and/or age. Abode also has a full-time Procurement Specialist deploying and purchasing PPE, and Abode staff have adopted remote work policy to the highest degree possible for staff who are not serving clients directly.

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending	Planned Request	TOTAL
City of Pleasanton		USD\$ 150,000.00		
Total	USD\$ 0.00	USD\$ 150,000.00	USD\$ 0.00	USD\$ 0.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSO)	Amount Requested (Pls HHSO ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		

Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 56,200.00	USD\$ 18,546.00
Personnel: Benefits* (see instructions below)	USD\$ 14,050.00	USD\$ 4,637.00
Operating: Supplies	USD\$ 1,000.00	USD\$ 330.00
Operating: Printing/Copying	USD\$ 150.00	USD\$ 50.00
Operating: Postage		
Operating: Telephone	USD\$ 450.00	USD\$ 150.00
Operating: Travel	USD\$ 2,000.00	
Operating: Housing Assistance	USD\$ 160,000.00	USD\$ 95,305.00
Operating: Pleasanton Preference Support	USD\$ 12,000.00	USD\$ 12,000.00
Administrative Costs	USD\$ 37,777.00	USD\$ 17,002.00
Flex Fund (Move-In Costs)	USD\$ 6,000.00	USD\$ 1,980.00
Total	USD\$ 289,627.00	USD\$ 150,000.00

Budget Narrative

Salaries (leveraged with other funding sources):

Housing Service Coordinator - \$50,000 base salary @0.33 FTE = \$16,500 in Pleasanton HHSG funds. The Housing Service Coordinator will provide direct housing search assistance and supportive service coordination to Pleasanton households.

Program Manager - \$62,000 base salary @0.033FTE = \$2,046 in Pleasanton HHSG. The Program Manager supervises the Housing Service Coordinator and oversees program evaluation and outreach. (Benefits: 25% of \$18,546 total salaries = \$4,637. Total personnel: \$23,183 annualized/\$1,932 monthly.)

Operations (leveraged with other funding sources):

-Supplies: \$330 for office supplies (\$27.50/month)

-Printing/Copying: \$50 (\$4-5/month) for printing and reproduction of outreach materials and program documentation.

-Telephone: \$150 (\$12.50/month) for the HSC to carry a phone in the field and be responsive to participant and landlord contacts.

-Travel: \$660 for HSC's travel costs to participants' homes and landlord outreach.

-Housing Assistance: \$93,305 to provide rental assistance to at least eight Pleasanton households. The amount is based on current assistance levels to Pleasanton residents and assumes 2 continuing households from the scholarship program and 6 additional Rapid Re-Housing households.

-Pleasanton Preference Support: \$12,000 to provide gap assistance/landlord incentives for households who wish to stay in Pleasanton.

-Move-in Funds: \$1,980 to help provide participants with needed materials when moving back into housing – furniture, kitchen supplies, linens, etc.

-Admin: Standard rate of 15% to cover infrastructure supporting the program, including data collection and evaluation, financial tracking and reporting, and fund development and leveraging.

Documents [top](#)

Documents Requested *

Current Annual Budget for the Entire Agency

List of Board of Directors with their contact information (telephone or email is sufficient)

Required? Attached Documents *

✓ [Agency Budget](#)

✓ [Board Member Roster](#)

(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget (your own format is acceptable)	✓	Not Applicable
(CAPITAL) Supplemental = photos, designs, site drawings, specifications, etc.)		Not Applicable
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	Louis Chicoine Chief Executive Officer Kara Carnahan VP of Programs Vivian Wan Chief Operating Officer John Reiber Chief Financial Officer
Personnel policies including affirmative action plan and grievance procedure	✓	Policies and Procedures
Agency audit requirements and copy of last audit	✓	Agency Audit
Type of insurance carried, bonding, workers' compensation	✓	City of Pleasanton - Insurance Certificate
Articles of Incorporation/Bylaws	✓	By-Laws
Conflict of Interest Statement (if not included in Bylaws)	✓	Conflict of Interest
State and Federal nonprofit determination letters (if applicable)	✓	State Nonprofit Determination Federal Nonprofit Status
Organization chart	✓	Organizational Chart
Board of Directors' authorization to request HHSG funding	✓	Authorization 1
Board of Directors' designation of authorized official	✓	Authorization 2
City of Pleasanton Business License	✓	Business License
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases.		Not Applicable
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		Not Applicable
(CAPITAL) Evidence of Site Control		Not Applicable
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		Not Applicable
(CAPITAL Optional as Requested by City) Environmental Reports / Community Support Letters		Not Applicable

* ZoomGrants™ is not responsible for the content of uploaded documents.

Application ID: 328877



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City of Pleasanton

Housing Division

FY 2021/22 Housing and Human Services Grant Program

Deadline: 1/18/2021

Centro Legal de la Raza Tri-Valley Fair and Secure Housing Project

Jump to: [Application Questions](#) [Budget](#) [Documents](#)

USD\$ 59,245.00 Requested

Submitted: 1/15/2021 5:20:28 PM (Pacific)

Project Contact

Brenda Orellana

borellana@centrolegal.org

Tel: 510-227-4451

Additional Contacts

none entered

Centro Legal de la Raza

3400 E 12th St
Oakland, CA 94601
United States

Executive Director

Theresa Gonzales

tgonzales@centrolegal.org

Telephone 510-437-1554

Fax

Web <https://www.centrolegal.org/>

EIN 23-7181456

DUNS 149291853

(N)CAGE 4QXG6

SAM

Expires 8/5/2021

Application Questions [top](#)

ORGANIZATION INFORMATION

1. Please describe your organization category (select one of the following):

- Non-Profit
- For-Profit
- Public Agency
- Other:

2. Please describe your agency's mission (no more than 3 sentences).

Founded in 1969, Centro Legal de la Raza is a legal services agency protecting and advancing the rights of low-income, immigrant, Black, and Latinx communities through bilingual legal representation, education, and advocacy. By combining quality legal services with know-your-rights education and youth development, Centro Legal de la Raza ensures access to justice for thousands of individuals throughout Northern and Central California.

3. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in each category below.

(For current income limits by affordability category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp)

1	Extremely Low Income (<30% AMI)
2	Very Low Income (30%-50% AMI)
	Low Income (50%-80% AMI)
	Moderate Income (80%-120% AMI)
	Above Moderate Income (>120% AMI)
3.00	TOTAL

4. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in the race/ethnicity categories below.

Total must match Question 3. HUD considers "Hispanic/Latino" an ethnicity and not a separate race.

<input type="text"/>	White
<input type="text"/>	White + HISPANIC/LATINO
<input type="text" value="1"/>	Black/African American
<input type="text"/>	Black/African American + HISPANIC/LATINO
<input type="text"/>	Asian
<input type="text"/>	Asian + HISPANIC/LATINO
<input type="text"/>	American Indian/Alaskan Native
<input type="text"/>	American Indian/Alaskan Native + HISPANIC/LATINO
<input type="text"/>	Native Hawaiian/Other Pacific Islander
<input type="text"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
<input type="text"/>	American Indian/ Alaskan Native and White
<input type="text"/>	American Indian/ Alaskan Native and White + HISPANIC/LATINO
<input type="text"/>	Asian and White
<input type="text"/>	Asian and White + HISPANIC/LATINO
<input type="text"/>	Black/African American and White
<input type="text"/>	Black/African American and White + HISPANIC/LATINO
<input type="text"/>	American Indian/Alaskan Native and Black/African American
<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
<input type="text"/>	Other Multi Racial
<input type="text" value="2"/>	Other Multi Racial + HISPANIC/LATINO
<input type="text" value="3.00"/>	TOTAL

5. In the PRIOR fiscal year (2019/2020), list the total number of Pleasanton clients served in each category below.

Multiple categories may apply to some clients while none will apply to other clients, so the total of this table DOES NOT need to match Questions 3 and 4.

<input type="text"/>	Seniors (62 and older)
<input type="text"/>	People with Disabilities
<input type="text"/>	Female-Headed Households
<input type="text"/>	Youth
<input type="text" value="2"/>	Homeless
<input type="text" value="2.00"/>	TOTAL

PROGRAM APPLICATION

6. If you are submitting more than one application for Pleasanton HHS funding, enter the numerical ranking of the priority of this proposal and the total number of proposals your agency is submitting for the coming fiscal year.

(Example: '1 of 1' means you are submitting only one proposal; '1 of 3' would mean you are submitting 3 proposals and this one is the highest priority of the three.)

1 of 1

7. Is this proposal a request for Capital Improvement or Public Service funding?

- Capital Improvement
- Public Service

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income

persons and/or "presumed" beneficiaries, according to HUD)?

If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".

Prior to receiving a consultation, tenants are required to either provide proof of income or certify their income in writing. Centro Legal utilizes Salesforce to track demographic information and is familiar with reporting requirements such as CDBG.

9. Please choose a common indicator that your agency will use to track clients:

Select **ONLY** one.

- # of Persons
- # of Households

10. Please provide the number of NEW PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2021-2022).

108	# of Persons
54	# of Households
162.00	TOTAL

11. Please list the total number of NEW PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2021/2022. (For current income limits by affordable category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp.)

(The total number of persons indicated in question #10 above must match the total number listed in the income categories below.)

33	Extremely Low Income (<30% AMI)
13	Very Low Income (<30-50% AMI)
8	Low Income (50%-80% AMI)
0	Moderate Income (80%-120% AMI)
0	Above Moderate (>120% AMI)
54.00	TOTAL

12. Provide a brief summary of the program/project, including the population served, for which your agency is seeking funding. If you do not receiving funding, what would be the impact?

This project builds on the existing county anti-displacement partnership that Centro administers in an effort to scale up legal housing services to better serve low-income tenants. If we did not receive funding we would not be able to serve as many.

13. Describe the challenges, needs, or service gaps in Pleasanton that your program/project addresses.

Alameda County's housing crisis, and its impact on low-income tenants is currently being exacerbated and amplified by the COVID-19 pandemic. Between 2000 and 2015, the share of renters that were burdened by the cost of housing in Pleasanton went from 37% to 45% (<https://bayareaequityatlas.org/indicators/housing-burden#/?geo=07000000000657792>). Low-income tenants already vulnerable to eviction and homelessness are now facing job loss, loss of childcare, and extreme risks to their health. 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 can't pay rent because they've lost jobs and income because of the pandemic. Legal service providers are preparing to defend an unprecedented wave of evictions when temporary emergency eviction protections are lifted.

In 2018 Centro Legal was awarded funding from the County to be the administrator for Alameda County Housing Secure (ACHS), a county-wide anti-displacement partnership to serve as an intervention in the displacement crisis. ACHS served to scale up legal housing services by increasing referrals amongst participating legal service providers, by providing effective emergency financial assistance, and by creating a more coordinated infrastructure designed to address the specific needs emerging from the housing crisis in our area.

This project expands existing tenant legal services to low-income Pleasanton tenants by building on ACHS.

14. Explain which staff will administer this program/project. How will clients access this program/project?

The Tenants' Rights Practice consists of 20 FTE. The Practice is managed by Directing Attorney, Monique Berlanga who has represented low-income tenants in the East Bay for over 10 years. Prior to joining Centro, Monique was a housing attorney with Bay Area Legal Aid where her practice focused on eviction defense in the context of subsidized housing and representation of tenants in fair housing matters. Prior Monique spent 5 years as the managing attorney of the Eviction Defense Center (EDC) where she litigated over a 1,000 cases on behalf of low-income tenants facing eviction from their homes in Alameda County and parts of Contra Costa County. While at the EDC, Monique gained extensive experience in unlawful detainer jury trials. Monique holds a JD degree from the University of California, Berkeley School of Law.

Monique is supported and supervised by Executive Director, Theresa Gonzales, and Litigation Director, Jesse Newmark. The

project attorney and advocate will work under Monique's supervision with support from Managing Attorneys Micaela Alvarez and Supervising Attorney Samantha Beckett. The project will leverage pro bono and law student support, through Centro's Tenants' Rights Practice's partnership with Berkeley Law's Student Initiated Legal Services Project. All pro bono attorney and law student volunteers undergo training by Centro Legal attorneys. All volunteer activities are in a clinical setting, with at least two Centro attorneys providing supervision.

Centro will partner with the City to ensure that eligible tenants are made aware of Centro's services when they contact the City. Centro will also conduct targeted outreach to community based organizations to raise widespread awareness of Centro's services. When tenants are in need of services, they can contact Centro by phone or email. Clients will first speak with Centro's intake team who will assess the tenant for eligibility and then schedule an appointment based on the tenant's housing problem

15. Describe how you will measure the effectiveness of this program/project and what results do you expect to have achieved at the end of this grant?

Our primary goal and objective is to enhance the quality of life for low-income tenants of Pleasanton via housing related legal services to prevent homelessness and to promote self sufficiency, creating housing stabilization.

Measurable outcome for Goal 1: At least 80% of Tenants will report that they are more aware of available resources and legal options and that legal consultation better prepared them to successfully resolve their housing issues.

Measurable outcome for Goal 2: After legal representation, at least 60% of Tenants will successfully resolve their legal matters and report improved housing stability, avoided an eviction, avoided homelessness, having a rent increase rescinded, receiving a rent reduction securing time and/or money to move.

To assist with those outcomes we have set the following performance goals:

Performance Goal 1: 36 Tenants receive legal consultation for housing related problems such as resources and information about their legal options and rights.

Performance Goal 2: 18 Tenants receive legal representation for housing related issues

Centro Legal uses a Salesforce database, which allows us to track a significant amount of client data and assess quantitative goals on a monthly basis. Centro Legal also uses anonymous client surveys to measure our impact, and case outcome data and program evaluations to determine if a program is effectively meeting clients' needs. Based on the number of clients we serve and the types of issues our clients are facing to determine the level and types of services needed. As well as what changes to program design and our budget are needed to expand services and staffing.

Centro Legal is familiar with CDBG guidelines and ensure that clients are low-income according to the guidelines. Prior to receiving a consultation, tenants are required to either provide proof of income or certify their income in writing to ensure that the funding is benefiting low-income Pleasanton residents.

16. List the organizations your agency collaborates with AND briefly describe their roles.

Centro administers 2 collaborative anti-displacement programs, ACHS and OHS. ACHS partners include BALA, EBCLC, EDC, and HERA. OHS providers include EBCLC, EDC, APILO, Causa Justa, and the Unity Council. Centro also regularly collaborates with ECHO.

17. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #24.

Yes

No

CAPITAL PROJECTS

18. For Capital Improvement projects, provide a detailed narrative (e.g. rehabilitation or new construction) and a detailed scope of work for the project.

N/A

19. If you agency is requesting Capital Improvement project funding, please describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

N/A

20. Will relocation be required if the building is occupied?

If yes, describe and upload your agency's relocation plan. If this is not applicable, enter "N/A".

N/A

21. Identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

22. Has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

N/A

23. If your agency is requesting Capital Improvement project funding, will this project require implementation of Davis-Bacon/Fair Labor Standards Act requirements?

N/A

POLICY CONSISTENCY

24. Identify AT LEAST ONE Critical Human Services Need from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Workforce Development/Unemployment
- Healthcare and Behavior Health
- Disability Services and Access
- Food and Nutrition
- Youth Services
- Senior Services
- Homeless in the Tri-Valley
- Services Provider Critical Initiatives

25. Identify AT LEAST ONE critical systemic challenge from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Lack of consumer information about services/need for education.
- Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies.
- Time and cost associated with obtaining services including transportation and connectivity of citizens to services.

26. Describe how the program/project will address the critical systemic challenge selection in question #25 above.

Centro Legal fields 100s of calls and emails per week from tenants throughout Alameda County who cannot pay their rent and fear eviction. These tenants are being forced to choose between paying for food or medications or paying rent. Families are preemptively moving into their cars because they cannot pay rent and are not aware of the protections they have. Tenants are being locked out or harassed out of their homes. Low-income tenants in the tri-valley (1) lack access information regarding their rights as tenants, especially given the complex maze of emergency eviction protections implemented during the pandemic and (2) lack access to eviction prevention and/or eviction defense legal services.

This project is designed to strategically target low-income tenants most at risk of displacement. About 5,000 unlawful detainer actions are filed in Alameda County yearly. More than 88% of these landlords are represented by counsel, while only 11% of renters are represented by counsel (Information obtained by EBCLC through observing 46 weeks of court calendars and roll call in court in conjunction with Volunteer Legal Services Corporation data.) 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).

This project expands access to low-income tenants at risk of displacement in Pleasanton by providing legal services spanning the entire continuum of homelessness prevention and anti-displacement interventi

27. Describe how the program/project is accessible to clients via public transportation, and if applicable, any measures used to specifically reduced transportation barriers for clients.

Due to the COVID-19 pandemic and stay at home orders, we are not currently having any in person clinics or workshops. We have shifted to having clinics and workshops fully remotely. Client meetings are held by phone or video call. We expect these practices to continue as they allow us to reach clients easily without having to travel to our office or another space to receive services.

However, the Centro Legal office is very accessible by public transportation. The Centro Legal office is located in the plaza where the Fruitvale Bart station is, it only takes a few minutes to go from the train to the Centro Legal office. Additionally, the

Centro Legal office is near many major bus lines.

28. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "guiding principle" that relates to your program/project.

- ✓ Be culturally accessible, appropriate, and inclusive.
- ✓ Encourage community engagement and involvement.
- ☐ Promote energy and resource efficiency.
- ☐ Encourage networking and information sharing across service providers.
- ☐ Encourage process streaming.
- ☐ Consolidate service delivery.

29. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "Strategic Goals" that relates to your program/project.

- ☐ Promote the construction and preservation of affordable rental housing for extremely low (30% AMI), very low (50% AMI), and low income (80% AMI) households.
- ☐ Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair.
- ☐ Promote the preservation of rental housing through minor home repair.
- ☐ Provide direct financial assistance to income eligible (80% AMI) first time homebuyers.
- ✓ Reduce housing discrimination through provision of fair housing and landlord/tenant services.
- ✓ Funding and supporting homeless services programs to end homelessness.
- ☐ Increase the availability of service enriched housing for persons with special needs.
- ☐ Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities.
- ☐ Fund economic development, micro-enterprise, and on-the-job training.
- ☐ Support public service programs for low income (80% AMI) residents.

30. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) "Priority Needs" that relates to your program/project.

- ✓ Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.
- ☐ Prevent homelessness and/or assist those experiencing homelessness.
- ☐ Promote that production of service-enriched housing.
- ☐ Promote and support capital improvements, economic developments, and public services programs.

31. Explain how your program/project is responding to and/or preventing the spread of COVID-19 pandemic. How has the pandemic affected your program/project and the clients you serve?

The COVID-19 pandemic has reshaped Centro's provision of legal services as social distancing presented new challenges to reaching clients. The closure of the courts, eviction moratoria, and Judicial Council Emergency Rule 1 together initially provided relief for tenants, but new issues and threats have arisen. Additionally, understanding constantly changing protections can be hard to understand and keep up with.

Centro Legal is preparing to defend a massive number of evictions subsequent to the expiration of the Alameda County Eviction Moratorium and other state/federal pandemic-related eviction protections. In order to meet an unprecedented demand for services, Centro is developing a new approach to eviction defense that focuses on scaling pro per assistance and incorporating a participatory defense component, thereby exponentially increasing the impact of our services and allowing our team to prioritize cases taken on for full scope representation in order to maximize impact.

(1) Scaling up our ability to assist tenants with answers/demurrers to unlawful detainers, in pro per, to prevent default judgments by utilizing technology to scale access to services. Such as virtual workshops where tenants are shown how to prepare and file an answer in pro per. We will leverage pro bono and law student assistance to develop self-help guides, pro per materials and templates, and assist remotely in preparing responsive pleadings and dispositive motions.

(2) Provide tenants with tools necessary to prepare their cases for settlement and/or trial through a mix of participatory-defense style workshops, self-help materials and guides, and/or direct limited scope representation. Workshops will bring tenants experiencing eviction together to build community and empower tenants to advocate for themselves. Topics will cover the eviction process, filing answers, responding to discovery, preparing for settlement or trial, settling your unlawful detainer case, and conducting a

Funding Sources/Status	Committed	Requested/Pending	Planned Request	TOTAL
Contributions & Donations	USD\$ 2,000.00			USD\$ 2,000.00
Litigation	USD\$ 100,000.00			USD\$ 100,000.00
Alameda County Housing Secure (ACHS)	USD\$ 125,593.00			USD\$ 125,593.00
Chan Zuckerberg Initiative	USD\$ 132,000.00			USD\$ 132,000.00
Sunlight Giving	USD\$ 15,000.00			USD\$ 15,000.00
State Bar IOLTA	USD\$ 76,480.00			USD\$ 76,480.00
State Bar EAF- HP	USD\$ 174,590.00			USD\$ 174,590.00
Livermore	USD\$ 0.00	USD\$ 60,164.00		USD\$ 60,164.00
Dublin	USD\$ 0.00	USD\$ 22,984.00		USD\$ 22,984.00
Pleasanton		USD\$ 59,245.00		USD\$ 59,245.00
Total	USD\$ 625,663.00	USD\$ 142,393.00	USD\$ 0.00	USD\$ 768,056.00

Funding Uses / Expenses	TOTAL Prog BudgetAmount Requested (Pls HHS ONLY)	Amount Requested (Pls HHS ONLY)
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Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 101,188.00	USD\$ 41,688.00
Personnel: Benefits* (see instructions below)	USD\$ 22,261.00	USD\$ 9,171.00
Operating: Supplies		
Operating: Printing/Copying		
Operating: Postage		
Operating: Telephone		
Operating: Rent & Utilities	USD\$ 12,945.00	USD\$ 5,386.00
Operating: Accounting/Audit		
Operating: Other (define below)	USD\$ 0.00	USD\$ 0.00
Information Technology	USD\$ 5,000.00	USD\$ 2,500.00
Outreach	USD\$ 1,000.00	USD\$ 500.00
	USD\$ 0.00	
Total	USD\$ 142,394.00	USD\$ 59,245.00

Budget Narrative

Centro Legal's Tri-Valley project will expand on the existing Alameda County Housing Secure (ACHS) program that Centro Legal has administered since 2018. Funds provided under this grant can be leveraged with ACHS funds to exponentially increase reach. ACHS has a significant marketing budget that can be used to create broad awareness of legal services provided to low-income tenants throughout the Tri-Valley. Dedicating resources to the Tri-Valley project ensures that low-income tenants in Pleasanton, Dublin and Livermore can access Centro Legal's full team of eleven tenants' rights attorneys, four paralegals, and outreach coordinator for legal assistance.

The Tri-Valley project will help Centro Legal reach low-income Tri-Valley residents, building on existing infrastructure from the ACHS program. This proposal requests funding for staff attorney time to provide legal consultations and representations. Know Your Rights (KYR) presentations etc.

Additional funding sources listed, apart from funds requested from the City of Dublin and the City of Livermore, are funds that are committed from other grants that allow Centro Legal to provide legal services to tenants throughout Alameda County or are not restricted funds and can be used to leverage City of Pleasanton funds.

For the budget above we have included 0.37 FTE of attorney time. We hope to obtain funding from the City of Livermore and the City of Dublin that will allow us to hire one full-time attorney dedicated to providing tenant legal services to the

Tri-Valley. In the event that additional funding is not obtained from the City of Dublin and the City of Livermore, services will be provided to low-income Pleasanton tenants in proportion to funding. We utilize 22% as our standard calculation for fringe which includes benefits. 10% indirect costs are intended to cover insurance, rent, utilities, postage, bar dues, office supplies, and other non-salary program expenses.

Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for the Entire Agency	✓	Centro Legal FY20-21 Organizational Budget
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Centro Legal List of Board of Directors 2020
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget (your own format is acceptable)	✓	N/A
(CAPITAL) Supplemental = photos, designs, site drawings, specifications, etc.)		
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	Centro Legal Relevant Staff Pleasanton Application
Personnel policies including affirmative action plan and grievance procedure	✓	Centro Legal Personnel Policy & Affirmative Action, Grievance Policy
Agency audit requirements and copy of last audit	✓	Centro Legal Agency Audit Req and Audit 2020
Type of insurance carried, bonding, workers' compensation	✓	Centro Legal COI-Info Only
Articles of Incorporation/Bylaws	✓	Centro Legal Articles of Incorporation & Bylaws Original & Amended Restated.pdf
Conflict of Interest Statement (if not included in Bylaws)	✓	Centro Legal Conflict of Interest Policy
State and Federal nonprofit determination letters (if applicable)	✓	Centro Legal Non-Profit Determination Letter
Organization chart	✓	Centro Legal Org Chart
Board of Directors' authorization to request HHSG funding	✓	Centro Legal Board Authorization
Board of Directors' designation of authorized official	✓	Centro Legal Board Authorization
City of Pleasanton Business License	✓	Centro Legal Pleasanton Business License Explanation
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases.		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Evidence of Site Control		
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		
(CAPITAL Optional as Requested by City) Environmental Reports / Community Support Letters		

* ZoomGrants™ is not responsible for the content of uploaded documents.

Application ID: 330749



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City of Pleasanton
 Housing Division
FY 2021/22 Housing and Human Services Grant Program
 Deadline: 1/18/2021

CityServe of the Tri-Valley Homeless Intervention and Crisis Stabilization Program

Jump to: [Application Questions](#) [Budget](#) [Documents](#)

USD\$ 80,000.00 Requested

Submitted: 1/14/2021 8:22:27 PM (Pacific)

Project Contact

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Additional Contacts

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CityServe of the Tri-Valley

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DUNS	078694167
(N)CAGE	7GM00
SAM	
Expires	7/11/2020

Application Questions [top](#)

ORGANIZATION INFORMATION

1. Please describe your organization category (select one of the following):

- Non-Profit
- For-Profit
- Public Agency
- Other:

2. Please describe your agency's mission (no more than 3 sentences).

CityServe of the Tri-Valley serves underserved individuals, primarily low income, homeless or destitute. Our primary focus is to mobilize mercy and compassion through community volunteers, street outreach efforts and client-centered case management services; this mobilization is designed to humanize human services as our staff and volunteers walk alongside the most vulnerable families and individuals in the Tri-Valley.

Our goal is to both resource and motivate participants toward a future full of stability, self-efficacy, community and sustainability.

In Short, We exist to CARE for people in crisis, COORDINATE resources and CONNECT volunteers to mobilize mercy throughout the Tri-Valley.

3. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in each category below.

(For current income limits by affordability category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp)

<input type="text" value="97"/>	Extremely Low Income (<30% AMI)
<input type="text" value="24"/>	Very Low Income (30%-50% AMI)
<input type="text" value="64"/>	Low Income (50%-80% AMI)
<input type="text" value="2"/>	Moderate Income (80%-120% AMI)
<input type="text" value="0"/>	Above Moderate Income (>120% AMI)
<input type="text" value="187.00"/>	TOTAL

4. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in the race/ethnicity categories below.

Total must match Question 3. HUD considers "Hispanic/Latino" an ethnicity and not a separate race.

<input type="text" value="66"/>	White
<input type="text" value="42"/>	White + HISPANIC/LATINO
<input type="text" value="21"/>	Black/African American
<input type="text" value="0"/>	Black/African American + HISPANIC/LATINO
<input type="text" value="25"/>	Asian
<input type="text" value="0"/>	Asian + HISPANIC/LATINO
<input type="text" value="0"/>	American Indian/Alaskan Native
<input type="text" value="0"/>	American Indian/Alaskan Native + HISPANIC/LATINO
<input type="text" value="2"/>	Native Hawaiian/Other Pacific Islander
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
<input type="text" value="1"/>	American Indian/ Alaskan Native and White
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC/LATINO
<input type="text" value="0"/>	Asian and White
<input type="text" value="0"/>	Asian and White + HISPANIC/LATINO
<input type="text" value="1"/>	Black/African American and White
<input type="text" value="0"/>	Black/African American and White + HISPANIC/LATINO
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
<input type="text" value="29"/>	Other Multi Racial
<input type="text" value="0"/>	Other Multi Racial + HISPANIC/LATINO
<input type="text" value="187.00"/>	TOTAL

5. In the PRIOR fiscal year (2019/2020), list the total number of Pleasanton clients served in each category below.

Multiple categories may apply to some clients while none will apply to other clients, so the total of this table DOES NOT need to match Questions 3 and 4.

<input type="text" value="22"/>	Seniors (62 and older)
<input type="text" value="31"/>	People with Disabilities
<input type="text" value="100"/>	Female-Headed Households
<input type="text" value="14"/>	Youth
<input type="text" value="30"/>	Homeless
<input type="text" value="197.00"/>	TOTAL

PROGRAM APPLICATION

6. If you are submitting more than one application for Pleasanton HHSG funding, enter the numerical ranking of the priority of this proposal and the total number of proposals your agency is submitting for the coming fiscal year.

