



Housing Commission Agenda Report

February 17, 2022
Item 5

**SUBJECT UPDATE REGARDING THE HOUSING AND HUMAN SERVICES GRANT (HHSB)
REVIEW PROCESS FOR FY2022/23**

RECOMMENDATION

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

ATTACHMENTS

1. FY 2022/23 HHSB Application Received Through ZoomGrants
2. Agenda Report from the February 2, 2022 Human Services Commission Meeting
3. Copies of Housing-Related FY 2022/23 HHSB Applications (7)

BACKGROUND

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

A virtual Zoom application workshop for the eleventh year of HHSB (FY 2022/23) was held on December 9, 2021 in collaboration with staff from the cities of Livermore and Dublin. The Zoom meeting was mandatory and attended by representatives from a variety of agencies which provide housing and services to lower income residents. HHSB applications were due Wednesday, January 19, 2022. As shown in Attachment 1, a total of 28 applications were received from 21 different agencies for an aggregate request of \$1,382,891.

At its meeting on February 2nd, 2022, the Human Services Commission (HSC) discussed the evaluation process for the HHSB applications. A copy of the staff report from the meeting is included as Attachment 2 (the minutes from the meeting are not yet available). At the meeting, the HSC agreed to follow a review process similar to that which was used last year. Accordingly, the majority of the applications listed in Attachment 1 will be reviewed at the HSC's March 2nd meeting with the goal of developing a recommendation to the City Council for funding. This plan maintains the Housing Commission's role as the reviewing body for any proposed use of HOME or LIHF funds.

Application Review Process

In 2010, the cities of Pleasanton, Livermore, and Dublin purchased ZoomGrants, an online grant application software program that allows organizations to complete each city's Housing and Human Services Grant (HHSB) applications via the internet. The program was introduced in December 2010 at the grant workshops held prior to the FY 2011/12 allocation process.

This year applicants for HHSF funds have once again used ZoomGrants to submit their applications. Agencies also use the software throughout the fiscal year to submit invoices and semi-annual reports on grant progress. As the reviewing body with responsibility for reviewing the majority of HHSF applications, the HSC has utilized ZoomGrants for the past ten years to review HHSF applications online and is currently in the process of reviewing and evaluating FY 2012/23 funding applications. Because the Housing Commission will be reviewing a small subset of the total number of applications staff has provided hard copies of the applications as Attachment 3.

DISCUSSION

The purpose of this report is to provide the Housing Commission (HC) with an update of the HHSF applications that were received and an explanation of how the HC will be involved in the specific allocation of HOME and LIHF funds. As shown in Attachment 1, staff has identified seven (7) of the 28 applications that are likely to be considered for HOME and/or LIHF funding based either on specific requests or past history:

App #	Agency / Project	Possible Source(s):	
		HOME	LIHF
1	Abode Services / Tri-Valley Rapid Rehousing Program: \$150,000 a) Tenant-Based Rental Assistance b) Case Management Services	\$95,305	\$54,695
5	Centro Legal de la Raza / Fair and Secure Housing Project		\$41,131
8	CityServe of the Tri-Valley / Homeless Intervention and Crisis Stabilization Program		\$80,000
10	Community Resources for Independent Living (CRIL) / Housing & Independent Living Skills		\$15,000
12	ECHO Housing / Housing Counseling Services		\$40,000
14	Habitat for Humanity / Housing Rehabilitation Program	\$23,396	\$96,604
28	Tri-Valley REACH / Seismic Retrofit Tanager		\$50,000
		\$118,701	\$377,430
	TOTAL	\$496,131	

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

Abode Services / Tri-Valley Rapid Rehousing Program

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

Centro Legal de la Raza / Fair and Secure Housing Project

Centro Legal de la Raza (Centro Legal) is a legal services agency protecting and advancing the rights of low-income renters through bilingual legal representation, education, and advocacy. Centro Legal is requesting \$41,131 in funding to provide legal consultations, representation, outreach, and tenant education services to low-income Pleasanton tenants facing housing instability, eviction, and potential displacement. This program builds on the existing Alameda County Housing Secure (ACHS) program, which is a county-wide anti-displacement partnership to serve as an intervention in the displacement crisis occurring throughout Alameda County.

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

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

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

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

ECHO Housing / Housing Counseling Services

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

Housing Rehabilitation Program

As the City's Housing Rehabilitation Program (HRP) administrator, Habitat for Humanity is requesting \$120,000 to provide critical health and safety home repairs, paid for by grants or loans from the City, to Pleasanton homeowners who are cost-burdened and economically vulnerable. Repairs prioritize the improvement of indoor air quality, such as mold/mildew remediation, roof replacement, damaged siding, ceiling repairs, and window and door replacements. Other repairs include accessibility and safety improvements that include installation of ramps, fences, and grab bars; plumbing; electrical work; insulation; abatement work; and exterior paint. This program has utilized City LIHF funds, federal HOME and CDBG funds. Any federal funds allocated to this program will be assessed once the federal funds allocations are provided to the City.

Tri-Valley REACH / Seismic Retrofit Tanager

Tri-Valley REACH's funding request of \$50,000 will be used specifically toward seismic retrofit at its Tanager property that currently provide housing for four adults with developmental disabilities.

Funding Recommendation

Based on this preliminary evaluation, staff is currently working on an analysis of the HHS applications to develop a funding recommendation for consideration by the Human Services Commission (HSC) at its upcoming meeting on March 2nd. That recommendation will separate out those applications that are recommended for HOME or LIHF funding (most likely from the list above) for review by the Housing Commission (HC) on March 17th. At that, staff will provide detailed information on each project and a specific recommendation for funding (including information on current balances of HOME and LIHF funds). The HC’s recommendation regarding HOME and LIHF funds will be forwarded directly to the City Council for final action in April.

Summary

The preceding table includes more than \$118,000 in federal HOME funds and more than \$377,000 in LIHF funds. As in prior years, it is possible that projects will either not be fully funded or will be funded in part from other sources.

While specific figures have not yet been released by HUD, the City’s annual allocation of HOME funds for HOME-eligible projects for the current fiscal year 2021-2022 is \$118,701. In FY2021/22 the HC approved a total of \$388,544 in City LIHF funds to supplement the funding of “housing services” projects of the type listed below.

Agency / Project	LIHF
Abode Services / Tri-Valley Rapid Rehousing Program: a) Tenant-Based Rental Assistance b) Case Management Services	\$ 54,695
Centro Legal de la Raza / Tri-Valley Fair & Secure Housing	\$ 59,245
CityServe / Homeless Intervention & Crisis Stabilization	\$ 80,000
CRIL / Housing & Independent Living Services	\$ 15,000
ECHO Housing / Housing Counseling Services	\$ 40,000
Habitat for Humanity / Housing Rehabilitation Program	\$104,604
Tri-Valley REACH / Housing Preventative Maintenance/Repair	\$ 35,000
Total	\$388,544

Staff believes that the current process for reviewing and allocating HHS funds continues to meet the concerns of both the HC and the HSC for preserving the HC’s role in reviewing HOME and LIHF funds as expressed by both commissions when the City’s grant process was reorganized in 2009. Staff will have specific recommendations on funding amounts from each program at the March 17th meeting.

STAFF RECOMMENDATION

This report is for the Commission’s information only. No specific action is required at this time, although the Commission is welcome to provide feedback regarding the HHS review process. The March 17th agenda will include a detailed report regarding the proposed allocation of HOME and LIHF funds for several HHS applications.

ATTACHMENT 1

FY 2022/23 HHSG APPLICATION

RECEIVED THROUGH ZOOMGRANTS

Attachment 1

FY 2022/23 HHSO APPLICATIONS RECEIVED THROUGH ZOOMGRANTS

CITY OF PLEASANTON FY 2022/23 HHSO PROGRAM

Applications Received by 01/19/2022 Deadline

	Agency Name	Application Title	Capital Improvement Project	Public Services	Housing Services
1	Abode Services	Tri-Valley Rapid Re-housing Program			\$ 150,000
2	Assistance League of Amador Valley	Operation School Bell		\$ 8,000	
3	Axis Community Health	Capital Project: New Service Site	\$ 200,000		
4	CALICO Center	Pleasanton Child Abuse Intervention Program		\$ 11,000	
5	Centro Legal de la Raza	Fair and Secure Housing Project			\$ 41,131
6	Chabot-Las Positas Community College District	Pleasanton Community Jobs Support, 2022-23		\$ 22,415	
7	Chabot-Las Positas Community College District	Pleasanton EITC Support Program, 2022-23		\$ 19,495	
8	CityServe of the TriValley	Homeless Intervention and Crisis Stabilization Program			\$ 80,000
9	CityServe of the TriValley	Homeless Prevention and Family Stabilization Program		\$ 80,000	
10	Community Resources for Independent Living (CRIL)	Housing and Independent Living Services			\$ 15,000
11	Culinary Angels	Nutrition Education-Web Site Renewal		\$ 5,000	
12	Eden Council for Hope and Opportunity (ECHO Housing)	Housing Counseling Services			\$ 40,000
13	Goodness Village	Goodness Village		\$ 143,520	
14	Habitat for Humanity East Bay/Silicon Valley, Inc.	Housing Rehabilitation Program			\$ 120,000
15	Hively	Hively Community Engagement Coordinator		\$ 25,000	
16	Hively	Hively Family Resource Center		\$ 25,000	
17	Hope Hospice, Inc	Grief Support and Volunteer Services		\$ 20,000	
18	Legal Assistance for Seniors	Legal and Supportive Services for Older Adults		\$ 10,000	
19	Lions Blind Center of Diablo Valley	Independent Living Skills for Blind and Visually Impaired Adults		\$ 10,000	
20	Open Heart Kitchen	Pleasanton Senior Meals		\$ 70,000	
21	Spectrum Community Services	Meals on Wheels		\$ 53,000	
22	Sunflower Hill	Sunflower Hill Program Support at Irby Ranch		\$ 19,250	
23	Sunflower Hill	Sunflower Hill Program for Adults with Developmental Disabilities		\$ 25,080	
24	Tri-Valley Haven	Counseling and Legal Services		\$ 30,000	
25	Tri-Valley Haven	Food Pantry		\$ 45,000	
26	Tri-Valley Haven	Shiloh (Domestic Violence Shelter and Services)		\$ 35,000	
27	Tri-Valley Haven	Sojourner House (Homeless Shelter)		\$ 30,000	
28	Tri-Valley REACH, Inc.	Seismic Retrofit Tanager			\$ 50,000
			\$ 200,000	\$ 686,760	\$ 496,131

TOTAL REQUESTED: \$ 1,382,891

ATTACHMENT 2
AGENDA REPORT
FROM FEBRUARY 2, 2022
HUMAN SERVICES COMMISSION MEETING

February 2, 2022
Item 3

**TITLE: DISCUSS EVALUATION PROCESS AND MEETING FORMAT FOR FISCAL
YEAR 2022/23 HOUSING AND HUMAN SERVICES GRANT PROGRAM
REVIEW**

SUMMARY

The Human Services Commission will be reviewing the Fiscal Year (FY) 2022/23 Housing and Human Services Grant (HHSG) applications at its March 2, 2022 virtual meeting. To streamline the review and funding recommendation process, the commission should discuss the evaluation process and meeting format. Staff will answer any technical questions commissioners may have related to the use of ZoomGrants, the online grant software program.

RECOMMENDATION

Discuss evaluation process and meeting format for FY 2022/23 Housing and Human Services Grant program review.

FINANCIAL STATEMENT

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

BACKGROUND

Annually the Human Services Commission utilizes their February and March meetings to discuss, deliberate and recommend funding for the Housing and Human Services Grants Program. The Housing Commission reviews grant requests related to housing while the Human Services Commission reviews grant requests related to human services. Most years the Housing and Human Services Commissions are required to review/rate between 25 and 35 applications from Tri-Valley housing and human service providers.

