



Human Services Commission Minutes

**Zoom – Pleasanton, CA
August 16, 2021 - 7 p.m.**

CALL TO ORDER

The meeting was called to order at 7:02 p.m. by Chairperson Rubino-Brumm.

Pledge of Allegiance

The Pledge of Allegiance to the flag was recited.

Roll Call

Commissioners Present: Mary Jane Bedegi, Joe Carlucci, Harshkumar Gohil, Susan Hayes, Kelsey Lem, Meera Parikh, Patty Powers, Mike Sedlak, and Chairperson Rubino-Brumm.

Commissioners Absent: None.

Staff Present: Jay Ingram, Recreation Manager, Steve Hernandez, Housing Manager, and Edith Caponigro, Recording Secretary.

AGENDA AMENDMENTS

Mr. Ingram asked that an item be added to the agenda to provide an opportunity to meet and greet the new commissioner.

MINUTES

1. Approve regular meeting minutes of April 7, 2021.

A motion was made by Commissioner Carlucci, seconded by Commissioner Powers, to approve the minutes of the April 7, 2021. **The motion was approved unanimously.**

MEETING OPEN TO THE PUBLIC

1.5 Introduction of new commissioner

Mr. Ingram introduced Mary Jane (MJ) Bedegi, as the new Alternate Commissioner for the Human Services Commission.

Commissioner Bedegi advised she has lived in Pleasanton for 30 years, worked in finance, now works with nonprofits in the Bay Area, and is happy to be a member of the commission.

Commissioners welcomed Commissioner Bedegi to the commission and provided information about their time working on the commission.

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

None

MATTERS FOR THE COMMISSION'S REVIEW/ACTION/INFORMATION

3. Review of Community Development Block Grant (CDBG) Consolidated Annual Performance and Evaluation Reports (CAPER) for Fiscal Year 2020-2021

Mr. Ingram advised that as is required by the Community Development Block Grant (CDBG) Program requirements of the U.S. Department of Housing and Community Development (HUD), the city is making its FY 2020-2021 Consolidated Annual Performance and Evaluation Report (CAPER) available for public review and comment. He noted that CAPER summarizes CDBG and other housing and human services projects for low- and moderate-income individuals who were supported by the city during the 2020-21 fiscal year.

Mr. Ingram reviewed with commissioners a Summary of Accomplishments and advised that representatives from the agencies that received funding are attending the meeting to provide their reports and answer any questions that commissioners may have.

Commissioner Carlucci had questions regarding the funding amount noted for the Spectrum Meals on Wheels program on page 99 of the report, noting it indicated \$72,000 and not the \$24,000 amount that had been granted. Mr. Hernandez provided information about additional funding that Spectrum received through the Federal stimulus program which brought the amount noted to \$72,000.

Chairperson Rubino-Brum opened the meeting for agency reports at 7:14 p.m.

Axis Community Health, Sue Compton – Dental Care for Low-Income Residents and Triage Call Nurse – thanked the commission for their support and advised that the Dental Services Clinic is very successful. She advised that the \$13,000 grant received has been of great value in providing services and noted their goal of providing 54 visits to Pleasanton residents was surpassed and they were able to provide 93 visits. Commissioners were informed by Ms. Compton that much more help is needed since they have about 1,000 people on a waiting list in need of dental care. She advised that Axis is looking for a second site to provide dental services, but real estate is expensive and commented on the difficulties providing services during the pandemic.

Commissioner Hayes thanked Ms. Compton for the amazing job done by Axis and questioned if the agency has identified a cluster area where services are needed. Ms. Compton advised that Axis is looking in Livermore for a site because half of their patients are Livermore residents but would settle for any location within the Tri-Valley.

Ms. Compton advised that Axis never imagined that the Triage Care Nurse position would become one of their key positions with the Triage Nurses being always on-call. The nurses manage patient phone calls and direct them as appropriate, determining whether it be something that can be done at home or if it requires scheduling them to see a physician. Triage Nurses cared for 780 COPD patients during the fiscal year and the number of patients requiring help continues to increase.

Ms. Compton thanked the commission for the funding received that allowed Axis to provide an additional 190 hours of service through the program.

Commissioner Powers informed Ms. Compton that she knows of a dental space in Livermore and asked that she contact her sometime after the meeting.

CALICO Center, Erin Harper – Pleasanton Child Abuse Center – advised that CALICO is the only children's advocacy center that serves Alameda County and provides forensic interviewing services for the Pleasanton Police Department, other law enforcement agencies in the county, and Children's Hospital in Oakland. CALICO provided behavioral health care and other services and make sure children who come to their office are connected with appropriate follow-up care in order to stay healthy.

