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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Pleasanton Child Abuse Prevention

FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available  
Deadline: 1/19/2022

CALICO Center

Pleasanton Child Abuse Prevention

USD\$ 5,000.00 USD\$ 11,000.00 Requested

Report Totals

1. Name of person completing the report:

Report 1

Nadia Bueno

Report 2

Nadia Bueno

2. Title:

Report 1

Deputy Director

Report 2

Deputy Director

3. Telephone and e-mail:

Report 1

510-895-0702, nadia@calicocenter.org

Report 2

510-895-0702 / nadia@calicocenter.org

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

**Report 1**

The project activity is under way for the dates of 07/01/2022 thru 12/31/2022. During this time CALICO conducted 3 interviews for children between the ages of 5-16 and provided family support services to 5 caregivers.

GOAL 1: Minimize trauma to abused children

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

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

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

GOAL 3: Improve the mental health of caregivers.

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

Goal 4: Improve the mental health of victims

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

**Report 2**

The project activity is under way for the dates of 04/01/23 thru 06/30/23. During this time CALICO conducted 1 interviews for a child the age of 12 and provided family support services to 1 caregivers.

GOAL 1: Minimize trauma to abused children

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

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

- 2a. A multi-disciplinary team (comprised of a prosecutor, Pleasanton detective, and/or child welfare worker) will observe at least 75% of interviews. 100% of interviews were observed by an MDT.
- 2b. At least 70% of children eligible for a forensic medical exam will receive one. The child was not eligible for an exam.
- 2c. Monthly Case Review meetings will be held at least 10 times per year to review select cases in depth. 3 meetings were held this quarter.

GOAL 3: Improve the mental health of caregivers.

3a. An FA will conduct an on-site crisis assessment with at least 75% of families. 100% of caregivers received on-site crisis assessment.

3b. An FA will initiate a California Victim Compensation Program (CalVCP) application (or ensure one was already completed) on behalf of at least 50% of caregivers. 100% of caregivers had an application initiated.

3c. An FA will contact at least 75% of caregivers by phone after they leave CALICO. 100% of caregivers were called.

Goal 4: Improve the mental health of victims

4a. An FA will provide at least 75% of caregivers with psycho-education on the effects of trauma on children. 100% of caregivers received psycho-education.

4b. An FA will assist at least 75% of families with a CalVCP application on behalf of the child to provide funds for counseling. 100% of children had an application initiated.

4c. An FA will refer at least 75% of children to applicable mental health services. 100% of children were referred

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

**Report 1**

N/A

**Report 2**

N/A

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

**Report 1**

CALICO currently faces challenges securing stable funding sources for its direct services employees. Our clients continue to have difficulties finding therapists for mental health services, and affordable housing.

**Report 2**

An ongoing issue that the families we serve continue to face is the ability to find affordable housing. They are also having a difficult time accessing timely mental health services. CALICO staff is re-engaging with community agencies in hopes to rebuild relationships that were lost during the pandemic in order to grow our network in order to better assist our clients. We are fostering relationships with agencies that provide mental health services which allow for warm hand offs of clients.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="4"/>	<input type="text" value="2"/>	<input type="text" value="6.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="4.00"/>	<input type="text" value="2.00"/>	<input type="text" value="6.00"/>	<b>TOTAL</b>

**8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should**

match the total number of clients reported in Question 7 above), who met the following income categories - Area

**Median Income (AMI):**

Extremely Low Income (<30% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="4"/>	<input type="text" value="0"/>	<input type="text" value="4.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	
	<input type="text" value="4.00"/>	<input type="text" value="2.00"/>	<input type="text" value="6.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="4.00"/>	<input type="text" value="2.00"/>	<input type="text" value="6.00"/>	<b>TOTAL</b>

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

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

Black/African American and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White
Black/African American and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	<input type="text" value="4.00"/>	<input type="text" value="2.00"/>	<input type="text" value="6.00"/>	<b>TOTAL</b>

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

Seniors (62 and older)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Seniors (62 and older)
People with Disabilities	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	People with Disabilities
Female-Headed Households	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="2.00"/>	Female-Headed Households
Youth	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="3.00"/>	Youth
Homeless	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Homeless
<b>TOTAL</b>	<input type="text" value="3.00"/>	<input type="text" value="2.00"/>	<input type="text" value="5.00"/>	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	<input type="text" value="4"/>	<input type="text" value="2"/>	<input type="text" value="6.00"/>	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	<input type="text" value="7"/>	<input type="text" value="7"/>	<input type="text" value="14.00"/>	Target to be served.
<b>TOTAL</b>	<input type="text" value="11.00"/>	<input type="text" value="9.00"/>	<input type="text" value="20.00"/>	<b>TOTAL</b>

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

**Report 1**

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

CALICO has received re-accreditation by the National Children's Alliance in December 2022.

**Report 2**

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

CALICO has received re-accreditation by the National Children's Alliance in January 2023.

**13. Describe how the project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".****Report 1**

Experts estimate that, nationally, one in 5 girls and one in 7 boys will be sexually abused before they turn 18. There is a considerable body of research describing the long-term impact of child abuse on victims. The U.S. Department of Health and Human Services, Child Welfare Information Gateway summarizes these negative outcomes into four main categories. These categories are physical harm, psychological behavioral and societal. Without intervention, abused children experience lifelong repercussions. Reducing trauma during a child abuse investigation, as well as linking a child and his or her caretaker to necessary medical and mental health treatment – as is done at CALICO – substantially decreases the chances that child will suffer long forms of abuse.

CALICO reviews data from the District Attorney's Office regarding child-abuse cases that were presented to a DA for criminal charges. Due to the severity of these cases, prosecutors rely on statements from children obtained at CALICO to prosecute those cases.

CALICO proposes to conduct child abuse forensic interviewing and family support services for Pleasanton child abuse victims and their caretakers. CALICO is the only children's advocacy center serving Livermore residents. Without CALICO, child abuse victims from Pleasanton would not have a safe place to recount their abuse, prosecutions of child abuse suspects would be compromised, children would be re-traumatized by being repeatedly interviewed and families would miss critical connections to heal. CALICO stops the immediate violence for the child referred to it for a forensic interview and other children to whom abuser has access.

**Report 2**

Experts estimate that, nationally, one in 5 girls and one in 7 boys will be sexually abused before they turn 18. There is a considerable body of research describing the long-term impact of child abuse on victims. The U.S. Department of Health and Human Services, Child Welfare Information Gateway summarizes these negative outcomes into four main categories.

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

**Report 1**

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

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

**Report 2**

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

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**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

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

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

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

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

**Report 2**

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

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

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

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



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City of Pleasanton



Programs > FY 2022/23 Housing and Human Services Grant Program > Pleasanton EITC Support Program, 2022-23

## FY 2022/23 Housing and Human Services Grant Program

**USD\$ 500,000.00** Available  
Deadline: **1/19/2022**

Chabot-Las Positas Community College District

### Pleasanton EITC Support Program, 2022-23

**USD\$ 6,000.00** USD\$ 19,495.00 Requested

#### Report Totals

**1. Name of person completing the report:**

**Report 1**

Alcian Lindo

**Report 2**

Alcian Lindo

**2. Title:**

**Report 1**

Program Manager

**Report 2**

Program Manager

**3. Telephone and e-mail:**

**Report 1**

924-416-5108

**Report 2**

925-416-5108, alindo@clpccd.org

**4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.****Report 1**

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

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

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

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

**Report 2**

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

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

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

**5. Describe any challenges or delays encountered with the project/program, as well as any changes to your program/project design, operations, and/or staffing.****Report 1**

This year, a former volunteer, who is also a retired tax preparer, stepped in to coordinate our VITA program. Normally, a TVCC staff member acts as coordinator, while a volunteer with at least 2 years of tax prep experience supports them as assistant coordinator. This year, the roles have been reversed. This is due to the fact that the TVCC staff member who normally acts as coordinator, experienced a medical emergency and is still in recovery. So, for this tax season, she is unable to work at full capacity as the coordinator and instead, will be the assistant coordinator.

At this stage, our coordinator is preparing for the first week of volunteer training which will begin this coming Saturday,

January 21st and conclude on Saturday, February 4th. Training will be held in-person, however, virtual training is still an option for those who need or prefer it.

For this tax season, the plan is to offer both in-person and drop-off services. We are also working with CityServe to host a tax prep day specifically for Tri-Valley seniors. We will begin scheduling appointments on January 20th. The first tax prep appointment will be held on February 8th - the official first week of tax season.

## **Report 2**

One of the biggest challenges this season was that many taxpayers were concerned when they learned that they were receiving lower refund amounts this season compared to 2021. Some taxpayers even left our site without filing, saying that they were missing documents or stating that something was done wrong, only to return to our site to complete the filing process. Many of them went to other tax preparation locations in hopes of a higher tax return, only to return to us when they realized we provide better service.

Another challenge was the extension of the tax season for Alameda County residents until October. Many families and residents who had appointments to meet with us, cancelled them once they knew they had more time to file.

Discussing the importance of savings with taxpayers was also difficult since the community we serve are often looking to use their refund to catch up with their bill payments. During volunteer training, we taught our volunteers how to discuss savings with the taxpayer and how to save. Although, we utilized the IEA (Informing, Engaging, and Action) with the taxpayer, we did not have a good outcome with it. Our clients simply could not afford to save money at the time of tax preparation.

The final challenge our site faced this season was our printer breaking. When this occurred, we had to spend some of our funds buying a new printer/copy machine. This was an unexpected expense that was not factored into our budget for the year.

