



Housing Commission Staff Report

August 19, 2021
Item 4

SUBJECT REVIEW OF HOUSING AND HUMAN SERVICES GRANT (HHSB) PROGRAM CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORTS (CAPER) FOR FISCAL YEAR 2020-2021 FOR HOUSING-RELATED PROJECTS

SUMMARY

The CAPER summarizes CDBG and other housing and human services projects for low- and moderate-income persons supported by the City during fiscal year 2020-2021. All Housing and Human Services Grant (HHSB) recipients must submit a final report which summarizes activities for the fiscal year. The Human Services Commission (HSC) will review the CAPER for those projects which were subject to the HSC's funding recommendation, which include CDBG and City Grant for Human Services, while the Housing Commission will review accomplishments for projects funded through the Lower Income Housing Fund and HOME Program.

RECOMMENDATION

It is recommended that the Commission review the agencies' accomplishments for housing-related projects funded through the Housing and Human Services Grant (HHSB) Program.

FINANCIAL STATEMENT

There is no fiscal impact to the City related to the review of housing-related projects funded through the HHSB Program.

BACKGROUND

One of the City's responsibilities relative to its annual allocation of Community Development Block Grant (CDBG) funds is the preparation of an annual report called the Consolidated Annual Performance and Evaluation Report, or CAPER. The CAPER is intended to provide a consistent process for communities to report on the use of CDBG entitlement funds and is required by Section 104(e) of the Housing and Community Development Act. The CAPER provides detailed information on the use of CDBG funds by sub-recipient agencies during the prior fiscal year (July 1, 2020 – June 30, 2021) and provides an opportunity for the City to describe other leveraged funding for housing and community services activities targeted to low and moderate income households/persons.

The CAPER process is intended to provide an opportunity for public participation and input at the local level. The information submitted in the report provides an evaluation of grantee and jurisdiction performance to HUD. The City coordinates with the Alameda County HOME Consortium (HOME TAC) for submittal of the document, and it is forwarded to HUD in Washington and is the basis for meeting the statutory requirement to report to Congress on the CDBG program. HUD requires the submittal of the CAPER for the prior fiscal year by September 30 of each year, which is 90 days after the close of the fiscal year.

DISCUSSION

The City must now prepare and submit its CAPER for FY 2020-2021. The information submitted by each agency will be compiled by Staff into HUD's CAPER format and submitted to HUD by the deadline. The agencies, which received Housing & Human Services Grant funds in FY 2020-2021, are listed in Attachment 2, Table P-1. The Commission is encouraged to review the tables and individual CAPER reports.

The Human Services Commission will review all HHSG-funded agencies, which are listed in Attachment 2, Table P-1, with the exception of six agencies (indicated in blue highlight). These housing-related projects are funded with Lower Income Housing Fund and federal HOME funds.

- Abode Services: *Rapid Re-Housing Program*
- CityServe of the Tri-Valley: *Homeless Street Outreach*
- CRIL: *Housing & Independent Living Services*
- ECHO Housing: *Housing Counseling Services*
- Habitat for Humanity: *Housing Rehabilitation Program*
- Tri-Valley REACH: *Housing Preventative Maintenance and Repair*

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

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

As shown in the data summaries on Tables P-2a&b, CDBG and City funds allocated in FY 2020-2021 benefited more than 5,500 individuals through various projects, programs, and services coordinated through sub-recipient agencies, of which 96% benefitted low-income persons. Fifty-six (56%) were extremely low income (30% of Area Median Income and below) and included 1,390 seniors and 568 persons with disabilities.

Effects of COVID-19

The COVID-19 pandemic significantly affected all of the agencies as they have had to pivot how they provided their services to adhere to the health and safety guidelines provided by the shelter-in-place mandate, and consequently, the number of clients served were lower than the anticipated goals for FY2020-2021.

Use of Funds Status

In general, as noted in Table P-2a, at the time of this report most agency grants were fully expended with the exception of two program which will be reviewed by the Housing Commission:

- *Abode Services*. The Rapid Re-Housing Program has remaining balance of \$13,386.57.
- *Habitat for Humanity*: The Housing Rehabilitation Program has a remaining balance of \$80,256.43.

ALTERNATIVE ACTION

The Housing Commission may recommend any alternative action to those noted by Staff in this report.

ATTACHMENTS:

1. Schedule of FY 2020-2021 CAPER Hearing Presentations
2. Table P-1, FY 2020-2021 CDBG Program Funding Allocation
3. Tables P-2 A&B, FY 2020-2021 CDBG Program Accomplishment Data
4. CAPER Reports Submitted by Sub-recipient Agencies (housing-related projects only)



Consolidated Annual Performance and Evaluation Report (CAPER) Hearing

Housing Commission
Thursday, August 19, 2021 - 7:00 p.m.

Representatives of agencies which received City of Pleasanton Housing and Human Services Grant (HHSG) Program funds (Lower Income Housing Fund and federal HOME funds only) in FY 2020-2021 will make brief presentations (2-3 minutes per project) to the Commission regarding their projects. The presentations are intended to clarify and highlight information submitted by each agency. Agencies are asked to keep their presentations brief to allow time for questions from the Commission.

Schedule and Presentation Order:

		Agency	Program	Representative
7:10 p.m.	1	Tri-Valley REACH	Housing Preventative Maintenance/Repair	Kay King
	2	Habitat for Humanity	Housing Rehabilitation Program	Dona Gomez
	3	ECHO Housing	Housing Counseling Services	Margie Rocha
	4	CRIL	Housing & Independent Living Services	Michael Galvan
	5	CityServe	Homeless Street Outreach	Christine Beitsch-Bahmani
	6	Abode Services	Rapid Re-Housing Program	Gina Chua

NOTES: The presentation times listed above are approximate.

After the presentations the Commission closes the public hearing, provides staff with comments to be included in the CAPER, and directs staff to finalize the report submittal to HUD.

**Table P-1:
City of Pleasanton FY 2020-2021 CAPER – HHSG Program Funding Summary**

	<u>AGENCY</u>	<u>PURPOSE</u>	<u>FUNDING</u>		
			<u>CDBG</u>	<u>HOME</u>	<u>City (General Fund)</u>
1	<i>Abode Services</i>	<i>Tri-Valley Housing Rapid Re-Housing Program</i>		\$95,305	\$54,695
2	Axis Community Health	Dental Care for Low-Income Residents	\$13,000		
3	Axis Community Health	Triage Call Nurse	\$13,195		
4	CALICO Center	Pleasanton Child Abuse Intervention			\$11,000
5	Chabot-LP / TV One Stop Career Center	Career & Employer Services 2020-2021			\$9,899
6	Chabot-LP / TV One Stop Career Center	Pleasanton VITA Free Tax Program 2020-2021			\$9,995
7	CityServe of the TriValley	Facility Build Out	\$30,000		
8	CityServe of the TriValley	Crisis Resource & Education Program (for Homelessness Prevention)			\$30,000
9	<i>CityServe of the TriValley</i>	<i>Homeless Street Outreach</i>			\$80,000
10	<i>CRIL</i>	<i>Housing & Independent Living Services</i>			\$19,501
11	<i>ECHO Housing</i>	<i>Housing Counseling Services</i>			\$40,000
12	<i>Habitat for Humanity **</i>	<i>City of Pleasanton Housing Rehabilitation Program</i>		\$93,000	\$35,000
13	Hively	Community Closet	\$25,000		
14	Hively	Diaper Pantry			\$15,000
15	Hope Hospice, Inc	Volunteer Services and Grief Support Program			\$18,000
16	Legal Assistance for Seniors	Legal and Supportive Services for Older Adults			\$7,000
17	NAMI Tri-Valley	NAMI Tri-Valley			\$7,900
18	Open Heart Kitchen	Pleasanton Hot Meal & Children's Bag Lunch Program			\$20,000
19	Open Heart Kitchen	Senior Meals Program	\$50,000		
20	Spectrum Community Services	Meals on Wheels for Homebound Pleasanton Seniors	\$24,930		
21	Sunflower Hill	Accessible Signage for Adults with Developmental Disabilities	\$16,907		
22	Sunflower Hill	Horticulture Teaching Support for Adults with Developmental Disabilities	\$31,680		
23	Tri-Valley Haven	Counseling and Temporary Restraining Order Clinic			\$30,000
24	Tri-Valley Haven	Tri-Valley Haven Food Pantry	\$30,000		
25	Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$16,686		\$18,314
26	Tri-Valley Haven	Sojourner House Homeless Shelter Program			\$80,000
27	<i>Tri-Valley REACH</i>	<i>Housing Preventative Maintenance and Repair</i>			\$35,000
	HUD Section 108 Loan Repayment	Annual loan repayment, per HUD's 20-year repayment schedule	\$22,013		
	City of Pleasanton	Administration of CDBG Program	\$67,632		
	City of Pleasanton	Administration of HOME Program		\$7,652	
		<u>TOTAL FUNDING (FY 2020-2021):</u>	\$341,043	\$195,957	\$257,108
					\$264,196

* City's Low Income Housing Fund (LIHF)

** Habitat for Humanity's FY2020/2021 funding was \$93,000 carry-over funds from FY2019/2020.

NOTES: Bold and italicized projects (Abode Services, CityServe Homeless Outreach, CRIL, ECHO Housing, Habitat for Humanity, and Tri-Valley REACH) will be reviewed by the Housing Commission.

Table P-2a:								
City of Pleasanton FY 2020-2021 CAPER - HHS Grant Program Accomplishment Data								
Agency	Program	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
		Budget	Remaining Balance as of June 30		Objective	Outcome	Indicator	
Abode Services	Tri-Valley Rapid Re-Housing Program	\$150,000	\$13,387	The Abode Services' Rapid Re-housing Program served 16 households in FY 2020-2021. Of these 16 households, 7 were new referrals. And of these 7 referrals: 4 households were housed, 1 household is in housing search, 2 households were exited due to no contact. The other 9 households included 5 households receiving rental subsidy since last fiscal year, 2 households in housing search, and 2 households who successfully exited the program.	Decent Affordable Housing	Affordability	Tenant-Based Rental Assistance	16
Axis Community Health	Dental Care for Low-Income Residents	\$13,000	\$0	Axis Community Health Dental Care program ensures access to dental care for low-income, uninsured Pleasanton residents at the Axis dental clinic. In FY 2020-2021, the project provided 152 dental visits for 93 uninsured Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	93
Axis Community Health	Triage Call Nurse	\$13,195	\$0	The Triage Call Nurse ensures that patients have phone access to talk with about health symptoms and to guide them in accessing treatment. Due to the global COVID-19 pandemic, 90% of Axis' patients were converted to telehealth visits. In FY 2020-2021, the Axis Triage Nurse assisted 1,689 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	1,689
CALICO Center	Pleasanton Child Abuse Intervention	\$11,000	\$0	CALICO conducts child abuse forensic interviewing and family support services for Pleasanton child abuse victims and caretakers. Children are referred primarily by the Pleasanton Police Department. From July 1, 2020 through June 30, 2021 CALICO served a total of 20 unduplicated clients (9 children and 11 caregivers) in Pleasanton.	Suitable Living Environment	Availability/ Accessibility	Public Service	20
Chabot Las Positas	Career & Employer Services 20-21	\$9,899	\$0	The Career and Employer Services provides services to people who have lost their jobs or are long-term unemployed. 246 Pleasanton job seekers were served in FY 2020-2021.	Suitable Living Environment	Availability/ Accessibility	Public Service	246
Chabot Las Positas	Pleasanton VITA 20-21	\$9,995	\$0	The Volunteer Income Tax Assistance (VITA) provides local access to federal free preparation service for the low-income residents of the Tri-Valley. Due to the pandemic, the program was completely virtual with clients dropping off their paperwork one week and picking up the finished taxes the following week. In FY 2020-2021, VITA provided free tax preparation services to 120 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	120
CityServe of the TriValley	Facility Build Out	\$30,000	\$30,000	The City of Livermore's Engineering Department has taken over the project. Construction work is currently underway with a projected completion in September 2020. Current unspent balance is \$53,024, includes \$23,024 allocated in FY 2019-2020.	Suitable Living Environment	Availability/ Accessibility	Capital Improvement	0
CityServe of the TriValley	Crisis Resource & Education for Homelessness Prevention	\$30,000	\$10	CityServe's Crisis Stabilization Program provides needed services for extremely low, very low, and low income Pleasanton residents/families in various situations causing jeopardy to their housing security and household stability. In FY 2020-2021, CityServe assisted 417 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	417
CityServe of the TriValley	Homeless Street Outreach	\$80,000	\$0	CityServe provides Homeless Street Outreach & Homelessness Prevention services to homeless Pleasanton residents and sheltered Pleasanton residents at imminent risk of becoming homeless. In FY 2020-2021, 378 Pleasanton residents were assisted.	Suitable Living Environment	Availability/ Accessibility	Public Service	378
CRIL	Housing & Independent Living Services	\$19,501	\$0	CRIL's Housing & Independent Living Services provide income-eligible Pleasanton residents who have a disability with housing search education and assistance, peer counseling, independent living skills & self-advocacy training, personal assistant/homecare worker referrals, employment assistance, benefits advocacy, access to health and mental health services, and traveling training. In FY 2020-2021, 14 Pleasanton residents with disabilities were provided independent living skills training, support or counseling services to improve their level of independence.	Suitable Living Environment	Availability/ Accessibility	Public Service	14