Ms. Harper advised the agency invested in remote technology so police officers and CPS workers could review interviews remotely. Fewer clients were seen during the year because of COVID and because kids were not in school with teachers/counselors/therapist and the lower numbers are consistent with the number of child abuse cases reported by partners. Since some children have been back in school for a couple of weeks an influx of cases is being reported.

Commissioners were advised by Ms. Harper that the support from Pleasanton was essential in helping CALICO meet the needs of families and make sure children are safe.

Chabot-LP/TV One Stop Career Center, Sarah Holtzclaw – Career & Employer Services 2020-2021 – Ms. Holtzclaw introduced Alcian Lindo advising she was taking over the Chabot-LP programs and would provide the reports answer any questions commissioners may have. Ms. Lindo stated that the program’s goal was to provide service to 375 residents but due to the pandemic were only able to provide services to 246 people. Virtual services were provided to clients within 24-hours of the COVID-19 shut-down and campaign services, workshops and job fairs were provided virtually. Ms. Lindo thanked the commission for the funding support that enabled them to provide these services.

Chabot-LP/TV One Stop Career Center, Alcian Lindo – Pleasanton VITA Free Tax Program 2020-2021 – advised the goal for this program was to help 180 Pleasanton residents, because of the pandemic shutdown this became difficult, but they were able to assist 120 low-income residents with their taxes by doing things virtually. The agency also assisted over 500 clients to complete their taxes and thanked the commission for the financial support they received which greatly helped them in being able to provide assistance.

Commissioner Hayes thanked both Ms. Holtzclaw and Ms. Lindo for the great assistance they have and continue to provide.

CityServe of the Tri-Valley, Christine Beitsch-Bahmani – Facility Build Out and Crisis Resource & Education Program (for Homeless Prevention) – thanked the commission for their support. She noted the goal of this program was to have a public walk-in office in place in Livermore, unfortunately because of the pandemic this was delayed but is now moving forward and tenant improvements are taking place. Until this facility is complete CityServe is being as creative as possible providing services at different locations and by Zoom.

Ms. Beitsch-Bahmani indicated her hope for the Crisis Resource and Education Program had been to provide in-person workshops that would help people with support, unfortunately the pandemic occurred, and things had to be changed. Virtually workshops were launched at which 30 Pleasanton residents were able to receive help with medical bills, CityServe worked with the school district providing emergency rental assistance program they were running for the City of Pleasanton and made plans for providing brochures and resources in both English and Spanish. Ms. Beitsch-Bahmani advised that CityServe partnered with ECHO Housing on a program that helped them supplement the rental assistance program and disperse over \$860,000 in rental assistance.

Commissioners were thanked for the support provided that assisted CityServe aiding people who needed help paying utility bills, rent, car repairs, etc. Ms. Beitsch-Bahmani advised that the agency also created a mental assessment tool to helped them when working with families and put them in contact with other mental health resources. She noted that CityServe was able to serve 191 households and feel they met the goals of resourcing and educating Pleasanton resident.

Hively, Kelly O’Lague Dulka – Diaper Pantry and Community Closet – noted this has been an incredible year for agencies because of the pandemic and Hively has seen the need for their services grow exponentially. She advised that during the year Hively has distributed thousand and thousands of baby wipes and diapers that amounted to about \$150,000. Ms. Dulka advised that Hively served 587 families that included 282 families from Pleasanton doubling their initial goal, partnered with other groups including the Muslim Community Center who were having difficulty accessing diapers and wipes.

Ms. Dulka advised commissioners that every family who comes for diapers and wipes also leaves with books because Hively is aware of literacy problems in some of these low-income families. Ms. Dulka provided additional information about the Hively diaper pantry program and the vaccine clinic they had set up that is helpful to non-documented individuals who have been afraid to get vaccinated.

Ms. Dulka advised that over 1,300 people were served, 448 from Pleasanton. Hively has partnerships with many organizations, including Safeway and were able to distribute approximately 5,000 pounds of food per week and family programs were adopted to help them expand on what families have been needing during the pandemic.

Ms. Dulka thanked the commission for their support and advised that because of the generosity of Pleasanton and other Tri-Valley cities Hively has been able to rent a store in Dublin that allowed them to extend the hours services are provided.

Hope Hospice, Inc., Jennifer Pettley – Volunteer Services and Grief Support Program – expressed thanks for the support. She advised that Hope Hospice provides services at no charge to families providing important home care for loved ones and the demand for services increased with 617 patients being helped during the year, an increase of 11% over the previous year.

Ms. Pettley advised that with the pandemic issues, volunteer and grief support services needed to adapt and find new ways to keep in touch and be able to serve clients and families. Volunteers could no longer make in-home visits so had to do more phone calls, emails, doorstep drop-offs, etc. She noted that volunteers are returning to providing patient services, staff is bringing on a new cohort, and technology upgrades have helped increase efficiencies in many areas.