(Example: '1 of 1' means you are submitting only one proposal; '1 of 3' would mean you are submitting 3 proposals and this

7. Is this proposal a request for Capital Improvement or Public Service funding?

- Capital Improvement
- Public Service

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to HUD)?

If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".

Yes, we use the Homeless Management Information System (HMIS/Clarity via Alameda County) Between this federal database and our own custom database (Apricot) we collect all the necessary information to assess eligible beneficiaries.

9. Please choose a common indicator that your agency will use to track clients:

Select ONLY one.

- # of Persons
- # of Households

10. Please provide the number of NEW PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2021-2022).

of Persons

of Households

TOTAL

11. Please list the total number of NEW PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2021/2022. (For current income limits by affordable category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp.)

(The total number of persons indicated in question #10 above must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

TOTAL

12. Provide a brief summary of the program/project, including the population served, for which your agency is seeking funding. If you do not receiving funding, what would be the impact?

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.

13. Describe the challenges, needs, or service gaps in Pleasanton that your program/project addresses.

The greatest challenge we see in the Tri-Valley that directly impacts Pleasanton is the increased number of homeless individuals due to the global pandemic. The individuals we are working with are experiencing heightened levels of addiction, abuse, mental health challenges, lack of shelter, language barriers and mounting medical issues.

There are three main gaps in services that directly impact viable outcomes for our clientele 1) Shelter, 2) Detox/Substance Abuse Treatment Centers and 3) Homeless Job Navigation.

The challenge is that many unsheltered individuals resist receiving services or treatment because of irrational suspicions about others, low levels of motivation, fear of social judgment or legal persecution. Our program builds trust with individuals so that we can help them to navigate the obstacles and broken systems. Fulfilling basic survival needs such as food or shelter typically takes priority over getting help for substance abuse or seeking treatment for mental illness.

Another big issue is that many homeless people lack a support system of family and friends who will motivate or encourage them to get help. That is why our program is in the process of including our care advocacy program within both of our intervention and prevention programs. Care Advocacy engages community members to support individuals during tough seasons of their lives.

Our Homeless Intervention Program addresses some of the basic needs, but without addressing the gaps related to substance abuse detox and or mental health support for medication management our case managers find it unsuccessful to refer them to sustainable housing placement, help them build networks of support, and/or facilitate their increase in skills to combat triggers. When working with this clientele you only have a window of time when an individual is open to going to a detox or treatment center. If we have to refer them to Cherry Hill in Oakland this creates a huge barrier and lacks effici

14. Explain which staff will administer this program/project. How will clients access this program/project?

Our Homeless Intervention program serves three cities in the Tri-Valley; Livermore, Pleasanton and Dublin. Our team is deployed based on city needs/goals and the capacity at which the program is funded by each individual city. We were asked by the three cities as a regional effort to provide critical case management services and we are still in our initial three year capacity building phase for this program. However, the pandemic has decreased some of our faith-based and corporate funding, therefore, we have relied on city funding until we can reasonably resume capacity building by diversifying our funding needs for future growth and additional supportive services for the most vulnerable Pleasanton residents.

Street Outreach (3) % of 1 general, 1 mental health focus, 1 career navigation focus

Intake Coordinator (1) % of bilingual

Case Managers (3) % for 1 lead, 1 general 1 mental health focus

Volunteer Coordinator (1) % for Coordinating Care Advocates for critical follow-up and after care.

Program Admin/Ops (4) % for support team

What makes CityServe unique is that we have various ways for clients to connect with our Intervention Team. There are four simple ways to connect to this program: 1) Call our main line at 925-222-CARE, 2) Submit a request via our website www.cityservecares.org 3) attend a weekly pop-up outreach and meet with a team member there or 4) meet with one of our street outreach team members that are out and about going to them. Our team tries to be very visible and accessible in the community. We also have bilingual staff and volunteers to help with translation services.

15. Describe how you will measure the effectiveness of this program/project and what results do you expect to have achieved at the end of this grant?

The success of the project can be measured by our process, quality and impact.

Process: How effective we are at reaching the residents about our services through outreach efforts, access resources through our referrals and/or if they enroll in either case management or a specialized program such as Assessing Resources Career Help (ARCH).

Quality: How well we track progress towards the established action plan goal (a plan that is crafted between case worker and the participant), track all applicable expenses and time spent with participant, and finally track the measurable outcomes that CityServe and the participant have worked together to facilitate. Outcomes include getting on housing lists or permanently placed, applied for benefits, entered a rehab program, safety net fiscal assistance (groceries/cell phone), increased fiscal literacy, establishing sustainable transportation to and from work/school (in the form of auto repair, or license/registration fees), supporting the participant's increase of legal income through better employment, enrollment in school or job training program, and accessing higher levels of services (such as critical mental health care or medical care).

Impact: Did their life change for the better? Our ultimate marker of success for all CityServe participants is demonstrated sustainable self-sufficiency. We also have implemented a client satisfaction survey to track overall impact.

Reporting: CityServe has a robust database that allows us to enroll participants in our programs and capture all critical demographic information (such as disability status, race/ethnicity, age, veteran status, self-reported income & income verification, and language translation needs), track progress towards the established action plan, track all applicable expenses and time spent with participants, and finally track the measurable outcomes such as increased income, benefits accessed and employment secured.

16. List the organizations your agency collaborates with AND briefly describe their roles.

Pleasanton PD (outreach, ride alongs, crisis intervention), Abode Services (homeless housing navigation, care coordination), Axis Health & ValleyCare (medical care & coordination), Open Heart Kitchen (feeding), local churches (resourcing & volunteers)

17. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #24.

Yes

No

CAPITAL PROJECTS

18. For Capital Improvement projects, provide a detailed narrative (e.g. rehabilitation or new construction) and a detailed scope of work for the project.

N/A

19. If your agency is requesting Capital Improvement project funding, please describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

N/A

20. Will relocation be required if the building is occupied?

If yes, describe and upload your agency's relocation plan. If this is not applicable, enter "N/A".

N/A

21. Identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

22. Has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

N/A

23. If your agency is requesting Capital Improvement project funding, will this project require implementation of Davis-Bacon/Fair Labor Standards Act requirements?

N/A

POLICY CONSISTENCY

24. Identify AT LEAST ONE Critical Human Services Need from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- ✓ Workforce Development/Unemployment
- ✓ Healthcare and Behavior Health
- ✓ Disability Services and Access
- ✓ Food and Nutrition
- ✓ Youth Services
- ✓ Senior Services
- ✓ Homeless in the Tri-Valley
- ✓ Services Provider Critical Initiatives

25. Identify AT LEAST ONE critical systemic challenge from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- ✓ Lack of consumer information about services/need for education.
- ✓ Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies.
- ✓ Time and cost associated with obtaining services including transportation and connectivity of citizens to services.

26. Describe how the program/project will address the critical systemic challenge selection in question #25 above.

Coordination of services is critical to the work we do to meet complex social needs. CityServe plays a unique leadership role by coordinating regular community care meetings in the Tri-Valley. This is a diverse gathering of service providers from all sectors including; non-profits, schools, cities, county, businesses and faith-based groups. This important venue gives us the opportunity to collaborate, discuss duplication and/or gaps in services and brainstorm potential solutions regarding specific clientele groups.

We also have topics with leaders in the field to share best practices and valuable resources so our network is well informed for better service to our clients. Some examples of past panels included those serving veterans, homeless, youth and fighting human trafficking.

Many of our organizations have also signed release of liability forms so that we can centralize our efforts around specific clients under our mutual care. CityServe is only one of, I believe, two organizations in the valley that has the privilege of access to the Homeless Management Information System (HMIS/Clarity via Alameda County) federal database. This is valuable because it gives our case managers collective information from multiple providers for a better historical picture of the services rendered to their client from other agencies within the system. This is extremely vital especially in regards to finding permanent housing or accessing higher levels behavioral health care.

27. Describe how the program/project is accessible to clients via public transportation, and if applicable, any measures used to specifically reduced transportation barriers for clients.

What makes CityServe unique is that we have various ways for clients to connect with our Intervention Team. Our goal is to remove all obstacles to service access.

Currently, we have offices in Pleasanton and Livermore. All of our offices are near bus lines and centrally located. (with the pandemic we are by appointment only)

Most importantly, to reduce barriers for current and future clients our street outreach team regularly goes out to the locations where unsheltered people live and/or spend time to resource and do intakes in person.

Another method of access that we have found successful for those in need is our weekly outdoor pop-up outreaches that are placed in central locations close to where the majority of the homeless frequent so that they can access our services in a drop-in style manner.

If access is still an issue for a client we will work creatively with them to offer a bike, shuttle ride, bus pass, a clipper card, Uber ride or go directly to the person as needed. We also have a main phone line with bilingual intake coordinators on hand during business hours. Clients can also email and/or submit a request via our website with a 24 hour response time.

28. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "guiding principle" that relates to your program/project.

- ✓ Be culturally accessible, appropriate, and inclusive.
- ✓ Encourage community engagement and involvement.
- ⊖ Promote energy and resource efficiency.
- ✓ Encourage networking and information sharing across service providers.
- ✓ Encourage process streaming.
- ✓ Consolidate service delivery.

29. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "Strategic Goals" that relates to your program/project.

- ✓ Promote the construction and preservation of affordable rental housing for extremely low (30% AMI), very low (50% AMI), and low income (80% AMI) households.
- ⊖ Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair.
- ⊖ Promote the preservation of rental housing through minor home repair.
- ⊖ Provide direct financial assistance to income eligible (80% AMI) first time homebuyers.
- ✓ Reduce housing discrimination through provision of fair housing and landlord/tenant services.
- ✓ Funding and supporting homeless services programs to end homelessness.
- ⊖ Increase the availability of service enriched housing for persons with special needs.
- ⊖ Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities.
- ✓ Fund economic development, micro-enterprise, and on-the-job training.
- ✓ Support public service programs for low income (80% AMI) residents.

30. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) "Priority Needs" that relates to your program/project.

- ⊖ Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.
- ✓ Prevent homelessness and/or assist those experiencing homelessness.
- ✓ Promote that production of service-enriched housing.
- ✓ Promote and support capital improvements, economic developments, and public services programs.

31. Explain how your program/project is responding to and/or preventing the spread of COVID-19 pandemic. How has the pandemic affected your program/project and the clients you serve?

In March 2020 the Covid-19 pandemic hit and Pleasanton, Livermore and Dublin chose CityServe to administer a local effort for emergency hotel placement. Our team did a three day initial outreach effort to identify and place the most medically at risk homeless individuals and placed 33 in hotels. We provided wrap around services and coordinated services with multiple agencies. We offered assistance such as applying for an ID and other government benefits, health education for Covid-19 (wellness checks), food and shower resources, job navigation, and research (asking what the need is and how we can better serve the homeless community).

Due to heightened demand we hired two part-time street outreach interns to provide additional support in the Tri-Valley by handing out water on hot days to homeless individuals and helping participants understand what resources were open or unavailable due to the shelter in place.

We also started a comprehensive encampment and homeless tracking map. Our street outreach team, Pleasanton Homeless Liaison officers and other key providers have identified services or resources provided to each individual and/or track the lack of services available.

The goal of the program initially was to identify the medically at-risk population and place them into a hotel so that they are not at risk of contracting or spreading Covid-19. The program has been extremely successful with no individuals testing positive to Covid-19, 4 cars were repaired and we assisted 4 individuals to secure job placement and 4 have been permanently housed.

We partnered with Public Health to provide 2 Covid-19 testing pop-ups, collected the unsheltered census count, provided volunteers for the cooling center, distributed water, assisted with smoke/fire evacuations, distributed over 3000 masks and critical PPE. The increased services have been done with the same number of case managers who are working under social distancing protocols and are stretched very

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending	Planned Request	TOTAL
Church Contributions		USD\$ 46,926.00		USD\$ 46,926.00
Business Contributions		USD\$ 50,000.00		USD\$ 50,000.00
Foundation Contributions			USD\$ 51,000.00	USD\$ 51,000.00
Individual Contributions			USD\$ 50,000.00	USD\$ 50,000.00
HEAP Crisis Funds Remaining	USD\$ 115,000.00			USD\$ 115,000.00
Other Government Grants		USD\$ 100,000.00		USD\$ 100,000.00
City of Livermore		USD\$ 130,000.00		USD\$ 130,000.00
City of Pleasanton		USD\$ 80,000.00		USD\$ 80,000.00
Total	USD\$ 115,000.00	USD\$ 406,926.00	USD\$ 101,000.00	USD\$ 622,926.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSG)	Amount Requested (Pls HHSG ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 428,459.00	
Personnel: Benefits* (see instructions below)	USD\$ 56,870.00	
Operating: Supplies	USD\$ 6,000.00	USD\$ 0.00
Operating: Printing/Copying	USD\$ 2,000.00	
Operating: Postage	USD\$ 500.00	
Operating: Telephone & Technology	USD\$ 17,340.00	
Operating: Rent & Utilities	USD\$ 25,398.00	
Operating: Accounting/Audit	USD\$ 10,000.00	
Operating: Other (define below)		
Community Care - Flexible Subsidies	USD\$ 48,500.00	
Company Vehicle Expenses & Mileage	USD\$ 10,000.00	

Service Fees & Other Admin Costs	USD\$ 17,859.00	
Total	USD\$ 622,926.00	USD\$ 0.00

Budget Narrative

Program salaries requested include a Homeless Intervention and Crisis Stabilization Case Manager (97% of salary and benefits) as well as an Outreach Team Member (50% of salary and benefits). Monthly costs amount to approximately \$6,700 and annual costs equal \$80,000.

Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for the Entire Agency	✓	Organization Budget
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Board of Directors
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget (your own format is acceptable)	✓	N/A
(CAPITAL) Supplemental = photos, designs, site drawings, specifications, etc.)		N/A
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	CEO Resume Finance Manager Resume Program Manager Resume
Personnel policies including affirmative action plan and grievance procedure	✓	Employee Handbook
Agency audit requirements and copy of last audit	✓	Audit in Process 990
Type of insurance carried, bonding, workers' compensation	✓	Work Comp Insurance General Liability Insurance Property Insurance DO Liability
Articles of Incorporation/Bylaws	✓	Articles of Incorporation Bylaws
Conflict of Interest Statement (if not included in Bylaws)	✓	N/A
State and Federal nonprofit determination letters (if applicable)	✓	Federal Determination letter Designation Letter
Organization chart	✓	Org Chart Organizations We Coordinate With
Board of Directors' authorization to request HHS funding	✓	Board Authorization
Board of Directors' designation of authorized official	✓	Board Designation
City of Pleasanton Business License	✓	Pleasanton Business License
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases.		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Evidence of Site Control		

(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)

(CAPITAL Optional as Requested by City)
Environmental Reports / Community Support Letters

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Application ID: 329524

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City of Pleasanton
Housing Division
FY 2021/22 Housing and Human Services Grant Program
Deadline: 1/18/2021

Community Resources for Independent Living Housing and Independent Living Skills

Jump to: [Application Questions](#) [Budget](#) [Documents](#)

USD\$ 15,000.00 Requested

Submitted: 1/15/2021 4:57:56 PM (Pacific)

Project Contact

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SAM Expires 7/2/2020

Application Questions [top](#)

ORGANIZATION INFORMATION

1. Please describe your organization category (select one of the following):

- Non-Profit
- For-Profit
- Public Agency
- Other:

2. Please describe your agency's mission (no more than 3 sentences).

Community Resources for Independent Living (CRIL) was founded in 1979 as a peer-based & governed disability resource & advocacy agency for southern & eastern Alameda County residents with any type of disability or functional limitation. CRIL's mission is to provide advocacy & resources to people with disabilities to improve lives & make communities fully accessible.

CRIL's range of self-sufficiency services, coupled with peer support & self-advocacy training, facilitate vulnerable and underrepresented members of the community to take control of their lives & gain or maintain the ability to live as independently as desired.

3. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in each category below.

(For current income limits by affordability category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp)

Extremely Low Income (<30% AMI)

Very Low Income (30%-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate Income (>120% AMI)

TOTAL

4. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in the race/ethnicity categories below.

Total must match Question 3. HUD considers "Hispanic/Latino" an ethnicity and not a separate race.

White

White + HISPANIC/LATINO

Black/African American

Black/African American + HISPANIC/LATINO

Asian

Asian + HISPANIC/LATINO

American Indian/Alaskan Native

American Indian/Alaskan Native + HISPANIC/LATINO

Native Hawaiian/Other Pacific Islander

Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO

American Indian/ Alaskan Native and White

American Indian/ Alaskan Native and White + HISPANIC/LATINO

Asian and White

Asian and White + HISPANIC/LATINO

Black/African American and White

Black/African American and White + HISPANIC/LATINO

American Indian/Alaskan Native and Black/African American

American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO

Other Multi Racial

Other Multi Racial + HISPANIC/LATINO

TOTAL

5. In the PRIOR fiscal year (2019/2020), list the total number of Pleasanton clients served in each category below.

Multiple categories may apply to some clients while none will apply to other clients, so the total of this table DOES NOT need to match Questions 3 and 4.

Seniors (62 and older)

People with Disabilities

Female-Headed Households

Youth

Homeless

TOTAL

PROGRAM APPLICATION

6. If you are submitting more than one application for Pleasanton HHSG funding, enter the numerical ranking of the priority of this proposal and the total number of proposals your agency is submitting for the coming fiscal year.

(Example: '1 of 1' means you are submitting only one proposal; '1 of 3' would mean you are submitting 3 proposals and this one is the highest priority of the three.)

1 of 1

7. Is this proposal a request for Capital Improvement or Public Service funding?

Capital Improvement

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to HUD)?

If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".

Yes. Consumers receiving direct services are persons with disabilities who fit HUD's Income Guidelines for low-income beneficiaries. CRIL's Intake Form asks for a current address, income level & source (SSI/SSDI) , and personal demographics.

9. Please choose a common indicator that your agency will use to track clients:

Select ONLY one.

- ✓ # of Persons
- # of Households

10. Please provide the number of NEW PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2021-2022).

of Persons

of Households

TOTAL

11. Please list the total number of NEW PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2021/2022. (For current income limits by affordable category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp.)

(The total number of persons indicated in question #10 above must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

TOTAL

12. Provide a brief summary of the program/project, including the population served, for which your agency is seeking funding. If you do not receiving funding, what would be the impact?

CRIL's Housing & Independent Living Services will provide Pleasanton residents who have a disability with housing search assistance, peer counseling, independent living skills & travel training. Without Pleasanton funding, services would be limited.

13. Describe the challenges, needs, or service gaps in Pleasanton that your program/project addresses.

The 2019 American Community Survey estimated data indicates that there are 81,777 residents in Pleasanton, with approximately 9,000 over 65 and an estimated 8,000 with a disability or an independent living difficulty. The need for accessible Long Term Services & Supports (LTSS) is a growing healthcare and quality of life concern for our rapidly aging population, an issue reflected in the 2011 Tri-Valley Human Services Needs Assessment. As our residents age and live longer, we need to develop systems and services that address their desire to age in place gracefully and with dignity.

Alameda County has one of the highest rates of poverty among adults with disabilities age 18 to 64 years in the Bay Area. The American Community Survey showed that about 3,500 Pleasanton residents are living below poverty, the majority of whom are disabled. These residents are among the poorest Americans by HUD Income Guidelines & need access to free and/or low cost food, healthcare, transportation, housing and LTSS service coordination. With the SIP, access to internet and online services is not available to many persons with disabilities. CRIL is developing ways to bridge the digital divide.

CRIL's services meet & support many of these needs: Information & Referral; ADA & education; Peer support; Housing counseling & assistance; Personal Assistant referral, training & matching; Independent living skills training & healthy living workshops; Disaster preparedness workshops & advocacy; Assistive technology assistance & loan program; Employment benefits counseling; Youth Transition Services, Long-term services & supports: Leadership training; and Advocacy. CRIL's Housing & Independent Living Services are free to Pleasanton residents of all ages with functional limitations or disabilities & designed to help individuals with disabilities maintain their quality of life, become fully integrated into and involved in society, & live as independently as possible for as long as possible

14. Explain which staff will administer this program/project. How will clients access this program/project?

CRIL has an full-time IL Coordinator & a full-time Travel Trainer who are very familiar with the resources & services available in Pleasanton & the surrounding cities. CRIL's Tri-Valley office is located in the Livermore Multi-Service Center. CRIL has

developed strong relationships with service providers at ECHO, Abode Services, the Livermore Housing Authority, Pleasanton Housing Services & other local agencies that provide housing & social services. Both CRIL staff at the Livermore Office are persons with disabilities.

CRIL is a long-standing subcontractor & advisory committee member with the Season of Sharing program & has access to funding that can assist qualifying low-income residents with one-time mortgage or rent payments, security deposits, access modifications or other costs associated with retaining housing or moving into a new home.

CRIL's Housing & IL Services will be administered through the following comprehensive service methods:

1. Monthly Housing Workshops - topics covered include individual housing needs, eligibility for Section 8 and other subsidized programs, credit checks & repair, housing research, applications, interviews, tenant rights and responsibilities and more.
2. Training, Distribution and wi-fi access for consumers
3. Monthly Travel Training Workshops
4. Individualized & Group Travel Training Excursions
5. Monthly Peer Support Groups to address various IL topics.
6. Individual Independent Living Plan development & coordination - CRIL's IL Coordinator meets individually with each consumer to help them develop a plan that includes specific steps & timelines for meeting their goals.
7. CRIL staff refers or coordinates meetings with other outside service providers to assist with plan implementation.
8. CRIL staff checks in with each consumer every 30 - 60 days to see how they're doing with meeting their goal

15. Describe how you will measure the effectiveness of this program/project and what results do you expect to have achieved at the end of this grant?

CRIL's Housing & IL Services Coordinator will provide 30 Pleasanton residents with improved access to housing, peer counseling, employment & benefits counseling, travel & mobility training, I & R, LTSS counseling, assistive technology info and AT device loans & advocacy. Housing counseling will include local resource info, application assistance, budgeting & credit counseling, landlord mediation and/or applications to Season of Sharing and Dept. of Rehabilitation's housing transition fund. CRIL will also provide indirect information & referral, technical & assistive technology support, ADA & disability law education and community advocacy to 40 additional Pleasanton residents & businesses to assist them with increasing their knowledge & independence.

CRIL utilizes a national online database management system called CILSuite, to track data & services for independent living centers such as CRIL. CILSuite allows CRIL staff & to track & monitor the status of each consumer's status with completing steps to achieve their personalized goals.

Consumers are also asked to complete an annual Satisfaction Survey which allows us to evaluate the type & quality of services provided. Consumers provide management & the board of directors with feedback on the impact that our services & supports have had on their level of independence. CRIL's 2018 survey returns had over a 90% positive satisfaction rating.

16. List the organizations your agency collaborates with AND briefly describe their roles.

Livermore Housing Authority, Abode Services, ECHO Housing, Season of Sharing, Senior Services Coalition, Social Security, Alameda County Food Bank, Eden Housing, Pleasanton Senior Center, Regional Center, Tri-Valley Haven .

17. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #24.

Yes

No

CAPITAL PROJECTS

18. For Capital Improvement projects, provide a detailed narrative (e.g. rehabilitation or new construction) and a detailed scope of work for the project.

N/A

19. If you agency is requesting Capital Improvement project funding, please describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

N/A

20. Will relocation be required if the building is occupied?

If yes, describe and upload your agency's relocation plan. If this is not applicable, enter "N/A".

N/A

21. Identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

22. Has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

N/A

23. If your agency is requesting Capital Improvement project funding, will this project require implementation of Davis-Bacon/Fair Labor Standards Act requirements?

N/A

POLICY CONSISTENCY

24. Identify AT LEAST ONE Critical Human Services Need from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Workforce Development/Unemployment
- Healthcare and Behavior Health
- Disability Services and Access
- Food and Nutrition
- Youth Services
- Senior Services
- Homeless in the Tri-Valley
- Services Provider Critical Initiatives

25. Identify AT LEAST ONE critical systemic challenge from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Lack of consumer information about services/need for education.
- Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies.
- Time and cost associated with obtaining services including transportation and connectivity of citizens to services.

26. Describe how the program/project will address the critical systemic challenge selection in question #25 above.

With TheCIL & Alameda County Area Agency on Aging, CRIL is an emerging Aging & Disability Resource Center (ADRC) in Alameda County. The goal of an ADRC is to provide seamless access to LTSS & managed healthcare counseling & assistance through a "no wrong door" approach. CRIL is a member of the Council for Age-Friendly Communities which brings together Alameda County agencies to coordinate services.

CRIL offers its services in a person-centered, whole person approach. CRIL supports the person's total growth through its services. CRIL's services are directed toward low-income Pleasanton residents with disabilities & seniors who are typically underserved & vulnerable. Since the majority of CRIL's staff are also people with disabilities who live in Alameda County, we are in a uniquely credible & powerful position to provide peer counseling, personal support, an array of local resources and peer role modeling with this population. Having a full service branch office at the Livermore MultiService Center (LMSC) also allows CRIL staff & management to develop and maintain strong partnerships & collaborations with other Tri-Valley area social service agencies. For example, we have presented workshops on self-advocacy, housing search, personal assistance services, assistive technology and disaster preparedness at the Pleasanton Senior Center and to residents who live at local senior or disability apartment complexes.

CRIL's transition services assist people with disabilities to transition from hospital or skilled nursing facilities to community based living and to assist youth with disabilities to transition from school to work.

CRIL's Independent Living Services will also help many vulnerable Pleasanton residents retain or find suitable, affordable and accessible housing and maintain personal independence through peer-based independent living support services and advocacy. In response to the SIP, CRIL is working to develop ways to bridge access online services.

27. Describe how the program/project is accessible to clients via public transportation, and if applicable, any measures used to specifically reduced transportation barriers for clients.

CRIL has 3 offices strategically located throughout southern and eastern Alameda County to provide optimum access to everyone who can benefit from CRIL's services. All three offices (Hayward, Livermore, and Fremont) are on, or close to, bus routes and other forms of public transit. Facilities are also completely accessible to people with mobility and sensory disabilities and include automatic doors, accessible parking and restrooms, TTY phones, and materials in other languages and alternate formats. All three offices are open Monday through Friday, 9 AM to 5 PM. Services are also provided via phone, in the community, or at the person's home for those who cannot readily travel to one of the offices.

CRIL provides services in English, Spanish, Farsi and Dari. All CRIL informational materials are available in large print, Braille, on CD and in Spanish and Chinese.

CRIL participates in or co-sponsors over 50 outreach events annually with several located in the Tri-Valley cities and in Pleasanton specifically. Many of these outreaches are targeted toward seniors, families, people with disabilities or with health concerns and Spanish-speaking groups. We also advertise in print and online telephone directories, through Eden I & R/2-1-1, local newspapers, Alameda County Senior Directory, Livermore Hindu Center, local senior centers and city halls, and CRIL's own website and bimonthly e-newsletters. Our website is fully W3C accessibility-compliant (www.crilhayward.org), has a large print access feature, and has a Google translate button for immediate, basic translation into other languages.

28. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "guiding principle" that relates to your program/project.

- ✓ Be culturally accessible, appropriate, and inclusive.
- ✓ Encourage community engagement and involvement.
- ✓ Promote energy and resource efficiency.
- ✓ Encourage networking and information sharing across service providers.
- ✓ Encourage process streaming.
- ✓ Consolidate service delivery.

29. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "Strategic Goals" that relates to your program/project.

- ✓ Promote the construction and preservation of affordable rental housing for extremely low (30% AMI), very low (50% AMI), and low income (80% AMI) households.
- ⊖ Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair.
- ✓ Promote the preservation of rental housing through minor home repair.
- ⊖ Provide direct financial assistance to income eligible (80% AMI) first time homebuyers.
- ✓ Reduce housing discrimination through provision of fair housing and landlord/tenant services.
- ✓ Funding and supporting homeless services programs to end homelessness.
- ✓ Increase the availability of service enriched housing for persons with special needs.
- ✓ Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities.
- ⊖ Fund economic development, micro-enterprise, and on-the-job training.
- ✓ Support public service programs for low income (80% AMI) residents.

30. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) "Priority Needs" that relates to your program/project.

- ✓ Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.
- ✓ Prevent homelessness and/or assist those experiencing homelessness.
- ✓ Promote that production of service-enriched housing.
- ⊖ Promote and support capital improvements, economic developments, and public services programs.