DISCUSSION

This year, the commission will again be reviewing the FY 2022/23 HHSG applications online with the ZoomGrants program that was implemented several years ago. In March, the commission will deliberate and provide funding recommendations for City Council consideration.

HHSG applications for FY 2022/23 were due Wednesday, January 19, 2022, by 11:59 p.m. 28 applications were received. Attachment 1 lists the 21 human services related applications. Applications for consideration by the Housing and Human Services Commissions have an aggregate funding request of just over \$1,382,000.

Commissioners were sent an email after the application deadline indicating that they could access the applications on ZoomGrants to start the review process. Applications will remain available for review until Sunday, February 6, 2022, at 11:59 p.m. Applications will still be viewable on ZoomGrants after that time; however, commissioners will not be able to modify entries.

At the February meeting, the commission should discuss the March meeting format in preparation for the 2022/23 HHSG recommendations. During the February meeting, commissioners will:

- Be able to ask clarifying questions regarding specific grant applications
- Decide which grant applicant agencies should provide presentations during the March meeting
- Receive the estimated amount of General Funds and Community Development Block Grant Funds available for the 2022/23 grant cycle.

At the March 2, 2022 meeting, city staff will provide recommendations and a summary of the commissioners' review in an agenda report for commission consideration.

Submitted by:



Jay Ingram
Recreation Manager

Attachment:

1. Fiscal Year 2022/2023 Housing and Human Services Grant Applications Received through ZoomGrants - Summary

Fiscal Year 2022/2023 Housing and Human Services Grant Applications Received through ZoomGrants - Summary

Organization	Grant Name	\$ Request
Assistance League of Amador Valley	Operation School Bell	\$8,000
Axis Community Health	Capital Project	\$200,000
CALICO Center	Pleasanton Child Abuse Prevention	\$11,000
Chabot-Las Positas Community College District/TVCC	Pleasanton Community Jobs Support 2022/23	\$22,415
Chabot-Las Positas Community College District/TVCC	Pleasanton EITC Support Program, 2022/23	\$19,495
CityServe of the Tri-Valley	Homeless Prevention and Family Stabilization Program	\$80,000
Culinary Angels	Nutrition Education-Web Site Renewal	\$5,000
Goodness Village	Goodness Village	\$143,520
Hively	Community Engagement Coordinator	\$25,000
Hively	Hively Family Resource Center	\$25,000
Hope Hospice, Inc.	Grief Support and Volunteer Services	\$20,000
Legal Assistance for Seniors	Legal and Supportive Services for Older Adults	\$10,000
Lions Blind Center of Diablo Valley	Independent Living Skills for Blind and Visually Impaired Adults	\$10,000
Open Heart Kitchen	Pleasanton Senior Meals	\$70,000
Spectrum Community Services	Pleasanton Meals on Wheels	\$53,000
Sunflower Hill	Sunflower Hill Program Support at Irby Ranch	\$19,250
Sunflower Hill	Sunflower Hill Program Support for Adults with Developmental Disabilities	\$25,080
Tri-Valley Haven	Counseling and Legal Services	\$30,000
Tri-Valley Haven	Food Pantry	\$45,000
Tri-Valley Haven	Shiloh	\$35,000
Tri-Valley Haven	Sojourner House	\$30,000
	Total	\$886,760

ATTACHMENT 3

COPIES OF HOUSING-RELATED
FY 2022/23 HHSG APPLICATIONS



Powered by ZoomGrants™

City of Pleasanton
FY 2022/23 Housing and Human Services Grant Program
 Deadline: 1/19/2022

Abode Services Rapid Re-Housing

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

USD\$ 150,000.00 Requested

Submitted: 1/18/2022 7:35:51 PM (Pacific)

Project Contact

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

Additional Contacts

none entered

Abode Services

40849 Fremont Boulevard
 Fremont, CA 94538

Executive Director

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

Application Questions [top](#)

ORGANIZATION INFORMATION

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

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

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

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

3. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in each category below.

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

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

51.00 SUBTOTAL

51.00 TOTAL

4. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in the race/ethnicity categories below.

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

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

5. In the PRIOR fiscal year (2020/2021), list the total number of Pleasanton clients served in each category below.

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

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

PROGRAM APPLICATION

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

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

1 of 1

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

Public Service

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to the U.S. Department of Housing & Urban Development)?

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

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

9. Provide the projected number of PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2022/2023).

of Persons

of Households

TOTAL

10. Please list the total projected number of PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2022/2023.

(The total number of persons indicated in question #9 must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

SUBTOTAL

TOTAL

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

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

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

The Tri-Valley Rapid Re-Housing Program will work to help families and individuals in Pleasanton Tri-Valley Area escape homelessness, increase their income, and obtain stability. People become homeless when communities lack affordable housing options, something increasingly true of Pleasanton. The East County/Tri-Valley area is one of the most expensive places in Alameda County to live, with average rent for a Pleasanton two-bedroom apartment already at \$2,500+ in 2021, and an increase in Alameda County of 36 percent in average rental rates since 2009. Over 40 percent of households pay more than 34.5 percent of monthly income on housing costs across The Alameda County Home Consortium area, putting them at increased risk of housing instability (HOME Consortium reports). Furthermore, according to the most recently published Eastern Alameda County Human Services Needs Assessment, the number of people in Pleasanton receiving Medi-Cal, CalWORKS, food assistance, or general assistance at least doubled between 2003 and today. Additionally, safety net services are insufficient to meet demonstrated needs in Tri-Valley. The report from the neighboring Livermore Mayor's Summit on Homelessness noted that the only shelter in the area serving single men, the Livermore Homeless Refuge, is open only during winter and bad weather. Meanwhile, a search for homeless shelters in Dublin and Pleasanton returns no results at all. This combination of limited resources and rising housing costs makes clear the need for effective housing programs, such as the Tri-Valley Rapid Re-Housing Program, to bolster the safety net and facilitate a path back to stability and self-sufficiency for homeless individuals and families.

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

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

service delivery based on needs that vary by household.

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

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

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

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

14. Which staff will administer this program/project? In addition, list the organizations and their roles your agency collaborates with to operate this program/project.

The Housing Service Coordinator (HSC) will continue to meet participants who are referred to the program at the Livermore Multi-Services Center before they are housed. The location is easily accessible from the Dublin/Pleasanton BART and the Livermore Transit Center. After participants have been placed into housing, the HSC will conduct regular home visits. The Rapid Re-Housing program offers participants up to 12 months of rental assistance in three-month intervals. The program manager can approve extensions beyond 12 months, based on demonstrated need. Every 90 days, the Housing Service Coordinator completes an income assessment and rental assistance typically decreases, as the goal is to have participants gradually move toward the payment of the full lease amount. Prevention households and those receiving gap assistance (not a part of the budget figures for this request) typically receive a subsidy for shorter periods of time (e.g., back rent and a few additional months of support) and lighten the "touch" to very minimal services. The HSG will provide service connections and coordination, including referrals to employment search support; benefits; parenting support and child care; and a variety of other services. All program activities are overseen by the Resident Services Manager, who supervises the Housing Service Coordinator, and by the Director of Social Services, a member of the Abode Services Senior Management Team.

Abode will serve six Pleasanton households with these funds. Four households will receive Rapid Re-Housing assistance and related services, and two will receive homelessness prevention assistance. We will actively engage households in exiting shelters and other homeless situations. We will take referrals from other providers, accept self-referrals, and outreach team referrals. We have a centralized Rapid Re-Housing hotline from which individuals can obtain additional information and can complete brief eligibility screenings.

15. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #22.

Yes

No

CAPITAL PROJECTS

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

NOT APPLICABLE

17. For Capital Improvement projects, describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

CDBG regulations require a "long-term lease" of a minimum of 15 years.

NOT APPLICABLE

18. For Capital Improvement projects, will relocation be required if the building is occupied?

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

NOT APPLICABLE

19. For Capital Improvement projects, identify the project team (e.g. architect/engineer, contractor, and/or consultants).

NOT APPLICABLE

20. For Capital Improvement projects, has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

If yes, describe and upload the study/assessment/evaluation. If this is not applicable, enter "N/A".

NOT APPLICABLE

21. For Capital Improvement projects, how will this project comply with federal Davis-Bacon/Fair Labor Standards Act requirements?

NOT APPLICABLE

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

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

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

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

POLICY CONSISTENCY

24. How will the program/project will address the critical systemic challenge selection in question #23?

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

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

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

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

- Promote the construction and preservation of affordable rental housing for extremely low (30% AMI), very low (50% AMI), and low income (80% AMI) households
- Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair
- Promote the preservation of rental housing through minor home repair
- Provide direct financial assistance to income eligible (80% AMI) first time homebuyers
- Reduce housing discrimination through provision of fair housing and landlord/tenant services
- Funding and supporting homeless services programs to end homelessness

- ✓ Increase the availability of service enriched housing for persons with special needs
- Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities
- Fund economic development, micro-enterprise, and on-the-job training
- ✓ Support public service programs for low income (80\$ AMI) residents

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

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

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

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

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

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending
City of Pleasanton	USD\$ 150,000.00	USD\$ 150,000.00
City of Livermore	USD\$ 150,000.00	USD\$ 150,000.00
Total	USD\$ 300,000.00	USD\$ 300,000.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHS)	Amount Requested (Pls HHS ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries*	USD\$ 56,200.00	USD\$ 18,546.00
Personnel: Benefits*	USD\$ 14,050.00	USD\$ 4,637.00
Operating: Supplies	USD\$ 1,000.00	USD\$ 330.00
Operating: Printing/Copying	USD\$ 150.00	USD\$ 50.00
Operating: Postage		
Operating: Telephone	USD\$ 450.00	USD\$ 150.00
Travel	USD\$ 2,000.00	
Operating: Housing Assistance	USD\$ 160,000.00	USD\$ 95,305.00
Operating: Pleasanton Preference Support	USD\$ 12,000.00	USD\$ 12,000.00

Administrative Costs	USD\$ 43,777.00	USD\$ 1,980.00
	USD\$ 0.00	USD\$ 17,002.00
Total	USD\$ 289,627.00	USD\$ 150,000.00

Budget Narrative

Salaries (leveraged with other funding sources):

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

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

Operations (leveraged with other funding sources):

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

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

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

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

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

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

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

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

Tables [top](#)

Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for Entire Agency	✓	Budget
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Board Roster
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	Chicoine Wan Carnahan Reiber
Personnel policies including affirmative action plan and grievance procedure	✓	Policies and Procedures
Agency audit requirements and copy of last audit	✓	Audit
Type of insurance carried, bonding, worker's compensation	✓	Insurance

Articles of Incorporation / Bylaws	✓	By-Laws
Conflict of Interest Statement (if not included in Bylaws)	✓	Conflict of Interest Statement
State and Federal non-profit determination letters (if applicable)	✓	State Federal
Organization Chart	✓	Organizational Chart Most Recent
Board of Directors' authorization to request HHSG funding	✓	Board Resolutions, Full-Length (ALL Applications)
Board of Directors' designation of authorized official	✓	Authorization of Official (All Applications, Full-Length)
City of Pleasanton Business License	✓	Business License 2022 Business License
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget		
(CAPITAL) Supplemental includes photos, designs, site drawings, specifications, etc.		
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Evidence of Site Control		
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		
(CAPITAL) Optional as Requested by City: Environmental Reports / Community Support Letters		

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

Application ID: 381762

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City of Pleasanton
FY 2022/23 Housing and Human Services Grant Program
 Deadline: 1/19/2022

**Centro Legal de la Raza
 Fair and Secure Housing Project**

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

USD\$ 41,131.00 Requested

Submitted: 1/19/2022 6:23:11 PM (Pacific)

Project Contact

Brenda Orellana
borellana@centrolegal.org
 Tel: 510-227-4451

Additional Contacts

none entered

Centro Legal de la Raza

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Executive Director

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 EIN 23-7181456
 DUNS 149291853
 (N)CAGE 4QXG6
 SAM
 Expires 8/5/2021

Application Questions [top](#)

ORGANIZATION INFORMATION

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

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

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

Protecting and advancing the rights of low-income, immigrant, Black, and Latinx communities through bilingual legal representation, education, and advocacy. By combining quality legal services with know-your-rights education and youth development.

3. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in each category below.

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

6	Extremely Low Income (<30% AMI)
1	Very Low Income (30%-50% AMI)
	Low Income (50%-80% AMI)
	Moderate Income (80%-120% AMI)
	Above Moderate Income (>120% AMI)
7.00	SUBTOTAL

7.00 TOTAL

4. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in the race/ethnicity categories below.

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

<input type="text"/>	White
<input type="text"/>	White + HISPANIC/LATINX
<input type="text" value="1"/>	Black/African American
<input type="text"/>	Black/African American + HISPANIC/LATINX
<input type="text"/>	Asian
<input type="text"/>	Asian + HISPANIC/LATINX
<input type="text"/>	American Indian/Alaskan Native
<input type="text"/>	American Indian/Alaskan Native + HISPANIC/LATINX
<input type="text"/>	Native Hawaiian/Other Pacific Islander
<input type="text"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINX
<input type="text"/>	American Indian/ Alaskan Native and White
<input type="text"/>	American Indian/ Alaskan Native and White + HISPANIC/LATINX
<input type="text"/>	Asian and White
<input type="text"/>	Asian and White + HISPANIC/LATINX
<input type="text"/>	Black/African American and White
<input type="text"/>	Black/African American and White + HISPANIC/LATINX
<input type="text"/>	American Indian/Alaskan Native and Black/African American
<input type="text"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINX
<input type="text" value="2"/>	Other Multi Racial
<input type="text" value="4"/>	Other Multi Racial + HISPANIC/LATINX
7.00	TOTAL

5. In the PRIOR fiscal year (2020/2021), list the total number of Pleasanton clients served in each category below.

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

<input type="text" value="2"/>	Seniors (62 and older)
<input type="text" value="2"/>	People with Disabilities
<input type="text" value="1"/>	Female-Headed Households
<input type="text"/>	Youth
<input type="text" value="1"/>	Homeless
6.00	TOTAL

PROGRAM APPLICATION

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

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

1 of 1

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

- Public Service
- Capital Improvement

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to the U.S. Department of Housing & Urban Development)? If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".

Yes, when conducting an intake to ensure clients are eligible for our services we ask for income information to establish if they are below 80% AMI to qualify for CDBG services.

9. Provide the projected number of PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2022/2023).

of Persons

of Households

TOTAL

10. Please list the total projected number of PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2022/2023.

(The total number of persons indicated in question #9 must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

SUBTOTAL

TOTAL

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

This project builds on the existing county anti-displacement partnership that Centro administers in an effort to scale up legal housing services to better serve low-income Pleasanton tenants.

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

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

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

If we do not receive funding we would not be able to serve as many Pleasanton tenants.

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

Alameda County's housing crisis, and its impact on low-income tenants is currently being exacerbated and amplified by the COVID-19 pandemic. Between 2010 and 2019, the share of renters that were burdened by the cost of housing in Pleasanton increased from 37% to 46%, whereas for the five-county bay area it decreased from 50% to 46% (Bay Area Equity Atlas). Low-income tenants already vulnerable to eviction and homelessness are now facing job loss, loss of childcare, and extreme risks to their health. Even after the health impacts of COVID-19 diminish, the economic impacts will continue and low-income tenants will be vulnerable to eviction when they can't pay rent because they've lost jobs and income because of the pandemic.

Centro Legal proposes to provide legal consultations, representation, outreach, and tenant education services to low-income

Pleasanton tenants facing housing instability, eviction and potential displacement. Our services model provides pre-eviction consultation in addition to eviction representation, and through outreach and education we are able to address threats to housing stability early. Information sharing through know-your-rights workshops empowers communities to assert their rights. We are also planning a building-specific workshop to target tenants that have been identified as high-risk for having housing issues, based upon risk assessment data from the Alameda County Emergency Rental Assistance Program (ERAP). Centro Legal's proposed staffing pattern for this program reflects a multilingual/multicultural team of staff, ensuring access to interpretation services for all residents participating in this program.

This project expands existing County-wide tenant legal services by building on the Alameda County Housing Secure, an anti-displacement collaborative that Centro Legal administers.

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

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

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

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

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

Performance Goal 1: 18 Tenants receive legal consultation for housing related problems such as resources and information about their legal options and rights.

Performance Goal 2: 9 Tenants receive legal representation for housing related issues.

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

Centro Legal is familiar with CDBG guidelines and will ensure that clients meet income guidelines.

14. Which staff will administer this program/project? In addition, list the organizations and their roles your agency collaborates with to operate this program/project.

The Tenants' Rights Practice consists of 20 FTE. The Practice is managed by Interim Co-Directing Attorneys Samantha Beckett and Henrissa Bassey, who have a combined 11 years of housing and eviction defense experience. Prior to joining Centro, Henrissa was a housing attorney with Bay Area Legal Aid, where her practice focused on eviction defense and fair housing matters. Samantha previously worked as a Supervising Attorney in the Housing Unit at Bread for the City Legal Clinic in Washington, DC, where her practice focused on eviction defense and subsidized housing cases.

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

The project attorney and advocate will work under Henrissa and Samantha's supervision with support from Monique Berlanga and Managing Attorney David Hall, who has 9 years of housing experience representing low-income East Bay tenants. The project will leverage pro bono and law student support through Centro's Tenants' Rights Practice's partnership with Berkeley Law's Student Initiated Legal Services Project. All pro bono attorneys and law student volunteers undergo training by Centro Legal attorneys. All volunteer activities are in a clinical setting, with at least two Centro attorneys providing supervision.

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

15. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #22.

- Yes
- No

CAPITAL PROJECTS

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

N/A

17. For Capital Improvement projects, describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

CDBG regulations require a "long-term lease" of a minimum of 15 years.

N/A

18. For Capital Improvement projects, will relocation be required if the building is occupied?

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

N/A

19. For Capital Improvement projects, identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

20. For Capital Improvement projects, has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

If yes, describe and upload the study/assessment/evaluation. If this is not applicable, enter "N/A".

N/A

21. For Capital Improvement projects, how will this project comply with federal Davis-Bacon/Fair Labor Standards Act requirements?

N/A

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

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

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

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

POLICY CONSISTENCY

24. How will the program/project will address the critical systemic challenge selection in question #23?

Centro Legal fields hundreds of calls and emails per week from Alameda County tenants who cannot pay their rent and fear eviction. These tenants are being forced to choose between paying for food or medications or paying rent. Families are preemptively moving into their cars because they cannot pay rent and are unaware of their protections. Tenants are being harassed out of their homes. Low-income tenants in the Tri-Valley both: (1) lack access information regarding tenants' rights, especially given the complex emergency eviction protections implemented during the pandemic; and (2) lack access to eviction prevention and eviction defense legal services.

This project is designed to strategically target low-income tenants most at risk of displacement. About 5,000 unlawful detainer actions are filed in Alameda County yearly. More than 88% of these landlords are represented by counsel, while only 11% of renters are represented by counsel (Information obtained by EBCLC through observing 46 weeks of court calendars and roll call in court in conjunction with Volunteer Legal Services Corporation data.) Research shows that low-income residents who have the right to stay in their homes need legal representation in order to make that right a reality. As Professor Desmond noted in his book, *Evicted: Poverty and Profit in the American City* (2016), "A program that ran from 2005-2008 in the South Bronx provided more than 1,300 families with legal assistance and prevented eviction in 86% of cases." In addition, preservation of an affordable tenancy for a low-income resident saves public spending on the production of more affordable housing and homelessness services (Flaming, Daniel John and Toros, Halil and Burns, Patrick. 2015).

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

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

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

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

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

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

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

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

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

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

This includes:

- (1) Scaling up our ability to assist tenants with answers/demurrers to unlawful detainers, in pro per, to prevent default

judgments. We also plan to build upon our virtual workshops to include trainings on how to prepare and file an answer in pro per. We will leverage pro bono and law student assistance to develop self-help guides, pro per materials and templates, and assist remotely in preparing responsive pleadings and dispositive motions.

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

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending
Contributions & Donations	USD\$ 2,000.00	
City of Livermore		USD\$ 38,381.00
City of Dublin		USD\$ 33,199.00
Alameda County Housing Secure (ACHS)	USD\$ 125,593.00	
East Bay Community Foundation	USD\$ 50,000.00	
Ruth Arnhold Endowment Fund	USD\$ 20,000.00	
The San Francisco Foundation	USD\$ 100,000.00	
Tipping Point	USD\$ 60,000.00	
State Bar Formula Grant	USD\$ 262,691.00	
Total	USD\$ 620,284.00	USD\$ 71,580.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSG)	Amount Requested (Pls HHSG ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 77,682.00	USD\$ 28,525.00
Personnel: Benefits* (see instructions below)	USD\$ 15,536.00	USD\$ 5,705.00
Operating: Supplies		
Operating: Printing/Copying		
Operating: Postage		
Operating: Telephone		
Operating: Rent & Utilities	USD\$ 11,764.00	USD\$ 3,739.00
Operating: Accounting/Audit		USD\$ 0.00
Operating: Other (define below)	USD\$ 7,729.00	USD\$ 3,162.00
Total	USD\$ 112,711.00	USD\$ 41,131.00

Budget Narrative

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

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

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

For the budget above, we have included 0.30 FTE of attorney time. We hope to obtain funding from the City of Livermore and the City of Dublin that will allow us to hire one full-time attorney dedicated to providing tenant legal services to the Tri-Valley. In the event that additional funding is not obtained from the City of Dublin and the City of Livermore, services will be provided to low-income Pleasanton tenants in proportion to funding. We utilize 20% as our standard calculation for fringe which includes benefits. 10% indirect costs are intended to cover insurance, rent, utilities, postage, bar dues, office supplies, and other non-salary program expenses. For the other expense, \$2,000 is for technological expenses such as software and hardware, and \$1,162 for outreach.

Tables [top](#)

Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for Entire Agency	✓	Centro Legal FY20-21 Organizational Budget
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Centro Board of Directors Contact list
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	Centro Legal Resumes
Personnel policies including affirmative action plan and grievance procedure	✓	Centro Legal Personnel Policy & Affirmative Action, Grievance Policy
Agency audit requirements and copy of last audit	✓	Centro Legal de la Raza 2021 Audited Financial Statements
Type of insurance carried, bonding, worker's compensation	✓	Centro COI - City of Pleasanton
Articles of Incorporation / Bylaws	✓	Centro Legal Articles of Incorporation & Bylaws Original & Amended Restated
Conflict of Interest Statement (if not included in Bylaws)	✓	Centro Legal Conflict of Interest Policy
State and Federal non-profit determination letters (if applicable)	✓	Centro Legal Non-Profit Determination Letter
Organization Chart	✓	Centro Legal- Org Chart - Booklet 11.10.21
Board of Directors' authorization to request HHSB funding	✓	Pleasanton BOD Acknowledgement Letter - Signed
Board of Directors' designation of authorized official	✓	Pleasanton BOD Acknowledgement Letter - Signed
City of Pleasanton Business License	✓	Centro Pleasanton Business License Explanation
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget		
(CAPITAL) Supplemental includes photos, designs, site drawings, specifications, etc.		
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Evidence of Site Control		
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		
(CAPITAL) Optional as Requested by City: Environmental Reports / Community Support Letters		

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

Application ID: 380588

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City of Pleasanton

FY 2022/23 Housing and Human Services Grant Program

Deadline: 1/19/2022

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

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

USD\$ 80,000.00 Requested

Submitted: 12/29/2021 6:49:16 PM (Pacific)

Project Contact

Christine Beitsch-Bahmani
grants@cityservecares.org
 Tel: 510-789-5443

Additional Contacts

none entered

CityServe of the Tri-Valley

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EIN	37-1735822
DUNS	078694167
(N)CAGE	7GM00
SAM	
Expires	7/11/2020

Application Questions [top](#)

ORGANIZATION INFORMATION

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

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

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

Our vision is to mobilize mercy and practical compassion through care coordination (case management), collaboration with local service providers, intentional outreach efforts in underserved communities, providing easy access to essential services and community engagement; this mobilization is designed to humanize human services.