Table P-2a:								
City of Pleasanton FY 2020-2021 CAPER - HHS Grant Program Accomplishment Data								
Agency	Program	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
		Budget	Remaining Balance as of June 30		Objective	Outcome	Indicator	
ECHO Housing	Housing Counseling Services	\$40,000	\$770	In FY 2020-2021, ECHO Housing served 248 Pleasanton clients including Tenant/Landlord Counseling and Mediation to 128 households; Fair Housing Services to 20 households; Rental Assistance Program to 22 households; and Homeseeking Program assistance to 78 households.	Suitable Living Environment	Sustainability	Public Service	248
Habitat for Humanity *	City of Pleasanton Housing Rehabilitation Program	\$128,000	\$80,256	In FY 2020-2021, 2 Pleasanton low-income homeowners received grants to complete critical health and safety repairs.	Decent Affordable Housing	Sustainability	Owner Occupied Units	2
Hively	Community Closet	\$25,000	\$0	Hively's Community Closet is a one stop shop where families can pick up essential items such as gas gift cards, boxes of food, warm clothing, household items, toys for the holidays, baby wipes, children's books, and so much more. In FY 2020-2021, Hively assisted 448 Pleasanton households.	Suitable Living Environment	Availability/ Accessibility	Public Service	448
Hively	Diaper Pantry	\$15,000	\$0	The Hively Diaper Pantry provides low-income families in the Tri-Valley with a month's supply of diapers and wipes, a children's book, and parent education materials to promote children's literacy. In FY 2020-2021, the Hively Diaper Pantry distributed diapers to a total of 282 Pleasanton families.	Suitable Living Environment	Availability/ Accessibility	Public Service	282
Hope Hospice, Inc	Volunteer Services & Grief Support Program	\$18,000	\$0	The Grief Support Program provides a range of grief support services for families who have experienced the loss of a loved one. The program provided grief support to 145 Pleasanton residents in FY 2020-2021.	Suitable Living Environment	Availability/ Accessibility	Public Service	145
Legal Assistance for Seniors	Legal & Supportive Services for Older Adults	\$7,000	\$0	In FY 2020-2021, the program provided free legal assistance to 14 low-income Pleasanton seniors and a total of 97.6 hours of direct legal service. The free legal assistance covered the areas of public benefits, health law, elder abuse, naturalization, and legal guardianship of minor children.	Suitable Living Environment	Availability/ Accessibility	Public Service	14
NAMI Tri-Valley	Connections Support Group	\$7,900	\$3,135	The Connections Support Group provide mental health services for individuals with Serious Mental Illness (SMI) living in Pleasanton and Tri-Valley area via free, peer-based support group weekly drop-in sessions. In FY 2020-2021, Connections provided services to 22 Pleasanton clients.	Suitable Living Environment	Availability/ Accessibility	Public Service	22
Open Heart Kitchen	Pleasanton Hot Meal and Children's Bag Lunch Program	\$20,000	\$0	Due to the pandemic, Open Heart Kitchen suspended its Children's Weekend Bag Lunch Program and Hot Meal Program locations in Pleasanton. Open Heart Kitchen instead focused its efforts in its Street Outreach Program which provides meals and other resources directly to the encampments or hotel rooms of unhoused Pleasanton community members. In FY 2020-2021, the program served 2,442 prepared meals, 1,820 self stable "breakfast bags". The program assisted 83 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	83
Open Heart Kitchen	Senior Meal Program	\$50,000	\$0	In response to COVID-19, the congregate Senior Meal Program service transitioned into an outdoor curbside pickup, accessible to diners by car, bike, or foot. In FY 2020-2021, a total of 443 seniors were served. The program also provided 40,197 free and nutritious meals at the Pleasanton Senior Meal Program locations.	Suitable Living Environment	Availability/ Accessibility	Public Service	443
Spectrum Community Services	Meals on Wheels for Homebound Pleasanton Seniors	\$24,930	\$0	In FY 2020-2021, Spectrum provided 20,585 meals as well as safety checks to 191 Pleasanton homebound seniors. Spectrum also was awarded \$48,000 in CDBG COVID funds for a total of \$72,930 for FY 2020-2021.	Suitable Living Environment	Availability/ Accessibility	Public Service	191

Table P-2a:								
City of Pleasanton FY 2020-2021 CAPER - HHS Grant Program Accomplishment Data								
Agency	Program	Funding		Accomplishments / Project Status	Performance Measures			Persons/ Households Assisted
		Budget	Remaining Balance as of June 30		Objective	Outcome	Indicator	
Sunflower Hill	Accessible Signage for Adults with Developmental Disabilities	\$16,907	\$1,158	Sunflower Hill purchased and installed the SmartBoard in the Community Room at Sunflower Hill at Irby Ranch. The SmartBoard is a large interactive white board that is used to support interactive, hands-on, education programming as well as fun, social activities such as move or game nights. In FY 2020-2021, 36 Pleasanton residents benefited from the installation of the SmartBoard.	Suitable Living Environment	Availability/ Accessibility	Public Service	36
Sunflower Hill	Horticulture Teaching Support for Adults with Developmental Disabilities	\$31,680	\$0	Due to the pandemic, Sunflower Hill's hands-on program at the Sunflower Hill Garden transitioned into Sunflower Hill Online Activities Program and a small in-person program called Hands-On Garden Groups. Both programs are designed to provide adult individuals with developmental disabilities with life skills development opportunities through educational and vocational horticulture opportunities at the 1-acre Sunflower Hill Gardens farm. In FY 2020-2021, the programs served 15 Pleasanton residents.	Suitable Living Environment	Availability/ Accessibility	Public Service	15
Tri-Valley Haven	Counseling and Temporary Restraining Order Clinic	\$30,000	\$0	This program provides intakes, assessments and in-person counseling for adults and children who are survivors of sexual assault, domestic violence, homelessness, and poverty. The Legal Clinic also assists clients with filling out and filling paperwork for obtaining restraining orders and related custody orders. In FY 2020-2021, 22 Pleasanton clients were assisted.	Suitable Living Environment	Availability/ Accessibility	Public Service	22
Tri-Valley Haven	Tri-Valley Haven Food Pantry	\$30,000	\$0	The Food Pantry continues to provide free food and personal necessities to low-income, homeless, and "at risk of becoming homeless" Tri-Valley residents. The pantry served 588 unduplicated Pleasanton residents in FY 2020-2021.	Suitable Living Environment	Availability/ Accessibility	Public Service	588
Tri-Valley Haven	Shiloh Domestic Violence Shelter and Services	\$35,000	\$5,168	Shiloh provides a 30-bed emergency shelter for women and children who are survivors of family violence. However, Shiloh is operating at 80% capacity as to maintain social distancing requirements. In FY 2020-2021, Shiloh provided shelter to 204 women and children, including 1 Pleasanton resident.	Suitable Living Environment	Availability/ Accessibility	Public Service	1
Tri-Valley Haven	Sojourner House Homeless Shelter Program	\$80,000	\$0	Sojourner House continues to provide homeless clients (women, women with children, two parent families with children, and men with children) with shelter and support services. Program participants are offered up to 6 months of shelter residency. In FY 2020-2021, 43 clients, including 4 Pleasanton residents, were provided with shelter and support services.	Suitable Living Environment	Availability/ Accessibility	Public Service	4
Tri-Valley REACH	Housing Preventative Maintenance and Repair	\$35,000	\$0	This project is maintenance and repair for 7 Pleasanton homes housing adults with developmental disabilities so that they may live as independently as possible. In FY 2019-2019, 8 Pleasanton clients were assisted.	Suitable Living Environment	Affordability	Infrastructure and Public Service	16
TOTAL:		\$961,007	\$133,884	<i>(includes FY2020-2021 CDBG, HOME, City General Funds, and City Housing Funds)</i>				5,553
		\$75,284	\$75,284	Administration (CDBG & HOME)				
		\$22,013	\$22,013	HUD Section 108 Loan Repayment				
		\$1,058,304	\$231,181	Total				

* Habitat for Humanity's FY2020/2021 funding was \$93,000 a projected of unexpended funds from previous fiscal years.

Table P-2b:
City of Pleasanton FY 2020-2021 CAPER - HHS Grant Program Demographic Data

Agency	Number of Households / Persons Assisted																			
	TOTAL	Income				Racial Categories											Household Characteristics			
		Extr Low Income (<30% AMI)	Very Low Income (50% AMI)	Low Income (80% AMI)	Other Income (>80% AMI)	White	Black or Afr Am	Asian	Am Ind or Alaska Native	Native Hawn or Other Pac Is	Am Ind Alaska Nat + White	Asian + White	Black or Afr Am + White	Am Ind Alaska Nat + Afr Am	Other Multi-Racial	Hispanic Ethnicity	Senior (62+)	Disabled	Female Head of Household	
Abode Services (Rapid Re-Housing Program)	16	9	5	2	0	10	3	1	0	0	0	0	0	0	2	3	3	3	11	
Axis Community Health (Dental Care for Low-Income Residents)	93	74	18	1	0	67	5	17	1	0	0	0	0	0	3	34	14	0	0	
Axis Community Health (Triage Call Nurse)	1,689	994	468	227	0	1,137	69	388	7	18	0	0	0	0	70	695	219	74	253	
CALICO Center (Pleasanton Child Abuser Intervention)	20	7	8	3	2	12	0	8	0	0	0	0	0	0	0	9	0	0	1	
Chabot Las Positas CCC District (Career & Employer 20-21)	246	47	16	32	151	181	16	31	0	0	0	0	0	0	18	46	10	3	25	
Chabot Las Positas CCC District (Pleasanton VITA 20-21)	120	68	42	10	0	96	3	17	0	0	0	0	0	0	4	34	35	6	20	
CityServe of the TriValley (Facility Build Out)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CityServe of the TriValley (Crisis Resource & Education)	417	175	49	193	0	236	46	65	0	5	0	0	0	0	65	144	8	12	13	
CityServe of the TriValley (Homeless Street Outreach)	378	162	36	180	0	209	57	40	0	5	0	0	0	0	67	109	13	27	133	
CRIL (Housing & Independent Living Services)	14	3	9	1	1	11	0	2	0	0	0	1	0	0	0	0	6	14	5	
ECHO Housing (Housing Counseling Services)	248	67	148	30	3	138	55	29	0	1	0	0	2	0	23	72	30	27	167	
Habitat for Humanity (Housing Rehabilitation Program)	2	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0	1	1	2	
Hively (Community Closet)	448	210	138	86	14	157	56	45	0	1	0	2	14	0	173	173	45	34	139	
Hively (Diaper Pantry)	282	168	77	25	12	83	38	50	8	0	0	0	0	0	103	130	15	26	72	
Hope Hospice, Inc (Volunteer Services Grief Support Program)	145	0	94	51	0	9	0	0	0	0	0	0	0	0	136	15	63	0	0	
Legal Assistance for Seniors	14	7	4	2	1	10	0	4	0	0	0	0	0	0	0	0	13	12	7	
NAMI Tri-Valley	22	9	5	3	5	18	0	3	0	1	0	0	0	0	0	0	3	22	1	
Open Heart Kitchen (Hot Meal & Children's Bag Lunch)	83	80	3	0	0	53	17	1	0	0	0	0	0	0	12	10	2	5	27	
Open Heart Kitchen (Senior Meals Program)	443	305	68	36	34	299	3	96	2	0	0	0	1	0	42	49	430	58	4	
Spectrum Community Services (Meals on Wheels)	191	71	68	41	11	102	10	20	0	0	0	0	0	0	59	2	189	191	95	
Sunflower Hill (Accessible Signage)	36	7	17	12	0	27	3	1	0	0	1	2	0	2	3	31	2	0		
Sunflower Hill (Horticulture Teaching Support)	15	15	0	0	0	14	0	1	0	0	0	0	0	0	0	0	0	15	0	
Tri-Valley Haven (Counseling & TRO Clinics)	22	17	3	1	1	5	6	8	0	1	0	0	0	0	2	1	1	0	5	
Tri-Valley Haven (Food Pantry)	588	574	13	1	0	100	25	277	2	2	0	0	0	0	182	76	259	20	57	
Tri-Valley Haven (Shiloh DV Shelter & Services)	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
Tri-Valley Haven (Sojourner House)	4	4	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	1	
Tri-Valley REACH (Housing Maintenance & Repair)	16	16	0	0	0	14	0	2	0	0	0	0	0	0	0	1	0	16	0	
TOTAL:	5,553	3,090	1,290	938	235	2,991	415	1,106	20	34	0	4	19	0	964	1,606	1,390	568	1,038	
(percent)		56%	23%	17%	4%	54%	7%	20%	0%	1%	0%	0%	0%	0%	17%	29%	25%	10%	19%	

CDBG-funded projects	3,504	2,251	790	404	59	1,903	171	845	12	21	0	3	17	0	532	1,032	1,187	394	548
HOME-funded projects	18	9	6	3	0	12	3	1	0	0	0	0	0	0	2	3	4	4	13

ATTACHMENT4

CAPER Reports

Subrecipient Agencies (Housing-Related Projects)

City of Pleasanton

Programs > FY 2020/21 Housing and Human Services Grant Program > Home Improvements, Preventative Maintenance/Repairs

Housing Division

FY 2020/21 Housing and Human Services Grant Program

USD\$ 961,007.00 Available

Deadline: 1/27/2020

Tri-Valley REACH, Inc.