Commissioners were advised by Ms. Pettley that Hope Hospice will always be ready to serve the needs of patients and their families.

Legal Assistance for Seniors, Greg Bedard – Legal and Supportive Services for Older Adults – advised that Legal Assistance for Seniors has been providing seniors with legal assistance for 45 years and their grant was to provide Pleasanton seniors with educational presentations and counseling on legal and healthcare topics. He noted that healthcare items changed because of the pandemic but they were able to provide services via phone and email using technology fourteen seniors were assisted on legal matters, seven of them being classified as extremely low-income, twelve were disabled and seven were identified as female head of household.

Commissioners were advised by Mr. Bedard that the goal of Legal Assistance was to provide 77.5 hours of level service and they were able to provide 97.6 hours. Many who required assistance had difficulties because of the technology limitations which required the assisting attorney to spend more time with them. Several clients were counseled on Medicare issues.

NAMI Tri-Valley, Rosemarie Thorne – NAMI Tri-Valley – thanked the commission for the grant they had been awarded and advised it was used for their Connection Support Group Program which provided support services for the underserved adult population living with a serious mental illness. She advised that NAMI provides a weekly drop-in program for this population and supports individuals working towards recovery. Many program attendees have taken on leadership roles and become facilitators providing support.

Ms. Thorne advised the commission that the goal was to be able to do in-person meetings, but this was not possible because of COVID-19 so expenses for rentals and refreshments was minimal and publicity expenses were less than projected. Some funding was used for training. She informed commissioners that NAMI did meet their goals by meeting 51 weekly support group meetings and 39% of participants are in the low-income category with Pleasanton residents being served a total 203 times.

Open Heart Kitchen (OHK), Heather Greaux – Pleasanton Hot Meal and Children’s Bag Lunch Program and Senior Meals Program – Ms. Greaux noted that the grants were written pre COVID-19 that required them to consolidate the Hot Meal program and Street Outreach program from one day a week to six days a week, for Pleasanton residents this was fully funded by the grant, and they were able to serve 2,400 residents.

Instead of continuing the Bag Lunch program Ms. Greaux advised that OHK took over operations at the Pleasanton Fairgrounds for grocery distribution and were able to distribute 1.5 million pounds of food with a half million pounds of food going to Pleasanton residents. She thanked the City of Pleasanton and its staff members for helping OHK get things done and running smoothly.

Ms. Greaux introduced Denise Bridges who spoke about the Senior Meals Program. Ms. Bridges advised they were able to serve over 40,000 senior meals in Pleasanton and continue to serve these meals from the Senior Center. She noted that from calls received they are aware that many seniors are feeling isolated and fearful they are more vulnerable to the virus. Commissioners were advised that OHK continues to broaden their meal offerings to be more inclusive of the different cultural tastes and preferences and now offer meatless Monday meals and provide menus in Spanish and Mandarin.

Ms. Bridges acknowledged partners who have been working with OHK and stated that all these organizations have been instrumental in responding and helping with the meal program. She thanked the commission and City of Pleasanton for their continued support.

Commissioner Carlucci questioned if the translation to Spanish and Mandarin was something required or done because these are the highest population groups being served. Ms. Bridges advised they serve a high population of Spanish and Mandarin speakers.

Commissioner Powers thanked OHK for doing such a great job and felt they had done a phenomenal job switching gears and serving the community.

Spectrum Community Services, Carrie Oldes – Meals on Wheels for Homebound Pleasanton Seniors – provided thanks for the grant that helps allow Spectrum to do what they do with a smile. She advised that because of the pandemic Spectrum lost 50% of its volunteers which they had to go to cities and ask for help but is happy to report they did not miss a single day of services. The goal with the grant was to serve 100 Pleasanton seniors and they served 188 individuals, the food mile service was for 13,850 miles and they did 22,183 miles. Additionally, they were able to fill a gap of serving homebound people who could not get to other resources and all three Tri-Valley cities allowed them to serve under-age seniors that was not in the original contract.

Ms. Oldes stated that with the help of the cities and support of the community Spectrum was able to do more for seniors at home and meet the needs of seniors and could not have done all this without this support. She provided information about a mobile device that allows them to provide and receive information from seniors in need.

Commissioner Carlucci noted that some time ago he completed a great ride-along with Spectrum and wondered if they were still doing something special for seniors celebrating a birthday. Ms. Oldes advised that every senior celebrating a birthday receives a birthday bag and the bags are donated and put together by a Pleasanton youth group.