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

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

3. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in each category below.

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

Extremely Low Income (<30% AMI)

Very Low Income (30%-50% AMI)

<input type="text" value="0"/>	Low Income (50%-80% AMI)
<input type="text" value="0"/>	Moderate Income (80%-120% AMI)
<input type="text" value="0"/>	Above Moderate Income (>120% AMI)
<input type="text" value="42"/>	
<input type="text" value="84.00"/>	SUBTOTAL
<input type="text" value="84.00"/>	TOTAL

4. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in the race/ethnicity categories below.

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

<input type="text" value="13"/>	White
<input type="text" value="8"/>	White + HISPANIC/LATINX
<input type="text" value="14"/>	Black/African American
<input type="text" value="0"/>	Black/African American + HISPANIC/LATINX
<input type="text" value="3"/>	Asian
<input type="text" value="0"/>	Asian + HISPANIC/LATINX
<input type="text" value="1"/>	American Indian/Alaskan Native
<input type="text" value="1"/>	American Indian/Alaskan Native + HISPANIC/LATINX
<input type="text" value="2"/>	Native Hawaiian/Other Pacific Islander
<input type="text" value="0"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINX
<input type="text" value="0"/>	American Indian/ Alaskan Native and White
<input type="text" value="0"/>	American Indian/ Alaskan Native and White + HISPANIC/LATINX
<input type="text" value="0"/>	Asian and White
<input type="text" value="0"/>	Asian and White + HISPANIC/LATINX
<input type="text" value="0"/>	Black/African American and White
<input type="text" value="0"/>	Black/African American and White + HISPANIC/LATINX
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American
<input type="text" value="0"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINX
<input type="text" value="0"/>	Other Multi Racial
<input type="text" value="0"/>	Other Multi Racial + HISPANIC/LATINX
<input type="text" value="42.00"/>	TOTAL

5. In the PRIOR fiscal year (2020/2021), list the total number of Pleasanton clients served in each category below.

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

<input type="text" value="8"/>	Seniors (62 and older)
<input type="text" value="12"/>	People with Disabilities
<input type="text" value="13"/>	Female-Headed Households
<input type="text" value="4"/>	Youth
<input type="text" value="42"/>	Homeless
<input type="text" value="79.00"/>	TOTAL

PROGRAM APPLICATION

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

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

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

- Public Service
- Capital Improvement

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to the U.S. Department of Housing & Urban Development)?

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

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

9. Provide the projected number of PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2022/2023).

0	# of Persons
75	# of Households
75.00	TOTAL

10. Please list the total projected number of PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2022/2023.

(The total number of persons indicated in question #9 must match the total number listed in the income categories below.)

60	Extremely Low Income (<30% AMI)
15	Very Low Income (<30-50% AMI)
0	Low Income (50%-80% AMI)
0	Moderate Income (80%-120% AMI)
0	Above Moderate (>120% AMI)
75	
150.00	SUBTOTAL
150.00	TOTAL

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

CityServe of the Tri-Valley serves underserved individuals, primarily low income, homeless or destitute. The Tri-Valley homeless intervention and crisis stabilization program provides: 1) Crisis Intervention: Street Outreach, 2) Crisis Stabilization: Case Management, and 3) Community Support: Care Advocacy Program. Reduced Pleasanton focus w/o funding.

Our goal is to remove all obstacles to service access. We have two offices in Pleasanton (Main St. and Pleasanton Senior Center) and our Livermore office will be opening at the Multi-Service Center in early 2022 for drop-in hours M-F between 10-4pm. All of our offices are near bus lines and centrally located.

To reduce barriers our street outreach team and care coordinators regularly go out to the locations where unsheltered people live and/or spend time to resource and do intakes in person. We also have weekly outdoor pop-up outreaches that are placed in central locations close to where the majority of the homeless frequent so that they can access our services in a drop-in style manner. We currently host two resource pop-ups 1) at Asbury United Methodist Church during shower and laundry program on Wednesday 12-3pm and 2) Fridays 9-11am at Cornerstone Fellowship. We added a third pop-up at the Pleasanton Library on Tuesdays 9-11am for all Tri-Valley residents. Monday we do rounds in hotels, encampments and respond to emergency calls, Tuesdays we do a Pleasanton pop-up and then our street outreach team joins Open Heart Kitchen street team with Pleasanton food deliveries, Wednesday our Intervention team is at Asbury during shower program and Thursdays we do rounds with Open Heart Kitchen and also a ride along with Pleasanton Homeless Liaison officers and Fridays we are at the pop-up at Cornerstone. So our Intervention Team is present in Pleasanton M-F and fully accessible and responsive to all needs brought to our attention. If access is still an issue for a client we will work creatively with them to offer a bike, shuttle ride, bus pass, a clipper card, Uber ride or go directly to the person as needed. We also have a main phone line with bilingual intake coordinators on hand during business hours. Clients can also email and/or submit a request via our website with a 24 hour response time. Our team actively works to advocate for new Tri-Valley resources serving hundreds of homeless people in the Tri-Valley each year. Without funding for our service capacity the direct impact would be an increase in homeless on city streets, in encampments, behind businesses and along rail and waterways without a coordinated resourcing, lack of preparation for gaining and sustaining housing and heightened abuse of community care subsidies without

proper vetting measures. Our team has a clear process in place for vetting and tracking progress of all participants. Instead of just giving handouts to the most demanding, our process allows for all subsidies to be utilized toward the absolute most vulnerable resident

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

The single greatest challenge directly impacting Pleasanton is a lack of affordable housing for the low to very low income groups. Despite the increased number of homeless individuals, we have had good progress with 100+ (Tri-Valley) homeless individuals utilizing care coordination while in hotels to prepare for permanent housing. The challenge however is once approved for vouchers they have to wait until housing becomes available and when it does it is in another city. This is a major obstacle and creates a new crisis for our clientele that are typically long-time Pleasanton residents. Over the past year we have worked closely with Goodness Village and had most of our clients move in with a smooth transition since they were well prepared leading up to the placement. We have also had many clients placed in other locations throughout Pleasanton. Our team worked extremely closely with the Safer Ground (Abode) housing navigators. Several times throughout the stay our clients gave us feedback that they were not hearing from their housing navigators so we did a lot of work to reconnect them with the new navigators to ensure the clients' did not fall through the cracks-this was a challenge at times and could have easily been overlooked-but our team cares and has done a lot of hard work to get these folks to a place of stability. As mentioned before, the individuals we meet during daily outreach are experiencing heightened levels of self-reported addiction, abuse, mental health challenges(based on our mental health assessment tool), lack of shelter, language barriers and mounting medical issues. To sum it up, there are three main gaps in services that directly impact viable outcomes for our clientele: 1) Shelter, 2) Detox/Substance Abuse Treatment Centers and 3) Homeless Job Navigation. Our program builds trust with individuals so that we can help them to navigate the obstacles and broken systems and help them to reconcile with family and/or the community at large.

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

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

Process: How effective we are at reaching underserved residents with our services through intentional outreach efforts, is there easy access to resources through our referrals and/or if they enroll in either case management or a specialized program.

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

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

Reporting: CityServe has a robust database that allows us to enroll participants in our programs and capture all critical demographic information (such as disability status, race/ethnicity, age, veteran status, self-reported income & income verification, and language translation needs), track progress towards the established action plan, track all applicable expenses and time spent with participants, and finally track the measurable outcomes such as increased income, benefits accessed and employment secured. We are also 1 of 2 Tri-Valley providers that have access to the Federal Homeless Management Information System (HMIS) database to monitor services provided.

14. Which staff will administer this program/project? In addition, list the organizations and their roles your agency collaborates with to operate this program/project.

Our Homeless Intervention program serves three cities in the Tri-Valley; Livermore, Pleasanton and Dublin. Our team is deployed based on city needs/goals and the capacity at which the program is funded by each individual city. Three years ago CityServe was asked by the three cities, as a regional effort, to provide critical case management services and we are still in the process of building capacity. During the pandemic the demands of vulnerable Pleasanton residents and PD inquiries have increased dramatically. As a result, we will have our Intervention program manager utilize staffing as needed for Crisis Intake & street outreach (1) (bilingual, mental health focus), 1 Case Manager/Care coordinator with a Pleasanton focus and a % of Program Admin/Ops to support the team to research underserved populations and increase outreach opportunities to provide resourcing materials in multiple languages.

CityServe's 7-Core Functions Service Model:

Intervention Services: Street Outreach and/or Intake Screening
Referral IN to Case Management or OUT to specialists or volunteers
Referral IN: Level 1: Crisis Management-Basic Action Plan (Pop-Ups)

Referral IN: Level 2: Comprehensive Case Management

Client Education (ongoing) (formal sessions)

Community Support: Connecting to a Community Care Advocate or reconnecting with family member

Data Collection (record keeping)

We have attached a comprehensive list of organizations we collaborate with. In short, we work with Pleasanton PD (outreach, ride alongs, crisis intervention), Abode Services (homeless housing navigation, care coordination), Axis Health & ValleyCare (medical care & coordination), Open Heart Kitchen (joint street outreach during food deliveries), local churches (resourcing & volunteers. We have also made over 60 referrals to the Goodness Village and work closely with that team. To continue to build collaborations CityServe hosts quarterly community meetings gathering service providers together for better coordination and resourcing. We have between 50-60 partners attending.

15. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #22.

Yes

No

CAPITAL PROJECTS

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

N/A

17. For Capital Improvement projects, describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

CDBG regulations require a "long-term lease" of a minimum of 15 years.

N/A

18. For Capital Improvement projects, will relocation be required if the building is occupied?

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

N/A

19. For Capital Improvement projects, identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

20. For Capital Improvement projects, has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

If yes, describe and upload the study/assessment/evaluation. If this is not applicable, enter "N/A".

N/A

21. For Capital Improvement projects, how will this project comply with federal Davis-Bacon/Fair Labor Standards Act requirements?

N/A

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

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

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

- Lack of consumer information about services/need for education
- Lack of coordination, missed opportunities for collaboration, duplication of services among service providers, and lack of centralized database between service providers and public agencies

- ✓ Time and cost associated with obtaining services including transportation and connectivity of citizens to services

POLICY CONSISTENCY

24. How will the program/project will address the critical systemic challenge selection in question #23?

Coordination of services is critical to meet complex social needs. As mentioned, CityServe plays a unique leadership role by coordinating regular community care meetings in the Tri-Valley. This diverse gathering of service providers is from all sectors including; non-profits, schools, cities, county, businesses and faith-based groups. We discuss duplication and/or gaps in services and brainstorm potential solutions. We also have topics with leaders in the field to share best practices and valuable resources so our network is well informed for better service to our clients.

CityServe's Intervention team also hosts a monthly regional Homeless Liaison officer meeting with participants from Dublin, Pleasanton and Livermore to discuss regional homeless issues. We also discuss individuals and support needs for projects like encampment clean ups, point in time count, inclement weather sheltering, vaccination pop-ups and other events that arise.

CityServe aims to address the lack of consumer education regarding services. We seek to educate consumers about services & guide them to opportunities that they would not have been able to discover on their own. Additionally, we are implementing a regional initiative to offer workshops that are designed to offer valuable and critical knowledge about how to navigate qualifying for government benefits, search for lower cost housing options, access mental health care and support, and more. By designing these workshops and with additional visible resources pop-ups like at the Pleasanton Library and Senior Center, we are hoping to equip more Tri-Valley residents with information for when crises arise. Lastly, we are revitalizing our resource guides and communication strategies to keep residents & fellow service providers informed & up to date about the ever-changing landscape of local services. To host this we launched our new online resource directory via our website which highlights Tri-Valley specific resources.