Home Improvements, Preventative Maintenance/Repairs

USD\$ 35,000.00 USD\$ 35,000.00 Requested

[Previous Submitted Application](#)

Report Totals

GENERAL INFORMATION

1. Name of Person Completing Report:

Report 1

Kay King

Report 2

Kay King

2. Title:

Report 1

Board Chair

Report 2

Board Chair Tri Valley REACH

3. Telephone:

Report 1

925-980-6739

Report 2

925-980-6739

4. E-Mail:

Report 1

skkbking@comcast.net

Report 2

kaytjeking@gmail.com

PROJECT / PROGRAM STATUS

5. Describe the current status of your project or program (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.

Report 1

While the \$35,000 grant funds have been fully utilized, the entire scope of work for rehabilitation and home improvement projects continue for the six Pleasanton and five Livermore properties.

Report 2

The \$35,000 grant funds were fully utilized in the first quarter of 2021. However, the home improvements and rehabilitation projects have continued. With the exception of one property in Livermore, all of the REACH 11 properties home inspection repairs and home improvements have been completed. This project is funded with a combination of city grants, local fundraisers and community grants.

6. Describe any significant actions taken during the reporting period.

Report 1

In January of 2020, REACH conducted certified home inspection reviews of all eleven properties; five in Livermore and six in Pleasanton. After thorough review of all recommendations, REACH created statement of work for each property, identifying major rehabilitation, minor repairs and home improvement projects. Cost of the entire project was estimated around \$90,000. REACH identified three Pleasanton properties as priorities and the work commenced in early Fall.

As of January 1, 2021, City of Pleasanton grant funds in the amount of \$35,000 have been applied to three Pleasanton properties rehabilitation projects. Total cost for these the three properties was \$42,800. Funds raised from other grants, donations and fund raising efforts were used to cover the balance of \$7800 between the grant and total costs.

Report 2

In Pleasanton, REACH completed home inspection repairs at all 6 properties. Home improvements/flooring were completed at 5 of the 6 properties. The 6th property did not need new flooring.

In Livermore, REACH completed home inspection repairs at 4 of the 5 properties. The 5th property is slated for work to begin 3rd/4th quarter of this year. Flooring upgrades were completed at 3 of the 5 properties. One property was completed in 2019 and the other property home improvement/flooring will be completed with the home inspection work.

In Livermore, REACH also completed a remodel project, adding a 4th bedroom, converting a master bath/closet to a Jack-n-Jill set up. This enabled the home to accommodate one additional adult with an intellectual or developmental disability to live independently.

7. If applicable, describe any modifications to the project or program goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.

Report 1

There were no modifications to the project or program goals. The three prioritized properties were rehabilitated in a timely manner and there was no disruption to the tenant's and their daily lives.

Report 2

There have been no modifications or changes to this program. All property home inspection repairs and improvements were completed on time and on budget.

8. Were any costs (from any source) incurred for this project or program during this reporting period?

- Yes
 No

9. Were any Pleasanton grant funds expended for this project or program during this reporting period?

- Yes (already submitted invoice/s)
 Yes (but invoice/s not yet submitted)
 No (no expenditures this period)
 Other:

CLIENT DATA

10. Please indicate how client data are reported for this project or program (please keep consistent for questions 11 through 14 and with your original application):

- Persons
 Households

11. Please indicate the Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (if none, enter a zero).

Numeric GOAL for THIS FISCAL YEAR.	<input type="text" value="16"/>	<input type="text" value="16"/>	<input type="text" value="32.00"/>	Numeric GOAL for THIS FISCAL YEAR.
TOTAL	<input type="text" value="16.00"/>	<input type="text" value="16.00"/>	<input type="text" value="32.00"/>	TOTAL

12. Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):

A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]

<input type="text" value="16"/>	<input type="text" value="0"/>	<input type="text" value="16.00"/>
---------------------------------	--------------------------------	------------------------------------

A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]

B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)

<input type="text" value="20"/>	<input type="text" value="0"/>	<input type="text" value="20.00"/>
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B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)

TOTAL	<input type="text" value="36.00"/>	<input type="text" value="0.00"/>	<input type="text" value="36.00"/>	TOTAL
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13. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following income categories:

Extremely Low Income (<30% Median)	<input type="text" value="16"/>	<input type="text" value="0"/>	<input type="text" value="16.00"/>	Extremely Low Income (<30% Median)
Very Low Income (30% to 50% Median)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Very Low Income (30% to 50% Median)
Low Income (50% to 80% Median)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Low Income (50% to 80% Median)
Moderate Income and Above (>80% Median)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% Median)
TOTAL	<input type="text" value="16.00"/>	<input type="text" value="0.00"/>	<input type="text" value="16.00"/>	TOTAL

14. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories:

Seniors (62 and older)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Seniors (62 and older)
Disabled	<input type="text" value="16"/>	<input type="text" value="0"/>	<input type="text" value="16.00"/>	Disabled
Female-Headed Households	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Female-Headed Households
Homeless	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Homeless
TOTAL	<input type="text" value="16.00"/>	<input type="text" value="0.00"/>	<input type="text" value="16.00"/>	TOTAL

15. List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]

White	13	0	13.00	White
White + HISPANIC	1	0	1.00	White + HISPANIC
Black/African American			0.00	Black/African American
Black/African American + HISPANIC			0.00	Black/African American + HISPANIC
Asian	2	0	2.00	Asian
Asian + HISPANIC			0.00	Asian + HISPANIC
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC			0.00	American Indian/Alaskan Native + HISPANIC
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC
American Indian/ Alaskan Native and White			0.00	American Indian/ Alaskan Native and White
American Indian/ Alaskan Native and White + HISPANIC			0.00	American Indian/ Alaskan Native and White + HISPANIC
Asian and White			0.00	Asian and White
Asian and White + HISPANIC			0.00	Asian and White + HISPANIC
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC			0.00	Black/African American and White + HISPANIC
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC
Other/Multi Racial			0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC			0.00	Other/Multi Racial + HISPANIC
TOTAL	16.00	0.00	16.00	TOTAL

UNITS OF SERVICE

16. Please define the primary UNIT OF SERVICE you use for this project or program (e.g., counseling hours, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHSG contract):

-Text questions are not calculated-

17. Numeric GOAL stated in your HHSG contract for the units of service to be provided to Livermore clients THIS FISCAL YEAR (if none, enter a zero)

-Text questions are not calculated-

18. Please complete the following table regarding the UNIT OF SERVICE listed above:

Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	6	6	12.00	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	5	5	10.00	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves

only Pleasanton clients; do not include Pleasanton units in this answer)

TOTAL

11.00

11.00

22.00

TOTAL

19. Please include any additional comments or clarifications here (if you have no additional comments, enter "N/A"):

Report 1

REACH has eleven properties; 5 in Livermore and 6 in Pleasanton. Rehabilitation and home improvement projects are in process at all properties. However, all funds from the City of Pleasanton are utilized specifically for Pleasanton projects.

Report 2

As noted in question #6, one property in Livermore is slated for home repairs and improvements. The project will commence when all funding is available. Note: Any city grant funds are allocated to the city in which the property resides. Funds raised from community grants and fundraisers are allocated among all 11 properties on an as needed basis.

REACH continues to improve the 11 properties and accommodate tenant's special requests. Future projects include exterior and yard improvements.

REACH has one Pleasanton property that has been identified as needing earthquake retrofit and will begin working with the City of Pleasanton on this project.

CAPER REPORT (END OF YEAR)

20. For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):

Report 1

NA

Report 2

Kay King

21. For CAPER: Describe the original purpose for which the City granted the HHSF funds. If applicable, explain why your agency did not spend the entire grant.

Report 1

NA

Report 2

The original purpose for which the \$35,000 funds were used, was toward rehabilitative and home improvements at the 6 Pleasanton properties. While REACH has 6 properties, the \$35,000 grant funds from the City of Pleasanton was utilized on 3 of the 6 properties. Funds raised from other sources were used to complete the project at the other 3 Pleasanton properties and the 5 properties located in Livermore.

Note: The number of tenants did not change from reporting period 1. The number of tenants remains constant as it is based upon the properties and number of bedrooms. This number will not change in the foreseeable future unless REACH adds either ADU's or additional properties to its affordable housing portfolio.

22. For CAPER: Describe the accomplishments of the project or program funded through HHSF. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs

Report 1

NA

Report 2

The rehabilitation and home improvements completed, not only at the 6 Pleasanton properties (16 tenants), but also 5 Livermore properties (20 tenants) were done on time and on budget. The work was completed with funding by both the City of Livermore, City of Pleasanton, fund raising events, community grants and private donations, which allowed REACH to improve all properties. None of the work was mandatory but REACH is an organization that is dedicated to ensuring that our current and future tenants, who are extremely low income individuals with intellectual and developmental disabilities, continue to be empowered to live in the communities where they grew up and be independent in their social, work or other activities.

REACH continues to be creative in filling the service gap of affordable housing for extremely low income adults with intellectual and developmental disabilities by remodeling properties where possible to add additional rooms for independent living. REACH is also in discussion with the City of Livermore regarding ADU's on certain properties. REACH is also in discussion with the City of Dublin for a multi-unit affordable rental housing project.

23. For CAPER: Does the agency feel this project or program was a success? How do you measure the success? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?

Report 1

NA

Report 2

Yes, the project was very successful. REACH measures success by continuing to provide affordable housing, completing home improvement projects that either adds rooms for additional tenants or improves the property.

REACH has been successfully providing the service of affordable housing and independent living for 30 years.

24. For CAPER: Describe any problems or delays encountered with the project or program. How were they handled? What effects, if any, were there on costs? Describe any changes that made the project or program successful now or in the future.

Report 1

NA

Report 2

No delays or problems were encountered.

25. For CAPER: List agencies you collaborated with on this project or program. Describe the nature of the collaboration.

Report 1

NA

Report 2

Housing Consortium of the East Bay - vendor coordination at each property

EBI, Compass and other service Providers - tenant coordination

26. For CAPER: Did you obtain funding from other sources not identified above? If so, list sources and amounts.

Report 1

NA

Report 2

Yes. As noted in question #22, this was an agency wide rehabilitation and home improvement project for all 11 properties.

City of Livermore - 49,000

REACH fundraising event - 26,734

Fremont Bank Foundation - 20,000

Robert Half International - 2,500

Pleasanton North Rotary - 575

Rotary Club of Livermore - 600

Rotarian Foundation of Livermore - 2,500

Miscellaneous donations - 3,200

City of Pleasanton

Programs > FY 2020/21 Housing and Human Services Grant Program > Housing Rehabilitation Program

Housing Division

FY 2020/21 Housing and Human Services Grant Program

USD\$ 961,007.00 Available

Deadline: 1/27/2020

Habitat for Humanity East Bay/Silicon Valley, Inc.

Housing Rehabilitation Program

USD\$ 128,000.00 USD\$ 128,000.00 Requested

Report Totals

GENERAL INFORMATION

1. Name of Person Completing Report:

Report 1

Dona Gomez

Report 2

Dona Gomez

2. Title:

Report 1

Operations Manager

Report 2

Operations Manager

3. Telephone:

Report 1

510-906-2215

Report 2

510-906-2215

4. E-Mail:

Report 1

dgomez@habitatebsv.org

Report 2

dgomez@habitatebsv.org

PROJECT / PROGRAM STATUS

5. Describe the current status of your project or program (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.

Report 1

We have received increased interest in the program due to the marketing efforts described in #6 below. We have received 37 requests for applications in the first 6 months of FY20-21, this is a significant increase as we only received 6 requests of applications in FY19-20. And only 36 request for applications between October 2016 and November 2019.