31. Explain how your program/project is responding to and/or preventing the spread of COVID-19 pandemic. How has the pandemic affected your program/project and the clients you serve?

CRIL moved to a virtual office as of March 17, 2020. Since then, CRIL has conducted its services via the phone, email and zoom. CRIL's Advocacy and Support Groups meet via Zoom. CRIL has developed its Digital Divide Program which: 1) provides basic pc/laptop training, 2) provides chrome books to those who cannot afford one and 3) access to affordable wifi or if needed wifi connection at no cost. Since 60% of CRIL's consumers do not access to online services, CRIL has revived its Quarterly Newsletter and has increased telephoning consumers - especially those who live and/or seniors.

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending	Planned Request	TOTAL
City of Pleasanton		USD\$ 15,000.00		USD\$ 15,000.00
City of Livermore		USD\$ 15,000.00		USD\$ 15,000.00
City of Dublin		USD\$ 15,000.00		USD\$ 15,000.00

Department of Rehabilitation - General Fund	USD\$ 14,500.00			USD\$ 14,500.00
Metropolitan Transportation Commission		USD\$ 61,068.00		USD\$ 61,068.00
Total	USD\$ 14,500.00	USD\$ 106,068.00	USD\$ 0.00	USD\$ 120,568.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSG)	Amount Requested (Pls HHSG ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 65,437.00	USD\$ 8,242.00
Personnel: Benefits* (see instructions below)	USD\$ 38,539.00	USD\$ 5,514.00
Operating: Supplies	USD\$ 950.00	USD\$ 101.00
Operating: Printing/Copying	USD\$ 425.00	USD\$ 42.00
Operating: Postage	USD\$ 275.00	USD\$ 28.00
Operating: Telephone	USD\$ 2,760.00	USD\$ 175.00
Operating: Rent & Utilities	USD\$ 225.00	USD\$ 23.00
Operating: Accounting/Audit	USD\$ 750.00	USD\$ 250.00
Operating: Other (define below)		
Contracted Services	USD\$ 3,250.00	USD\$ 325.00
Dues, Books/Publications; Insurance; Travel; Staff Development	USD\$ 7,957.00	USD\$ 300.00
Total	USD\$ 120,568.00	USD\$ 15,000.00

Documents [top](#)

Documents Requested *

Required? **Attached Documents ***

Current Annual Budget for the Entire Agency	✓	2020-2021 Budget
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Board of Directors
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget (your own format is acceptable)	✓	Blank
(CAPITAL) Supplemental = photos, designs, site drawings, specifications, etc.)		Blank
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	MG - CV
Personnel policies including affirmative action plan and grievance procedure	✓	Employee Handbook
Agency audit requirements and copy of last audit	✓	Audit
Type of insurance carried, bonding, workers' compensation	✓	Insurance
Articles of Incorporation/Bylaws	✓	Articles Bylaws
Conflict of Interest Statement (if not included in Bylaws)	✓	conflict
State and Federal nonprofit determination letters (if applicable)	✓	determination

Organization chart	✓	organization
Board of Directors' authorization to request HHS funding	✓	Board Resolution
Board of Directors' designation of authorized official	✓	Board Resolution
City of Pleasanton Business License	✓	Business License
		Blank
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases.		Blank
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		Blank
(CAPITAL) Evidence of Site Control		Blank
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		Blank
(CAPITAL) Optional as Requested by City) Environmental Reports / Community Support Letters		Blank

* ZoomGrants™ is not responsible for the content of uploaded documents.

Application ID: 332515

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City of Pleasanton
 Housing Division
FY 2021/22 Housing and Human Services Grant Program
 Deadline: 1/18/2021

Eden Council for Hope and Opportunity Housing Counseling Services

Jump to: [Application Questions](#) [Budget](#) [Documents](#)

USD\$ 40,000.00 Requested

Submitted: 1/15/2021 1:29:46 PM (Pacific)

Project Contact

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Additional Contacts

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Eden Council for Hope and Opportunity

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 EIN 94-6124081
 DUNS 083795120
 (N)CAGE 4AJV8
 SAM
 Expires 3/14/2020

Application Questions [top](#)

ORGANIZATION INFORMATION

1. Please describe your organization category (select one of the following):

- Non-Profit
- For-Profit
- Public Agency
- Other:

2. Please describe your agency's mission (no more than 3 sentences).

ECHO's ultimate goal is to promote equal access in housing and provide support services which would aid in the prevention of homelessness and promote permanent housing conditions.

3. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in each category below.

(For current income limits by affordability category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp)

60	Extremely Low Income (<30% AMI)
139	Very Low Income (30%-50% AMI)
20	Low Income (50%-80% AMI)
6	Moderate Income (80%-120% AMI)
	Above Moderate Income (>120% AMI)
225.00	TOTAL

4. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in

the race/ethnicity categories below.

Total must match Question 3. HUD considers "Hispanic/Latino" an ethnicity and not a separate race.

87	White
50	White + HISPANIC/LATINO
38	Black/African American
	Black/African American + HISPANIC/LATINO
33	Asian
	Asian + HISPANIC/LATINO
2	American Indian/Alaskan Native
	American Indian/Alaskan Native + HISPANIC/LATINO
	Native Hawaiian/Other Pacific Islander
	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
	American Indian/ Alaskan Native and White
	American Indian/ Alaskan Native and White + HISPANIC/LATINO
1	Asian and White
	Asian and White + HISPANIC/LATINO
1	Black/African American and White
	Black/African American and White + HISPANIC/LATINO
	American Indian/Alaskan Native and Black/African American
	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
12	Other Multi Racial
1	Other Multi Racial + HISPANIC/LATINO
225.00	TOTAL

5. In the PRIOR fiscal year (2019/2020), list the total number of Pleasanton clients served in each category below.

Multiple categories may apply to some clients while none will apply to other clients, so the total of this table DOES NOT need to match Questions 3 and 4.

20	Seniors (62 and older)
10	People with Disabilities
82	Female-Headed Households
0	Youth
0	Homeless
112.00	TOTAL

PROGRAM APPLICATION

6. If you are submitting more than one application for Pleasanton HHS funding, enter the numerical ranking of the priority of this proposal and the total number of proposals your agency is submitting for the coming fiscal year.

(Example: '1 of 1' means you are submitting only one proposal; '1 of 3' would mean you are submitting 3 proposals and this one is the highest priority of the three.)

1 of 1

7. Is this proposal a request for Capital Improvement or Public Service funding?

- Capital Improvement
- Public Service

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to HUD)?

If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".

Income levels are self-reported by Pleasanton clients. They are asked for the amount and source of household income from all sources, the number in the household, and these income amounts are compared to HUD AMI income limits.

9. Please choose a common indicator that your agency will use to track clients:

Select *ONLY one*.

- # of Persons
- # of Households

10. Please provide the number of NEW PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2021-2022).

839	# of Persons
305	# of Households
1,144.00	TOTAL

11. Please list the total number of NEW PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2021/2022. (For current income limits by affordable category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp.)

(The total number of persons indicated in question #10 above must match the total number listed in the income categories below.)

81	Extremely Low Income (<30% AMI)
188	Very Low Income (<30-50% AMI)
27	Low Income (50%-80% AMI)
8	Moderate Income (80%-120% AMI)
1	Above Moderate (>120% AMI)
305.00	TOTAL

12. Provide a brief summary of the program/project, including the population served, for which your agency is seeking funding. If you do not receiving funding, what would be the impact?

We assist low-income renters to secure/maintain affordable housing by providing fair housing and tenant/landlord services, rental assistance, homeseeking, shared housing, and a fair housing audit. If we do not receive funding, we cannot serve the City.

13. Describe the challenges, needs, or service gaps in Pleasanton that your program/project addresses.

The Department of Housing and Urban Development, per Section 808 of the Federal Fair Housing Act, requires CDBG entitlement jurisdictions to "affirmatively further fair housing." ECHO fulfills the requirement of affirmatively furthering fair housing by responding directly to impediments to fair housing choice resulting in meaningful progress in overcoming discrimination and promoting of fair housing choice.

According to the U.S. Census 2010, Asian and Hispanic/Latino populations are, respectively, the second and third largest ethnic/racial groups to move into Pleasanton.

The "Tri-Valley Human Service Needs Assessment" states that, of the Asian/Pacific Islander and Hispanic/Latino population, 49% is linguistically isolated, thereby, increasing the potential for discrimination among ethnic and racial minorities, and families with children.

According to 2015 census data, 44% of Pleasanton renters are paying more than 30% of their monthly gross income in rent. According to the National Coalition for the Homeless, "If you are poor, you are essentially an illness, an accident, or a paycheck away from living on the streets." Homelessness continues to be a reality for many low income households, particularly with the pandemic-related joblessness.

These factors create a breeding ground for discrimination, disparate treatment, predatory habitability, and illegal evictions committed by unscrupulous or uninformed housing providers. Exorbitant move-in and increasing rent costs are additional burdens created by an uncertain economy and acquisitive landlords.

ECHO fulfills the need to legally empower tenants to access and maintain safe, affordable housing by providing the tools necessary to make informed decisions via counseling, mediation, enforcement, and financial assistance. Outreach includes flyer outreach, radio interviews, newsletters, our website (www.echofairhousing.org), Facebook page (ECHO.FairHousing), Twitter (@ECHO_Housing), and presentations.

14. Explain which staff will administer this program/project. How will clients access this program/project?

The Executive Director provides administrative oversight, and monitors progress toward achieving program objectives through review of monthly, quarterly, and annual progress reports. She is responsible for developing and directing ECHO's marketing

and outreach plan.

The Housing Programs Coordinator is responsible for program compliance and outreach, and supports the Executive Director and the housing counseling staff. He is also charged with providing training and education to direct services staff. ECHO's counselors are provided with training at least once a year to keep up with current legal issues.

We access renters and housing providers by developing and disseminating appropriate outreach materials for distribution, conducting mass media outreach, making radio or television appearances, and conducting presentations and workshops.

ECHO provides housing information, counseling, investigation, rent assistance, referral, and conciliation in response to client needs. If our clients require outside or complementary services, we provide direct complaint referral to appropriate private and public sector services.

ECHO currently has one counselor providing services to Livermore residents at 141 N. Livermore Avenue, Livermore, CA. We conduct 99% of our client work by telephone. Clients can access us at 925-449-7340 or toll-free at 855-ASK-ECHO Monday through Friday, 9am to 5pm or by email at contact@echofairhousing.org.

All inquiries are triaged to determine order of urgency. Notices to Vacate are given immediate attention, and discrimination complaints receive assessment and investigation within 24 hours. Rental Assistance clients are called within 24 hours to determine eligibility. All other calls are addressed within 48 hours.

15. Describe how you will measure the effectiveness of this program/project and what results do you expect to have achieved at the end of this grant?

FAIR HOUSING COUNSELING & INVESTIGATION: Provide 10 households with education regarding fair housing law, and assign one or more of the following outcomes to each case: counseling, no evidence, successful/unsuccessful conciliation; referral to DFEH, HUD, or attorney/legal services, or withdrawal of complaint. These households will be aware of discrimination to prevent displacement or provide accessibility to housing.

FAIR HOUSING AUDITS: Conduct 10 audits to determine if discrimination exists. Provide education to non-compliant landlords.

TENANT/LANDLORD COUNSELING & DISPUTE RESOLUTION: Provide 140 households with education, counseling, or mediation/conciliation, referral to attorney/legal services or Small Claims Court, referral to other agencies on evictions, deposits, repairs, lease agreements, and other rights and responsibilities to prevent displacements, retaliation, and violation of state statutes; and assert and protect those rights, and foster communication to resolve problems.

RENTAL ASSISTANCE PROGRAM: Provide 5 households with Rental Assistance grants or guarantees to assist in paying security deposits or delinquent rent and empower them to move into or preserve their housing, and prevent homelessness and institutionalization.

SHARED HOUSING COUNSELING AND PLACEMENT: Place 5 households in shared housing arrangements to reduce housing costs, and prevent homelessness and institutionalization.

HOMESEEEKING PROGRAM: Provide 135 households with training on homeseeking strategies and options to look for and find rental property, information on utility and debt management programs, and basic renters' rights to empower them in the homeseeking process.

We expect to achieve the results as outlined above. To educate and empower clients to make the best decisions for themselves and their households, and our ability to make appropriate referrals is our criteria for success.

16. List the organizations your agency collaborates with AND briefly describe their roles.

DFEH, HUD: fair housing conciliation or litigation; Bay Legal, Eviction Defense Center, East Bay Community Law Center, Centro Legal: eviction defense; CRIL: housing search, disability rights, benefits advocacy; Seasons of Sharing: rent or deposit grants.

17. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #24.

- Yes
- No

CAPITAL PROJECTS

18. For Capital Improvement projects, provide a detailed narrative (e.g. rehabilitation or new construction) and a detailed scope of work for the project.

N/A

19. If your agency is requesting Capital Improvement project funding, please describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

N/A

20. Will relocation be required if the building is occupied?

If yes, describe and upload your agency's relocation plan. If this is not applicable, enter "N/A".

N/A

21. Identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

22. Has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

N/A

23. If your agency is requesting Capital Improvement project funding, will this project require implementation of Davis-Bacon/Fair Labor Standards Act requirements?

N/A

POLICY CONSISTENCY

24. Identify AT LEAST ONE Critical Human Services Need from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Workforce Development/Unemployment
- Healthcare and Behavior Health
- Disability Services and Access
- Food and Nutrition
- Youth Services
- Senior Services
- Homeless in the Tri-Valley
- Services Provider Critical Initiatives

25. Identify AT LEAST ONE critical systemic challenge from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Lack of consumer information about services/need for education.
- Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies.
- Time and cost associated with obtaining services including transportation and connectivity of citizens to services.

26. Describe how the program/project will address the critical systemic challenge selection in question #25 above.

ECHO has addressed lack of consumer information about services and need for education through our website (www.echofairhousing.org), our Facebook page (www.facebook.com/ECHO.FairHousing), our Twitter account (@ECHO_Housing), flyer outreach, and radio and television interviews.

We have close professional ties with agencies that are housed in the Multi-Service Center, who routinely refer clients to ECHO for housing counseling services.