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

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

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

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

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

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

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

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

This impact of Covid on our organization has been tremendous. Our team adjusts weekly to new guidelines. We implemented safety protocols for our entire crew and participants. We were the frontrunner with the now popular “pop-up” office space. This open air, public resource booth has allowed our team to safely continue to serve and meet with homeless individuals in person. We have never stopped any of our services the entire pandemic. Another response has been to shelter over 40 residents in hotels and provide care coordination by doing weekly rounds outside the hotel room. We adjusted our PD ride alongs to PD caravanning with them to problem sites in order to identify those who need mental health, medical or sheltering resources. We continue to join Open Heart Kitchen twice a week during street outreach to monitor wellness and provide resourcing for those living in cars, on the streets and in hotels. We offer assistance such as applying for an ID, government benefits, Covid-19 (wellness checks), food and shower resources, job navigation, and research (asking what the need is and how we can better serve the homeless community).

We also started a comprehensive encampment and homeless tracking map to assist with the Point In Time Count on Jan 25th. Our street outreach team, Pleasanton Homeless Liaison officers and other key providers have identified services or resources provided to each individual and/or track the lack of services available. We are hoping to get a more accurate count so that we can advocate for more resources in the Tri-Valley.

During the pandemic we partnered with Public Health to provide 2 Covid-19 testing pop-ups and 2 vaccine clinics and distributed over 13000 masks and critical PPE. The increased services have been done with the same number of case managers who are working under social distancing protocols and are stretched very thin. Overall, we feel the work we have accomplished, despite all the obstacles, has been effective.

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending
Church Contributions	USD\$ 24,000.00	USD\$ 65,300.00
Business Contributions		USD\$ 175,000.00
Foundation Contributions		USD\$ 150,000.00
Individual Contributions		USD\$ 160,000.00
City of Pleasanton		USD\$ 160,000.00
City of Livermore		USD\$ 130,000.00
City of Dublin		USD\$ 25,000.00
In-Kind Donations		USD\$ 5,000.00
Total	USD\$ 24,000.00	USD\$ 870,300.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHS)	Amount Requested (Pls HHS ONLY)
Capital: Construction/Rehab		
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Capital: Design		
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Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 698,100.00	USD\$ 70,000.00
Personnel: Benefits* (see instructions below)	USD\$ 90,800.00	USD\$ 10,000.00
Operating: Supplies	USD\$ 5,000.00	
Operating: Printing/Copying	USD\$ 2,000.00	
Operating: Postage	USD\$ 1,000.00	
Operating: Telephone	USD\$ 15,000.00	
Operating: Rent & Utilities	USD\$ 6,000.00	
Operating: Accounting/Audit	USD\$ 18,500.00	
Operating: Other (define below)	USD\$ 57,900.00	
Total	USD\$ 894,300.00	USD\$ 80,000.00

Budget Narrative

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

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Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for Entire Agency	✓	Budget Draft 2022
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Board of Directors
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	CEO Resume Finance Manger Resume Program Manager
Personnel policies including affirmative action plan and grievance procedure	✓	Employee Handbook
Agency audit requirements and copy of last audit	✓	Audit Financials
Type of insurance carried, bonding, worker's compensation	✓	Workers Comp Ins Insurance General Liability
Articles of Incorporation / Bylaws	✓	Articles of Incorporation
Conflict of Interest Statement (if not included in Bylaws)	✓	N/A
State and Federal non-profit determination letters (if applicable)	✓	Determination Letter
Organization Chart	✓	Org Chart Organization we Coordinate with
Board of Directors' authorization to request HHSG funding	✓	Board Authorization
Board of Directors' designation of authorized official	✓	Board Designation
City of Pleasanton Business License	✓	Business Lic
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget		
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(CAPITAL) Optional as Requested by City: Environmental Reports / Community Support Letters		

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City of Pleasanton
FY 2022/23 Housing and Human Services Grant Program
 Deadline: 1/19/2022

Community Resources for Independent Living Housing and Independent Living Skills

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USD\$ 15,000.00 Requested

Submitted: 1/12/2022 11:17:00 AM (Pacific)

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 SAM Expires 3/22/2022

Application Questions [top](#)

ORGANIZATION INFORMATION

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

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

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

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

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

3. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in each category below.

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

- Extremely Low Income (<30% AMI)
- Very Low Income (30%-50% AMI)
- Low Income (50%-80% AMI)
- Moderate Income (80%-120% AMI)

Above Moderate Income (>120% AMI)

SUBTOTAL

TOTAL

4. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in the race/ethnicity categories below.

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

White

White + HISPANIC/LATINX

Black/African American

Black/African American + HISPANIC/LATINX

Asian

Asian + HISPANIC/LATINX

American Indian/Alaskan Native

American Indian/Alaskan Native + HISPANIC/LATINX

Native Hawaiian/Other Pacific Islander

Native Hawaiian/Other Pacific Islander + HISPANIC/LATINX

American Indian/ Alaskan Native and White

American Indian/ Alaskan Native and White + HISPANIC/LATINX

Asian and White

Asian and White + HISPANIC/LATINX

Black/African American and White

Black/African American and White + HISPANIC/LATINX

American Indian/Alaskan Native and Black/African American

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

Other Multi Racial

Other Multi Racial + HISPANIC/LATINX

TOTAL

5. In the PRIOR fiscal year (2020/2021), list the total number of Pleasanton clients served in each category below.

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

Seniors (62 and older)

People with Disabilities

Female-Headed Households

Youth

Homeless

TOTAL

PROGRAM APPLICATION

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

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

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

- Public Service
- Capital Improvement

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to the U.S. Department of Housing & Urban Development)?

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

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

9. Provide the projected number of PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2022/2023).

of Persons

of Households

TOTAL

10. Please list the total projected number of PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2022/2023.

(The total number of persons indicated in question #9 must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

SUBTOTAL

TOTAL

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

CRIL's Housing & Independent Living Services will provide Pleasanton residents who have a disability with housing search assistance, peer counseling, independent living skills & travel training. In this program, CRIL provides an array of services to encourage independence - this is accomplished through peer work. 93% of CRIL's staff have a disability.

With the COVID pandemic, CRIL has focused work on providing Personal Protective Equipment, Vaccine & Booster Information, addressing the Digital Divide through chromebooks and wifi access, and rental assistance..

Without Pleasanton funding, services would be limited.

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

The 2021 American Community Survey estimated data indicates that there are 79,871 residents in Pleasanton, with approximately 11,594 over 65 & an estimated 20, 506 with a disability. The need for accessible Long Term Services & Supports (LTSS) is a growing healthcare and quality of life concern for our rapidly aging population, an issue reflected in the 2011 Tri-Valley Human Services Needs Assessment. As our residents age and live longer, we need to develop systems and services that address their desire to age in place gracefully and with dignity.

Alameda County has one of the highest rates of poverty among adults with disabilities age 18 to 64 years in the Bay Area. Although Pleasanton is one of the wealthier East Bay area cities, 2021 American Community Survey showed that about 3,500 Pleasanton residents are living below poverty, the majority of whom are disabled. These residents are among the poorest Americans by HUD Income Guidelines and need access to free and/or low cost services.

CRIL's services meet & support many of these critical needs: Information & Referral; ADA & disability law education; Peer support; Housing counseling & assistance; Personal Assistant referral, Independent living skills; Disaster preparedness workshops & advocacy; Assistive technology & loan program; employment benefits counseling; Youth Transition Services, Long-term services & supports counseling; Leadership training & Advocacy. The COVID Pandemic has highlighted the gap in access to the internet, CRIL has started computer classes, provided wifi access and chromebooks to consumers. CRIL also provides ipads to individuals with speech impediments to facilitate telephone access. This service is VoiceOptions. CRIL's Services are free to Pleasanton residents of all ages with functional limitations or disabilities & designed to help individuals maintain their quality of life, become fully integrated into and society, & live as independently as possible for as long as

possible.

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

CRIL has an full-time IL Coordinator and a full-time community organizer who are very familiar with the resources & services available in Pleasanton & the surrounding cities. CRIL's Tri-Valley office is located in the Livermore Multi-Service Center. CRIL has developed strong relationships with service providers at ECHO, Abode Services, the Livermore Housing Authority, Pleasanton Housing Services & other local agencies that provide housing & social services. Both CRIL staff at the Livermore Office are persons with disabilities.

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

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

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

14. Which staff will administer this program/project? In addition, list the organizations and their roles your agency collaborates with to operate this program/project.

CRIL's full-time IL Coordinator will administer this program.

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

15. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #22.

Yes

No

CAPITAL PROJECTS

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

N/A

17. For Capital Improvement projects, describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

CDBG regulations require a "long-term lease" of a minimum of 15 years.

N/A

18. For Capital Improvement projects, will relocation be required if the building is occupied?

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

N/A

19. For Capital Improvement projects, identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

20. For Capital Improvement projects, has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

If yes, describe and upload the study/assessment/evaluation. If this is not applicable, enter "N/A".

N/A

21. For Capital Improvement projects, how will this project comply with federal Davis-Bacon/Fair Labor Standards

Act requirements?

N/A

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

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

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

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

POLICY CONSISTENCY

24. How will the program/project will address the critical systemic challenge selection in question #23?

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

CRIL offers its services in a person-centered, whole person approach. CRIL supports the person's total growth through its services. CRIL's services are directed toward low-income Pleasanton residents with disabilities & seniors who are typically underserved & vulnerable. Since the majority of CRIL's staff are also people with disabilities who live in Alameda County, we are in a uniquely credible & powerful position to provide peer counseling, personal support, an array of local resources and peer role modeling with this population. Having a full service branch office at the Livermore MultiService Center (LMSC) also allows CRIL staff & management to develop and maintain strong partnerships & collaborations with other Tri-Valley area social service agencies. For example, we have presented workshops on self-advocacy, housing search, personal assistance services, assistive technology and disaster preparedness at the Pleasanton Senior Center and to residents who live at local senior or disability apartment complexes. CRIL provides consumers who do not have internet access with chromebooks, wifi access and computer lessons.

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

CRIL's Independent Living Services will also help many vulnerable Pleasanton residents retain or find suitable, affordable and accessible housing and maintain personal independence through peer-based independent living support services and ad

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

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

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

- Promote the construction and preservation of affordable rental housing for extremely low (30% AMI), very low (50% AMI), and low income (80% AMI) households
- Promote the preservation of single-family homes for low income (80%) homeowners through rehabilitation or minor home repair
- Promote the preservation of rental housing through minor home repair

- ⊖ Provide direct financial assistance to income eligible (80% AMI) first time homebuyers
- ✔ Reduce housing discrimination through provision of fair housing and landlord/tenant services
- ⊖ Funding and supporting homeless services programs to end homelessness
- ✔ Increase the availability of service enriched housing for persons with special needs
- ✔ Support improvements, including ADA accessibility, to public facilities and non-profit agency facilities
- ⊖ Fund economic development, micro-enterprise, and on-the-job training
- ✔ Support public service programs for low income (80\$ AMI) residents

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

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

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

CRIL provides all its services via Zoom, email, phone and in-person appointments. CRIL has posted workshop summaries on its website. CRIL has initiated new programs to deal with the digital divide: computer classes, chromebooks, wifi access, google mini nest and google home device. These digital divide opportunities are provided free of charge to CRIL consumers. CRIL also participates in Voice Options, a program, which provides iPads with speech apps to provide telephone access to persons with speech impediments.