We have received 5 full applications already in FY20-21, while we only received 2 completed applications in all of FY19-20.

Across all of our home repair programs, the overall the impact of Covid-19 and related restrictions and control protocol has impacted our ability to do inspections, get bids, acquire permits and City inspections, and secure materials. For the materials that are available, there have been significant cost increases. Our contractor pool has been reduced by business failures, voluntary downsizing and increased demand. We have undertaken a coordinated contractor recruitment effort to good effect and expect to have more resources available going forward. We are modifying scopes of work to avoid the biggest bottlenecks in the supply chain, and focusing on tasks that can be done with over the counter permits.

Report 2

The program underway and we continuing to do outreach to increase our number of applicants. We completed 2 grants this fiscal year and have approved 1 other grant applicant and 1 loan applicant. The other 2 approvals should be completed in FY22 Q1. We have one additional loan applicant under review and have received 3 new application, two of which are complete and ready for review.

6. Describe any significant actions taken during the reporting period.

Report 1

The majority of applicants indicated they applied to the program because of outreach through a utility bill mailer insert in partnership with the City of Pleasanton which went out to all households over the course of a two month period. Outreach was also conducted on a deeper level with Spectrum Community Services, wherein we presented about the program to all their staff and volunteers and had hard copy fliers distributed with all their Meals on Wheels boxes.

Report 2

Describe any significant actions taken during the reporting period.

We have continued to work hard to increase the number of Pleasanton applicants. During this half of the year, the program was marketed through some key placements in the Pleasanton Weekly (in print and online), and via Facebook. In addition, outreach was conducted through the Senior Injury Prevention Program for the County, as well as an general info session. Through this, additional agencies were reached such as the Tri-City Health Center, Lavender Seniors of the East Bay, J-Sei, and Alameda Friendly Visitors. We still have work to do, but have had some recent success. We sent out 10 new applications and while we have received two full applications back we are hopeful.

7. If applicable, describe any modifications to the project or program goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.

Report 1

We are hopefully that the increased interest in the program will allow up to complete more project this year but we many no be able to complete the anticipated 9 projects.

Report 2

We were not be able to complete the anticipated 9 projects.

8. Were any costs (from any source) incurred for this project or program during this reporting period?

Yes

No

9. Were any Pleasanton grant funds expended for this project or program during this reporting period?

- Yes (already submitted invoice/s)
- Yes (but invoice/s not yet submitted)
- No (no expenditures this period)
- Other:

CLIENT DATA

10. Please indicate how client data are reported for this project or program (please keep consistent for questions 11 through 14 and with your original application):

- Persons
- Households

11. Please indicate the Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (if none, enter a zero).

Numeric GOAL for THIS FISCAL YEAR.	<input type="text" value="9"/>	<input type="text" value="9"/>	<input type="text" value="18.00"/>	Numeric GOAL for THIS FISCAL YEAR.
TOTAL	<input type="text" value="9.00"/>	<input type="text" value="9.00"/>	<input type="text" value="18.00"/>	TOTAL

12. Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):

A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]
B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	TOTAL

13. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following income categories:

Extremely Low Income (<30% Median)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Extremely Low Income (<30% Median)
Very Low Income (30% to 50% Median)	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Very Low Income (30% to 50% Median)
Low Income (50% to 80% Median)	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Low Income (50% to 80% Median)
Moderate Income and Above				Moderate Income and Above

(>80% Median)

<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	(>80% Median)
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="2.00"/>	<input type="text" value="2.00"/> TOTAL

14. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories:

Seniors (62 and older)	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Seniors (62 and older)
Disabled	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Disabled
Female-Headed Households	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Female-Headed Households
Homeless	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Homeless
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	TOTAL

15. List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]

White	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	White
White + HISPANIC	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	White + HISPANIC
Black/African American	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC
Asian	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Asian
Asian + HISPANIC	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Asian + HISPANIC
American Indian/Alaskan Native	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC
Native Hawaiian/Other Pacific Islander	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC
American Indian/ Alaskan Native and White	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	American Indian/ Alaskan Native and White
American Indian/ Alaskan Native and White + HISPANIC	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	American Indian/ Alaskan Native and White + HISPANIC
Asian and White	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Asian and White
Asian and White + HISPANIC	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Asian and White + HISPANIC
Black/African American and White	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Black/African American and White
Black/African American and White + HISPANIC	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Black/African American and White + HISPANIC
American Indian/Alaskan Native and Black/African American	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American + HISPANIC
Other/Multi Racial	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Other/Multi Racial
Other/Multi Racial + HISPANIC	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Other/Multi Racial + HISPANIC
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	TOTAL

UNITS OF SERVICE

16. Please define the primary UNIT OF SERVICE you use for this project or program (e.g., counseling hours, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHSG contract):

-Text questions are not calculated-

17. Numeric GOAL stated in your HHSG contract for the units of service to be provided to Livermore clients THIS FISCAL YEAR (if none, enter a zero)

-Text questions are not calculated-

18. Please complete the following table regarding the UNIT OF SERVICE listed above:

Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)
TOTAL	<input type="text" value="0.00"/>	<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	TOTAL

19. Please include any additional comments or clarifications here (if you have no additional comments, enter "N/A"):

Report 1

We completed one repair project in Pleasanton under the Renew AC Loan Program.

Report 2

N/A

CAPER REPORT (END OF YEAR)

20. For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):

Report 1

N/A

Report 2

N/A

21. For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.

Report 1

N/A

Report 2

The original purpose of the City of Pleasanton's Housing Rehabilitation Program was for Habitat to partner with low-income homeowners to address critical health and safety needs. We did not expend all of our funds because we did not have enough applicants apply for and get approved

for the program.

22. For CAPER: Describe the accomplishments of the project or program funded through HHSG. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs

Report 1

N/A

Report 2

We have turned to more online resources for reaching applicants due to the Covid-19 pandemic.

23. For CAPER: Does the agency feel this project or program was a success? How do you measure the success? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?

Report 1

N/A

Report 2

Unfortunately, this program is not currently a success as we are still unable to find interested applicants who qualify for the program but we are hopeful that this will be changing in the new year due to increased marketing efforts and interest in the program.

24. For CAPER: Describe any problems or delays encountered with the project or program. How were they handled? What effects, if any, were there on costs? Describe any changes that made the project or program successful now or in the future.

Report 1

N/A

Report 2

We also worked with the city to modify the loan requirements to allow up to make loans to homeowner with multiple liens on their property with an acceptable LTV on an individual approval basis. Moving forward with the loan process was delayed due to the need to revised loan documents and being short staffed at the end of FY21. This has been resolved and our first set of loan documents are signed by the borrower will be closing in the first part of FY22

25. For CAPER: List agencies you collaborated with on this project or program. Describe the nature of the collaboration.

Report 1

N/A

Report 2

We reach out to Tri-City Health Center, Lavender Seniors of the East Bay, J-Sei, and Alameda Friendly Visitors to spread the word about the Program.

26. For CAPER: Did you obtain funding from other sources not identified above? If so, list sources and amounts.

Report 1

N/A

Report 2

No.

City of Pleasanton

Programs > FY 2020/21 Housing and Human Services Grant Program > Housing Counseling Services

Housing Division

FY 2020/21 Housing and Human Services Grant Program

USD\$ 961,007.00 Available

Deadline: **1/27/2020**

Eden Council for Hope and Opportunity

Housing Counseling Services

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

Report Totals

GENERAL INFORMATION

1. Name of Person Completing Report:

Report 1

Marjorie A. Rocha

Report 2

Marjorie A. Rocha

2. Title:

Report 1

Executive Director

Report 2

Executive Director

3. Telephone:

Report 1

510-581-9380

Report 2

510-581-9380

4. E-Mail:

Report 1

margie@echofairhousing.org

Report 2

margie@echofairhousing.org

PROJECT / PROGRAM STATUS

5. Describe the current status of your project or program (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.**Report 1**

Activity has been underway for this project since the start of the fiscal year (July 1, 2019). During the first half of the fiscal year, we provided 113 counseling sessions to 96 unduplicated client households.

Report 2

Activity has been underway for this project since the start of the fiscal year (July 1, 2019).

During the second half of the fiscal year, we provided 162 counseling sessions to 152 unduplicated client households.

Additionally, ECHO has completed a 10-site systemic audit. The results are being analyzed, and the results will be published in September 2021.

6. Describe any significant actions taken during the reporting period.**Report 1**

ECHO continues to provide services to the Spanish-speaking community. A bilingual staff person is available 9am to 5pm, Monday through Friday.

Report 2

ECHO continues to provide services to the Spanish-speaking community. A bilingual staff person is available 9am to 5pm, Monday through Friday.

7. If applicable, describe any modifications to the project or program goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.**Report 1**

ECHO participated in the following outreach and activities:

7/10/2020 - distributed 330 fliers to Pleasanton community-based organizations

8/7/2020 - distributed 330 fliers to Pleasanton community-based organizations

11/9/2020 - distributed 330 fliers to Pleasanton community-based organizations

8/10/2020 - KPFA Radio Interview

11/19/2020 - KCBS 740 AM and KCBS 106.9 FM public service announcements

11/19/2020 - KALX public service announcement

8/13/2020 - Northern California Fair Housing Coalition for counselor training and case review

12/10/2020 - Northern California Fair Housing Coalition for counselor training and case review

9/30/2020 - Regional Fair Housing Training

10/8/2020 - Regional Fair Housing Training (Spanish)

10/15/2020 - Regional Tenant/Landlord Training

10/21/2020 - Fair Housing Tester Training

Report 2

ECHO participated in the following outreach and activities:
 1/26/2021 - Tenants/Landlord Rights and Eviction Rights Protection Training
 2/5/2021 - Regional Fair Housing Training
 3/5/2021 - Regional Fair Housing Training
 3/11/2021 - Northern California Fair Housing Coalition Meeting
 4/14/2021 - Community Realty Fair Housing Workshop
 5/7/2021 - Regional Fair Housing Training
 5/13/2021 - Tester Training
 5/26/2021 - 340 flyers distributed
 6/4/2021 - Regional Fair Housing Training
 6/21/2021 - 340 flyers distributed

8. Were any costs (from any source) incurred for this project or program during this reporting period?

- Yes
 No

9. Were any Pleasanton grant funds expended for this project or program during this reporting period?

- Yes (already submitted invoice/s)
 Yes (but invoice/s not yet submitted)
 No (no expenditures this period)
 Other:

CLIENT DATA

10. Please indicate how client data are reported for this project or program (please keep consistent for questions 11 through 14 and with your original application):

- Persons
 Households

11. Please indicate the Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (if none, enter a zero).

Numeric GOAL for THIS FISCAL YEAR.	305	305	610.00	Numeric GOAL for THIS FISCAL YEAR.
TOTAL	305.00	305.00	610.00	TOTAL

12. Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):

A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	96	152	248.00	A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]
B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project	1328	625	1,953.00	B) Number of NEW CLIENTS AGENCY-WIDE served by

serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)

this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)

TOTAL

1,424.00

777.00

2,201.00

TOTAL

13. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following income categories:

Extremely Low Income (<30% Median)	48	19	67.00	Extremely Low Income (<30% Median)
Very Low Income (30% to 50% Median)	39	109	148.00	Very Low Income (30% to 50% Median)
Low Income (50% to 80% Median)	9	21	30.00	Low Income (50% to 80% Median)
Moderate Income and Above (>80% Median)		3	3.00	Moderate Income and Above (>80% Median)
TOTAL	96.00	152.00	248.00	TOTAL

14. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories:

Seniors (62 and older)	17	13	30.00	Seniors (62 and older)
Disabled	18	9	27.00	Disabled
Female-Headed Households	66	101	167.00	Female-Headed Households
Homeless		0	0.00	Homeless
TOTAL	101.00	123.00	224.00	TOTAL

15. List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]

White	38	46	84.00	White
White + HISPANIC	21	33	54.00	White + HISPANIC
Black/African American	22	22	44.00	Black/African American
Black/African American + HISPANIC	11		11.00	Black/African American + HISPANIC
Asian	2	26	28.00	Asian
Asian + HISPANIC		1	1.00	Asian + HISPANIC
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC			0.00	American Indian/Alaskan Native + HISPANIC
Native Hawaiian/Other Pacific Islander		1	1.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC

American Indian/ Alaskan Native and White			0.00	American Indian/ Alaskan Native and White
American Indian/ Alaskan Native and White + HISPANIC			0.00	American Indian/ Alaskan Native and White + HISPANIC
Asian and White			0.00	Asian and White
Asian and White + HISPANIC			0.00	Asian and White + HISPANIC
Black/African American and White	1	1	2.00	Black/African American and White
Black/African American and White + HISPANIC			0.00	Black/African American and White + HISPANIC
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC
Other/Multi Racial	1	16	17.00	Other/Multi Racial
Other/Multi Racial + HISPANIC		6	6.00	Other/Multi Racial + HISPANIC
TOTAL	96.00	152.00	248.00	TOTAL

UNITS OF SERVICE

16. Please define the primary UNIT OF SERVICE you use for this project or program (e.g., counseling hours, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHSG contract):

-Text questions are not calculated-

17. Numeric GOAL stated in your HHSG contract for the units of service to be provided to Livermore clients THIS FISCAL YEAR (if none, enter a zero)

-Text questions are not calculated-

18. Please complete the following table regarding the UNIT OF SERVICE listed above:

Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	129	162	291.00	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	1328	625	1,953.00	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)
TOTAL	1,457.00	787.00	2,244.00	TOTAL

19. Please include any additional comments or clarifications here (if you have no additional comments, enter "N/A"):

Report 1

ECHO achieved the following for the first half of the fiscal year:
 Fair Housing Counseling, Mediation, Investigation, or Enforcement - 2 units of service
 Tenant/Landlord Counseling and Mediation - 46 units of service
 Rental Assistance Program - 13 units of service
 Homeseeking Program - 52 units of service

There may be more services than households because the client may ask for more than one service.