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

### **Report 1**

The number of volunteers is rising to pre-pandemic levels. This is wonderful for our program as it will allow us to prepare more taxes and offer our services at multiple locations such as local libraries. We are also exploring new partnership opportunities. This year, we are working with CityServe to host a special tax prep day for seniors. We are also partnering with Chase Bank to offer monthly financial literacy and planning workshops to our tax prep clients and the larger community.

### **Report 2**

We believe our program will continue to grow. So far, it has been a tremendous success in our community and every year, the number of families and individuals we help increases. One thing our clients state that they appreciate and what we believe sets us apart from many sites is that we walk each client through the process, ensuring that they understand each step and why certain deductions were or were not made. We do our best to teach them the tax law and keep them up to date with changes.

This year, we partnered with Chase bank to present a series of online financial literacy workshops. We hope that these free workshops will teach the families we serve how to be prepared for financial difficulties and learn about their

financial health. The workshops began at the start of the tax season and will continue to be held once a month throughout the year. We believe that these workshops will also contribute to our program's growth.

Lastly, we are working towards providing the community a financial coach and tax preparer year-round. This person would host in-person financial literacy workshops, provide one-on-one counseling to clients and work with our tax clients providing year-round tax support.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="0"/>	<input type="text" value="122"/>	<input type="text" value="122.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="0.00"/>	<input type="text" value="122.00"/>	<input type="text" value="122.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text" value="0"/>	<input type="text" value="72"/>	<input type="text" value="72.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="0"/>	<input type="text" value="34"/>	<input type="text" value="34.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="0"/>	<input type="text" value="16"/>	<input type="text" value="16.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	
	<input type="text" value="0.00"/>	<input type="text" value="122.00"/>	<input type="text" value="122.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="0.00"/>	<input type="text" value="122.00"/>	<input type="text" value="122.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="0"/>	<input type="text" value="58"/>	<input type="text" value="58.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="11"/>	<input type="text" value="11.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="0"/>	<input type="text" value="9"/>	<input type="text" value="9.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="0"/>	<input type="text" value="19"/>	<input type="text" value="19.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO

American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian and White
Asian and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian and White + HISPANIC/LATINO
Black/African American and White	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American and White
Black/African American and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0.00"/>	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="21"/>	<input type="text" value="21.00"/>	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	<input type="text" value="0.00"/>	<input type="text" value="122.00"/>	<input type="text" value="122.00"/>	<b>TOTAL</b>

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

Seniors (62 and older)	<input type="text" value="0"/>	<input type="text" value="41"/>	<input type="text" value="41.00"/>	Seniors (62 and older)
People with Disabilities	<input type="text" value="0"/>	<input type="text" value="12"/>	<input type="text" value="12.00"/>	People with Disabilities
Female-Headed Households	<input type="text" value="0"/>	<input type="text" value="17"/>	<input type="text" value="17.00"/>	Female-Headed Households

Youth	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Youth
Homeless	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0.00"/>	Homeless
<b>TOTAL</b>	<input type="text" value="0.00"/>	<input type="text" value="70.00"/>	<input type="text" value="70.00"/>	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	<input type="text" value="0"/>	<input type="text" value="122"/>	<input type="text" value="122.00"/>	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	<input type="text" value="132"/>	<input type="text" value="132"/>	<input type="text" value="264.00"/>	Target to be served.
<b>TOTAL</b>	<input type="text" value="132.00"/>	<input type="text" value="254.00"/>	<input type="text" value="386.00"/>	<b>TOTAL</b>

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

**Report 1**

Since the tax season has not begun yet, we have not served any Pleasanton clients through this program. However, we anticipate meeting and possibly exceeding our target this year. We are extremely optimistic regarding our capacity this year because our volunteer number has doubled in comparison to last year's volunteer numbers.

**Report 2**

We had another successful year, providing comprehensive training to 40 volunteers and assisting 618 unique families with their income tax preparation. Our volunteers were impressed by the 3 Saturdays of in-person training they received. Together, we provided the community with both drop-off and in-person services. Despite being 10 tax returns short of our goal for the City of Pleasanton, with 40 volunteers total and 99% of taxes being prepared in-person, we exceeded our overall goal of 550 income tax returns by 112%.

We are also proud that we have had an increase in ITIN applications. This is another valuable service that we are glad we can provide the community. The increase in new applications along with the return of clients from past years shows us that our program is trusted, valued, and needed by our community.

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

**Report 1**

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

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

This year, TVCC will be partnering with CityServe to host a "Senior Day" for seniors in need of free tax prep. We are currently working with CityServe to provide transportation services for seniors and we plan to open a second drop-off location at the Pleasanton library.

## **Report 2**

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

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

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

### **Report 1**

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

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

### **Report 2**

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

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

## **15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

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

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

**Report 2**

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

TVCC has spent the entire grant by the end of the grant period.



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## City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Pleasanton Community Jobs Support, 2022-23

### FY 2022/23 Housing and Human Services Grant Program

**USD\$ 500,000.00** Available  
Deadline: **1/19/2022**

Chabot-Las Positas Community College District

### Pleasanton Community Jobs Support, 2022-23

**USD\$ 5,000.00** USD\$ 22,415.00 Requested

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

## Report Totals

#### 1. Name of person completing the report:

**Report 1**

Alcian Lindo

**Report 2**

Alcian Lindo

#### 2. Title:

**Report 1**

Program Manager

**Report 2**

Program Manager

#### 3. Telephone and e-mail:

**Report 1**

925-416-5108

**Report 2**

925-416-5108

**4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.****Report 1**

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

In addition to our normal career services, we also launched a job training cohort program. For this program, participants are placed in cohorts of 10 - 15 people. The program focuses on careers in warehousing and healthcare and includes a career readiness and job search bootcamp, mock interviews and a mini-job placement fair. The training lasts 3 - 6 weeks depending on the job industry.

Our cohort program ran from August 2022 - December 2022. We hosted 3 separate cohorts, serving a total of 28 unemployed residents. These clients not only received 1:1 support from our career counselors; they also received a free industry, recognized credential (forklift/OSHA 10 certification or nursing assistant certification) and job matching/placement by our job developer and training coordinator.

We also continued to serve the local businesses through our job board and hiring events. Once again, we held a large in-person job fair in collaboration with the Tri-Valley Chamber Alliance, including all 5 chambers. This year, over 350 job seekers were in attendance as well as 50 employers.

**Report 2**

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

In addition to our normal career services, we have expanded our job training cohort program. For this program, participants are placed in cohorts of 10 - 15 people. The program continues to focus on careers in warehousing and healthcare and includes a career readiness and job search bootcamp and mock interviews. Along with Certified Nursing Assistant (CNA) and forklift operator, we recently added Emergency Medical Technician (EMT) to our cohort offerings. Our first EMT cohort begins at the end of July 2023.

This fiscal year, our cohort program ran from August 2022 - March 2023. We hosted 4 separate cohorts, serving a total of 42 unemployed residents. These clients not only received 1:1 support from our career counselors; they also received a free industry, recognized credential (forklift/OSHA 10 certification or nursing assistant certification) and job matching/placement by our job developer and training coordinator.

We also continued to serve the local businesses through our job board and hiring events. Once again, we held our annual Tri-Valley Adult School Career and Resource Fair and our annual Spring Job fair. The adult school fair saw over 150 job seekers while the Spring fair this year, had over 400 registered job seekers in attendance as well as 42 employers.

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

**Report 1**

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

During this quarter, TVCC hired a new job developer and a new career counselor. Our former job developer retired while our career counselor received a promotion. Now that we have filled these roles, we are operating with a full staff.

**Report 2**

Our biggest challenge is still with supporting our clients in need of transportation and housing services. While we offer transportation stipends, our funding in this area is limited and we are not able to help everyone. This has affected some of our clients' abilities to attend job fairs, interviews and job training. This reporting period, we have been actively applying for funding that will help us address these challenges.

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

**Report 1**

This quarter we've seen a huge need for housing and transportation support. To address these needs, we actively refer clients to agencies that provide housing support. We also provide clients with transportation stipends to help them access in-person job fairs, interviews and training programs. Our employment support services are still available virtually as well.

Lastly, we are working with grantors and local business to raise more funding that will support transportation stipends. While we've done our best to support every low-income resident in need, our transportation budget is extremely limited and we're in urgent need of more funding in this area.

**Report 2**

This quarter we continue to see huge need for housing and transportation support. We have continued to refer clients to agencies that provide housing support. We also provide clients with transportation stipends to help them access in-person job fairs, interviews and training programs. Our employment support services are still available virtually as well.

We've seen a 38% increase in the number of people attending our workshops and enrolling in our WIOA program. Many are seeking training in order to gain access to a new career field or to advance in their current field.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	129	161	290.00	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	129.00	161.00	290.00	<b>TOTAL</b>

**8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total**

**should match the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income (AMI):**

Extremely Low Income (<30% AMI)	<input type="text" value="9"/>	<input type="text" value="14"/>	<input type="text" value="23.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="15"/>	<input type="text" value="19"/>	<input type="text" value="34.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="7"/>	<input type="text" value="27"/>	<input type="text" value="34.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="98"/>	<input type="text" value="101"/>	<input type="text" value="199.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	
	<input type="text" value="129.00"/>	<input type="text" value="161.00"/>	<input type="text" value="290.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="129.00"/>	<input type="text" value="161.00"/>	<input type="text" value="290.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="5"/>	<input type="text" value="25"/>	<input type="text" value="30.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="1"/>	<input type="text"/>	<input type="text" value="1.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="3"/>	<input type="text" value="18"/>	<input type="text" value="21.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="2"/>	<input type="text" value="65"/>	<input type="text" value="67.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian and White

Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	118	38	156.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO		15	15.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	129.00	161.00	290.00	<b>TOTAL</b>

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

Seniors (62 and older)	1	4	5.00	Seniors (62 and older)
People with Disabilities		1	1.00	People with Disabilities
Female-Headed Households	5	5	10.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
<b>TOTAL</b>	6.00	10.00	16.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	129	161	290.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	154	154	308.00	Target to be served.