Outreach includes:

- o Electronic distribution of remedial materials
- o Radio or television interviews
- o Virtual presentations before Livermore community-based organizations
- o Mass media outreach

ECHO has multilingual staff, as well as multilingual literature. In order to be able to communicate with persons with limited English proficiency, ECHO Housing has contracted with the Language Line, a language service provider capable of interpreting and translating 240 languages. Language 411, a local translation service, translates ECHO's outreach and educational materials into languages other than English.

ECHO staff responds to calls within 24 to 48 hours, and spends as much time as is needed to effectively provide services to its constituency. Our services are free of charge to our clients.

ECHO Housing provides most of its counseling by telephone. In instances where face-to-face meetings with clients are required, our office is accessible by public transportation. The Wheels Bus Line 14 stops at the Livermore Transit Center, a 5-minute walk from the 141 N. Livermore Avenue where the Housing Counseling program is housed.

Since the Shelter-in-Place order, we have been conducting counseling and mediations through telephone communication or using virtual platforms.

27. Describe how the program/project is accessible to clients via public transportation, and if applicable, any measures used to specifically reduced transportation barriers for clients.

As stated above, our office is accessible by public transportation. The Wheels Bus Line 14 stops at the Livermore Transit Center, a 5- minute walk from the 141 N. Livermore Avenue where the Housing Counseling program is housed.

However, since the Shelter-in-Place order was put in place, we have been conducting counseling and mediation through telephone communication or using virtual platforms.

28. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "guiding principle" that relates to your program/project.

- ✓ Be culturally accessible, appropriate, and inclusive.
- ✓ Encourage community engagement and involvement.
- ⊖ Promote energy and resource efficiency.
- ✓ Encourage networking and information sharing across service providers.
- ✓ Encourage process streaming.
- ✓ Consolidate service delivery.

29. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "Strategic Goals" that relates to your program/project.

- ✓ Promote the construction and preservation of affordable rental housing for extremely low (30% AMI), very low (50% AMI), and low income (80% AMI) households.
- ⊖ Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair.
- ⊖ Promote the preservation of rental housing through minor home repair.
- ⊖ Provide direct financial assistance to income eligible (80% AMI) first time homebuyers.
- ✓ Reduce housing discrimination through provision of fair housing and landlord/tenant services.
- ⊖ Funding and supporting homeless services programs to end homelessness.
- ⊖ Increase the availability of service enriched housing for persons with special needs.
- ⊖ Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities.
- ⊖ Fund economic development, micro-enterprise, and on-the-job training.
- ✓ Support public service programs for low income (80% AMI) residents.

30. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) "Priority Needs" that relates to your program/project.

- ✓ Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.
- ✓ Prevent homelessness and/or assist those experiencing homelessness.
- ⊖ Promote that production of service-enriched housing.
- ⊖ Promote and support capital improvements, economic developments, and public services programs.

31. Explain how your program/project is responding to and/or preventing the spread of COVID-19 pandemic. How has the pandemic affected your program/project and the clients you serve?

With the initial Shelter-in-Place order issued by the State and the Health Officer of Alameda County, staff immediately exercised safety measures, including masking, social distancing, and intense hygiene practices in the office. As soon as possible, we began remote operations, which included equipping staff with laptops, multi-function printers, and hotspots, as needed, so they can work from their homes.

Because we cannot meet face-to-face with clients, we commenced the transfer of documents via scanning and fax. Clients who do not have electronic means of document-delivery, are instructed to deliver documents to the front desk where the receptionist is masked, practices social distancing, and wipes down all surfaces prior to, and after, the client enters the reception area.

ECHO is conducting trainings, presentations, and workshops via a virtual platform. This is to ensure the safety of all attendees

from face-to-face contact with us and others. These virtual events provide information on the Federal and State Fair Housing laws, the County Eviction Moratorium, the Tenant Protections Act of 2019, and the Tenants Relief Act of 2020.

The pandemic has hobbled our outreach in that our flyers are no longer accessible at community-based organizations that are locked-down. We have moved to electronic delivery, but that has its limits because the locked-down service providers have no way of distributing our flyers to their clients. We are assessing different forms of outreach and media to create the same, or better, results for accessing clients.

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending	Planned Request	TOTAL
Alameda CDBG, Berkeley CDBG	USD\$ 55,000.00			USD\$ 55,000.00
Alameda Co. CDBG			USD\$ 85,000.00	USD\$ 85,000.00
Antioch CDBG, Concord CDBG, Contra Costa Co. CDBG, Walnut Creek CDBG	USD\$ 272,660.00			USD\$ 272,660.00
Hayward CDBG			USD\$ 50,000.00	USD\$ 50,000.00
Livermore In-Lieu		USD\$ 21,000.00		USD\$ 21,000.00
Monterey CDBG		USD\$ 10,000.00		USD\$ 10,000.00
Monterey Co. CDBG, Salinas CDBG, Seaside CDBG			USD\$ 115,621.00	USD\$ 115,621.00
Oakland CDBG, San Leandro CDBG, Union City CDBG			USD\$ 106,250.00	USD\$ 106,250.00
Pleasanton LIHC		USD\$ 40,000.00		USD\$ 40,000.00
San Leandro GF			USD\$ 15,000.00	USD\$ 15,000.00
Total	USD\$ 327,660.00	USD\$ 71,000.00	USD\$ 371,871.00	USD\$ 770,531.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSG)	Amount Requested (Pls HHSG ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Personnel: Salaries* (see instructions below)	USD\$ 403,486.00	USD\$ 24,023.00
Personnel: Benefits* (see instructions below)	USD\$ 97,570.00	USD\$ 5,881.00
Operating: Supplies	USD\$ 1,962.00	USD\$ 116.00
Operating: Advertising	USD\$ 7,219.00	USD\$ 326.00
Operating: Postage	USD\$ 2,974.00	USD\$ 175.00
Operating: Telephone/Communications	USD\$ 21,136.00	USD\$ 2,244.00
Operating: Rent & Utilities	USD\$ 63,770.00	USD\$ 4,205.00
Operating: Training/Education	USD\$ 2,428.00	USD\$ 143.00
Operating: Memberships/Publications	USD\$ 640.00	USD\$ 38.00
Mileage	USD\$ 2,254.00	USD\$ 100.00
Fair Housing Audits	USD\$ 20,700.00	USD\$ 600.00
Tester Compensation	USD\$ 17,599.00	USD\$ 600.00
Legal Services Subcontract	USD\$ 75,000.00	USD\$ 0.00
Legal Clinics Subcontract	USD\$ 27,449.00	USD\$ 0.00
Indirect Costs	USD\$ 26,344.00	USD\$ 1,549.00

Total

**USD\$
770,531.00**

USD\$ 40,000.00

Budget Narrative

ECHO has been under contract with the City of Pleasanton for many years. Based on historical financial data, ECHO has created an organizational budget which allocates a percentage based on the tasks performed for each jurisdiction thereby keeping costs proportionate among the contracts in each project.

ECHO has kept costs low except for cost of inflation. We have achieved this by sharing administrative costs over many contracts. Additionally this provides Pleasanton with the benefit of having other jurisdictions pay for approximately 94% of administrative salaries and benefits for this program.

*Staff Costs as a Percentage of Requested Amount:

Executive Director: Percentage 10% - Monthly \$339.50 - Yearly \$4074.00

Executive Assistant: Percentage 5% - Monthly \$154.92 - Yearly \$1858.00

Sr. Bookkeeper: Percentage 7% - Monthly \$243.17 - Yearly \$2918.00

Office Manager: Percentage 6% - Monthly \$216.17 - Yearly \$2594.00

Housing Programs Coordinator: Percentage 5% - Monthly \$154.92 - Yearly \$1858.00

Housing Counselor: Percentage 42% - Monthly \$1383.50 - Yearly \$16602.00

Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for the Entire Agency	✓	Agency Budget 2020-2021
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Board Roster
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget (your own format is acceptable)	✓	N/A
(CAPITAL) Supplemental = photos, designs, site drawings, specifications, etc.)		
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	Executive Director Resume Senior Bookkeeper Resume Housing Programs Coordinator Resume Housing Counselor Resume
Personnel policies including affirmative action plan and grievance procedure	✓	Employee Handbook Affirmative Action Policy Grievance Procedure
Agency audit requirements and copy of last audit	✓	Audit Policy Fiscal Audit 19-20
Type of insurance carried, bonding, workers' compensation	✓	Liability Insurance Workers' Compensation
Articles of Incorporation/Bylaws	✓	Articles of Incorporation ByLaws
Conflict of Interest Statement (if not included in Bylaws)	✓	Conflict of Interest Policies
State and Federal nonprofit determination letters (if applicable)	✓	State Nonprofit Determination Letter Federal Nonprofit Determination Letter
Organization chart	✓	Organization Chart
Board of Directors' authorization to request HHSG funding	✓	Authorization to Request Funds

Board of Directors' designation of authorized official	✓	Designation of Authorized Official
City of Pleasanton Business License	✓	Business License 2020 Business License Renewal
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases.		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Evidence of Site Control		
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		
(CAPITAL) Optional as Requested by City) Environmental Reports / Community Support Letters		

* ZoomGrants™ is not responsible for the content of uploaded documents.

Application ID: 330651

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City of Pleasanton

Housing Division

FY 2021/22 Housing and Human Services Grant Program

Deadline: 1/18/2021

Habitat for Humanity East Bay/Silicon Valley, Inc. Housing Rehabilitation Program

Jump to: [Application Questions](#) [Budget](#) [Documents](#)

USD\$ 128,000.00 Requested

Submitted: 1/15/2021 5:31:38 PM (Pacific)

Project Contact

Dona Gomez

DGomez@habitatebsv.org

Tel: 510-906-2215

Additional Contacts

none entered

Habitat for Humanity East Bay/Silicon Valley, Inc.

2619 Broadway
Oakland, CA 94612

President & CEO

Janice Jensen

JJensen@habitatebsv.org

Telephone	(510) 803-3313
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Web	www.HabitatEBSV.org
EIN	94-3053687
DUNS	795194737
(N)CAGE	71BZ2
SAM Expires	9/15/2020

[Application Questions](#) [top](#)

ORGANIZATION INFORMATION

1. Please describe your organization category (select one of the following):

- Non-Profit
- For-Profit
- Public Agency
- Other:

2. Please describe your agency's mission (no more than 3 sentences).

Habitat for Humanity East Bay/Silicon Valley Inc. ("Habitat") revitalizes neighborhoods, builds affordable and sustainable housing solutions, and empowers families through successful homeownership. Our agency mission is to bring people together to build homes, communities, and hope. In response to a growing need and increasingly unaffordable real estate market, Habitat has expanded our Home Preservation program for eligible low-income participants (under 80% AMI, according to HUD's income limits) to improve existing home health and safety, and to strengthen low- and moderate-income neighborhoods.

3. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in each category below.

(For current income limits by affordability category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp)

<input type="text"/>	Extremely Low Income (<30% AMI)
<input type="text"/>	Very Low Income (30%-50% AMI)
<input type="text" value="2"/>	Low Income (50%-80% AMI)
<input type="text"/>	Moderate Income (80%-120% AMI)

Above Moderate Income (>120% AMI)

TOTAL

4. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in the race/ethnicity categories below.

Total must match Question 3. HUD considers "Hispanic/Latino" an ethnicity and not a separate race.

White

White + HISPANIC/LATINO

Black/African American

Black/African American + HISPANIC/LATINO

Asian

Asian + HISPANIC/LATINO

American Indian/Alaskan Native

American Indian/Alaskan Native + HISPANIC/LATINO

Native Hawaiian/Other Pacific Islander

Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO

American Indian/ Alaskan Native and White

American Indian/ Alaskan Native and White + HISPANIC/LATINO

Asian and White

Asian and White + HISPANIC/LATINO

Black/African American and White

Black/African American and White + HISPANIC/LATINO

American Indian/Alaskan Native and Black/African American

American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO

Other Multi Racial

Other Multi Racial + HISPANIC/LATINO

TOTAL

5. In the PRIOR fiscal year (2019/2020), list the total number of Pleasanton clients served in each category below.

Multiple categories may apply to some clients while none will apply to other clients, so the total of this table DOES NOT need to match Questions 3 and 4.

Seniors (62 and older)

People with Disabilities

Female-Headed Households

Youth

Homeless

TOTAL

PROGRAM APPLICATION

6. If you are submitting more than one application for Pleasanton HHSG funding, enter the numerical ranking of the priority of this proposal and the total number of proposals your agency is submitting for the coming fiscal year.

(Example: '1 of 1' means you are submitting only one proposal; '1 of 3' would mean you are submitting 3 proposals and this one is the highest priority of the three.)

1

7. Is this proposal a request for Capital Improvement or Public Service funding?

Capital Improvement

Public Service

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to HUD)?

If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".

Yes, though income qualification.

9. Please choose a common indicator that your agency will use to track clients:

Select *ONLY* one.

of Persons

of Households

10. Please provide the number of NEW PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2021-2022).

of Persons

of Households

TOTAL

11. Please list the total number of NEW PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2021/2022. (For current income limits by affordable category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp.)

(The total number of persons indicated in question #10 above must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

TOTAL

12. Provide a brief summary of the program/project, including the population served, for which your agency is seeking funding. If you do not receiving funding, what would be the impact?

Through the Pleasanton Housing Rehabilitation Program ("Program"), Habitat partners with homeowners and provides critical home repairs. If we do not receive City funding, we will only be able to serve Pleasanton residents with loans from the County.

13. Describe the challenges, needs, or service gaps in Pleasanton that your program/project addresses.

Only 26% of families in Alameda County can afford to buy a median priced home (California Realtors Association Affordability Index). The booming housing market forces families into overcrowded, unsafe conditions and long commutes to work. Meanwhile, existing homeowners with limited incomes struggle to finance necessary home maintenance repairs. In addition to single-family homes, manufactured homes are a major part of the affordable home ownership options in the Bay Area. Homeowners in mobile home parks, many of whom are on fixed incomes, are particularly vulnerable to displacement when they cannot afford to make repairs due to building code violations. The average household income for mobile homeowners in the US is \$28,000 (2017 report by Curbed). We also help homeowners in similar situations - owning a home but unable to afford to repair their homes to make them safe and healthy.

14. Explain which staff will administer this program/project. How will clients access this program/project?

Staff administering the Program:

Jean Bridges, COO/CFO, is responsible for the financial integrity and operation of Habitat and oversees all financial aspects of the organization.

Jen Gray, Director of Home Preservation, leads daily management of the repair program and staff including program strategy, budgeting, scheduling and compliance.