Report 2

ECHO achieved the following for the second half of the fiscal year:

Fair Housing Counseling, Mediation, Investigation, or Enforcement - 18 households/7 no evidence, 1 provided education, 9 results were inconclusive, 1 re-tested.

Fair Housing Systemic Audit - 10-site audits completed.

Tenant/Landlord Counseling and Mediation - 99 households/109 units of service

Rental Assistance Program - 9 households/9 households were counseled: 7 were assisted to prevent homelessness.

Homeseeing Program - 26 households/26 units of service

Shared Housing - N/A

There may be more services than households because the client may ask for more than one service.

CAPER REPORT (END OF YEAR)

20. For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):

Report 1

N/A

Report 2

Marjorie A. Rocha

21. For CAPER: Describe the original purpose for which the City granted the HHSF funds. If applicable, explain why your agency did not spend the entire grant.

Report 1

N/A

Report 2

For fiscal year 2020-21, ECHO was to provide 305 units of service to Pleasanton households. Specific services were as follows:

Goal #1: Fair Housing Counseling, Mediation, Investigation, or Enforcement - 5 Households. Fair Audits: 10 audits

Goal #2: Tenant/Landlord Counseling and Mediation - 155 households

Goal #3: Rental Assistance Program - 5 households

Goal #4: Shared Housing - 5 households

Goal #5: Homeseeing Program - 125 households

We did not spend the entire grant amount. We did not achieve our contract goals.

22. For CAPER: Describe the accomplishments of the project or program funded through HHSF. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs

Report 1

N/A

Report 2

The funds for 2020-21 allowed ECHO to complete 275 units of service to 248 client households. The agency completed 93% of its total service goal, and 85% of its client goal. Specific achievements include:

Goal #1: Fair Housing Counseling, Mediation, Investigation - 20 cases counseled and investigated. Fair Housing Audits - 10 sites were audited.

Goal #2: Tenant/Landlord Counseling and Mediation - 128 households were provided with 155 responses regarding counseling and mediation.

Goal #3: Rental Assistance Program - 22 household were provided information, budget counseling, and referrals/9 households were assisted to

prevent homelessness.

Goal #4: Shared Housing: N/A

Goal #5: Homeseeking Program - 78 households were provided with affordable housing, senior housing, and Section 8 availability lists.

ECHO participated in the following outreach and activities:

7/10/2020 - 330 flyers distributed

8/7/2020 - 330 flyers distributed

8/10/2020 - KPFA Radio Interview

8/13/2020 - Northern California Fair Housing Coalition for counselor training and case review

9/30/2020 - Regional Fair Housing Training

10/8/2020 - Regional Fair Housing Training (Spanish)

10/15/2020 - Regional Tenant/Landlord Training

10/21/2020 - Fair Housing Tester Training

11/9/2020 - 330 flyers distributed

11/19/2020 - KCBS 740 AM & KCBS 106.9 FM PSA's

11/19/2020 - KALX PSA's

12/10/2020 - Northern California Fair Housing Coalition for counselor training and case review

1/26/2021 - Tenants/Landlord Rights and Eviction Rights Protection Training

2/5/2021 - Regional Fair Housing Training

3/5/2021 - Regional Fair Housing Training

3/11/2021 - Northern California Fair Housing Coalition Meeting

4/14/2021 - Community Realty Fair Housing Workshop

5/7/2021 - Regional Fair Housing Training

5/13/2021 - Tester Training

5/26/2021 - 340 flyers distributed

6/4/2021 - Regional Fair Housing Training

6/21/2021 - 340 flyers distributed

23. For CAPER: Does the agency feel this project or program was a success? How do you measure the success? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?

Report 1

N/A

Report 2

ECHO Housing failed to complete the annual service unit goal, but provided hundreds of households with resources to empower them to resolve their housing issues. ECHO assisted 248 clients and completed 10 audits, achieving 85% of annual goal, and completed 285 of the 305 service units in our contract, achieving 93% of the annual goal.

The quality of services provided is evaluated by ensuring that clients are informed of their rights, are provided appropriate referrals, or receive conciliation, when appropriate. Cases are assigned the following outcomes:

FAIR HOUSING COUNSELING - determining whether illegal discrimination has or has not occurred, and the assigning of one or more of the following outcomes to each case: counseling, no evidence, successful or unsuccessful conciliation/mediation, referral to DFEH, referral to HUD, referral to private attorney, referral to legal services, or withdrawing the complaint.

TENANT/LANDLORD COUNSELING - Counseling, successful or unsuccessful conciliation/mediation, referral to attorney/legal services, referral to Small Claims Court, referral to other agency.

RENTAL ASSISTANCE PROGRAM - provide counseling and deposit/rent assistance to households.

SHARED HOUSING - provide households with counseling, and the opportunity to locate housemates to share housing and reduce costs.

HOMESEEEKING - provide strategies to locate affordable housing, utility programs, debt management, and renters rights.

Based on the method of evaluation, the program was successful.

24. For CAPER: Describe any problems or delays encountered with the project or program. How were they handled? What effects, if any, were there on costs? Describe any changes that made the project or program successful now or in the future.

Report 1

N/A

Report 2

There were problems on and off throughout the year. Although we did not achieve the household goal, we provided more than one unit of service to many households particularly regarding eviction moratorium and rent increase information. With ever-changing emergency ordinances and laws throughout the pandemic, we spent more time than usual providing up-to-date information to clients and updating our webinars.

The program was successful in providing the information and counseling, which helped the clients to meet their needs, and helped several households to pay delinquent rent.

25. For CAPER: List agencies you collaborated with on this project or program. Describe the nature of the collaboration.

Report 1

N/A

Report 2

ECHO has a cooperative networking relationship with 211, ABODE, Alameda County Social Services Agency, Bay Area Legal Aid, Eviction Defense, Livermore Housing Authority, Tri-Valley Haven, Rental Housing Association of Southern Alameda County, and Community Resources for Independent Living. They refer clients needing basic understanding of their rights and responsibilities, fair housing law, or mediation, as necessary. In turn, we refer to them when outside resources become necessary for the client.

Additionally, ECHO works with attorneys, the Department of Fair and Employment, and the Department of Housing and Urban Development to enforce fair housing laws and statutes pertaining to fair housing cases it has opened.

26. For CAPER: Did you obtain funding from other sources not identified above? If so, list sources and amounts.

Report 1

N/A

Report 2

Alameda-\$20,000
Antioch-\$75,000
Berkeley-\$40,049
Concord-\$60,000
Hayward-\$50,418
Livermore-\$20,833
Monterey-\$10,000
Oakland-\$86,250
Salinas-\$84,000
San Leandro-\$25,000
Seaside-\$6,621
Union City-\$10,000
Walnut Creek-\$17,660
Alameda Co-\$85,000
Contra Costa Co-\$120,000
Monterey Co-\$38,134

City of Pleasanton

Programs > FY 2020/21 Housing and Human Services Grant Program > Housing and Independent Living Skills

Housing Division

FY 2020/21 Housing and Human Services Grant Program

USD\$ 961,007.00 Available

Deadline: 1/27/2020

Community Resources for Independent Living

Housing and Independent Living Skills

USD\$ 19,501.00 USD\$ 19,501.00 Requested

Report Totals

GENERAL INFORMATION

1. Name of Person Completing Report:

Report 1

Edymir Guerrero

Report 2

Edymir Guerrero

2. Title:

Report 1

Program Director

Report 2

Program Director

3. Telephone:

Report 1

510-881-5743

Report 2

510-881-5743

4. E-Mail:

Report 1

edymir.guerrero@crilhayward.org

Report 2

edymir.guerrero@crilhayward.org

PROJECT / PROGRAM STATUS

5. Describe the current status of your project or program (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.

Report 1

9 new consumers were directly provided one or more independent living skills training, support or counseling services to improve their level of independence. CRIL's travel training program continues to be well received. The number of Pleasanton consumers who are accessing CRIL's Device Lending and Demonstration Center has decreased due in part to COVID 19 and the shelter in place order. With the COVID 19 shelter in place order, CRIL's outreach efforts have been drastically reduced. While CRIL is providing services by phone, email and digitally through zoom and or video conferencing, CRIL is continuing to increase its digital efforts for consumers. * Important to note that almost all of CRIL's staff have underlying preconditions and are extremely vulnerable to COVID 19.

Report 2

5 new consumers were directly provided one or more independent living skills training, support or counseling services to improve their level of independence. CRIL's travel training and Device Lending and Demonstration Center programs continues to see a decrease in inquires because of the COVID-19 pandemic. With the COVID 19 shelter in place order, CRIL's outreach efforts have been drastically reduced. While CRIL is providing services by phone, email and digitally through zoom and or video conferencing, CRIL is continuing to increase its digital efforts for consumers. (* Important to note that almost all of CRIL's staff have underlying preconditions and are extremely vulnerable to COVID 19.)

6. Describe any significant actions taken during the reporting period.

Report 1

In January 2020, CRIL placed a FT IL Service Coordinator, as well as, a FT Travel Trainer in the Livermore Office. The 2 staff will provide services to Dublin, Livermore and Pleasanton. However, COVID 19 has dramatically reduced CRIL's outreach efforts and walk ins.

Report 2

COVID-19 has dramatically reduced CRIL's outreach efforts and walk ins to our offices. However, we have developed virtual workshops to supplement the needs of our consumers. We also had to reduce the hours of our travel training staffing because the decrease in interest for the program because of the COVID-19 pandemic. Travel training services are now available through our on-line website platform, which gives consumers access when needed.

7. If applicable, describe any modifications to the project or program goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.

Report 1

COVID 19 shelter in place dramatically affected CRIL's output in the 1st Quarter. CRIL has adjusted to a virtual office and our hope is to increase productivity. The shelter in place has particularly affected CRIL's work at Senior Centers, Senior Apartment Complexes and Schools.

Report 2

COVID-19 has dramatically affected CRIL's output in the 1st Quarter. CRIL has adjusted and have created and implemented virtual workshops. The shelter in place has particularly affected CRIL's work at Senior Centers, Senior Apartment Complexes and Schools.

8. Were any costs (from any source) incurred for this project or program during this reporting period?

- Yes
 No

9. Were any Pleasanton grant funds expended for this project or program during this reporting period?

- Yes (already submitted invoice/s)
 Yes (but invoice/s not yet submitted)
 No (no expenditures this period)
 Other:

CLIENT DATA

10. Please indicate how client data are reported for this project or program (please keep consistent for questions 11 through 14 and with your original application):

- Persons
 Households

11. Please indicate the Numeric GOAL stated in your HHSG contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (if none, enter a zero).