**TOTAL**

283.00

315.00

598.00

**TOTAL**

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

### **Report 1**

This quarter was extremely successful for us. We've directly assisted 129 Pleasanton residents so far, hitting 84% of our program goals. Our job training program and job fairs have brought in a lot of new residents as well. Our annual Fall job fair brought in over 350 job seekers, our apprenticeship fair brought in over 100 future apprentices and we had over 40 applicants for our job training cohorts.

We are also forging new partnerships with employers to provide direct employment pipelines for clients. Recently, we supported two local Pleasanton employers who, unfortunately had to lay off several employees. The first employer laid off 12 employees and the second employer laid off 15. TVCC was their to help these employees navigate this situation by providing:

- mental health support through our group mental health class led by Axis Community Health
- unemployment insurance application support from our career counselors
- free job training through our new training cohort
- resume reviews and mock interviews from our career counselors
- employment referrals from our job developer
- job search bootcamp from our career counselors
- food, housing and healthcare referrals

### **Report 2**

This quarter was extremely successful for us. We directly assisted 161 Pleasanton residents and have served a total of 290 Pleasanton residents this year hitting 188% of our program goals. Our job training program and job fairs have brought in a lot of new residents as well. Our annual Spring job fair brought in over 400 job seekers, our Tri-Valley Adult School Career and Resource fair brought in over 100 students and we had over 60 applicants for our EMT training cohort.

We are also forging new partnerships with employers to provide direct employment pipelines for clients. In March, we supported Pleasanton employer Teleflex who, unfortunately had to lay off 75 employees. TVCC was their to help these newly dislocated workers navigate this situation by providing:

- mental health support through our group mental health class
- unemployment insurance application support from our career counselors
- free job training through our new training cohort
- resume reviews and mock interviews from our career counselors
- employment referrals from our job developer
- job search bootcamp from our career counselors
- food, housing and healthcare referrals

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

**Report 1**

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

**Report 2**

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

**14. Describe how the project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".****Report 1**

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

**Report 2**

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

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

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

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

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

**Report 2**

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

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

We have spent down our entire grant for this fiscal year.



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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Homelessness Prevention and Family Stabilization Program

FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/19/2022

City Serve of the Tri-Valley

## Homelessness Prevention and Family Stabilization Program

[Previous Submitted Application](#)

[Next Submitted Application](#)

USD\$ 58,000.00 USD\$ 80,000.00 Requested

### Report Totals

#### 1. Name of person completing the report:

##### Report 1

Christine Beitsch-Bahmani

##### Report 2

Christine Beitsch-Bahmani

#### 2. Title:

##### Report 1

CEO

##### Report 2

CEO

#### 3. Telephone and e-mail:

##### Report 1

925-222-2273 christine@cityservecares.org

##### Report 2

925-222-2273 E-Mail: christine@cityservecares.org

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

**Report 1**

The current status of our program is as follows: We have served 123 new at-risk individuals (167 total in household) during this time period and we have a total of 181 clients (286 total in household) in our current caseload for Pleasanton that we are still serving from the last reporting period. Many are very close to becoming homeless and we are working hard to prevent that from happening. Here are some of the actions taken during this period to bring about more stability.

Fielded over 386 crisis calls from sheltered individuals

Had an average of 25 individuals walk-in during drop-in hours per day at our Livermore office since November. We currently do not have an office anymore in Pleasanton for families and individuals under 60, therefore access to our services has been more limited.

Met with clients one on one to create care plans with goals to reduce monthly expenses and increase income so that they will be able to maintain housing making them less vulnerable to becoming homeless.

Provided free gifts, household goods, clothing and food for 95 families for our annual Christmas Market.

We added additional phone support for the crisis line that has taken over 3387 crisis calls for Tri-Valley residents during this reporting period.

**Report 2**

This program served 232 new at risk residents of Pleasanton.

The number of walk-ins from Pleasanton at our Livermore office increased due to the number of residents currently at risk of evicted. We do anticipate that this number will increase due to the number of clients that have outstanding rent needs.

We met with clients one on one to create a care plan that would assist each client in being connected to the resources and services necessary to address basic needs, emotional health and well being, physical health, vocational and educational development, financial stability and community support.

We utilized additional subsidy funds to assist with back and current rental and utility assistance needs for those that had outstanding debts and qualified. 22 households were prevented from homelessness.

22 Households were also assisted with rental assistance utilizing additional subsidy funds. Clients were given between 1 and 3 months of rental assistance. Total funds disbursed to Pleasanton residents: \$25,719.42

15 Households were assisted with 2 to 3 months of utility assistance. Total funds disbursed to Pleasanton: \$ 3,561.27

Collaborated with city, county and other nonprofit organizations to connect individuals based upon their specific needs, fill resourcing gaps and work through obstacles that were created by Covid 19.

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

**Report 1**

In August of 2022, the CityServe staff moved from Pleasanton (Inklings & Senior Center) to our new Livermore office. All residents in need can visit Monday through Friday during drop-in hours between 9am - 12pm and 1pm - 4pm. Although many Pleasanton residents make their way to Livermore for care coordination and emergency support, the loss of a public office for our unsheltered community and families in Pleasanton has been a bit of a challenge. In order to enhance our services in this area and provide better access for all ages and residents housed and unhoused we hope to find a spot in the future.

As of September 8th, CityServe of the Tri-Valley merged with Senior Support of the Tri-Valley and is currently providing all Senior specific services and programs out of the offices located at 5353 Sunol Blvd Senior Center.

**Report 2**

There were no delays or changes to the program design, operations or staffing.

**6. Describe any trends or emerging needs you are observing in your program/project, as well as new opportunities your organization is pursuing.****Report 1**

Some of the emerging trends that are coming out of the pandemic and the eviction moratorium, are as follows :

Many clients are still in need of rental assistance even after tapping into county resources.

Many clients are not working through the steps to create sustainability, this is a challenge for our team.

Some landlords are selling homes and renters are in need of finding new places to rent. This is creating an increasing need for housing deposits. Most housing deposits are between \$3000 and \$7000 dollars depending upon a client's credit.

Emerging trends for Seniors:

Low income seniors are on the verge of facing homelessness. With high medical costs for clients not eligible for medi-cal, the concern is a client not being able to continue to live in their home due to high out of pocket costs.

Some landlords renting to seniors are selling their homes. The clients are looking for low income housing but they are unable to sustain the new higher rental rates or qualify to rent units in this area.

Seniors on section 8 are also seeing an increase in monthly rent. When they go to renew their RTA, they are unable to find units in Pleasanton because they are seeing an increase of \$600 dollars per month and are unable to get the change approved by the housing authority. This issue is displacing seniors while they search for new housing. Some have resorted to sleeping in their cars.

**Report 2**

Coming out of the pandemic with the onset of the eviction moratorium we have seen the following trends:

Over the course of the reporting period, several of our clients on section 8 vouchers were given an increase in rent making them have no choice but to move and find another apartment with their voucher. All clients found Pleasanton rent prices to be unaffordable and needed to port their vouchers in order to have a place to live. This also meant that they also had to come up with a deposit for a new place.

Some of our vulnerable housed residents are still at risk of eviction due to a backlog of unpaid rental balances. Many of these clients received county assistance but might have already been in an unaffordable situation pre-pandemic. This has led to the potential of eviction now that the moratorium has been lifted.

We have had an increased need for Mandarin and Spanish translation services.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="123"/>	<input type="text" value="232"/>	<input type="text" value="355.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="123.00"/>	<input type="text" value="232.00"/>	<input type="text" value="355.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text" value="87"/>	<input type="text" value="191"/>	<input type="text" value="278.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="20"/>	<input type="text" value="21"/>	<input type="text" value="41.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="12"/>	<input type="text" value="10"/>	<input type="text" value="22.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="4"/>	<input type="text" value="10"/>	<input type="text" value="14.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text" value="123"/>	<input type="text" value="232"/>	<input type="text" value="355.00"/>	
	<input type="text" value="246.00"/>	<input type="text" value="464.00"/>	<input type="text" value="710.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="246.00"/>	<input type="text" value="464.00"/>	<input type="text" value="710.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="42"/>	<input type="text" value="84"/>	<input type="text" value="126.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="2"/>	<input type="text" value="10"/>	<input type="text" value="12.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="11"/>	<input type="text" value="32"/>	<input type="text" value="43.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="11"/>	<input type="text" value="34"/>	<input type="text" value="45.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="5.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	American Indian/Alaskan Native

American Indian/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	44	51	95.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	10	18	28.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	123.00	232.00	355.00	<b>TOTAL</b>

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

Seniors (62 and older)	73	142	215.00	Seniors (62 and older)
People with Disabilities	21	28	49.00	People with Disabilities
Female-Headed Households	43	76	119.00	Female-Headed Households
Youth	4	2	6.00	Youth
Homeless	31	51	82.00	Homeless
<b>TOTAL</b>	172.00	299.00	471.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	123	232	355.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	200	200	400.00	Target to be served.
<b>TOTAL</b>	323.00	432.00	755.00	<b>TOTAL</b>

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

**Report 1**

Pursued additional subsidy funds to assist Pleasanton residents with one time assistance with such things as car repair, childcare needs, guard cards, rental assistance and utilities, etc. We were awarded 250K as a direct subsidy from United Way which is currently supporting Pleasanton residents to stay in their homes.