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Funding Sources/Status	Committed	Requested/Pending
City of Pleasanton		USD\$ 15,000.00
City of Dublin		USD\$ 15,000.00
City of Livermore		USD\$ 15,000.00
Department of Rehabilitation - General Fund		
Department of Rehabilitation - VIIB	USD\$ 14,500.00	
	USD\$ 3,000.00	
Total	USD\$ 17,500.00	USD\$ 45,000.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSG)	Amount Requested (Pls HHSG ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 34,125.00	USD\$ 8,520.00
Personnel: Benefits* (see instructions below)	USD\$ 19,250.00	USD\$ 4,830.00
Operating: Supplies	USD\$ 800.00	USD\$ 125.00
Operating: Printing/Copying	USD\$ 400.00	USD\$ 75.00
Operating: Postage	USD\$ 250.00	USD\$ 75.00
Operating: Telephone	USD\$ 2,900.00	USD\$ 300.00
Operating: Rent & Utilities	USD\$ 0.00	USD\$ 0.00
Operating: Accounting/Audit	USD\$ 750.00	USD\$ 250.00
Operating: Other (define below)		
Contracted Services	USD\$ 3,250.00	USD\$ 587.00
Dues, Books/Publications	USD\$ 375.00	USD\$ 138.00
Insurance	USD\$ 400.00	USD\$ 100.00
Total	USD\$ 62,500.00	USD\$ 15,000.00

Budget Narrative

Anne Adams, IL Coordinator for Pleasanton is housed at the Livermore Multi-Service Center. 25% of Anne's salary and benefits are covered by the Pleasanton Grant.

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Documents Requested *	Required?	Attached Documents *
Current Annual Budget for Entire Agency	✓	Budget 21.22
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	Board of Directors
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	ED CV EG Resume
Personnel policies including affirmative action plan and grievance procedure	✓	Employee Handbook
Agency audit requirements and copy of last audit	✓	2019.20 Audit
Type of insurance carried, bonding, worker's compensation	✓	Insurance
Articles of Incorporation / Bylaws	✓	Articles of Incorporation
Conflict of Interest Statement (if not included in Bylaws)	✓	conflict
State and Federal non-profit determination letters (if applicable)	✓	IRS Determination
Organization Chart	✓	Organization Chart
Board of Directors' authorization to request HHSG funding	✓	Board Resolution authorized official
Board of Directors' designation of authorized official	✓	authorized official
City of Pleasanton Business License	✓	Business License
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget		
(CAPITAL) Supplemental includes photos, designs, site drawings, specifications, etc.		
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Evidence of Site Control		
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		
(CAPITAL) Optional as Requested by City: Environmental Reports / Community Support Letters		

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

City of Pleasanton
FY 2022/23 Housing and Human Services Grant Program
 Deadline: 1/19/2022

**Eden Council for Hope and Opportunity
 Housing Counseling Services**

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USD\$ 40,000.00 Requested

Submitted: 1/19/2022 3:59:36 PM (Pacific)

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 Expires 3/14/2020

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ORGANIZATION INFORMATION

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

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

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

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

3. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in each category below.

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

67	Extremely Low Income (<30% AMI)
148	Very Low Income (30%-50% AMI)
30	Low Income (50%-80% AMI)
3	Moderate Income (80%-120% AMI)
	Above Moderate Income (>120% AMI)
248.00	SUBTOTAL
248.00	TOTAL

4. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in the

race/ethnicity categories below.

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

84	White
54	White + HISPANIC/LATINX
44	Black/African American
11	Black/African American + HISPANIC/LATINX
28	Asian
1	Asian + HISPANIC/LATINX
	American Indian/Alaskan Native
	American Indian/Alaskan Native + HISPANIC/LATINX
1	Native Hawaiian/Other Pacific Islander
	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINX
	American Indian/ Alaskan Native and White
	American Indian/ Alaskan Native and White + HISPANIC/LATINX
	Asian and White
	Asian and White + HISPANIC/LATINX
2	Black/African American and White
	Black/African American and White + HISPANIC/LATINX
	American Indian/Alaskan Native and Black/African American
	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINX
17	Other Multi Racial
6	Other Multi Racial + HISPANIC/LATINX
248.00	TOTAL

5. In the PRIOR fiscal year (2020/2021), list the total number of Pleasanton clients served in each category below.

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

30	Seniors (62 and older)
27	People with Disabilities
167	Female-Headed Households
	Youth
	Homeless
224.00	TOTAL

PROGRAM APPLICATION

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

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

1 of 1

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

- Public Service
- Capital Improvement

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to the U.S. Department of Housing & Urban Development)?

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

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

9. Provide the projected number of PLEASANTON CLIENTS who would be served by this program/project in fiscal year

(2022/2023).

857	# of Persons
305	# of Households
1,162.00	TOTAL

10. Please list the total projected number of PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2022/2023.

(The total number of persons indicated in question #9 must match the total number listed in the income categories below.)

82	Extremely Low Income (<30% AMI)
182	Very Low Income (<30-50% AMI)
37	Low Income (50%-80% AMI)
4	Moderate Income (80%-120% AMI)
	Above Moderate (>120% AMI)
305.00	SUBTOTAL
305.00	TOTAL

11. Provide a brief summary of the program/project, including the population served and how this population will access this program/project, for which your agency is seeking funding. If you do not receive funding, what would be the impact?

We assist low-income renters to secure and/or maintain affordable housing by providing fair housing counseling and investigation, tenant/landlord counseling and mediation, rental assistance, homeseeking, and a fair housing audit to determine if discrimination is occurring and to provide education to non-compliant landlords. If we do not receive funding, we cannot serve the City until we secure funding elsewhere.

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

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

According to the U.S. Census 2020, Asian and Hispanic/Latino populations are, respectively, the second and third largest ethnic/racial groups to move into Pleasanton.

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

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

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

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

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

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

FAIR HOUSING AUDITS: Conduct 15 audits to determine if discrimination exists, and provide education to non-compliant landlords.

TENANT/LANDLORD COUNSELING & DISPUTE RESOLUTION: Provide 140 households with education, counseling, or mediation/conciliation, referral to attorney/legal services or Small Claims Court, referral to other agencies on evictions, deposits,

repairs, lease agreements, and other rights and responsibilities to prevent displacements, retaliation, and violation of state statutes; and assert and protect those rights, and foster communication to resolve problems.

RENTAL ASSISTANCE PROGRAM: Provide 10 households with Rental Assistance grants or guarantees to assist in paying security deposits or delinquent rent and empower them to move into or preserve their housing, and prevent homelessness and institutionalization.

HOMESEEEKING PROGRAM: Provide 130 households with training on homeseeking strategies and options to look for and find rental property, information on utility and debt management programs, and basic renters' rights to empower them in the homeseeking process.

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

14. Which staff will administer this program/project? In addition, list the organizations and their roles your agency collaborates with to operate this program/project.

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

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

The Housing Counselor will provide fair housing and tenant/landlord services, rental assistance, and homeseeking assistance to the community. She will also be responsible for outreach and presentations.

ECHO coordinates with other fair housing organizations to create Bay Area-wide network of fair housing services, and collaborates and partners with the Department of Fair Employment and Housing, the Department of Housing and Urban Development, and private attorneys to provide fair housing enforcement on a local level.

ECHO coordinates with Centro Legal de la Raza, with whom it has several MOU's, to provide legal services to tenants on a countywide basis. Additionally, we refer tenants to Bay Area Legal Aid and the Eviction Defense Center. We network and collaborate with these agencies to provide clients with appropriate legal services to stabilize their housing situations.

ECHO is part of a countywide consortium receiving funding from the San Francisco Chronicle's Season of Sharing to assist homeless and near homeless households with rent and deposit grants, providing leveraging for the Rental Assistance Program.

ECHO works with Community Resources for Independent Living to provide housing counseling and presentations to their clients. We refer clients with disabilities to CRIL for disability rights information, housing search, and benefits advocacy.

ECHO Housing also works closely with the Rental Housing Association, most notably on the County's Rent Review Ordinance, and providing fair housing training to its members upon request and at regularly scheduled workshops and seminars throughout ECHO's service area.

15. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #22.

Yes

No

CAPITAL PROJECTS

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

N/A

17. For Capital Improvement projects, describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

CDBG regulations require a "long-term lease" of a minimum of 15 years.

N/A

18. For Capital Improvement projects, will relocation be required if the building is occupied?

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

N/A

19. For Capital Improvement projects, identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

20. For Capital Improvement projects, has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

If yes, describe and upload the study/assessment/evaluation. If this is not applicable, enter "N/A".

N/A

21. For Capital Improvement projects, how will this project comply with federal Davis-Bacon/Fair Labor Standards Act requirements?

N/A

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

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

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

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

POLICY CONSISTENCY

24. How will the program/project will address the critical systemic challenge selection in question #23?

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

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

Outreach includes:

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

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

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

ECHO Housing provides most of its counseling by telephone. In instances where face-to-face meetings with clients are required, our office is accessible by public transportation. The Wheels Bus Line 14 stops at the Livermore Transit Center, a 5-minute walk from the 141 N. Livermore Avenue where the Housing Counseling program is housed. However, most of our communication with clients is through electronic means. Since the pandemic began, we have been conducting counseling and mediation services through telephone or video communications.

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

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

- ✓ Encourage processing streaming
- ✓ Consolidate service delivery

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

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

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

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

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

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

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

ECHO is conducting trainings, presentations, and workshops via a virtual platform. This is to ensure the safety of all attendees from face-to-face contact with us and others. These virtual events provide information on the Federal and State Fair Housing laws, the County Eviction Moratorium and the Tenant Protections Act of 2019, which help tenants to become apprised of their rights.

The pandemic hobbled our outreach in that our flyers were no longer as accessible at community-based organizations that are locked-down. As a result, our numbers have been reduced. We have moved to electronic delivery, but that has its limits because the locked-down service providers have no way of distributing our flyers to their clients unless they see clients face-to-face. However, we are using Facebook mobile ads to reach a county-wide population. We also use Twitter to advertise our presentations and workshops.

The pandemic has affected our program by reducing the number of households assisted. As soon as the County lifts the moratorium, we expect a surge in clients requesting assistance regarding terminations of tenancies, rent/deposit assistance, homeseeking help, and fair housing violations.

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending
Pleasanton-LIHF		USD\$ 40,000.00
Alameda County, Berkeley, Union City-CDBG	USD\$ 130,000.00	
Antioch, Concord, Contra Costa County, Walnut Creek-CDBG		USD\$ 222,660.00
Hayward-CDBG		USD\$ 45,000.00
Alameda, Oakland, San Leandro-CDBG		USD\$ 116,250.00
Monterey, Monterey County, Seaside-CDBG		USD\$ 41,640.00
Concord, Contra Costa County, Walnut Creek-CDBG-CV	USD\$ 461,963.00	

Livermore-In-Lieu Funds		USD\$ 21,000.00
San Leandro-GF		USD\$ 21,600.00
Union City-GF	USD\$ 25,000.00	
Total	USD\$ 616,963.00	USD\$ 508,150.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHS)	Amount Requested (Pls HHS ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 388,409.00	USD\$ 23,306.00
Personnel: Benefits* (see instructions below)	USD\$ 98,526.00	USD\$ 5,980.00
Operating: Supplies	USD\$ 2,410.00	USD\$ 147.00
Operating: Postage	USD\$ 3,070.00	USD\$ 187.00
Operating: Telephone	USD\$ 22,095.00	USD\$ 2,508.00
Operating: Rent & Utilities	USD\$ 65,661.00	USD\$ 4,566.00
Operating: Advertising	USD\$ 6,375.00	USD\$ 353.00
Operating: Training/Education	USD\$ 2,506.00	USD\$ 153.00
Operating: Memberships/Publications	USD\$ 660.00	USD\$ 40.00
Operating: Mileage	USD\$ 1,974.00	USD\$ 100.00
Operating: Subcontract w/Legal Services	USD\$ 483,405.00	USD\$ 0.00
Operating: Fair Housing Audit	USD\$ 9,050.00	USD\$ 500.00
Operating: Tester Stipend	USD\$ 13,781.00	USD\$ 500.00
Indirect Cost	USD\$ 27,191.00	USD\$ 1,660.00
Total	USD\$ 1,125,113.00	USD\$ 40,000.00

Budget Narrative

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

ECHO has kept costs low except for cost of inflation. We have achieved this by sharing administrative costs over many contracts. Additionally, this provides Livermore with the benefit of having other jurisdictions pay for approximately 97% of administrative salaries and benefits for this program.