Jon McPherson, Sr. Construction Manager, is responsible for home inspections, development of scope of work & budget, project scheduling, and construction monitoring.

Michael Molinari, Business Manager, provides services to homeowners, incl. needs assessment & counseling & manages all environmental review, project approvals, and contracts.

Dona Gomez, Operations Manager, provides post-award grant management, including, contract compliance, budget monitoring and adherence to grant outcomes and deliverables, and reporting.

Sheridan Matias, Program Associate, is responsible for supporting the activities of the team, including client intake and communication, creating and maintaining paper and electronic files.

Nick Stene, Loan Administrator, Client Services, will examine, evaluate, and authorize approval or denial of client applications

for loans and grants; draft grant & loan documents; and facilitate execution of documents with clients.

Laura Salcido, Resource Development Manager, holds primary responsibility for raising awareness of Habitat's Home Preservation programs within the communities we serve. Duties include developing partnerships with referring agencies and organizations, giving presentations about opportunities to potential applicants, coordinating the program's online presence. Russell Hanson, Sr. Accounting Specialist, Finance, is primarily responsible for accounts payable, accounts receivable and grant program reimbursements.

Clients learn about the program through our online presence, print media, flyer distribution, word of mouth from other homeowners and referrals from local agencies & organizations.

15. Describe how you will measure the effectiveness of this program/project and what results do you expect to have achieved at the end of this grant?

Home repairs will be completed on time, on budget, and with quality construction measured by an adherence to the project timeline, budget, and building codes, as evaluated by relevant building inspections.

Homes will be safer, healthier, and more comfortable, and the owners will enjoy a better quality of life, as measured and evaluated through surveys and follow-up interviews. The homeowners will be satisfied with the repairs, which they will indicate by signing Notice of Completion upon project completion.

Neighborhoods will be stabilized because existing housing stock will have been preserved and improved through the repair process, and because at-risk homeowners will be able to remain in their homes due to the increased safety and livability of the houses. Home abandonment, blight, and possible homelessness will be prevented, as measured by 100% of the owners we serve remaining in their homes one year following their repairs.

16. List the organizations your agency collaborates with AND briefly describe their roles.

Senior Injury Prevention Partnership & the Area Agency on Aging Senior Support Program, Veteran's Affairs, faith-based communities & the City are strong referral relationships. Spectrum Community Services has been a strong promotional partner.

17. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #24.

Yes

No

CAPITAL PROJECTS

18. For Capital Improvement projects, provide a detailed narrative (e.g. rehabilitation or new construction) and a detailed scope of work for the project.

N/A

19. If your agency is requesting Capital Improvement project funding, please describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

N/A

20. Will relocation be required if the building is occupied?

If yes, describe and upload your agency's relocation plan. If this is not applicable, enter "N/A".

N/A

21. Identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

22. Has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

N/A

23. If your agency is requesting Capital Improvement project funding, will this project require implementation of Davis-Bacon/Fair Labor Standards Act requirements?

N/A

POLICY CONSISTENCY

24. Identify AT LEAST ONE Critical Human Services Need from the "City of Pleasanton Human Services Strategic

Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Workforce Development/Unemployment
- Healthcare and Behavior Health
- Disability Services and Access
- Food and Nutrition
- Youth Services
- Senior Services
- Homeless in the Tri-Valley
- Services Provider Critical Initiatives

25. Identify AT LEAST ONE critical systemic challenge from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Lack of consumer information about services/need for education.
- Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies.
- Time and cost associated with obtaining services including transportation and connectivity of citizens to services.

26. Describe how the program/project will address the critical systemic challenge selection in question #25 above.

Staff generate and maintain a Resource Guide outlining services available from other agencies and organizations within our service area, and work with case managers serving individuals and families whose homes need repair and referrals are traded back and forth. Through these partnerships we serve the highest need clients.

In addition, Habitat leverages key personnel funded through other overlapping programs such as Renew AC to support staff

Habitat's Home Preservation Outreach Team strives to reach elderly and disabled low-income homeowners who are underserved in part due to their limited mobility. Giving presentations at Senior Centers, tabling at grocery stores, including inserts in public utility bills, and posting flyers at libraries are examples of methods employed to reach this population. Due to the recent increase in residents who are home bound due to the pandemic, focus has primarily been on utility bill mailers and advertising in local publications.

27. Describe how the program/project is accessible to clients via public transportation, and if applicable, any measures used to specifically reduced transportation barriers for clients.

Clients will not have to travel to access our program. We will have interaction with clients through phone calls, mail and in-home visits.

28. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "guiding principle" that relates to your program/project.

- Be culturally accessible, appropriate, and inclusive.
- Encourage community engagement and involvement.
- Promote energy and resource efficiency.
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- Consolidate service delivery.

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- Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair.
- Promote the preservation of rental housing through minor home repair.
- Provide direct financial assistance to income eligible (80% AMI) first time homebuyers.
- Reduce housing discrimination through provision of fair housing and landlord/tenant services.
- Funding and supporting homeless services programs to end homelessness.
- Increase the availability of service enriched housing for persons with special needs.
- Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities.
- Fund economic development, micro-enterprise, and on-the-job training.
- Support public service programs for low income (80% AMI) residents.

30. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) "Priority Needs" that relates to your program/project.

- ✓ Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.
- ⊖ Prevent homelessness and/or assist those experiencing homelessness.
- ⊖ Promote that production of service-enriched housing.
- ⊖ Promote and support capital improvements, economic developments, and public services programs.

31. Explain how your program/project is responding to and/or preventing the spread of COVID-19 pandemic. How has the pandemic affected your program/project and the clients you serve?

During FY20 Q3 when the Shelter-in-Place order was issued due to Covid-19, we ceased all work on occupied homes and immediately began researching and drafting safety protocols. We were able to resume exterior work and interior work on essential repairs only, with strict adherence to safety protocols in place. Unfortunately, we do not have any approved clients the pipeline to serve, so we were not able to resume any work in Pleasanton.

Covid-19 has had a lasting impact on the program as we are having a difficulty scheduling contractors and there is ongoing delay with materials being available. We are doing more contractor outreach to expand our pool of contractors and subcontractors and we created a new Habitat bid site as Blue Book was not proving to be useful in bringing in additional contractors.

Additionally, we are seeing an increase in materials costs which we anticipate will lead to higher grant amounts or not being able to provide as many repairs as needed for clients moving forward. Unfortunately, this is a market condition that we will not be able to resolve.

The intent of this protocol is to institute procedures for Home Preservation (HP) field staff who are supporting ongoing essential services during the COVID-19 (C19) emergency to minimize their risk and risk to our applicants and clients. This protocol provides specifics that expand on the national guidance provided by the Center for Disease Control at www.cdc.gov and the Occupational Safety and Health act at www.osha.gov.

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending	Planned Request	TOTAL
City of Pleasanton		USD\$ 0.00	USD\$ 128,000.00	USD\$ 128,000.00
Total	USD\$ 0.00	USD\$ 0.00	USD\$ 128,000.00	USD\$ 128,000.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSG)	Amount Requested (Pls HHSG ONLY)
Capital: Construction/Rehab	USD\$ 93,000.00	USD\$ 93,000.00
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 33,103.00	USD\$ 33,103.00
Personnel: Benefits* (see instructions below)		
Operating: Supplies		
Operating: Printing/Copying		
Operating: Postage		
Operating: Telephone		
Operating: Rent & Utilities		
Operating: Accounting/Audit		
Operating: Other (define below)		

Contingency/Non-Project Specific Admin Costs	USD\$ 1,897.00	USD\$ 1,897.00
Total	USD\$ 128,000.00	USD\$ 128,000.00

Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for the Entire Agency	✓	Current Annual Agency Budget
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Board of Directors
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget (your own format is acceptable)	✓	Not applicable
(CAPITAL) Supplemental = photos, designs, site drawings, specifications, etc.)		
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	President & CEO Resume Program Director Resume COO & CFO Resume
Personnel policies including affirmative action plan and grievance procedure	✓	Personnel Policies
Agency audit requirements and copy of last audit	✓	Audited Financial Statements Financial Policies
Type of insurance carried, bonding, workers' compensation	✓	Insurance 1/3 Insurance 2/3 Insurance 3/3
Articles of Incorporation/Bylaws	✓	Articles of Incorporation Bylaws
Conflict of Interest Statement (if not included in Bylaws)	✓	Conflict of Interest Statement
State and Federal nonprofit determination letters (if applicable)	✓	Federal Nonprofit Determination Letter State Nonprofit Determination
Organization chart	✓	Org Chart
Board of Directors' authorization to request HHSG funding	✓	To follow
Board of Directors' designation of authorized official	✓	To follow
City of Pleasanton Business License	✓	Business License
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases.		Proposed Program Budget
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Evidence of Site Control		
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		
(CAPITAL Optional as Requested by City) Environmental Reports / Community Support Letters		

* ZoomGrants™ is not responsible for the content of uploaded documents.

Application ID: 331476

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City of Pleasanton
Housing Division
FY 2021/22 Housing and Human Services Grant Program
Deadline: 1/18/2021

Tri-Valley REACH, Inc.
Pleasanton Rehabilitation & Home Improvements

Jump to: [Application Questions](#) [Budget](#) [Documents](#)

USD\$ 35,000.00 Requested

Submitted: 1/7/2021 2:52:56 PM (Pacific)

Project Contact

kay king
skkbking@comcast.net
Tel: 925-980-6739

Additional Contacts

none entered

Tri-Valley REACH, Inc.

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Chair

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Web <http://www.trivalleyreach.org>

EIN 943158507

DUNS 964380997

(N)CAGE 81HG5

SAM

Expires 8/18/2020

Application Questions [top](#)

ORGANIZATION INFORMATION

1. Please describe your organization category (select one of the following):

- Non-Profit
- For-Profit
- Public Agency
- Other:

2. Please describe your agency's mission (no more than 3 sentences).

Tri-Valley REACH, Inc., (herein referred to as REACH) is dedicated to enhancing the quality of life for persons with developmental disabilities in the Tri-Valley. REACH creates inclusive communities for individuals with developmental disabilities or other special needs through quality affordable housing in Alameda County. REACH fulfills this mission by providing housing outreach and support services; developing affordable housing, partnering with other nonprofit and for profit companies to secure set-asides within larger rental communities; and owning and operating special needs affordable housing.

3. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in each category below.

(For current income limits by affordability category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp)

<input type="text" value="16"/>	Extremely Low Income (<30% AMI)
<input type="text"/>	Very Low Income (30%-50% AMI)
<input type="text"/>	Low Income (50%-80% AMI)
<input type="text"/>	Moderate Income (80%-120% AMI)
<input type="text"/>	Above Moderate Income (>120% AMI)

16.00 TOTAL

4. Please list the total number of PLEASANTON clients your agency served in the PRIOR fiscal year (2019/2020) in the race/ethnicity categories below.

Total must match Question 3. HUD considers "Hispanic/Latino" an ethnicity and not a separate race.

<input type="text" value="13"/>	White
<input type="text" value="1"/>	White + HISPANIC/LATINO
<input type="text"/>	Black/African American
<input type="text"/>	Black/African American + HISPANIC/LATINO
<input type="text" value="2"/>	Asian
<input type="text"/>	Asian + HISPANIC/LATINO
<input type="text"/>	American Indian/Alaskan Native
<input type="text"/>	American Indian/Alaskan Native + HISPANIC/LATINO
<input type="text"/>	Native Hawaiian/Other Pacific Islander
<input type="text"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
<input type="text"/>	American Indian/ Alaskan Native and White
<input type="text"/>	American Indian/ Alaskan Native and White + HISPANIC/LATINO
<input type="text"/>	Asian and White
<input type="text"/>	Asian and White + HISPANIC/LATINO
<input type="text"/>	Black/African American and White
<input type="text"/>	Black/African American and White + HISPANIC/LATINO
<input type="text"/>	American Indian/Alaskan Native and Black/African American
<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
<input type="text"/>	Other Multi Racial
<input type="text"/>	Other Multi Racial + HISPANIC/LATINO
16.00	TOTAL

5. In the PRIOR fiscal year (2019/2020), list the total number of Pleasanton clients served in each category below.

Multiple categories may apply to some clients while none will apply to other clients, so the total of this table DOES NOT need to match Questions 3 and 4.

<input type="text"/>	Seniors (62 and older)
<input type="text" value="16"/>	People with Disabilities
<input type="text"/>	Female-Headed Households
<input type="text"/>	Youth
<input type="text"/>	Homeless
16.00	TOTAL

PROGRAM APPLICATION

6. If you are submitting more than one application for Pleasanton HHSG funding, enter the numerical ranking of the priority of this proposal and the total number of proposals your agency is submitting for the coming fiscal year.

(Example: '1 of 1' means you are submitting only one proposal; '1 of 3' would mean you are submitting 3 proposals and this one is the highest priority of the three.)

1 Of 1

7. Is this proposal a request for Capital Improvement or Public Service funding?

- Capital Improvement
- Public Service

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to HUD)?

If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".

Yes. REACH serves adults with developmental and physical disabilities who are classified in the low to extremely low income category; or 30 BMI.

9. Please choose a common indicator that your agency will use to track clients:

Select *ONLY* one.

of Persons

of Households

10. Please provide the number of NEW PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2021-2022).

of Persons

of Households

TOTAL

11. Please list the total number of NEW PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2021/2022. (For current income limits by affordable category, please refer to the chart posted at www.cityofpleasantonca.gov/resident/housing/grant/funding.asp.)

(The total number of persons indicated in question #10 above must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

TOTAL

12. Provide a brief summary of the program/project, including the population served, for which your agency is seeking funding. If you do not receiving funding, what would be the impact?

REACH owns/leases and maintains 11 homes serving 36 extremely low-income adults with developmental disabilities in Pleasanton and Livermore. Any funds granted will be used toward projects specifically for the 6 homes

13. Describe the challenges, needs, or service gaps in Pleasanton that your program/project addresses.

Since 1989, REACH has provided affordable housing for adults with developmental and physical disabilities. In a 2019 report, disabled adults reported that one of the most critical gaps in Alameda County is affordable housing that is devoted to people with disabilities. Sadly, that gap remains critical and even more today so with the increasing number of homeless and continued lack of affordable housing at or below 30% BMI.