Collaborated with over 30 organizations to assist Pleasanton residents with specialized service areas or for gaps in services and resources.

Worked strategically with Pleasanton Unified School district serving the most vulnerable families that were at risk of homelessness.

Finished our contract with the county rental assistance program through AC Housing secure by assisting residents with applications that led to processing over 7.8 million dollars in direct rental assistance.

Provided emergency hotel stays for families and seniors during gap timeframes in housing and/or following medical care.

**Report 2**

We were able to help a female head of household resident with basic life skills, budgeting and rental assistance. As the client saw her budget on paper in front of her, she realized some things could be eliminated. The client and care coordinator worked together to locate another job to increase her income. This newly increased income is helping her manage her bills and savings moving forward. Also, by paying her rent during the job search those funds prevented her from being evicted. She also worked with her apartment complex on the back rent by setting up a payment plan going forward. To inspire her toward a brighter future, the care coordinator wrote everything out for her future projections for a new business idea. This planning really helped the client to understand what her income will be moving forward and what it can be if she succeeds. With the client having the tools to better understand her income and budget she is now in a much more sustainable situation.

We also responded to needs by pursuing additional subsidy funds from other sources to assist Pleasanton clients in CityServe's caseloads to assist with car repair, rental assistance, transportation and other expenses that impacted the client's ability to stay housed.

We collaborated with over 30 organizations to assist clients in need. This was needed more than event to ensure that we could assist clients with multiple months of rental and utility debt.

Collaborated with Pleasanton Unified School Districts to ensure that clients were connected to all necessary services.

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

#### **Report 1**

Assisted individuals with the process of finding resources for the following:

Basic Needs-Held outreach pop-ups every Tuesday in Pleasanton as well as Wednesday and Friday in Livermore by offering clients a place to stop in and receive one-on-one care coordination. Pleasanton residents were also served five days per week with care coordination in our new Livermore office during drop-in hours starting in August.

Emotional Health and Wellbeing-Worked together with Livermore and Pleasanton Fire and Pleasanton Police Department in regard to homebound seniors that might need connection to services or a higher level of care.

Physical Health-Referred seniors in need of rides for medical appointments to the VAST transportation program.

Financial Stability-Spent time troubleshooting financial needs that were impacted by Covid as well as other obstacles they face. Shared resources for credit repair and longer term financial education. Educated clients on how to access free services and resources to minimize monthly expenses so that they could focus on their stabilization.

Vocational and Educational Development-Referred clients to employment coaching services to find creative ways of increasing their income so that it can cover their current monthly expenses.

Community-Piloted a Care Advocacy program to support the most vulnerable housed individuals and families by having local volunteers bridge various gaps in service by working alongside our Care Coordinators' care plan goals. Connected with homebound and nearly homebound seniors to ensure that they are receiving assistance with low income services as well as socialization programs like CityServe's Caring Visitor's Program.

#### **Report 2**

By offering care coordination to sheltered residents we are bridging the gap in connecting to services in the following areas:

Workforce Development/Unemployment

Healthcare and Behavioral Health

Disability Services and Access

Food and Nutrition

Youth Services

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

#### **Report 1**

Pleasanton is a priority for CityServe. We concentrate in Pleasanton five days week, full days and often have weekend outreach efforts addressing priority needs. Here are a couple examples of preventing homelessness and supporting low income Pleasanton residents.

A single, elderly female, living alone in her house was facing health challenges and unable to do basic errands. We were able to connect her to a local volunteer to assist her with groceries runs and for picking up her medication. The senior resident continued to work with a Care Coordinator to find various supportive resources to better assist her with the longer term medical needs and safety net needs. This vital assistance has prevented her from losing her home.

When a single female became unemployed after working for a temp agency and unemployment only paid \$68 dollars per week, we were able to assist her with reapplying for benefits and also connected her with new employment opportunities with our partners, educated her on local free resources, and connected her with community support in order to help her reach sustainability and stay housed.

Our current caseload for this program is 181 households and 123 of them are 30%AMI or below and 32 are 50% AMI and below. So we are truly working with extremely vulnerable families with resources to prevent homelessness and funding supportive services for this group.

## **Report 2**

Funding and supporting homeless services programs to end homelessness.

This program has given clients the opportunity to maintain housing and tap into local resources that will assist with long term sustainability. By working with a care coordinator, the client has been able to work through the obstacles that are creating bigger longer term issues that could lead to homelessness. By addressing those issues while housed, we are bridging the gap that could lead to more individuals that are unsheltered.

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

Many of the clients we serve are not part of the low income (80% AMI) category. We did serve ten residents in this category. Serving individuals in this income category has assisted in the City's efforts to ensure that those at risk of homelessness have the necessary tools needed to remain housed.

## **15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

### **Report 1**

Goal for fiscal Year 200 Pleasanton Sheltered Residents (households) – Our Family Stabilization program provides low income households with: 1) Crisis Prevention: Outreach, 2) Crisis Stabilization: Case Management, and 3) Community Support: Care Advocacy program.

We are currently at 65% of our goal and expect to exceed it in our final report.

Yes we will spend the entire grant.

### **Report 2**

Goal for fiscal Year 200 Pleasanton Sheltered Residents (households) – Our Family Stabilization program provides low income households with: 1) Crisis Prevention: Outreach, 2) Crisis Stabilization: Case Management, and 3) Community Support: Care Advocacy program.



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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Hively Community Engagement Coordinator

## FY 2022/23 Housing and Human Services Grant Program

**USD\$ 500,000.00** Available  
Deadline: **1/19/2022**

Hively

## Hively Community Engagement Coordinator

**USD\$ 5,000.00** USD\$ 25,000.00 Requested

[Previous Submitted Application](#)

[Next Submitted Application](#)

### Report Totals

#### 1. Name of person completing the report:

**Report 1**

Candida Duperroir

**Report 2**

Candida Duperroir

#### 2. Title:

**Report 1**

Director of Community Services and Education

**Report 2**

Director of Community Services & Education

#### 3. Telephone and e-mail:

**Report 1**

9258488264 cduperroir@behively.org

**Report 2**

925.417.8733 cduperroir@behively.org

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

**Report 1**

Hively Family Resource Center located in Dublin. What started in a few spare offices in our previous building, our Diaper Pantry, Community Closet, and Food Pantry now have a permanent home in our 3000 square foot storefront located in downtown Dublin, an area accessible to community members throughout the Tri-Valley. Hively's FRC is open to the community to provide free diapers, gently used clothing, houseware and nonperishable food. In addition, Hively staff is onsite to provide assistance with finding and paying for child care, and available resources regarding employment, mental health, medical and other social services programs.

At no cost, the Hively Family Resource Center provides a one-stop shop for families to obtain all the basic necessities they need - all under one roof for maximum convenience and accessibility. The Diaper Pantry provides diapers, wipes, and early literacy materials; the Community Closet provides new and gently used clothing, shoes, books, and housewares; and the Food Pantry provides food and other basic necessities. All the resources are provided free of charge to families in need.

Families may choose what they want and take what they need for a dignified shopping experience.

Currently, Hively's Family Resource Center continues to serve the Alameda County community with the above services every Wednesday 11am-7pm and Saturday 9am-12pm, with extended Saturdays hours to be added soon. Beginning January 21st we will be extending our Saturday hours to 9am-2pm!

**Report 2**

Hively Family Resource Center located in Dublin. What started in a few spare offices in our previous building, our Diaper Pantry, Community Closet, and Food Pantry now have a permanent home in our 3000 square foot storefront located in downtown Dublin. This area is accessible to community members throughout the Tri-Valley. At no cost, the Hively Family Resource Center provides a one-stop shop for families to obtain all the basic necessities under one roof for maximum convenience and accessibility.

Hively's Family Resource Center is open to the community to provide diapers, wipes, early literacy books, gently used clothing, houseware items, and nonperishable food. In addition, Hively staff is onsite to provide assistance with finding and paying for child care, and available resources regarding employment, mental health, medical and other social services programs.

Although we rely on donated merchandise, successful partnerships, and volunteers to make our program as cost effective as possible, we still face the unavoidable expense of staff time. To maximize the impact of our community's donated time and goods, grant funds would be used to partially fund the salary of a Community Engagement Coordinator.

It is essential that we continue to fund this position because the Center needs to be open about 45 hours per week to be available for our clients. Many of our families are low-income as the result of trauma they received either here or in a home country, so we are looking for more than just a body to staff the Center, we need dedicated, compassionate, trained, and supervised volunteers to interact with the families who come in. In addition to working with volunteers, the Coordinator will educate and engage with the community to promote drives such as for diapers, food, and warm clothing.

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

**Report 1**

**Challenges/Delays:**

Hiring staff; Retaining Volunteers during the weekdays.

Gathering demographic information from households has been a challenge because a lot of families don't always feel comfortable sharing their personal information.

We have found it difficult to keep certain items in stock due to the large demand from the community. These items can include: personal hygiene items, kitchen supplies, diapers, wipes, and formula.