Numeric GOAL for THIS FISCAL YEAR.	30	30	60.00	Numeric GOAL for THIS FISCAL YEAR.
TOTAL	30.00	30.00	60.00	TOTAL

12. Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):

A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	9	5	14.00	A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]
B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	0	0	0.00	B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)
TOTAL	9.00	5.00	14.00	TOTAL

13. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following income categories:

Extremely Low Income (<30% Median)	2	1	3.00	Extremely Low Income (<30% Median)
Very Low Income (30% to 50% Median)	6	3	9.00	Very Low Income (30% to 50% Median)
Low Income (50% to 80% Median)	1	0	1.00	Low Income (50% to 80% Median)
Moderate Income and Above (>80% Median)	0	1	1.00	Moderate Income and Above (>80% Median)
TOTAL	9.00	5.00	14.00	TOTAL

14. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories:

Seniors (62 and older)	4	2	6.00	Seniors (62 and older)
Disabled	9	5	14.00	Disabled
Female-Headed Households	2	3	5.00	Female-Headed Households
Homeless	1	1	2.00	Homeless
TOTAL	16.00	11.00	27.00	TOTAL

15. List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]

White	6	4	10.00	White
White + HISPANIC	1	0	1.00	White + HISPANIC
Black/African American	0	0	0.00	Black/African American
Black/African American + HISPANIC	0	0	0.00	Black/African American + HISPANIC
Asian	1	1	2.00	Asian

Asian + HISPANIC	0	0	0.00	Asian + HISPANIC
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC	0	0	0.00	American Indian/Alaskan Native + HISPANIC
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC
American Indian/ Alaskan Native and White	0	0	0.00	American Indian/ Alaskan Native and White
American Indian/ Alaskan Native and White + HISPANIC	0	0	0.00	American Indian/ Alaskan Native and White + HISPANIC
Asian and White	1	0	1.00	Asian and White
Asian and White + HISPANIC	0	0	0.00	Asian and White + HISPANIC
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC	0	0	0.00	Black/African American and White + HISPANIC
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC
Other/Multi Racial	0	0	0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC	0	0	0.00	Other/Multi Racial + HISPANIC
TOTAL	9.00	5.00	14.00	TOTAL

UNITS OF SERVICE

16. Please define the primary UNIT OF SERVICE you use for this project or program (e.g., counseling hours, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):

-Text questions are not calculated-

17. Numeric GOAL stated in your HHS contract for the units of service to be provided to Livermore clients THIS FISCAL YEAR (if none, enter a zero)

-Text questions are not calculated-

18. Please complete the following table regarding the UNIT OF SERVICE listed above:

Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	157	159	316.00	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	0	0	0.00	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)
TOTAL	157.00	159.00	316.00	TOTAL

19. Please include any additional comments or clarifications here (if you have no additional comments, enter "N/A"):

Report 1

N/A

Report 2

N/A

CAPER REPORT (END OF YEAR)

20. For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):

Report 1

N/A

Report 2

Edymir Guerrero - Program Director

21. For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why your agency did not spend the entire grant.

Report 1

N/A

Report 2

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

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

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

22. For CAPER: Describe the accomplishments of the project or program funded through HHSG. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs

Report 1

N/A

Report 2

In response to the COVID-19 pandemic and shelter in place order during this recent grant cycle, CRIL has developed and implemented virtual workshops to continue to support clients with their needs in regards to housing, device lending, travel training, and recently with our development of programming of our digital programs such as GOOGLE Chrome Connect and Voice options. Both new programs assist consumers with accessing laptops and or tablets to address their needs of digital access.

23. For CAPER: Does the agency feel this project or program was a success? How do you measure the success? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?

Report 1

N/A

Report 2

Yes, even though CRIL fell short of our targeted goal for the 2020-2021 because of the COVID-19 pandemic and shelter in place order, which adversely affected CRIL's numbers. We continue to be a full-service disability office, through a virtual office and more so recently as our Hayward and Fremont office are allowing walk-ins. Our mission is to provide advocacy and resources for people with disabilities to improve lives and make communities fully accessible. This FY 2020-21, CRIL continued to experience growth in its newest programs: GOOGLE Chrome Connect and Voice Options.

24. For CAPER: Describe any problems or delays encountered with the project or program. How were they handled? What effects, if any, were there on costs? Describe any changes that made the project or program successful now or in the future.

Report 1

N/A

Report 2

The COVID-19 pandemic and the high cost of rent in Pleasanton still present challenges. CRIL continues to work with the Housing Authority of Alameda County on accessing its Mainstream Voucher program to address the needs for affordable housing.

25. For CAPER: List agencies you collaborated with on this project or program. Describe the nature of the collaboration.**Report 1**

N/A

Report 2

Abode Services -refer consumers back and forth;
Alameda County Housing Authority -affordable housing;
Alameda County Public Authority for IHSS -match consumers with caregivers;
Alameda County Public Health - medical services;
Alameda County Social Services -benefits;
Alliance Healthcare -affordable health insurance our consumers;
American Job Center -help consumers obtain employment;
Ashbury Church -social services;
AXIS Healthcare -medical services;
Childcare Links - childcare
City Serve -social services;
Department of Rehabilitation -refer consumers back and forth;
East Bay Innovations -social services;
ECHO -housing mediation with landlords;
Eden Housing -affordable housing;
Eden I & R -housing info;
FERC -collaborated to assist parents of psychotic children;
Horizons Family Counseling -counseling services;
HICAP – Medicare Counseling
Hindu Community Center -Mega Hindu Health Fair;
Las Positas College -assistance to students seeking employment;
Legal Assistance for Seniors -legal advice; Legends -mental health;
Life Long Medical – affordable housing resources
Livermore Adult Education -help consumers prepare for work;
Livermore Chamber of Commerce -disability awareness training;
Livermore Housing Authority -affordable housing;
Livermore Public Library – resources;
NAMI Tri-Valley -psychological counseling;
Open Heart Kitchen -meals;
Satellite Affordable Housing Associates -affordable housing;
St. Vincent de Paul Society -food
Season of Sharing -Security Deposits;
Sutter Health – flu shots;
Senior Support Services Tri-Valley -Senior Services;
Tri-Valley Haven -domestic violence;
Tri-Valley Haven Food Pantry -emergency food;
Tri-Valley Housing Opportunity -housing;
Tri-Valley Non-Profit Association - share resources;
Valley Care Medical Center –medical services.Tri-Valley to be inadequate. in its programs in the Tri-Valley;
Well Spring Pharmacy - medical services;
Alameda County Agency on Aging - Senior services.

26. For CAPER: Did you obtain funding from other sources not identified above? If so, list sources and amounts.**Report 1**

N/A

Report 2

Livermore - \$9,325
Dublin - \$11,931
Department of Rehab - \$21,000

City of Pleasanton

Programs > FY 2020/21 Housing and Human Services Grant Program > Pleasanton Housing Grant for Homeless Street Outreach/Homelessness Prevention

Housing Division

FY 2020/21 Housing and Human Services Grant Program

USD\$ 961,007.00 Available
Deadline: 1/27/2020

CityServe of the Tri-Valley

Pleasanton Housing Grant for Homeless Street Outreach/Homelessness Prevention

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

[Previous Submitted Application](#)
[Next Submitted Application](#)

Report Totals

GENERAL INFORMATION

1. Name of Person Completing Report:

Report 1

Christine Beitsch-Bahmani

Report 2

Christine Beitsch-Bahmani

2. Title:

Report 1

CEO

Report 2

CEO

3. Telephone:

Report 1

925-222-2273

Report 2

510-789-5443

4. E-Mail:

Report 1

christine@cityservecares.org

Report 2

christine@cityservecares.org

PROJECT / PROGRAM STATUS

5. Describe the current status of your project or program (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.

Report 1

Due to the pandemic, the needs and focus areas are constantly assessed. As Covid numbers in the county go up and down, we have to continuously modify our daily operations and monitor how to keep both our team and participants safe. We have never closed or reduced services. Most of our modifications have included virtual meetings, conference calls with clients, sending website and virtual resources via email and meeting in open air settings during our pop-ups or outreach rounds.

In regards to the Prevention team we have been preventing homelessness by coordinating the Emergency Rental Assistance Program (ERAP) serving over 220 families and spending over 600K on first and second rental payments. We have been giving weekly reports to Steve on our progress. Our team has created many access points for Pleasanton residents by offering bilingual paperwork, marketing, applications and staffing. We have hosted pop-up rental assistance booths at many local apartment complexes and weekly on Tuesdays centrally located at Inklings Coffee and Tea in their parking lot. With the limitations surrounding the pandemic we paused our comprehensive case management services to utilize our case workers to support the emergency rental assistance program and focus on basic need requests such as food security options, job navigation, understanding their tenant rights, home grocery deliveries, assistance with school supplies, hygiene and PPE needs. We had mass drive thru PPE distribution in Pleasanton handing out over 13,000 masks to 500 households. We also had an open air holiday market serving ERAP families and over 100 families received a holiday meal, coats, new shoes, clothing, toys and more.

Our intervention team team worked closely with Pleasanton homeless liaison officers for clean ups, safer ground referrals and mental health support. We partner with Open Heart Kitchen to follow them to sites and offer support services when food is given out. We also helped with the census count.

Report 2

The current status of our program is both stable and supportive. CityServe continues to do bi-weekly ride alongs with the Pleasanton Homeless Liaison officers to identify and/or respond to urgent resident complaints about homeless individuals. We also host a monthly Tri-Valley PD meeting to discuss regional issues, challenging clients, encampment clean-ups and discuss ways we can work best together as a region.

We have not halted any services during this timeframe, in fact, we have been able to increase our support to Pleasanton residents by proactively mobilizing the distribution of mental health resource flyers throughout the city. Each flyer has a QR code for residents to easily take a mental health assessment and our team responds with vetted local resources that are available to best serve their needs. This effort was made possible by the county Measure A funding that was awarded to CityServe specifically for Livermore and Dublin, but we have adapted our tool to also serve Pleasanton residents as well. Thus far, we have distributed 350 flyers and have done 20 in-person mental health assessments at our pop-ups as a result. These mental health assessments are also now a part of our collaborative and intentional outreach efforts with Open Heart Kitchen. Our teams meet twice a week to resource Pleasanton homeless residents during food distribution in remote areas. We have also incorporated the mental health assessment into all our care coordination sessions (formerly called Case Management). We will continue to market our comprehensive services and mental health assessment tool in Pleasanton with a goal of distributing 360 more flyers and having 120 assessments completed within six months.

6. Describe any significant actions taken during the reporting period.

Report 1

5 Chronically homeless individuals from Pleasanton were given the opportunity to apply to a housing opportunity in Livermore. One elderly client was housed on December 23, 2020. Our case manager worked with her to ensure that she was able to fill out all necessary paperwork for the unit available. She was very excited to move in just before Christmas.

We identified 3 Chronically homeless individuals and moved them into a hotel. Each week from July to August, we met with the individuals to work through obstacles and help them apply for benefits. The goal was to assess their movement toward sustainability. At the end of August they were moved into Safer Ground and given the opportunity to have a full time housing navigator. Unfortunately 2 out of the 3 did not want to stay at that program and due to differences they decided to leave.

In August, additional outreach was done to assess if other chronically homeless individuals would be able to fit the requirements of safer ground. Working with the Pleasanton homeless liaison officers, we reached out to over 20 individuals. Our intervention team coordinated with the officers as well as other service providers and community members to get as many of these individuals into safer ground. We assisted with: coordinating with clients and their doctors and medical teams at Axis Community health to get medical verification forms filled out, connecting with the county and abode services on the process of getting those approved for the program to the hotel, working with clients to manage their expectations and their responsibilities going into this program while working with service providers of this hotel shelter to assist with the success of the program to help clients move forward with housing navigation and other needs.

13 clients from Pleasanton moved into the hotel and currently 1 client was permanently housed.

Report 2

CityServe sent our entire service team to a two-day training with focus areas of: Trauma-informed care, Motivational Interviewing and Crisis Role Playing. Some significant actions taken place during this reporting period has been our Open Heart Kitchen Partnership: In May of 2021, we launched a formal partnership with Open Heart Kitchen to have our street outreach teams work together to help those in encampments, along railroads, near shopping centers, at hotels, parks and on city streets. Open Heart Kitchen delivers food and we connect people with the services needed. We are currently going out two times a week with them and in-between these days our outreach team follows up with those they met on the route the day before.

During May and June of 2021, CityServe staff attended Housing Fairs at the Saferground Livermore Site with some of the Pleasanton clients at Saferground that were having more difficulty choosing apartments. This was done with clients that CityServe staff had supported throughout their journey. For the clients, there were many fears and unknowns related to picking a home.

A single female client with a daughter who needed to attend school from home was unable to go to work. Over the course of the pandemic, she realized the weight of everything going on in the world and that she would need to be strategic to get the client to a more stable place. The client entered a certificate program and was able to obtain a certificate that would help her with the ability to work from home. The client was also able to increase her income and become more sustainable and has been to prevent possible eviction.

7. If applicable, describe any modifications to the project or program goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.

Report 1

Due to the pandemic and over the course of changing stay at home orders we needed to modify how we work and interface with clients. We adapted to changing local services that were opening and closing, so we helped individuals navigate through how to apply for benefits while working through the obstacles of the procedures changing over the course of 6 months due to the Covid levels in alameda county.

We had to modify our street outreach training to include mental health and addiction training, as well as institute higher levels of self-care and counseling measures for our frontline staff that has seen heightened anxiety, drug use, domestic abuse, mental health and growing medical ailments on a daily basis. This has taken a personal toll on 95% of our team.

Addiction and mental health assistance are some of the resources that the intervention team at CityServe has connected many clients to. Due to being able to connect clients to these resources, clients have begun working through some of the issues that they are facing. In conjunction with homeless liaison officers, many clients have been connected to mental health support through the county's IHOT team so that their mental well being can be assessed. An additional client facing addiction, made the decision to go to rehab and is awaiting an opening.