The City of Pleasanton's Consolidated Plan Housing and Community Development Strategic Plan 2015-2019, identified in SP-25 Priority Needs the population of extremely low, person with mental disabilities, persons with physical disabilities, persons with developmental disabilities as the following priorities: #1 Rental Housing Production, #2 Housing Preservation, #4 Fair Housing and #6 Supportive Housing.

The City of Pleasanton Human Services Needs Assessment Strategic Plan 2014 – 2016 identified affordable housing as a "current need" affecting human services in Pleasanton. Disability services and access is noted as a "Most Critical Human Services Needs" under Strategic Priority.

The City of Pleasanton Human Services Needs Assessment Update Strategic Plan 2018 – 2022 identifies lack of consumer information about services/need for education. Additionally, time and cost associated with obtaining services including transportation and connectivity of citizens to services, both of which REACH address.

The Eastern Alameda County 2011 Human Services Needs Assessment identified there are Decreasing and Stagnating Supply of Services. Critical services they are unable to provide include mental health care, transportation, substance abuse services, homeless and affordable housing services."

In the 2015 Regional Center of The East Bay report, "Housing Need for People with Developmental Disabilities 2015-2023", it projects the estimated number of housing units needed in 2023 for individuals with developmental disabilities within Alameda County to be

14. Explain which staff will administer this program/project. How will clients access this program/project?

REACH and partner, Housing Consortium of the East Bay (HCEB) have an established, documented, effective and responsive Preventative Maintenance, Repair Program and Capital Improvement strategy for each property. On a regular and consistent basis REACH provides preventative maintenance, repair and rehabilitation services for each property.

For any minor or major repair issues, a "Work Order" process is utilized for identifying and reporting any new issues. REACH clients are trained on how to report any new issues so they may be quickly identified and resolved within a timely manner.

On an ongoing basis, REACH conducts a capital Improvement needs assessment and/or certified home inspections for each property and most recently in January 2020.

REACH has established relationships with other local providers of services for adults with developmental and physical disabilities. These partnerships bring efficiencies in client coordination, affordable rents, lower costs, vendor responsiveness, accurate administrative reporting and expedient resolutions of issues, whether they are client or property related.

During any rehabilitation projects, REACH tenants are able to live in their homes and maintain their routine. It is critical to the well-being of the REACH tenants that there be little to no disruption to their daily routines and everyday living.

15. Describe how you will measure the effectiveness of this program/project and what results do you expect to have achieved at the end of this grant?

Since 1989, REACH has responsibly maintained their properties and has successfully created living environments where hundreds of clients have been able to live comfortably, affordably and safely.

As identified in prior grant applications, REACH continues to measure the effectiveness of this project and achieve expected results by the following:

1. Identify and resolve any and all capital improvement projects with the goal of minimizing future emergency situations.
2. Maximize first time issue resolutions. Avoid or minimize repeat time and effort to resolve an issue.
3. Time to completion. Minimize the time from initial reporting of the issue to complete resolution.
4. Minimal to no disruption to the client.
5. Fiscally responsible. For example, contracting with one provider for servicing multiple properties whenever possible, for efficiencies and reducing costs.
6. Overall reduction in number of issues reported. REACH assists in the education of a key component of learning life skills by working with the client on the importance of home care and upkeep for their personal living spaces.

16. List the organizations your agency collaborates with AND briefly describe their roles.

HCEB for property management and tenant coordination. RCEB tenant identification Local DD service providers City of Pleasanton's IDD Networking Group collaborative needs PUSD Resource and Transition Faire. RADD Program Sunflower Hill tenant svcs.

17. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #24.

Yes

No

CAPITAL PROJECTS

18. For Capital Improvement projects, provide a detailed narrative (e.g. rehabilitation or new construction) and a detailed scope of work for the project.

REACH owns 11 homes specifically for adults with developmental disabilities providing independent living. These individuals are in the extremely low income category, 30% BMI.

6 of the 11 homes are located in Pleasanton and annual expenses for preventative maintenance, minor/major repairs for these range on average between \$25,000 to \$30,000. These expenses are exclusive of any major home improvements or rehabilitation projects.

In January 2020, REACH conducted Certified Home Inspections for all 11 properties and identified repairs and rehabilitation projects for each site. REACH created a Statement of Work for each property and begun addressing all identified items.

Total costs for the 6 Pleasanton properties is excess of \$78,000. With grant funds received in 2019-2020, REACH was able to begin the rehabilitation projects at several properties. REACH is applying for additional funds to complete the projects at all 6 properties.

REACH continues to recognize and pursue meeting the unmet demand for independent living for adults with developmental disabilities in the Pleasanton community and Tri-Valley.

REACH is currently in the process of renovating one additional Livermore property to add independent living for an additional adult with a developmental disability.

REACH is also in discussion with the City of Livermore regarding potential ADU opportunities on REACH Livermore properties.

REACH is currently in discussion with the City of Dublin regarding the design and development of an independent living model for adults with developmental disabilities.

19. If your agency is requesting Capital Improvement project funding, please describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

REACH owns or leases the properties identified for Home Improvement projects listed in Question #18.

20. Will relocation be required if the building is occupied?

If yes, describe and upload your agency's relocation plan. If this is not applicable, enter "N/A".

No

21. Identify the project team (e.g. architect/engineer, contractor, and/or consultants).

As in previous years with grant awards, the project team remains the same:

REACH Team: Kay King Board Chair, Sharon Almeida Board Co-Chair, Patrick O'Brien Board Treasurer

HCEB Team: Darin Lounds Executive Director, Lisa Hopkins Tenant Coordination, Forest Thomas Finance, Lizethe Duarte Property Liaison

All home improvement projects are performed by licensed and bonded service providers.

REACH/HCEB have an established relationship with several different service providers and contractors who offer competitive pricing and specialize in working with the population we serve.

22. Has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

Along with the ongoing preventative maintenance program, REACH/HCEB also conducts weekly site visits to all 11 properties. This constant and consistent effort identifies any current or future issues that may result in major repairs.

As noted in Question #18, in January 2020, REACH conducted Certified Home Inspections for all 11 properties and identified maintenance, repairs and rehabilitation projects for each site. REACH created a Statement of Work for each property and begun addressing all identified items.

REACH will not commence the work on a specific property until all funds are available. Due to the nature of the tenants, their need for consistency and as little disruption as possible, REACH schedules the rehabilitation work in a manner that is conducive to the tenant's life style and needs.

23. If your agency is requesting Capital Improvement project funding, will this project require implementation of Davis-Bacon/Fair Labor Standards Act requirements?

No

POLICY CONSISTENCY

24. Identify AT LEAST ONE Critical Human Services Need from the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022" that relates to your program/project.

- Workforce Development/Unemployment
- Healthcare and Behavior Health
- Disability Services and Access
- Food and Nutrition
- Youth Services
- Senior Services
- Homeless in the Tri-Valley
- Services Provider Critical Initiatives

25. Identify AT LEAST ONE critical systemic challenge from the "City of Pleasanton Human Services Strategic Plan

Needs Assessment Update 2018-2022" that relates to your program/project.

- ✓ Lack of consumer information about services/need for education.
- ⊖ Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies.
- ✓ Time and cost associated with obtaining services including transportation and connectivity of citizens to services.

26. Describe how the program/project will address the critical systemic challenge selection in question #25 above.

As noted in last year's grant application, one of the critical and systemic challenges from the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, is education and access to information. This critical and systemic challenge continues today.

REACH regularly collaborates and coordinates with other organizations that provide services to adults with developmental disabilities such as the City of Pleasanton's IDD Networking Group, PUSD's transition program and other community service providers. REACH updates its website and social media on a regular basis, informing those we serve and others of upcoming events, new resources that are available and much more. Our outreach is not just to promote REACH, but to also educate the community as a whole in order to bring awareness and enhance the quality of life for adults with developmental disabilities.

27. Describe how the program/project is accessible to clients via public transportation, and if applicable, any measures used to specifically reduced transportation barriers for clients.

Time and cost associated with obtaining services including transportation and connectivity of citizens to services was also listed as a critical systemic challenge. Understanding that is amplified for an adult with a development disability, many of whom do not drive and rely on public transportation to be active socially or get to their place of employment.

REACH purposely and thoughtfully have or look to acquire properties within walking distances of public transportation and services. As REACH continues to pursue new properties, client accessibility to public transportation is a key element in property selection.

28. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "guiding principle" that relates to your program/project.

- ✓ Be culturally accessible, appropriate, and inclusive.
- ✓ Encourage community engagement and involvement.
- ⊖ Promote energy and resource efficiency.
- ✓ Encourage networking and information sharing across service providers.
- ⊖ Encourage process streaming.
- ⊖ Consolidate service delivery.

29. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan "Strategic Goals" that relates to your program/project.

- ✓ Promote the construction and preservation of affordable rental housing for extremely low (30% AMI), very low (50% AMI), and low income (80% AMI) households.
- ✓ Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair.
- ✓ Promote the preservation of rental housing through minor home repair.
- ⊖ Provide direct financial assistance to income eligible (80% AMI) first time homebuyers.
- ✓ Reduce housing discrimination through provision of fair housing and landlord/tenant services.
- ⊖ Funding and supporting homeless services programs to end homelessness.
- ✓ Increase the availability of service enriched housing for persons with special needs.
- ⊖ Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities.
- ⊖ Fund economic development, micro-enterprise, and on-the-job training.
- ⊖ Support public service programs for low income (80% AMI) residents.

30. Identify AT LEAST ONE City of Pleasanton U.S. Department of Housing and Urban Development (HUD) "Priority Needs" that relates to your program/project.

- ✓ Support housing needs, including increasing home ownership opportunities, creating and preserving affordable rental and homeownership housing, and reducing housing discrimination.
- ⊖ Prevent homelessness and/or assist those experiencing homelessness.
- ✓ Promote that production of service-enriched housing.
- ⊖ Promote and support capital improvements, economic developments, and public services programs.

31. Explain how your program/project is responding to and/or preventing the spread of COVID-19 pandemic. How

has the pandemic affected your program/project and the clients you serve?

During this pandemic, REACH and their tenants have also been negatively impacted. Several of the 36 REACH tenants who had employment were either laid off or had their hours reduced. REACH tenants are classified as extremely low income (at or below 30% BMI), and those affected with either loss of work or reduced hours were significantly impacted with a loss of income. Subsequently it affected REACH as In each instance, REACH reduced the tenant's rent as needed.

Rental income does not cover all the expenses and costs associated with owning and maintaining the 11 homes. Therefore, REACH relies on fund raising, grants and donations to cover additional expenses. REACH continues to be an all volunteer organization with no paid positions. REACH does not receive any government funding or subsidies. Due to the COVID-19 pandemic, REACH had to cancel all 2020 in person and large gathering fundraising events. However, REACH continued to pursue other creative fundraising opportunities and has minimized the negative financial impact as much as possible.

On a positive note, REACH implemented a safe and social distancing protocol for conducting the weekly site visits at the properties. A key element of REACH's long success has been the one on one relationship with each tenant. These weekly visits, which are outside of the normal work order protocol, can often identify any special requests, issues or other needs. Additionally, during the shelter in place orders, many of the REACH tenants' outside programs were closed and having this personal contact by a REACH person has proven to be uplifting and motivating.

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending	Planned Request	TOTAL
REACH Fundraising events			USD\$ 25,000.00	USD\$ 25,000.00
City of Livermore	USD\$ 49,000.00			USD\$ 49,000.00
City of Pleasanton			USD\$ 35,000.00	USD\$ 35,000.00
Rotary Club of Livermore	USD\$ 600.00			USD\$ 600.00
Pleasanton North Rotary	USD\$ 1,000.00			USD\$ 1,000.00
Robert Half Foundation	USD\$ 0.00	USD\$ 1,500.00		USD\$ 1,500.00
Pleasanton Rotary Club	USD\$ 0.00	USD\$ 1,000.00		USD\$ 1,000.00
Rotarian Foundation of Livermore	USD\$ 0.00	USD\$ 4,000.00		USD\$ 4,000.00
Donations			USD\$ 21,000.00	USD\$ 21,000.00
Total	USD\$ 50,600.00	USD\$ 6,500.00	USD\$ 81,000.00	USD\$ 138,100.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSO)	Amount Requested (Pls HHSO ONLY)
Capital: Construction/Rehab	USD\$ 138,000.00	USD\$ 35,000.00
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)		
Personnel: Benefits* (see instructions below)		
Operating: Supplies		
Operating: Printing/Copying		
Operating: Postage		
Operating: Telephone		
Operating: Rent & Utilities		
Operating: Accounting/Audit		
Operating: Other (define below)		
Total	USD\$ 138,000.00	USD\$ 35,000.00

Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for the Entire Agency	✓	REACH Annual Budget 2021
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	REACH Board Directory
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget (your own format is acceptable)	✓	Budget Narrative 2021-2022
(CAPITAL) Supplemental = photos, designs, site drawings, specifications, etc.)		REACH Not Applicable
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	Pat O'Brien Resume 2020 Kay King Resume 2020
Personnel policies including affirmative action plan and grievance procedure	✓	REACH Personnel Policies
Agency audit requirements and copy of last audit	✓	REACH Audit REACH Tax Return
Type of insurance carried, bonding, workers' compensation	✓	REACH Insurance 2021 REACH Insurance 2021.1 REACH Insurance 2021.2 REACH Insurance 2021.3 REACH Insurance 2021.4
Articles of Incorporation/Bylaws	✓	REACH Articles of Incorporation
Conflict of Interest Statement (if not included in Bylaws)	✓	Pat O'Brien Conflict of interest Kay King Conflict of Interest John Chamberlin Conflict of Interest Brian Gentry Conflict of Interest Sharon Almeida Conflict of Interest Tamy Ratto Conflict of Interest Renee Kantor Conflict of Interest Patty van Looy conflict of interest
State and Federal nonprofit determination letters (if applicable)	✓	REACH 501(3)c
Organization chart	✓	REACH org chart
Board of Directors' authorization to request HHSG funding	✓	REACH Board Authorization
Board of Directors' designation of authorized official	✓	REACH designation of grant officials
City of Pleasanton Business License	✓	REACH Ptown Business License Renewal 2021 REACH Not Applicable
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases.		REACH Not Applicable
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		REACH Not Applicable
(CAPITAL) Evidence of Site Control		REACH Not Applicable
(CAPITAL) Title Report (acquisition, new facilities and		REACH Not applicable

substantial rehabilitation)

(CAPITAL Optional as Requested by City)
Environmental Reports / Community Support Letters

[REACH Not Applicable](#)

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