It has been challenging finding volunteers to help on weekday mornings and early afternoons. We have built strong relationships with National Charity League (NCL) and Boy's Team Charity (BTC), however they are only available outside of traditional school hours. As they are the bulk of our volunteers it is difficult to find help during school hours.

We are planning to restructure our diaper pantry program due to the need and the economic inflation.

**Report 2**

We have been able to hire a part time assistant to help with day to day operations, but it has been challenging finding volunteers to help on weekday mornings and early afternoons. We have built strong relationships with National Charity League (NCL) and Boy's Team Charity (BTC) and Young Men's Service League (YMSL), however they are only available outside of traditional school hours.

In addition, it has been difficult to keep certain items in stock due to inflation and the large demand from the community. These items can include: personal hygiene items, kitchen supplies, diapers, wipes, and formula.

The need for diapers with inflation is ever more prevalent. We have given out over \$20,000 diapers with wipes.

**6. Describe any trends or emerging needs you are observing in your program/project, as well as new opportunities your organization is pursuing.****Report 1****Trends/Emerging Needs**

Inflation; With inflation on the rise, essential items have gone up exponentially, some even doubling in price. Besides affecting our current families regularly using our services, this has been bringing in new families who have stated they would not have used our services previously but due to inflation they need extra assistance.

Diapers; Due to inflation, we have observed that there is a larger need/demand that we would love to meet. We are attempting to meet this need by offering one time emergency diaper pickups with no questions asked.

We have also offered the HFRC as a resource to our local child care providers where they can pick up PPE supplies, books, food, and any other items to support their programs.

**New opportunities**

Starting in January 2023 we are excited to extend our Saturday hours from 9am-12pm to 9am-2pm, giving families more time to visit the FRC.

In person events hosted at the Family Resource Center

examples include read aloud sessions, one year anniversary event, etc.

1-2 computers dedicated for public use by families visiting the store. The computer is intended for people to search/apply for jobs, apply for community resources/services, homework, etc.

host visiting non-profits during store hours to allow families access to resources previously unknown/unavailable to them

**Report 2****Trends/Emerging Needs**

With inflation on the rise, essential items have gone up exponentially, some even doubling in price. Besides affecting our current families regularly using our services, this has been bringing in new families who have stated they would not have

used our services previously but due to inflation they need extra assistance.

Diapers; Due to inflation, we have observed that there is a larger need/demand than we can meet. We are attempting to meet this need by offering diapers to our families we help with childcare subsidy and one time emergency diaper pickups for non-subsidy families with no questions asked.

**New Opportunities**

We have hosted several events at the FRC: We celebrated the Week of the Young Child, Provider Open House, Provider Appreciation Day and Volunteer Appreciation Day. Starting August 2023, we will have our Parent Café in person at the FRC along with childcare for those sessions.

1-2 computers dedicated for public use by families visiting the store. The computer is intended for people to search/apply for jobs, apply for community resources/services, homework, etc.

TV streaming child development programs

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="80"/>	<input type="text" value="160"/>	<input type="text" value="240.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="80.00"/>	<input type="text" value="160.00"/>	<input type="text" value="240.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text" value="37"/>	<input type="text" value="105"/>	<input type="text" value="142.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="23"/>	<input type="text" value="25"/>	<input type="text" value="48.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="15"/>	<input type="text" value="25"/>	<input type="text" value="40.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="10.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text" value="80"/>	<input type="text"/>	<input type="text" value="80.00"/>	
	<input type="text" value="160.00"/>	<input type="text" value="160.00"/>	<input type="text" value="320.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="160.00"/>	<input type="text" value="160.00"/>	<input type="text" value="320.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="7"/>	<input type="text" value="4"/>	<input type="text" value="11.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="48"/>	<input type="text" value="30"/>	<input type="text" value="78.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="6"/>	<input type="text" value="4"/>	<input type="text" value="10.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO

Asian	10	5	15.00	Asian
Asian + HISPANIC/LATINO	2	0	2.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	0	1	1.00	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	1	2	3.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	0	2	2.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	6	112	118.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	80.00	160.00	240.00	<b>TOTAL</b>

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

Seniors (62 and older)	4	0	4.00	Seniors (62 and older)
People with Disabilities	1	5	6.00	People with Disabilities
Female-Headed Households	7	23	30.00	Female-Headed Households

Youth	2	2	4.00	Youth
Homeless	1	6	7.00	Homeless
<b>TOTAL</b>	15.00	36.00	51.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	80	160	240.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	250	250	500.00	Target to be served.
<b>TOTAL</b>	330.00	410.00	740.00	<b>TOTAL</b>

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

**Report 1**

This holiday season Hively hosted its annual Holiday Toy Giveaway to give free new toys to families in need. We gave out over 1,300 toys to approximately 450 kids to brighten their holiday season and ease parent's stress.

Collected 2,300 books through an Eagle Scout project to increase literacy in the home by building building their own personal library

To meet the need for diapers in our community, several diaper drives have been hosted on Hively's behalf collecting over 15,000 diapers.

Hively now offers a one time emergency pick up of diapers for any family that reaches out in need. With inflation and the demand for diapers rising, we are trying to meet the need of the neediest families in Alameda county, with an emphasis on the Tri-Valley.

We partnered with Clorox to distribute over 1,000 cleaning supply items to families in need.

On an ongoing basis, we conducted several service projects with the community to collect donations to sustain the HFRC.

The items collected included clothes, toys, books, food, household items, personal hygiene items, and other essentials.

Through the Family Resource Center we have consistently provided over 250 families with basic necessities to help ease the financial burden that many of them face.

**Report 2**

We celebrated the Week of the Young Child at the FRC. During our business hours, not only were families able to come in a shop for their necessities, we hosted several activities for all children. We had face painting, arts and crafts, games, prizes, goodies bags to take for the children and food/drinks for staff and volunteers who helped make this celebration a success. We had a total of 61 families come in to celebrate!

We also hosted our Provider Open House where we gave out provider bags consisting of the remaining PPE supplies, early literacy books, art supplies and more.

We partnered with Albertsons Foundation and NCL group who made 200 goodies bags for teens that contain feminine hygiene products. In addition, they made 100 snack bags for children that were included in our backpack that have been

given out.

We partnered with Safeway Foundation during Community Service Day, St Raymond's Catholic Church during Lent and Pleasanton 2nd Grade Next Level Gators with the Bay Area Panthers game and received over \$4,000 in donations to help sustain the FRC.

On an ongoing basis, we conducted several projects with the community to collect donations to sustain the HFRC. The items collected included clothes, toys, books, food, household items, personal hygiene items, and other essentials.

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

**Report 1**

We have a satellite Office at Common Point, a nonprofit center, allowing us to collaborate with local agencies.

Through our own Hively services and programs, we offer affordable mental health services, help finding and paying for childcare, as well as assisting someone in opening up their own childcare business.

We display local community non-profit flyers at our HFRC and/or facilitate soft handoffs to agencies. This provides them with a one stop shop for all of their needs.

One Nation Dreammaker

Little Miracle Pleasanton

Dublin Library (Alameda County Library)

Bay Area Crisis Nursery

Tri Valley Haven

Shepards Gate

CALFresh

Employment and Human Services Department

Rental and PGE Assistance

We are working on non-profit directory to streamline the process of connecting families to local services.

provide families with critical essential resources for free, relieving them of some of their financial burdens and allowing them to focus on their fixed expenses.

**Report 2**

Through our own Hively services and programs, we offer affordable mental health services, help finding and paying for childcare, as well as assisting someone in opening up their own childcare business.

We display local community non-profit flyers at our HFRC and/or facilitate soft handoffs to agencies. This provides them with a one stop shop for all of their needs.

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Employment and Human Services Department - CalWorks, and General Assistance

Rental and PGE Assistance

Women, Infant and Children (WIC)

We have developed a non-profit directory at all Hively locations to streamline the process of connecting families to local

services, provide families with critical essential resources for free, relieving them of some of their financial burdens and allowing them to focus on their fixed expenses.

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

**Report 1**

Priority Needs/Goal: Support public service programs for low income residents, preserving safety net services for families and individuals who are vulnerable or "in-crisis"

Serve homeless families by providing them with basic necessities (clothes, food, toothpaste, toothbrush, socks)

By providing essential tangible resources, such as clothes, shoes, food, household items, and child enrichment items we relieve a financial burden from families, allowing them to pay rent/bills/fixed expenses.

We can also refer our families to our affordable mental health services if they are dealing with any issues or difficulties.

Through our Diaper Pantry program, we are offering one time emergency pick up for families in crisis.

Have additional resources from other nonprofit organizations available at the FRC to give to families who are looking for services that we do not provide, eliminating the need for them to go on a wild goose chase.

**Report 2**

In providing essential tangible resources, such as clothes, shoes, food, household items, and child enrichment items we relieve a financial burden from families, allowing them to pay rent/bills/fixed expenses.

We also refer our families to our affordable mental health services in our newly licensed offices in Pleasanton, if they are dealing with any issues or difficulties. We serve homeless families by providing them with basic necessities (clothes, food, toothpaste, toothbrush, socks)

Through our Diaper program, we are offering diapers to our subsidized childcare families, and one time emergency pick up for unsubsidized childcare families in crisis.

Have additional resources from other nonprofit organizations available at the FRC to give to families who are looking for services that we do not provide, which eliminates the need for families to go in circles trying to find the necessary resources.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

The original purpose of this grant was to partially fund a position that would manage the Hively Family Resource that provides essential services to families in need.