*Staff Costs as a Percentage of Requested Amount:

- Executive Director: Percentage 11% - Monthly \$367.58 - Yearly \$4,411.00
- Executive Assistant: Percentage 5% - Monthly \$167.58 - Yearly \$2,011.00
- Senior Bookkeeper: Percentage 6% - Monthly \$197.42 - Yearly \$2,369.00
- Asst. Bookkeeper: Percentage 5% - Monthly \$173.17 - Yearly \$2,078.00
- Office Manager: Percentage 7% - Monthly \$233.92 - Yearly \$2,807.00
- Housing Programs Coordinator: Percentage 5% - Monthly \$167.58 - Yearly \$2,011.00
- Housing Counselor: Percentage 34% - Monthly \$1,133.33 - Yearly \$13,600.00

Tables [top](#)

Documents [top](#)

Documents Requested *

Current Annual Budget for Entire Agency

Required?



Attached Documents *

[Annual Agency Budget](#)

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



[Board Roster](#)

Resume or Vita of Executive Director, Program Manager, and Fiscal Officer



[Executive Director Resume](#)

[Housing Programs Coordinator Resume](#)

[Senior Bookkeeper Resume](#)

[Housing Counselor Resume](#)

Personnel policies including affirmative action plan and grievance procedure	✓	Employee Handbook Client Grievance Procedure
Agency audit requirements and copy of last audit	✓	Fiscal Audit June 2021 Agency Audit Requirements
Type of insurance carried, bonding, worker's compensation	✓	Pleasanton Liability Insurance Pleasanton Workers' Compensation
Articles of Incorporation / Bylaws	✓	Articles of Incorporation Bylaws
Conflict of Interest Statement (if not included in Bylaws)	✓	Conflict of Interest
State and Federal non-profit determination letters (if applicable)	✓	IRS Letter State Non-Profit Letter
Organization Chart	✓	Organization Chart
Board of Directors' authorization to request HHSG funding	✓	Authorization Resolution
Board of Directors' designation of authorized official	✓	Designation Letter
City of Pleasanton Business License	✓	Pleasanton Business License
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget		
(CAPITAL) Supplemental includes photos, designs, site drawings, specifications, etc.		
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		
(CAPITAL) Evidence of Site Control		
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		
(CAPITAL) Optional as Requested by City: Environmental Reports / Community Support Letters		

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

Application ID: 381047

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City of Pleasanton
FY 2022/23 Housing and Human Services Grant Program
Deadline: 1/19/2022

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

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

USD\$ 120,000.00 Requested

Submitted: 1/18/2022 6:37:07 PM (Pacific)

Project Contact

Dona Gomez

DGomez@habitatebsv.org

Tel: 510-906-2215

Additional Contacts

none entered

Habitat for Humanity East Bay/Silicon Valley, Inc.

2619 Broadway
Oakland, CA 94612

President & CEO

Janice Jensen

JJensen@habitatebsv.org

Telephone (510) 803-3313
Fax (510) 251-6309
Web www.HabitatEBSV.org
EIN 94-3053687
DUNS 795194737
(N)CAGE 71BZ2
SAM Expires 9/15/2020

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

ORGANIZATION INFORMATION

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

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

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

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

3. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in each category below.

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

<input type="text"/>	Extremely Low Income (<30% AMI)
<input type="text" value="1"/>	Very Low Income (30%-50% AMI)
<input type="text" value="1"/>	Low Income (50%-80% AMI)
<input type="text"/>	Moderate Income (80%-120% AMI)
<input type="text"/>	Above Moderate Income (>120% AMI)

2.00 **SUBTOTAL**

2.00 **TOTAL**

4. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in the race/ethnicity categories below.

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

2 White

White + HISPANIC/LATINX

Black/African American

Black/African American + HISPANIC/LATINX

Asian

Asian + HISPANIC/LATINX

American Indian/Alaskan Native

American Indian/Alaskan Native + HISPANIC/LATINX

Native Hawaiian/Other Pacific Islander

Native Hawaiian/Other Pacific Islander + HISPANIC/LATINX

American Indian/ Alaskan Native and White

American Indian/ Alaskan Native and White + HISPANIC/LATINX

Asian and White

Asian and White + HISPANIC/LATINX

Black/African American and White

Black/African American and White + HISPANIC/LATINX

American Indian/Alaskan Native and Black/African American

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

Other Multi Racial

Other Multi Racial + HISPANIC/LATINX

2.00 **TOTAL**

5. In the PRIOR fiscal year (2020/2021), list the total number of Pleasanton clients served in each category below.

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

1 Seniors (62 and older)

1 People with Disabilities

2 Female-Headed Households

0 Youth

0 Homeless

4.00 **TOTAL**

PROGRAM APPLICATION

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

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

1

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

- Public Service
- Capital Improvement

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to the U.S. Department of Housing & Urban Development)? If so, how? If not, please explain how you plan to assess whether your clients are "eligible beneficiaries".
Yes, any projects will comply.

9. Provide the projected number of PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2022/2023).

<input type="text"/>	# of Persons
<input type="text" value="6"/>	# of Households
<input type="text" value="6.00"/>	TOTAL

10. Please list the total projected number of PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2022/2023.

(The total number of persons indicated in question #9 must match the total number listed in the income categories below.)

<input type="text"/>	Extremely Low Income (<30% AMI)
<input type="text" value="3"/>	Very Low Income (<30-50% AMI)
<input type="text" value="3"/>	Low Income (50%-80% AMI)
<input type="text"/>	Moderate Income (80%-120% AMI)
<input type="text"/>	Above Moderate (>120% AMI)
<input type="text"/>	
<input type="text" value="6.00"/>	SUBTOTAL
<input type="text" value="6.00"/>	TOTAL

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

Through the Pleasanton Housing Rehabilitation Program ("Program"), Habitat partners with homeowners and provides critical home repairs. Participants of this program are cost-burdened and economically vulnerable to foreclosure and do not have the resources to invest in needed home improvements. Their once high-quality houses have deteriorated, lost value, and are becoming uninhabitable. By empowering residents of Pleasanton through critical health and safety repairs, we will meet the need for healthy, safe and affordable living conditions. Repairs enable households to experience greater safety, health, comfort, and financial stability by decreasing their likelihood of foreclosure and allow them to safely age in place.

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

If we do not receive City funding, we will only be able to serve Pleasanton residents with loans via Renew AC, the County's Measure A1 bond-funded program.

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

While only 2.6% of Pleasanton residents live in poverty, 73% of residents reside in owner-occupied housing units. Homeowners with limited incomes struggle to finance necessary home maintenance repairs. Habitat helps income-qualified homeowners repair their homes. Extensive outreach has been undertaken in the past two program years, including program flyer inserts in utility bills city-wide.

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

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

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

Neighborhoods will be stabilized because existing housing stock will have been preserved and improved through the repair

process, and because at-risk homeowners will be able to remain in their homes due to the increased safety and livability of the houses. Home abandonment, blight, and possible homelessness will be prevented, as measured by 100% of the owners we serve remaining in their homes one year following their repairs.

14. Which staff will administer this program/project? In addition, list the organizations and their roles your agency collaborates with to operate this program/project.

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

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

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

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

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

Nick Stene, Grant Administrator, Client Services, will examine, evaluate, and authorize approval or denial of client applications for loans and grants; draft grant & loan documents; and facilitate execution of documents with clients.

Laura Salcido, Resource Development Manager, holds primary responsibility for raising awareness of Habitat's Home Preservation programs within the communities we serve. Duties include developing partnerships with referring agencies and organizations, giving presentations about opportunities to potential applicants, coordinating the program's online presence.

Russell Hanson, Sr. Accounting Specialist, Finance, is primarily responsible for accounts payable, accounts receivable and grant program reimbursements.

Beth Ransom, Inspector, is primarily responsible for providing skilled inspection services, including preparation of scopes of work, home inspection reports meeting program criteria, estimated project budgets, contracts, bid packages, contractor coordination, construction monitoring and project closeout to ensure compliance with local building and safety codes.

Brynnagh Gallagher, Client Intake Coordinator, AmeriCorps, maintains the home repair hot line, sends applications and program information to homeowners and file maintenance.

TBD, Applicant Support Specialist, Works with applicants to determine the nature and degree of assistance they require to successfully navigate the program and provides assistant for program success.

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

15. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #22.

Yes

No

CAPITAL PROJECTS

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

N/A

17. For Capital Improvement projects, describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

CDBG regulations require a "long-term lease" of a minimum of 15 years.

N/A

18. For Capital Improvement projects, will relocation be required if the building is occupied?

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

N/A

19. For Capital Improvement projects, identify the project team (e.g. architect/engineer, contractor, and/or consultants).

N/A

20. For Capital Improvement projects, has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

If yes, describe and upload the study/assessment/evaluation. If this is not applicable, enter "N/A".

N/A

21. For Capital Improvement projects, how will this project comply with federal Davis-Bacon/Fair Labor Standards Act requirements?

N/A

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

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

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

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

POLICY CONSISTENCY

24. How will the program/project will address the critical systemic challenge selection in question #23?

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

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

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

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

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

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

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

- e Fund economic development, micro-enterprise, and on-the-job training
- e Support public service programs for low income (80\$ AMI) residents

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

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

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

When the Shelter-in-Place order was issued due to Covid-19 in 2020, we ceased all work on occupied homes and immediately began researching and drafting safety protocols. We were able to resume exterior work and interior work on essential repairs only, with strict adherence to safety protocols set in place.

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

Covid-19 has had a lasting impact on the program as we are still having a difficulty scheduling contractors, there is ongoing delay with materials being available and often run into permit delays. We are continuing to do more contractor outreach to expand our pool of contractors and subcontractors. Additionally, we are seeing an increase in materials costs which we anticipate has lead to higher grant amounts or not being able to provide as many repairs as needed for clients moving forward.

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending
Pleasanton Housing Rehabilitation Program	USD\$ 0.00	USD\$ 120,000.00
Total	USD\$ 0.00	USD\$ 120,000.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSG)	Amount Requested (Pls HHSG ONLY)
Capital: Construction/Rehab		
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)	USD\$ 0.00	USD\$ 20,194.00
Personnel: Benefits* (see instructions below)	USD\$ 0.00	USD\$ 7,068.00
6 Home Repair Grants @\$13,000 each		USD\$ 78,000.00
Operating: Supplies		
Operating: Printing/Copying		
Operating: Postage		
Operating: Telephone		
Operating: Rent & Utilities		
Operating: Accounting/Audit		
Operating: Other (define below)		
10% Di Minimus	USD\$ 0.00	USD\$ 10,900.00
Marketing		USD\$ 3,000.00
Contingency/Non-Project Specific Admin Costs		USD\$ 838.00
Total	USD\$ 0.00	USD\$ 120,000.00

Budget Narrative

Staff, Role, % of FTE, and annual cost:

Jen Gray Director, Home Preservation 2% \$2,101
Jon McPherson Sr. Construction Manager 2% \$1,579
Michael Molinari Business Manager 2% \$1,152
Dona Gomez Operations Manager 2% \$1,531
Sheridan Mathias Program Associate 3% \$1,530
Nick Stene Grant/Loan Administrator 7% \$3,901
Laura Salcido Resource Development Manager 3% \$1,737
Russell Hanson Sr. Accounting Specialist 2% \$1,200
Beth Ransom Inspector (#2) 5% \$3,283
TBD, Applicant Support Specialist 3% \$1,530
Brynnagh Gallagher Client Intake Coordinator 3% \$650

Tables [top](#)

Documents [top](#)

Documents Requested *

Required? Attached Documents *

Current Annual Budget for Entire Agency	✓	FY22 Budget for Entire Agency
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	List of Board of Directors
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	Jean Bridges, CFO, Resume Jen Grey Resume Dona Gomez, Resume
Personnel policies including affirmative action plan and grievance procedure	✓	Personnel Policies
Agency audit requirements and copy of last audit	✓	Agency Audit
Type of insurance carried, bonding, worker's compensation	✓	COI Endorsement Worker's Comp COI
Articles of Incorporation / Bylaws	✓	Articles of Incorporation bylaws
Conflict of Interest Statement (if not included in Bylaws)	✓	Conflict of Interest Statement
State and Federal non-profit determination letters (if applicable)	✓	501C3 Letter CA exempt status
Organization Chart	✓	Org Chart
Board of Directors' authorization to request HHSG funding	✓	Board Resolution
Board of Directors' designation of authorized official	✓	Board Resolution
City of Pleasanton Business License	✓	Business License
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget		
(CAPITAL) Supplemental includes photos, designs, site drawings, specifications, etc.		
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases		
(CAPITAL) Pro forma operating budget with		

estimated revenue and expenses

(CAPITAL) Pro forma operating budget with
estimated revenue and expenses

(CAPITAL) Evidence of Site Control

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

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

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

Application ID: 383024

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City of Pleasanton
FY 2022/23 Housing and Human Services Grant Program
 Deadline: 1/19/2022

Tri-Valley REACH, Inc.
Seismic Retrofit Tanager

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

USD\$ 50,000.00 Requested

Submitted: 1/13/2022 3:39:12 PM (Pacific)

Project Contact

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

Additional Contacts

none entered

Tri-Valley REACH, Inc.