Sunflower Hill, Edie Nehls – Accessible Signage for Adults with Developmental Disabilities and Horticulture Teaching Support for Adults with Developmental Disabilities – advised that the accessible signage grant was for Sunflower Hills first affordable independent living community for adults with intellectual and developmental disabilities at Irby Ranch. Ms. Nehls noted that the goal was to serve 36 residents. The accessible signage was installed in September 2020, unfortunately due to COVID-19 many common spaces have remained closed requiring Sunflower Hill to be conservative in getting people together in indoor spaces. She provided information about some interactive activities and movie/game nights they have been able to provide.

Regarding the Horticulture Teaching Support program Ms. Nehls noted that the grant was for the salary of the garden teacher and the support of 40 City of Pleasanton residents receiving assistance in the garden program that requires maintaining compliance with protocols from CDC and the Alameda County Public Health Department. She advised that the garden teacher pivoted her role to not only keep the group of program participants, but also teach cooking classes virtually and providing other online activities. These online activities were recorded, and 185 videos developed which have now been viewed by other groups over 6,000 times.

Ms. Nehls noted that over 180 instructional hours were provided to participants and Sunflower Hill is thankful for the grant and support they received from Pleasanton.

Tri-Valley Haven, Sarah Aduaka and Ralph Johnson– Counseling and Temporary Restraining Order Clinic, Tri-Valley Haven Food Pantry, Shiloh Domestic Violence Shelter and Services, and Sojourner House Homeless Shelter Program – thanked the commission for all their support of Tri-Valley Haven program. Ms. Aduaka advised that telehealth time had increased during the pandemic, but they were able to reach every individual in need, though is decreasing now, some individuals have asked for it to continue because they are not comfortable doing counseling in-person.

Commissioners were advised that Tri-Valley Haven provided 170 hours of counseling services to 70 clients, 22 of which are from Pleasanton. Several hours of counseling was also provided to the City of Pleasanton and the intake line for service is open 24-hours each day. Additional calls for assistance are also received through the Tri-Valley Crisis line.

Ms. Aduaka noted that the Shiloh Domestic Violence Shelter is one of few that remained open during COVID-19, their doors were never closed but they did reduce the capacity to about 60% to ensure being able to maintain social distancing. In addition to the Domestic Violence Shelter she advised that Tri-Valley Haven also provided transitional housing for mothers moving to independent living and were able to provide self-care and empowerment classes.

Commissioners were advised of the generosity of the community that has helped Tri-Valley Haven provide their services and especially the help from OHK who provided foods to keep clients fed.

Ms. Aduaka commented on the Food Pantry program noting it has continued to be very active in the community and advising that Tri-Valley added Saturday service so working people would have access to the pantry. She provided information about their ten mobile food pantries and the locations they go to as a way of trying to reach everyone in need of groceries.

On the Sojourner House Homeless Shelter Program indicated the program is working well and thanks to the funding received from the three Tri-Valley cities renovations have brought it up to code and house is looking great and they are able to serve the community in which they operate.

Mr. Johnson apologized for his lateness. He advised that the Food Pantry continues outside food distributions in the parking lot and has not missed one day serving households during the pandemic. Most foods are now pre-bagged except for breads and pastries and each household receives a bag of government issued food, a bag of produce, and a bag of deli items as well as milk, eggs, fish, meat, chicken, flour, and vegetable oil.

Commissioners were advised that for the grocery rescue program staff or volunteers pick up donations at local supermarkets and are picking up between 20,000 and 25,000 pounds each month. Mr. Johnson noted that Tri-Valley Haven currently serves between 40 and 50 households each weekday and sometime between 10 and 12 on Saturdays.

About the Sojourner House Homeless Shelter Program Mr. Johnson advised that they started the year with reduced bed space to maintain social distancing. He advised specific rooms are assigned for families and other for individuals and Tri-Valley Haven assigned others to local Pleasanton and Livermore hotels. Mr. Johnson noted that case management group life skills and counseling assessments are still provided as needed.

Chairperson Rubino-Brum closed the meeting for agency reports at 8:26 p.m.

Chairperson Rubino-Brum thanked all the agencies for the incredible work they do and asked for a motion from the commission.

Commissioner Gohil made a motion, seconded by Commissioner Carlucci, directing staff to compile information and finalize the required CAPER for Fiscal Year 2020-21 so it can be submitted to HUD.

ROLL CALL VOTE:

AYES: Commissioners Carlucci, Gohil, Hayes, Lem, Parikh, Powers, Sedlak, and Chairperson Rubino-Brum.
NOES: None
ABSENT: None
ABSTAIN: None

Mr. Ingram thanked all the agency representatives for presenting at this meeting and all the wonderful services they provide. Commissioner Carlucci seconded Mr. Ingram's comments.

ADJOURNMENT

There being no further business a motion was made and seconded to adjourn the meeting at 8:30 p.m.