Yes we will spend the entire grant, thank you!

**Report 2**

The original purpose of this grant was to partially fund a position that would manage the Hively Family Resource center which serves children and families in need to provide basic necessities that help prevent child abuse and neglect.

Yes, we will spend this entire grant and have submitted the invoice. Thank you for the partnership and support!



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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Hively Family Resource Center

## FY 2022/23 Housing and Human Services Grant Program

**USD\$ 500,000.00** Available  
Deadline: **1/19/2022**

Hively

### Hively Family Resource Center

**USD\$ 8,000.00** USD\$ 25,000.00 Requested

[Previous Submitted Application](#)

[Next Submitted Application](#)

## Report Totals

### 1. Name of person completing the report:

**Report 1**

Candida Duperroir

**Report 2**

Candida Duperroir

### 2. Title:

**Report 1**

Director of Community Services and Education

**Report 2**

Director of Community Services & Education

### 3. Telephone and e-mail:

**Report 1**

925.848.8264 cduperroir@behively.org

**Report 2**

925.417.8733 cduperroir@behively.org

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

**Report 1**

Hively Family Resource Center located in Dublin. What started in a few spare offices in our previous building, our Diaper Pantry, Community Closet, and Food Pantry now have a permanent home in our 3000 square foot storefront located in downtown Dublin, an area accessible to community members throughout the Tri-Valley. Hively's FRC is open to the community to provide free diapers, gently used clothing, houseware and nonperishable food. In addition, Hively staff is onsite to provide assistance with finding and paying for child care, and available resources regarding employment, mental health, medical and other social services programs.

At no cost, the Hively Family Resource Center provides a one-stop shop for families to obtain all the basic necessities they need - all under one roof for maximum convenience and accessibility. The Diaper Pantry provides diapers, wipes, and early literacy materials; the Community Closet provides new and gently used clothing, shoes, books, and housewares; and the Food Pantry provides food and other basic necessities. All the resources are provided free of charge to families in need. Families may choose what they want and take what they need for a dignified shopping experience.

Currently, Hively's Family Resource Center continues to serve the Alameda County community with the above services every Wednesday 11am-7pm and Saturday 9am-12pm, with extended Saturdays hours to be added soon. Beginning January 21st we will be extending our Saturday hours to 9am-2pm!

**Report 2**

Hively Family Resource Center located in Dublin. What started in a few spare offices in our previous building, our Diaper Pantry, Community Closet, and Food Pantry now have a permanent home in our 3000 square foot storefront located in downtown Dublin. This area is accessible to community members throughout the Tri-Valley. At no cost, the Hively Family Resource Center provides a one-stop shop for families to obtain all the basic necessities under one roof for maximum convenience and accessibility.

Hively's Family Resource Center is open to the community to provide diapers, wipes, early literacy books, gently used clothing, houseware items, and nonperishable food. In addition, Hively staff is onsite to provide assistance with finding and paying for child care, and available resources regarding employment, mental health, medical and other social services programs.

Currently, Hively's Family Resource Center continues to serve the Alameda County community with the above services every Wednesday 10am-6pm and Saturday 9am-2pm!

Significant action: We have restructured our Diaper Program to serve our families receiving childcare subsidy from Hively; as well as, distributing one time emergency pick ups to relieve immediate need and ease the financial burden.

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

**Report 1**

Challenges/Delays:

hiring staff and retaining volunteers during the weekday hours.

Gathering demographic information from households has been a challenge because a lot of families don't always feel comfortable sharing their personal information.

We have found it difficult to keep certain items in stock due to the large demand from the community. These items can include: personal hygiene items, kitchen supplies, diapers, wipes, and formula.

It has been challenging finding volunteers to help on weekday mornings and early afternoons. We have built strong relationships with National Charity League (NCL) and Boy's Team Charity (BTC), however they are only available outside of traditional school hours. As they are the bulk of our volunteers it is difficult to find help during school hours.

changes to program/project design, operations, staffing

Initially we planned to be open 6 days a week for over 40 hours. However, once we started talking to the community to understand their needs best, we found that being open two days a week, one weekday and one weekend, would still meet the needs of the community. This allowed the staff member running the store to dedicate more time to prepare the store so families could have the best shopping experience possible. Some preparation included receiving donations directly at the FRC, building donor relationships throughout the community, overseeing service projects, restocking food and diapers, attending outreach events and working on volunteer projects. All of these endeavors directly benefit the FRC.

We have also offered the HFRC as a resource to our local child care providers where they can pick up PPE supplies, books, food, and any other items to support their programs.

## Report 2

Challenges/Delays:

Gathering demographic information from households has been a challenge because a lot of families don't always feel comfortable sharing their personal information.

We have been able to hire a part time assistant, but it has been challenging finding volunteers to help on weekday mornings and early afternoons. We have built strong relationships with National Charity League (NCL) and Boy's Team Charity (BTC) and Young Men's Service League (YMSL), however they are only available outside of traditional school hours.

In addition, it has been difficult to keep certain items in stock due to inflation and the large demand from the community.

These items can include: personal hygiene items, kitchen supplies, diapers, wipes, and formula.

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

### Report 1

Trends/Emerging Needs

Inflation; With inflation on the rise, essential items have gone up exponentially, some even doubling in price. Besides affecting our current families regularly using our services, this has been bringing in new families who have stated they would not have used our services previously but due to inflation they need extra assistance.

Diapers; Due to inflation, we have observed that there is a larger need/demand than we cannot meet.

New opportunities

Starting in January 2023 we are excited to extend our Saturday hours from 9am-12pm to 9am-2pm, giving families more time to visit the FRC.

In person events hosted at the Family Resource Center

examples include read aloud sessions, one year anniversary event, etc.

1-2 computers dedicated for public use by families visiting the store. The computer is intended for people to search/apply for jobs, apply for community resources/services, homework, etc.

host visiting non-profits during store hours to allow families access to resources previously unknown/unavailable to them

### Report 2

Trends/Emerging Needs

Inflation; With inflation on the rise, essential items have gone up exponentially, some even doubling in price. Besides affecting

our current families regularly using our services, this has been bringing in new families who have stated they would not have used our services previously but due to inflation they need extra assistance.

Diapers; Due to inflation, we have observed that there is a larger need/demand than we can meet. We are attempting to meet this need by offering diapers to our families we help with childcare subsidy and one time emergency diaper pickups for non-subsidy families with no questions asked.

**New Opportunities**

We have hosted several events at the FRC: We celebrated the Week of the Young Child, Provider Open House, Provider Appreciation Day and Volunteer Appreciation Day. Starting August 2023, we will have our Parent Café in person at the FRC along with childcare for those sessions.

1-2 computers dedicated for public use by families visiting the store. The computer is intended for people to search/apply for jobs, apply for community resources/services, homework, etc.

TV streaming child development programs

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="80"/>	<input type="text" value="160"/>	<input type="text" value="240.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="80.00"/>	<input type="text" value="160.00"/>	<input type="text" value="240.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text" value="37"/>	<input type="text" value="105"/>	<input type="text" value="142.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="23"/>	<input type="text" value="25"/>	<input type="text" value="48.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="15"/>	<input type="text" value="25"/>	<input type="text" value="40.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="10.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text" value="80"/>	<input type="text" value=""/>	<input type="text" value="80.00"/>	
	<input type="text" value="160.00"/>	<input type="text" value="160.00"/>	<input type="text" value="320.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="160.00"/>	<input type="text" value="160.00"/>	<input type="text" value="320.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="7"/>	<input type="text" value="4"/>	<input type="text" value="11.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="48"/>	<input type="text" value="30"/>	<input type="text" value="78.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="6"/>	<input type="text" value="4"/>	<input type="text" value="10.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO

Asian	10	5	15.00	Asian
Asian + HISPANIC/LATINO	2	0	2.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	0	0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	0	1	1.00	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	1	2	3.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	0	2	2.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	6	112	118.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	80.00	160.00	240.00	<b>TOTAL</b>

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

Seniors (62 and older)	4	0	4.00	Seniors (62 and older)
People with Disabilities	1	5	6.00	People with Disabilities
Female-Headed Households	7	23	30.00	Female-Headed Households
Youth	2	2	4.00	Youth
Homeless	1	6	7.00	Homeless

<b>TOTAL</b>	15.00	36.00	51.00	<b>TOTAL</b>
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**11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmark/outcomes" of the project/program.**

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	80	160	240.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	250	250	500.00	Target to be served.
<b>TOTAL</b>	330.00	410.00	740.00	<b>TOTAL</b>

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

**Report 1**

This holiday season Hively hosted its annual Holiday Toy Giveaway to give free new toys to families in need. We gave out over 1,300 toys to approximately 450 kids to brighten their holiday season and ease parent’s stress. Collected 2,300 books through an Eagle Scout project to increase literacy in the home by building building their own personal library

To meet the need for diapers in our community, several diaper drives have been hosted on Hively’s behalf collecting over 15,000 diapers.

Hively now offers a one time emergency pick up of diapers for any family that reaches out in need. With inflation and the demand for diapers rising, we are trying to meet the need of the neediest families in Alameda county, with an emphasis on the Tri-Valley.

We partnered with Clorox to distribute over 1,000 cleaning supply items to families in need.

On an ongoing basis, we conducted several service projects with the community to collect donations to sustain the HFRC. The items collected included clothes, toys, books, food, household items, personal hygiene items, and other essentials. Through the Family Resource Center we have consistently provided over 250 families with basic necessities to help ease the financial burden that many of them face.