P.O. Box 5564
 Pleasanton, CA 94566

Chair

Kay King
skkbking@comcast.net

Telephone 925-980-6739

Fax

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

EIN 943158507

DUNS 964380997

(N)CAGE 81HG5

SAM

Expires 8/18/2020

Application Questions [top](#)

ORGANIZATION INFORMATION

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

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

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

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

3. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in each category below.

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

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

SUBTOTAL

TOTAL

4. In the PRIOR fiscal year (2020/2021), list the total number of PLEASANTON clients your agency served in the race/ethnicity categories below.

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

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

5. In the PRIOR fiscal year (2020/2021), list the total number of Pleasanton clients served in each category below.
Multiple categories may apply to some clients while none will apply to other clients, so the total of this table DOES NOT need to match Questions 3 and 4.

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

PROGRAM APPLICATION

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

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

1 of 1

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

Public Service

8. Is your agency able to assess that your clients are "eligible beneficiaries" (i.e. low- and moderate-income persons and/or "presumed" beneficiaries, according to the U.S. Department of Housing & Urban Development)?

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

Yes, REACH provides affordable housing to adults with intellectual and developmental disabilities classified in the extremely low income category, 30% below BMI

9. Provide the projected number of PLEASANTON CLIENTS who would be served by this program/project in fiscal year (2022/2023).

of Persons

of Households

TOTAL

10. Please list the total projected number of PLEASANTON CLIENTS your agency proposes to serve through this project for each income category below in fiscal year 2022/2023.

(The total number of persons indicated in question #9 must match the total number listed in the income categories below.)

Extremely Low Income (<30% AMI)

Very Low Income (<30-50% AMI)

Low Income (50%-80% AMI)

Moderate Income (80%-120% AMI)

Above Moderate (>120% AMI)

SUBTOTAL

TOTAL

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

Agency wide REACH owns/leases and maintains 11 homes serving 36 extremely low-income adults with intellectual and developmental disabilities in Pleasanton and Livermore. REACH has completed all rehabilitation work and home improvements identified in prior grant applications/funding, with the exception of seismic retrofit at Tanager. This past year REACH conducted site inspections, obtained architectural design plans and construction bids. While this is a voluntary project since the home meets standards at time of construction, in discussion with the City of Pleasanton, it has been noted that it would be beneficial to move forward with the work. There are 4 full time tenants living independently in the home. Work is estimated 6 - 10 weeks and while most of the work will be done from the interior, tenants will be able to remain in the home. Prior funding from the City of Pleasanton has positively impacted REACH's ability to continue to provide affordable and well maintained living accommodations. If REACH does not receive funding for this project, then the seismic retrofit will be postponed until complete funding is available. While REACH continues to pursue funding from other sources, there are various large projects in addition to the seismic retrofit agency wide that funds are being sought for. These projects include landscape & drought tolerant updates, improved tenant outdoor living areas and anticipated ADU additional expenses.

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

For over 30 years, REACH has provided a valuable service to the City of Pleasanton. As noted in prior grants, a 2019 report, disabled adults reported that one of the most critical gaps in Alameda County is affordable housing that is devoted to people with disabilities. Sadly, that gap remains critical and even more today so with the increasing number of homeless and continued lack of affordable housing at or below 30% BMI.

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

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

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

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

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

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

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

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

14. Which staff will administer this program/project? In addition, list the organizations and their roles your agency collaborates with to operate this program/project.

REACH continues to have a successful partnership with Housing Consortium of the East Bay (HCEB) and has an established, documented, effective and responsive Preventative Maintenance, Repair Program and Capital Improvement strategy for each property. With this partnership, REACH provides preventative maintenance, repair and rehabilitation services for each property.

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

On an ongoing basis, REACH conducts a capital Improvement needs assessment and/or certified home inspections for each property and most recently in January 2020. As of this date, all of the home inspection rehabilitative work at all 11 properties has been completed with the exception of seismic retrofit at one Pleasanton property.

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

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

15. Is your agency requesting funds for a Capital Improvement project? If no, skip to question #22.

- Yes
 No

CAPITAL PROJECTS

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

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

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

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

With the exception of one Pleasanton home, which requires seismic retrofit, all the projects are complete. See question #20 for project details.

17. For Capital Improvement projects, describe land tenure status (e.g. does your agency own or lease the property). If you do not have site control, describe your site control plan.

CDBG regulations require a "long-term lease" of a minimum of 15 years.

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

18. For Capital Improvement projects, will relocation be required if the building is occupied?

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

No relocation is required

19. For Capital Improvement projects, identify the project team (e.g. architect/engineer, contractor, and/or consultants).

As in previous years the project team remains the same:

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

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

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

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

20. For Capital Improvement projects, has a Market Study, Property Needs Assessment and/or other evaluation which identifies the need for the proposed project been completed?

If yes, describe and upload the study/assessment/evaluation. If this is not applicable, enter "N/A".

REACH has several home improvement projects for fiscal year 2022-2023, one of which falls into the Capital Improvement category and that is the seismic retrofit at the Tanager property. After being identified in the January 2020 Certified Home Inspection Survey, REACH had the home inspected by a licensed contractor, who identified little or no earthquake bracing. After discussions with the City of Pleasanton, while the home was built to code at the time of construction, it is favorable to bring the home up to current earthquake standards. Architectural design and construction costs have been obtained. REACH will meet with the City of Pleasanton to review the scope of work, project implementation and obtain the required permits. Initial bid for this work is \$49,000.

Additional projects included landscape upgrades, improved tenant outdoor space, drought tolerant plant installation and reduced water and maintenance expenses.

21. For Capital Improvement projects, how will this project comply with federal Davis-Bacon/Fair Labor Standards Act requirements?

REACH will comply with the federal Davis-Bacon/Fair Labor Standards Act requirements in all aspects, including but not limited to prevailing wages, basic provisions, etc.

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

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

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

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

POLICY CONSISTENCY

24. How will the program/project will address the critical systemic challenge selection in question #23?

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

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

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

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

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

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

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

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

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

As noted in the previous grant application, REACH and their tenants continue to have some negative impact due to the continuation of Covid. While some of the REACH tenants who were either laid off or had their hours reduced have gone back to work, others have not. REACH tenants are classified as extremely low income (at or below 30% BMI), and those affected with either loss of work or reduced hours were significantly impacted with a loss of income. Subsequently it affects REACH with less rental income. In all instances, REACH adjusted the tenant's rental income to accommodate their individual situation.

Rental income does not cover all the expenses and costs associated with owning and maintaining the 11 homes. Therefore, REACH relies on fund raising, grants and donations to cover additional expenses. REACH continues to be an all volunteer organization with no paid positions. Other than the City of Pleasanton LIHF, REACH receives no other government funding. However, REACH continues to pursue other creative fundraising opportunities and has minimized any Covid negative financial impact as much as possible.

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

Budget [top](#)

Funding Sources/Status	Committed	Requested/Pending
City of Pleasanton		USD\$ 50,000.00
Fremont Bank		USD\$ 25,000.00
REACH Fundraising 2021	USD\$ 60,000.00	
KIDS-N-NEED	USD\$ 15,000.00	USD\$ 0.00
Community Grants & Charity Evens		
REACH Fundraising 2022	USD\$ 0.00	USD\$ 75,000.00
Pleasanton Weekly 2022	USD\$ 7,000.00	
City of Livermore		USD\$ 84,892.00
Total	USD\$ 82,000.00	USD\$ 234,892.00

Funding Uses / Expenses	TOTAL Prog Budget (incl Pls HHSG)	Amount Requested (Pls HHSG ONLY)
Capital: Construction/Rehab	USD\$ 49,000.00	USD\$ 50,000.00
Capital: Permits & Fees		
Capital: Design		
Capital: Engineering		
Capital: Acquisition		
Capital: Other Soft Costs (define below)		
Personnel: Salaries* (see instructions below)		
Personnel: Benefits* (see instructions below)		
Operating: Supplies		
Operating: Printing/Copying		
Operating: Postage		
Operating: Telephone		
Operating: Rent & Utilities		
Operating: Accounting/Audit		
Operating: Other (define below)		
Total	USD\$ 49,000.00	USD\$ 50,000.00

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Documents [top](#)

Documents Requested *	Required?	Attached Documents *
Current Annual Budget for Entire Agency	✓	REACH 2022 Budget
List of Board of Directors with their contact information (telephone or email is sufficient)	✓	REACH Board Directory
Resume or Vita of Executive Director, Program Manager, and Fiscal Officer	✓	Pat O'Brien Treasurer Resume Kay King Resume
Personnel policies including affirmative action plan and grievance procedure	✓	REACH Personnel Policies
Agency audit requirements and copy of last audit	✓	REACH Tax return most recent REACH Audit Report
Type of insurance carried, bonding, worker's	✓	REACH Insurance

compensation		
Articles of Incorporation / Bylaws	✓	REACH Articles of Incorporation
Conflict of Interest Statement (if not included in Bylaws)	✓	Pat O'Brien Conflict of Interests Kay King Conflict of Interest Sharon Almeida Conflict of Interest Tamy Ratto Conflict of Interest Brian Gentry Conflict of Interest Renee Kantor Conflict of Interest Christopher Norton Conflict of Interest Patty Van Looy Conflict of Interest
State and Federal non-profit determination letters (if applicable)	✓	REACH 501(c)3
Organization Chart	✓	REACH Organization Chart
Board of Directors' authorization to request HHS funding	✓	REACH Board Authorization
Board of Directors' designation of authorized official	✓	REACH Designation of Authorized Official
City of Pleasanton Business License	✓	REACH Business License
(CAPITAL) If your agency is applying for CAPITAL funding, please upload your Capital expenditure budget		REACH Not applicable
(CAPITAL) Supplemental includes photos, designs, site drawings, specifications, etc.		Seismic Retrofit Design Tanager
(CAPITAL) Proposed project budget, including all sources and uses and budget assumptions for development phases		REACH not applicable
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		REACH Not applicable
(CAPITAL) Pro forma operating budget with estimated revenue and expenses		REACH not applicable
(CAPITAL) Evidence of Site Control		REACH not applicable
(CAPITAL) Title Report (acquisition, new facilities and substantial rehabilitation)		REACH not applicable
(CAPITAL) Optional as Requested by City: Environmental Reports / Community Support Letters		REACH not applicable

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