We adjusted to prioritize homeless individuals living in their cars with basic car repairs to keep them in a "shelter". 2 homeless Pleasanton residents needed major overhauls to their cars. This was done to ensure safety for the individual.

Due to a large number of in-kind donations, we hosted a socially distanced and safe free open market to pick up groceries, food, clothing, jackets, toys and other supplies. .

Other than slight modifications and pivoting focus areas our project has been effective during this timeframe and with very limited and stretched staffing available based on high demand.

Report 2

We continue to modify our daily operations and monitor how to keep both our team and participants safe. We have never closed or reduced service. Most of our modifications have included virtual meetings, conference calls with clients, sending website and virtual resources via email and meeting in open air settings during our pop-ups or outreach rounds. We plan to launch two Pleasanton pop-ups per week in Pleasanton starting in August.

Our prevention team has continued to educate and support our past Emergency Rental Assistance clients with any new information as it relates to their housing situation. We have also started assisting each participant with application navigation for the county emergency rental assistance program. We are in pre-development for assisting the Pleasanton community with emergency rental assistance navigation through our contract with the county that should start in August. We are already serving in this capacity, but it will be highly publicized come August/September timeframe.

8. Were any costs (from any source) incurred for this project or program during this reporting period?

Yes

No

9. Were any Pleasanton grant funds expended for this project or program during this reporting period?

Yes (already submitted invoice/s)

Yes (but invoice/s not yet submitted)

No (no expenditures this period)

Other:

CLIENT DATA

10. Please indicate how client data are reported for this project or program (please keep consistent for questions 11 through 14 and with your original application):

- Persons
 Households

11. Please indicate the Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (if none, enter a zero).

Numeric GOAL for THIS FISCAL YEAR.	<input type="text" value="191"/>	<input type="text" value="191"/>	<input type="text" value="382.00"/>	Numeric GOAL for THIS FISCAL YEAR.
TOTAL	<input type="text" value="191.00"/>	<input type="text" value="191.00"/>	<input type="text" value="382.00"/>	TOTAL

12. Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):

A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]	<input type="text" value="187"/>	<input type="text" value="191"/>	<input type="text" value="378.00"/>	A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]
B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)	<input type="text" value="298"/>	<input type="text" value="736"/>	<input type="text" value="1,034.00"/>	B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)
TOTAL	<input type="text" value="485.00"/>	<input type="text" value="927.00"/>	<input type="text" value="1,412.00"/>	TOTAL

13. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following income categories:

Extremely Low Income (<30% Median)	<input type="text" value="79"/>	<input type="text" value="83"/>	<input type="text" value="162.00"/>	Extremely Low Income (<30% Median)
Very Low Income (30% to 50% Median)	<input type="text" value="18"/>	<input type="text" value="18"/>	<input type="text" value="36.00"/>	Very Low Income (30% to 50% Median)
Low Income (50% to 80% Median)	<input type="text" value="90"/>	<input type="text" value="90"/>	<input type="text" value="180.00"/>	Low Income (50% to 80% Median)
Moderate Income and Above (>80% Median)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% Median)
TOTAL	<input type="text" value="187.00"/>	<input type="text" value="191.00"/>	<input type="text" value="378.00"/>	TOTAL

14. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories:

Seniors (62 and older)	<input type="text" value="7"/>	<input type="text" value="6"/>	<input type="text" value="13.00"/>	Seniors (62 and older)
Disabled	<input type="text" value="7"/>	<input type="text" value="20"/>	<input type="text" value="27.00"/>	Disabled
Female-Headed Households	<input type="text" value="67"/>	<input type="text" value="66"/>	<input type="text" value="133.00"/>	Female-Headed Households
Homeless	<input type="text" value="11"/>	<input type="text" value="16"/>	<input type="text" value="27.00"/>	Homeless

TOTAL

92.00

108.00

200.00

TOTAL

15. List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]

White	55	50	105.00	White
White + HISPANIC	53	51	104.00	White + HISPANIC
Black/African American	23	34	57.00	Black/African American
Black/African American + HISPANIC	0	0	0.00	Black/African American + HISPANIC
Asian	20	20	40.00	Asian
Asian + HISPANIC	0	0	0.00	Asian + HISPANIC
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC	0	0	0.00	American Indian/Alaskan Native + HISPANIC
Native Hawaiian/Other Pacific Islander	4	1	5.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC
American Indian/ Alaskan Native and White	0	0	0.00	American Indian/ Alaskan Native and White
American Indian/ Alaskan Native and White + HISPANIC	0	0	0.00	American Indian/ Alaskan Native and White + HISPANIC
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC	0	0	0.00	Asian and White + HISPANIC
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC	0	0	0.00	Black/African American and White + HISPANIC
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC
Other/Multi Racial	30	32	62.00	Other/Multi Racial
Other/Multi Racial + HISPANIC	2	3	5.00	Other/Multi Racial + HISPANIC
TOTAL	187.00	191.00	378.00	TOTAL

UNITS OF SERVICE

16. Please define the primary UNIT OF SERVICE you use for this project or program (e.g., counseling hours, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHS contract):

-Text questions are not calculated-

17. Numeric GOAL stated in your HHS contract for the units of service to be provided to Livermore clients THIS FISCAL YEAR (if none, enter a zero)

-Text questions are not calculated-

18. Please complete the following table regarding the UNIT OF SERVICE listed above:

Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	187	191	378.00	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not)	298	736	1,034.00	Number of units of service provided AGENCY-WIDE for this project during

applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)

THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)

TOTAL

485.00

927.00

1,412.00

TOTAL

19. Please include any additional comments or clarifications here (if you have no additional comments, enter "N/A"):

Report 1

N/A

Report 2

These numbers do not include large distributions serving hundreds of families with masks, food, clothing, toys, hygiene items and safety net items during the winter and pandemic. In our next grant fiscal year we hope to capture events like that to better show our actual impact.

Also, our collaboration with Goodness Village has been a significant action. As referrals opened our team at CityServe did many referrals to The Goodness Village Tiny Home Project. CityServe has referred 23 Tri-City Unsheltered Residents to Goodness Village. Thus far, 14 participants have been accepted into the program and 4 of those (some being Pleasanton residents) have already moved in as of 6/30/2021. We understand the work is not over. Our team and The Goodness Village team are working very closely together to ensure that the individuals have a good transition while they get used to their "new normal". We really focused on making warm handoffs and will continue to support them as needed. Christine (CityServe/CEO) and Kim (GV/Executive Director) are also in good communication as to ways to support each organization to both minimize duplication and also dream of potential collaborative efforts/projects.

Client Story:

A client who was unhoused needed to go to rehab. The care coordinator worked with the client for over 6 months to get him to a long-term program. The client was bumped twice from getting into the program due to other court-ordered programs. By advocating for him for over 6 months he was able to get into a long-term rehab program.

CAPER REPORT (END OF YEAR)

20. For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):

Report 1

N/A

Report 2

Christine Beitsch-Bahmani, CEO

21. For CAPER: Describe the original purpose for which the City granted the HHSF funds. If applicable, explain why your agency did not spend the entire grant.

Report 1

N/A

Report 2

Our Pleasanton Homelessness Prevention/Homeless Street Outreach program seeks to prevent homelessness through the stabilization of low-income Pleasanton residents at risk of losing their housing, and resourcing Pleasanton homeless individuals & families.

Our Homelessness Prevention and our Homeless Street Outreach programs for the City of Pleasanton were dovetailed in our project as we sought to both prevent homelessness through the stabilization of low-income Pleasanton residents who are currently housed but at risk of losing their housing, as well as work to intervene and resource those in Pleasanton who are currently experiencing homelessness. Our model addresses both sides of the equation for reducing homelessness: keeping housed Pleasanton residents in their homes (Prevention) while working alongside unhoused Pleasanton residents to make viable sustainability plans (Intervention) that, ideally, result in the overall reduction of homeless in Pleasanton.

CityServe acts as a resourcing bridge for both Prevention and Intervention participants and as a safety-net fiscal resource for those who have acute crises.

We address the unfortunate tendency for service providers to silo by connecting those in crisis with other service providers, while also utilizing our funding to stabilize through safety-net fiscal assistance.

Our goal is to eliminate the barrier to access services. We often receive referrals and locations of homeless individuals from the Pleasanton PD Homeless Liaisons, ValleyCare hospital, and other area service providers that alert our Street Outreach team (which includes Outreach Resource Specialists) to where Intervention participants (or potential participants) can be accessed for follow-up and resourcing. Clients also have access through calling our offices located in downtown Pleasanton and will connect with a Crisis Intake Coordinator on the phone or in person, and when our offices open in the Multi-Service Center in Livermore (eta Summer 2020).

22. For CAPER: Describe the accomplishments of the project or program funded through HHSG. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs

Report 1

N/A

Report 2

In partnership with Pleasanton, we were able to distribute over 850K in emergency rental assistance which literally prevented a massive increase in homelessness. We feel this accomplishment alone well exceeded our goal and we continue with the effort and support of over 300 families served. We stepped in the gap to help in this area without specific expertise and executed it very well.

In partnership with Pleasanton and some of our other funders, we were able to identify and place the most vulnerable Pleasanton residents in the safety of a hotel during the pandemic. We directly managed the scatter ground site and stepped into the gap until the Safer Ground county hotel was up and running. At that point, we made referrals for each resident and continued to support them while in the hotel. After a long year, we are seeing most of those we served get into permanent housing and/or receive housing vouchers to be placed soon. We feel this was a great accomplishment despite all the incredible barriers there are for homeless individuals and the lack of housing.

Impact story: An elderly single female on a fixed income was living in her own home. For over a year she did not have hot water. A partner organization was trying to work with the client to remove obstacles related to the hot water issue and noticed she needed a bit more attention than they were able to give. They contacted CityServe and we connected her to a care coordinator to work together not only to fix the hot water issue but connect her to other vital resources she needed relating to mental health barriers. She has found a new level of balance and stability.

23. For CAPER: Does the agency feel this project or program was a success? How do you measure the success? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?

Report 1

N/A

Report 2

Our ultimate marker of success for all CityServe participants is demonstrated sustainable self-sufficiency. We feel those we served in Pleasanton are well on their way to this goal or already there.

Some markers of success include: participants increasing their legal income, qualifying or renewing access to gov. benefits such as GA or SSDI, receiving higher levels of medical or mental health care including entering detox/drug treatment programs, attaining vital documentation such as ID or Social Security Cards, becoming document-ready for housing assistance and establishing realistic action plan goals. For Prevention (housed) participants, these outcomes include eviction prevention & safety net fiscal assistance, increased fiscal literacy, establishing sustainable transportation to and from work/school (such as auto repair, or license/registration fees), increase of legal income through better employment, & enrollment in school or job training programs.

Due to the diversity of needs we typically address we feel the program was a success as exhibited by our intentional and strategic collaborations. I.e., our street outreach team works heavily in collaboration with the two designated Pleasanton PD Homeless Liaison officers to do interventions, Abode Services (our local HRC), Santa Rita Jail, ValleyCare, Cherry Hill & other critical service providers like Open Heart Kitchen or Axis in order to coordinate unhoused individuals' care plans and stability planning.

Lastly, we feel the program was a success because we activated over 161 emergency response volunteers to support both our sheltered and unsheltered clients with very tangible resources and services. Activating Pleasanton residents has been a joy and support to our small team.

24. For CAPER: Describe any problems or delays encountered with the project or program. How were they handled? What effects, if any, were there on costs? Describe any changes that made the project or program successful now or in the future.

Report 1

N/A

Report 2

The only major delay was on our office building project in Livermore that has been delayed now until September 10th. The impact on our team was significant in that we had a Pleasanton office that has 6 workstations and we have between 13-19 staff members at any given time. This delay caused us to creatively pivot to an outside office model we call "pop-ups." We mobilized our team to work outside safely with clientele at four pop-ups per week, our call center was done remotely and the rest of the staff rotated office times. Although this was a problem at times our team remained resilient.

25. For CAPER: List agencies you collaborated with on this project or program. Describe the nature of the collaboration.

Report 1

N/A

Report 2

Tri Valley One Stop - Client connection to employment coaching and employment resources.

St Raymond's Job Links: Client connection to employment coaching.

Senior Support of the Tri Valley: Client connections and resourcing.

St Vincent De Paul - Pleasanton: Partnered on different opportunities to help clients with larger financial needs.

One Nation Dream Makers: Food box delivery for Pleasanton residents.

Tri Valley Haven Food Pantry: Resourced clients to this food pantry.

Pleasanton Weekly-financial support for direct subsidies

Tri-Valley Non-Profit Alliance-financial support for direct subsidies

Tri-Valley Anti-Poverty Coalition- working together to think about gaps and needs in Pleasanton.