**Report 2**

We celebrated the Week of the Young Child at the FRC. During our business hours, not only were families able to come in a shop for their necessities, we hosted several activities for all children. We had face painting, arts and crafts, games, prizes, goodies bags to take for the children and food/drinks for staff and volunteers who helped make this celebration a success. We had a total of 61 families come in to celebrate!

We also hosted our Provider Open House where we gave out provider bags consisting of the remaining PPE supplies, early literacy books, art supplies and more.

We partnered with Albertsons Foundation and NCL group who made 200 goodies bags for teens that contain feminine hygiene products. In addition, they made 100 snack bags for children that were included in our backpack that have been given out.

We partnered with Safeway Foundation during Community Service Day, St Raymond's Catholic Church during Lent and Pleasanton 2nd Grade Next Level Gators with the Bay Area Panthers game and received over \$4,000 in donations to help

sustain the FRC.

On an ongoing basis, we conducted several projects with the community to collect donations to sustain the HFRC. The items collected included clothes, toys, books, food, household items, personal hygiene items, and other essentials.

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

**Report 1**

We have a satellite Office at Common Point, a nonprofit center, allowing us to collaborate with local agencies.

Through our own Hively services and programs, we offer affordable mental health services, help finding and paying for childcare, as well as assisting someone in opening up their own childcare business.

We display local community non-profit flyers at our HFRC and/or facilitate soft handoffs to agencies. This provides them with a one stop shop for all of their needs.

One Nation Dreammaker

Little Miracle Pleasanton

Dublin Library (Alameda County Library)

Bay Area Crisis Nursery

Tri Valley Haven

Shepards Gate

CALFresh

Employment and Human Services Department

Rental and PGE Assistance

We are working on non-profit directory to streamline the process of connecting families to local services.

provide families with critical essential resources for free, relieving them of some of their financial burdens and allowing them to focus on their fixed expenses.

**Report 2**

We have a satellite Office at Common Point, a nonprofit center, allowing us to collaborate with local agencies.

Through our own Hively services and programs, we offer affordable mental health services, help finding and paying for childcare, as well as assisting someone in opening up their own childcare business.

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Employment and Human Services Department - CalWorks and General Assistance

Rental and PGE Assistance

Women, Infant and Children (WIC)

We have developed a non-profit directory at all Hively locations to streamline the process of connecting families to local services, provide families with critical essential resources for free, relieving them of some of their financial burdens and allowing them to focus on their fixed expenses.

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

**Report 1**

Priority Needs/Goal: Support public service programs for low income residents, preserving safety net services for families and individuals who are vulnerable or "in-crisis"

Serve homeless families by providing them with basic necessities (clothes, food, toothpaste, toothbrush, socks)

By providing essential tangible resources, such as clothes, shoes, food, household items, and child enrichment items we relieve a financial burden from families, allowing them to pay rent/bills/fixed expenses.

We can also refer our families to our affordable mental health services if they are dealing with any issues or difficulties.

Through our Diaper Pantry program, we are offering one time emergency pick up for families in crisis.

Have additional resources from other nonprofit organizations available at the FRC to give to families who are looking for services that we do not provide, eliminating the need for them to go on a wild goose chase.

**Report 2**

In providing essential tangible resources, such as clothes, shoes, food, household items, and child enrichment items we relieve a financial burden from families, allowing them to pay rent/bills/fixed expenses.

We also refer our families to our affordable mental health services in our newly licensed offices in Pleasanton, if they are dealing with any issues or difficulties. We serve homeless families by providing them with basic necessities (clothes, food, toothpaste, toothbrush, socks)

Through our Diaper program, we are offering diapers to our subsidized childcare families, and one time emergency pick up for unsubsidized childcare families in crisis.

Have additional resources from other nonprofit organizations available at the FRC to give to families who are looking for services that we do not provide, which eliminates the need for families to go in circles trying to find the necessary resources.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

The original purpose of this grant was to partially fund a position that would manage the Hively Family Resource that provides essential services to families in need.

Yes we will spend the entire grant, thank you!

**Report 2**

The original purpose of this grant was to partially fund a position that would manage the Hively Family Resource center which serves children and families in need to provide basic necessities that help prevent child abuse and neglect.

Yes, we will spend this entire grant and have submitted the invoice.

Thank you for the opportunity and support to serve families and children!



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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Grief Support and Volunteer Services

## FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/19/2022

Hope Hospice & Health Services

### Grief Support and Volunteer Services

USD\$ 2,500.00 USD\$ 20,000.00 Requested

[Previous Submitted Application](#)

[Next Submitted Application](#)

## Report Totals

### 1. Name of person completing the report:

#### Report 1

Jennifer Pettley

#### Report 2

Marc Rovetti

### 2. Title:

#### Report 1

Grant Writer

#### Report 2

Directory of Phiilanthropy

### 3. Telephone and e-mail:

#### Report 1

925-719-6268

#### Report 2

925-829-8770 marcr@hopehospice.com

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

**Report 1**

This grant combined funding for two of Hope's human services programs, Volunteer Support Services and Grief Support Services.

**Volunteer Services**

Throughout the period, visits to patients by Hope's volunteers continued to be limited as community levels of COVID and flu increased in the fall and winter months. Many volunteers worked on our Works of Hope project, assembling and packaging some 200 donated drawings, sketches, and paintings by community members for patients. Volunteers packaged the artwork and delivered each of the pieces personally.

Six volunteers worked our Hope 100 event, helping as greeters and with general organizational tasks. Others made cards and gift packages that included either a hand-made blanket, beanie hat, or comfort muffs, and packaged and delivered them to each patient.

In addition to the 20 plus hours it takes to train and onboard a volunteer, each continues to receive annual refreshers in dementia care, go through Hope's health-related skills fair educational program, and receive their annual immunizations and boosters.

**Grief Support Services**

368 hours of individual sessions and intakes were held during this period, each one hour in length, and 40 hours of support groups were held, including 10 sessions for teens.

Five teens went through the program together in which they shared their remembrances with their peers and a trained facilitator. Sessions included sharing photos, identifying emotions, writing a memory letter, how to talk to friends/teachers about loss, how to establish a support system, poetry writing, intentions for self, and learning healthy coping strategies.

Groups were also held for spousal loss, and loss of a child. Each of these groups met weekly for eight weeks.

Volunteers and staff held a virtual Service of Remembrance event in which 144 family members shared stories of their lost loved ones, listen to comforting messages, poetry and music, and joined an understanding community for support.

**Report 2**

The \$2,500 grant award to help fund our Volunteer and Grief Support Services has gone a long way in helping us support all members of the Dublin community regardless of ability to pay.

**Volunteer Support Services**

During this period, we continued to deploy our Volunteer Services to all those in need. Many of our volunteers have resumed visiting with patients, specifically, spending time reading, visiting or just sitting vigil so they do not die alone.

We received 99 applications and onboarded 14 individuals with 8 currently in process.

This past February, over 45 of our volunteers devoted an evening to help serve dinner to 300 guests at our first annual Hope Hospice Crab Feed at the Shannon Center in Dublin. This was quite an accomplishment for our organization and we could not have pulled it off were it not for our amazing volunteers. As mentioned in our previous report, it takes 20 plus hours of training to onboard a volunteer. Once they are fully equipped with the tools needed for success, each volunteer receives continued refreshers in dementia care, go through Hope's health-related "Skills Fair", and receive their annual immunizations and

boosters.

A handful of Hope's volunteers dedicate their time here in the office assembling educational material for our prospective patients and their families. By having this material at the ready, our Outreach team is able to focus more on the patient and assess their needs.

#### Grief Support Services

Hope continues to engage the Dublin community at large with opportunities to work through the grieving process in private or group settings regardless if they are on our service or not. This most recent period, Hope served 66 individuals from Dublin, some with multiple visits. This is a testament to the dedication to our mission of supporting patients and their loved ones with exceptional care.

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

#### **Report 1**

Senior residential care communities continued to limit the number of visitors due to the uptick in COVID and flu toward the end of the year. For safety considerations, Hope volunteers, who are fully vaccinated, visit only with patients who are vaccinated. They also wear an N95 mask. Face shields and paper gowns are also available if they wish.

Because of the COVID limitations, as well as reduced staff, onboard recruitment activities were slowed to about 10 people per month.

Safety protocols continue to be followed according to Alameda County public health guidelines.

#### **Report 2**

Many of the senior care communities continue to limit the number of visitors due to the lingering concerns around covid outbreaks. For safety considerations, only our volunteers who are fully vaccinated are permitted to visit with patients. N95 masks are no longer required as part of the protocol.

During this reporting period, Hope Hospice had 65 active volunteers and 27 on a leave of absence. We received 99 applications and onboarded 14 with another 8 individuals in process.

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

#### **Report 1**

Some 50 percent of Hope's patients today are admitted with dementia-related conditions as their primary diagnosis. These patients require specialized support from our trained volunteers and staff who help families in the home as they care for their loved one.

As a new project this year, Hope volunteers began using special kits of crafts and tactile games and activities to deepen engagement with their dementia patients/clients. The kits include activities such as painting with water and stamping, simple puzzles, Play Doh, etc. Patients enjoy these activities and they help caregivers engage and connect in new ways. Often the results are that patients experience lower anxiety and distress, and improvements in communication.