Hively: Helped families connect to mental health services and child care connection.

Abode Services: Reconnection to housing specialists and case managers once people got housed to work through different issues that have come up.

Axis Community Health: connected individuals to sign up for Medi-cal and other services.

Open Heart Kitchen: Met with clients during outreach at different stops to resource them to opportunities that are available based upon their needs.

Inklings Coffee and Tea-Allowed us to take in donations at the site during the pandemic and was extremely supportive of our need for storage. They also gave us permission to use their parking lot for our weekly resource pop-ups including holiday giveaways and emergency rental assistance appointments.

Valley Community Church: Worked together to help individuals in crisis in the community.

Alameda County IHOT Team: Referrals for clients in need of mental health services.

Housing Authority of Alameda County: Coached clients on section 8 to talk to the housing authority if their income had become reduced due to the pandemic so that their rent would also be reduced.

Bay Area Community Health: Dental service referrals for clients who are on Medi-Cal.

26. For CAPER: Did you obtain funding from other sources not identified above? If so, list sources and amounts.

Report 1

N/A

Report 2

Yes, some are noted above such as Tri-Valley Non-Profit alliance, Valley community Church, Pleasanton Weekly, Harvest Valley Church and many individual donors from Pleasanton. We also received 100K from County Measure A funding that is specifically for Livermore and Dublin mental health initiative, however, Pleasanton residents are benefitting because our team is using the tool in Pleasanton since it is a part of our care coordination services now. We are also starting a contract with Alameda County to help with rental assistance coordination starting in August that will benefit Pleasanton residents as well.

More collaborations:

CRIL - Center for Independent Living: Referrals for disabled Clients that are in need of support getting, receiving and continuing to have disability benefits.

Spectrum Community Services: Referring individuals to all of their programs. Helping clients navigate the application process for utility bill assistance.

Eviction Defense Center: Referred clients to this organization who were experiencing difficulties with landlords.

Centro Legal-legal support services

Centro De La Raza: Rental assistance

Bay Area Legal Aid: Connecting clients to low cost legal services as needed.

211: coordinated entry assessments

City of Pleasanton

Programs > FY 2020/21 Housing and Human Services Grant Program > Tri-Valley Rapid Re-Housing Program

Housing Division

FY 2020/21 Housing and Human Services Grant Program

USD\$ 961,007.00 Available

Deadline: **1/27/2020**

Abode Services

Tri-Valley Rapid Re-Housing Program

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

[Next Submitted Application](#)

Report Totals

GENERAL INFORMATION

1. Name of Person Completing Report:

Report 1

Gina Chua

Report 2

Gina Chua

2. Title:

Report 1

Housing Program Manager

Report 2

Housing Program Manager

3. Telephone:

Report 1

510 304-9001

Report 2

510 304-9001

4. E-Mail:

Report 1

gchua@abodeservices.org

Report 2

gchua@abodeservices.org

PROJECT / PROGRAM STATUS

5. Describe the current status of your project or program (e.g., planning, pre-development, activity underway, service marketing, etc.) and the current focus of any activity.

Report 1

Abode Services' has continued its successful partnership with the City to serve the population using the Rapid Re-Housing model. The experienced staff has served Pleasanton households in need of Rapid Re-Housing assistance. Abode has continued to serve as a leader in Rapid Re-Housing in Alameda County, beginning with the Homeless Prevention and Rapid Re-housing Program (HPRP).

The Tri-Valley Pleasanton Rapid Rehousing program provided services for seven Pleasanton households during the first mid-term July-December 2020 FY.

Abode Services received two new referrals in the first mid-term. One of the referrals was housed in August and received rental subsidy and the other is in housing search. Abode has five household that were carried over from last 19-20 FY, six total household received subsidy assistance.

As we continue to make progress in these challenging times, we fully expect to meet our goals this 20-21 year.

Report 2

Abode Services' has continued its successful partnership with the City to serve the population using the Rapid Re-Housing model. The experienced staff has served Pleasanton households in need of Rapid Re-Housing assistance. Abode has continued to serve as a leader in Rapid Re-Housing in Alameda County, beginning with the Homeless Prevention and Rapid Re-housing Program (HPRP).

The Tri-Valley Pleasanton Rapid Rehousing program provided services for nine Pleasanton households during the second mid-term January-June 2020 -21FY.

-Abode Services received five new referrals in the second mid-term 20-21 FY.

-Abode housed three of those households in this FY 20-21.

Two housed households were carried over from the first FY, completed the program and were successfully exited.

Two referrals were exited and not housed due to no contact.

In total Abode served 16 households in the 20-21 FY

6. Describe any significant actions taken during the reporting period.

Report 1

n/a

Report 2

n/a

7. If applicable, describe any modifications to the project or program goals, timelines, etc., and reason(s) for change. If you have not submitted invoices due to project delays, please provide details here.

Report 1

n/a

Report 2

n/a

8. Were any costs (from any source) incurred for this project or program during this reporting period?

- Yes
- No

9. Were any Pleasanton grant funds expended for this project or program during this reporting period?

- Yes (already submitted invoice/s)
- Yes (but invoice/s not yet submitted)
- No (no expenditures this period)
- Other:

CLIENT DATA

10. Please indicate how client data are reported for this project or program (please keep consistent for questions 11 through 14 and with your original application):

- Persons
- Households

11. Please indicate the Numeric GOAL stated in your HHS contract for the number of Pleasanton clients to be served THIS FISCAL YEAR (if none, enter a zero).

Numeric GOAL for THIS FISCAL YEAR.	<input type="text" value="6"/>	<input type="text" value="16"/>	<input type="text" value="22.00"/>	Numeric GOAL for THIS FISCAL YEAR.
TOTAL	<input type="text" value="6.00"/>	<input type="text" value="16.00"/>	<input type="text" value="22.00"/>	TOTAL

12. Please complete the following table regarding the NUMBER OF UNDUPLICATED CLIENTS SERVED during this reporting period using the indicator chosen above (persons OR households):

A) Number of NEW PLEASANTON CLIENTS served by this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report,	<input type="text" value="2"/>	<input type="text" value="11"/>	<input type="text" value="13.00"/>	A) Number of NEW PLEASANTON CLIENTS served by
---	--------------------------------	---------------------------------	------------------------------------	---

all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]

this project during this reporting period (unduplicated) [NOTES: In the 1st semi-annual report, all unduplicated clients are considered to be new. In the 2nd semi-annual report, include only new unduplicated clients who were not included in the previous report.]

B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)

0	5	5.00
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B) Number of NEW CLIENTS AGENCY-WIDE served by this project during this reporting period (unduplicated; if project serves only Pleasanton clients, enter a zero; do not include Pleasanton residents in this answer)

TOTAL

2.00	16.00	18.00
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TOTAL

13. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following income categories:

Extremely Low Income (<30% Median)	2	9	11.00	Extremely Low Income (<30% Median)
Very Low Income (30% to 50% Median)	0	5	5.00	Very Low Income (30% to 50% Median)
Low Income (50% to 80% Median)	0	2	2.00	Low Income (50% to 80% Median)
Moderate Income and Above (>80% Median)	0	0	0.00	Moderate Income and Above (>80% Median)
TOTAL	2.00	16.00	18.00	TOTAL

14. Please indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in 11B above, who met the following special categories:

Seniors (62 and older)	0	3	3.00	Seniors (62 and older)
Disabled	0	3	3.00	Disabled
Female-Headed Households	0	11	11.00	Female-Headed Households
Homeless	2	16	18.00	Homeless

TOTAL

2.00

33.00

35.00

TOTAL

15. List the number of new, unduplicated Pleasanton clients your agency served during this reporting period in the following race/ethnicity categories. [Notes: Total must equal 11B. HUD considers "Hispanic" as an ethnicity and not a separate race.]

White	1	10	11.00	White
White + HISPANIC	1	0	1.00	White + HISPANIC
Black/African American	0	3	3.00	Black/African American
Black/African American + HISPANIC	0	0	0.00	Black/African American + HISPANIC
Asian	0	1	1.00	Asian
Asian + HISPANIC	0	0	0.00	Asian + HISPANIC
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC	0	0	0.00	American Indian/Alaskan Native + HISPANIC
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC
American Indian/ Alaskan Native and White	0	0	0.00	American Indian/ Alaskan Native and White
American Indian/ Alaskan Native and White + HISPANIC	0	0	0.00	American Indian/ Alaskan Native and White + HISPANIC
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC	0	0	0.00	Asian and White + HISPANIC
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC	0	0	0.00	Black/African American and White + HISPANIC
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC
Other/Multi Racial	0	0	0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC	0	2	2.00	Other/Multi Racial + HISPANIC
TOTAL	2.00	16.00	18.00	TOTAL

UNITS OF SERVICE

16. Please define the primary UNIT OF SERVICE you use for this project or program (e.g., counseling hours, medical visits, meals served, miles driven, etc.; should match the unit of service stated in your HHSG contract):

-Text questions are not calculated-

17. Numeric GOAL stated in your HHSG contract for the units of service to be provided to Livermore clients THIS FISCAL YEAR (if none, enter a zero)

-Text questions are not calculated-

18. Please complete the following table regarding the UNIT OF SERVICE listed above:

Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)	<input type="text" value="7"/>	<input type="text" value="0"/>	<input type="text" value="7.00"/>	Number of units of service provided to Pleasanton clients during THIS REPORTING PERIOD (if none, enter a zero)
Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Number of units of service provided AGENCY-WIDE for this project during THIS REPORTING PERIOD (enter a zero if not applicable or if project serves only Pleasanton clients; do not include Pleasanton units in this answer)
TOTAL	<input type="text" value="7.00"/>	<input type="text" value="0.00"/>	<input type="text" value="7.00"/>	TOTAL

19. Please include any additional comments or clarifications here (if you have no additional comments, enter "N/A"):

Report 1

n/a

Report 2

n/a

CAPER REPORT (END OF YEAR)

20. For CAPER [DO NOT ANSWER UNTIL FINAL REPORT]: Name and title of person who will attend Human Services Commission CAPER meeting (August or September):

Report 1

n/a

Report 2

Gina Chua or Tasha Jefferson

21. For CAPER: Describe the original purpose for which the City granted the HHSG funds. If applicable, explain why

your agency did not spend the entire grant.

Report 1

n/a

Report 2

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

22. For CAPER: Describe the accomplishments of the project or program funded through HHS. Provide detail on how the program responded to needs within the community. Describe any new and creative methods the agency implemented to meet community needs

Report 1

n/a

Report 2

This program has successfully enrolled 16 households this Fiscal Year 20-21. During this challenging times with the COVID-19 pandemic, many households have taken significant pay cuts or decrease in job losses, tenants' abilities to pay rent has also decreased and subsidy assistance was significantly needed.

With the temporary moratorium ban on eviction, for renters this was very helpful. This allowed the households to get caught up and provide a payment plan as needed and most landlords were opened to this.

23. For CAPER: Does the agency feel this project or program was a success? How do you measure the success? Did it meet or exceed the goals and outcomes described in the performance measures in the original application? If not, why?

Report 1

n/a

Report 2

Abode Services Tri-Valley Rapid Re-Housing Program 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 use of data and evaluation helps us to stay responsive to the needs of stakeholders and partners, including funders, landlords and program participants.

This program was a success in that it successfully reached our goals and outcomes.

24. For CAPER: Describe any problems or delays encountered with the project or program. How were they handled? What effects, if any, were there on costs? Describe any changes that made the project or program successful now or in the future.

Report 1

n/a

Report 2

Every effort was made to house these families in Pleasanton, but since self sufficiency after the program is a high priority, some households also looked outside of Pleasanton to have a more affordable unit, or to be closer to work or family support.

25. For CAPER: List agencies you collaborated with on this project or program. Describe the nature of the collaboration.

Report 1

n/a

Report 2

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

- 1.) The Cities of Livermore and Pleasanton, who have both funded Abode's housing and services programs.
- 2.) Tri-Valley Haven, for counseling and services for families who have experienced domestic violence.
- 3.) Community Resources for Independent Living (CRIL), for life skills, information and referral, and assistive technology.
- 4.) Tri-Valley One-Stop Career Center, for employment services.
- 5.) Las Positas Community College, for educational and career center services.

Additional Alameda County partners include:

- 1.) Alameda County Social Services, including CalWORKs, through which Abode operates in the East County out of its Livermore-based office.
- 2.) Tri-City Health Center, for primary and specialized medical services. TCHC is Abode's partner on the HOPE Project, a street outreach team and a mobile clinic which conducts outreach to Livermore's homeless population.
- 3.) Kidango, for child care and family services.
- 4.) Eden Information and Resources, for information and referral.

26. For CAPER: Did you obtain funding from other sources not identified above? If so, list sources and amounts.

Report 1

n/a

Report 2

n/a