Further, we are currently seeking funding for our staff and volunteers to participate in an innovative virtual training that utilizes

various items, such as AI goggles, to help modify or imitate sight, hearing or other senses similar to what a dementia patient may be experiencing. This helps caregivers better imagine and understand how a dementia patient may be interacting with their surroundings. The trainee then performs the tasks and they gain greater understanding of a patient's challenges and experiences.

The practice helps to identify how some simple modifications to the home environment may help their loved ones better perform certain tasks and thus reduce their anxieties and improve communication.

Grief Support Services has begun its teen program to help local teens process their grief experiences through story-telling and other actions. Hope's group provides an opportunity for them to share amongst their peers who are going through the same thing.

**Report 2**

Grief Support Support Services

General loss- parent, sibling, friend continues to be at the forefront of our focus. Teen support in the group setting continues to show need.

The bereavement portion of our website is currently being updated in conjunction with additional print materials to help educate the community about our services. Added a Introduction to Grief workshop.

Volunteer Support Services

The volunteers continue to come back to support our patients and their needs. They are also very involved in our external events which has made a huge difference in the community participation aspect of our mission.

In Spetember we introcued an "in-person" dementia training program to help our volunteers be better equipped.

Our volunteers are increasing their patient care hours as we continue to emerge from the pandemic.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="86"/>	<input type="text" value="45"/>	<input type="text" value="131.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="86.00"/>	<input type="text" value="45.00"/>	<input type="text" value="131.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="7"/>	<input type="text"/>	<input type="text" value="7.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="70"/>	<input type="text" value="14"/>	<input type="text" value="84.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="9"/>	<input type="text" value="31"/>	<input type="text" value="40.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	

	86.00	45.00	131.00	<b>SUBTOTAL</b>
<b>TOTAL</b>	86.00	45.00	131.00	<b>TOTAL</b>

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

White	4	13	17.00	White
White + HISPANIC/LATINO			0.00	White + HISPANIC/LATINO
Black/African American	2		2.00	Black/African American
Black/African American + HISPANIC/LATINO			0.00	Black/African American + HISPANIC/LATINO
Asian	1	1	2.00	Asian
Asian + HISPANIC/LATINO			0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native			0.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO			0.00	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander			0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	79	31	110.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO

<b>TOTAL</b>	86.00	45.00	131.00	<b>TOTAL</b>
<b>10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories:</b>				
Seniors (62 and older)	7	14	21.00	Seniors (62 and older)
People with Disabilities			0.00	People with Disabilities
Female-Headed Households			0.00	Female-Headed Households
Youth	5		5.00	Youth
Homeless			0.00	Homeless
<b>TOTAL</b>	12.00	14.00	26.00	<b>TOTAL</b>

<b>11. Indicate the number of Pleasanton clients served during the reporting period and compare it to the "benchmark/outcomes" of the project/program.</b>				
Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	86	45	131.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	200		200.00	Target to be served.
<b>TOTAL</b>	286.00	45.00	331.00	<b>TOTAL</b>

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

**Report 1**

Diablo Magazine recognized Hope Hospice's volunteer program with its Threads of Hope award. More than 60 patient care volunteers gave specialized support to our hospice families caring for a loved one with dementia. They also prepared and delivered items to our military veteran patients, providing socks, word search books, or slippers over the holidays. The Threads of Hope Award recognized one of our volunteers for her work coordinating our blanket program for military veterans. She coordinated the purchase of material, and along with her fellow volunteers sewed the blankets and delivered them to military veterans on Hope service.

**Grief support provided**

Hope offered 10 weekly sessions for teens during this period. Five teens went through the program together in which they shared their remembrances with their peers and a trained facilitator. Sessions included sharing photos, identifying emotions, writing a memory letter, how to talk to friends/teachers about loss, how to establish a support system, poetry writing, intentions for self, and learning healthy coping strategies.

202 individual grief support sessions and intakes were held in which staff provided support, helped individuals process their grief and shared how to normalize their emotions. They also learned healthy coping strategies.

In November, staff held a virtual Service of Remembrance in which 144 family members tuned in to share stories of their lost loved ones, listen to comforting messages, poetry and music, and join in a community of support and caring.

In addition, eight-session (one per week) support groups were held for people who had lost a spouse or partner, or a child. They sessions help people who have a shared experience which brings them comfort and understanding as they process their loss.

## **Report 2**

Both the Grief Support and Volunteer Services programs continue to serve the community in ways that make our organization true to the mission we started back in 1980.

During this past year, our Grief Support Program served 80 individual clients through more than 670 individual sessions. This commitment could only be possible through the support provided by this grant. As a nonprofit organization, we do not operate in the same manner as a for profit company, most of which, do not offer this level of support.

Kaiser Hospital conducted an on-site survey of our program and were impressed with the volunteer program and services provided.

We continued our mandatory "skills-fair" for all patient facing volunteers.

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

### **Report 1**

As the population ages, dementia cases are on the rise. In Northern California, according to the Alzheimer's Association, 650,000 people have a diagnosis of Alzheimer's, one of more than 100 types of dementia-related diseases. Families are increasingly facing financial hardships as the cost of providing support and care for their loved one with dementia can be prohibitive over the long term. Here in the Tri-Valley, Hope Hospice provides a variety of highly regarded services to help families coping with dementia-related situations, including our cadre of well-trained volunteers who help families in the home with their loved one. Volunteers provide incalculable levels of support for these families, from providing respite for those who need to leave home for appointments or errands, to paying regular visits to engage a patient with compassion and understanding. Most of our requests are from families on service who have a loved one with dementia.

Grief support offers a vital line of support for families who have experienced a traumatic and heartbreaking loss of someone. Private counseling is often prohibitive for families over time. Hope's program is open to anyone in the community.

With help from this grant, local residents receive one on one consultations and group support for free from Hope Hospice. This would not be possible without financial support from the community.

### **Report 2**

We are committed to serving those in need for however long they need us regardless of ability to pay. We are there for anyone and everyone in the Pleasanton community who are in need of our services, no questions asked.

As mentioned above, we provided more than 670 individual sessions of grief support over this past year to help those in the community. Our ability to support this basic need of support around grief will go a long way in helping those when they need it the most.

Our volunteer hours with patients are increasing.

One of Hope Hospice's volunteers, Thais Carlucci was given the "Threads of Hope" award by Diablo Magazine for her volunteer work in the community.

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

**Report 1**

Both the volunteer services and grief support services programs are offered as a public service for low-income residents and Hope Hospice patients. These human services are made available free of charge to anyone who seeks our assistance. No one is turned away for inability to pay. This is possible only because of funding support from community contributions and grants.

There are few no-cost social services available in the community that address the myriad respite needs of families trying to care for loved ones at home or for families who are in-crisis grieving a heart-breaking loss and having difficulty moving on with their lives. The tips and practices learned in our grief program helps prevent deeper and extended grief emotions from taking hold. These are far more complex to treat and require a higher level of intervention and expense to families. Volunteers support hospice families with visits and assistance as they care for loved ones.

These services produce no revenue for Hope Hospice and are possible only with grants and community donations. Providing these human services at no charge are core values of Hope Hospice. It is also the hospice philosophy of care in general: to assist all who need care, regardless of ability to pay.

**Report 2**

Looking at the Strategic Goals and Priority needs for the City of Pleasanton, the area that stands out around our work would be "Community Development needs". This area ranks higher than most and focuses on the individual and their needs. We can help support the elderly, teens, veterans and other members of our community through our various programs. Both the Volunteer and Grief Support Programs participants benefit greatly through our outreach.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

This funding is being used to support Hope Hospice's grief support services and volunteer support services to aid families in the care of their dying loved one or those who are grieving a heart-breaking loss. Grief support helps the bereaved learn ways to cope and to successfully move forward in their daily lives after their loss.

Since these services produce no revenue for Hope Hospice, they are supported only by community contributions and grants. Hope has already expended its \$2,500 grant which was allocated to the salary portion of our budgets for these two programs. It is staff who provide the direct services to families or who train and manage the hospice volunteers who visit with them.

**Report 2**

The original purpose of this grant was to support the community through our Volunteer and Grief Support services. We have done that and will continue to work with each and every person in need of our services. The grant was a great help to us in that we are able to continue to support those when they need it the most.



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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Legal and Supportive Services for Older Adults

## FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/19/2022

Legal Assistance for Seniors

### Legal and Supportive Services for Older Adults

USD\$ 5,000.00 USD\$ 10,000.00 Requested

[Previous Submitted Application](#)

[Next Submitted Application](#)

## Report Totals

### 1. Name of person completing the report:

**Report 1**

Edita Mercado

**Report 2**

Edita Mercado

### 2. Title:

**Report 1**

Accounting Associate

**Report 2**

Accounting Manager

### 3. Telephone and e-mail:

**Report 1**

510-832-3040/emercado@lashicap.org

**Report 2**

5108323040/emercado@lashicap.org

### 4. Describe the project/program funded with this grant, the current status of the project/program, and any significant

**actions taken during the reporting period.****Report 1**

From July through December, LAS provided 41.6 hours of legal services to five Pleasanton seniors.

Through our Community Education program, we held six presentations at the Pleasanton Senior Center, Stoneridge Creek and Alameda County Fairgrounds to 144 Pleasanton seniors and senior service providers.

LAS' Health Insurance Counseling and Advocacy Program (HICAP) has provided individual Medicare counseling to a total of 46 Medicare recipients at the Livermore Senior Center and Stanford-Valley Care Medical Center.

No significant actions we're taken during this reporting period.

**Report 2**

From January thru June, LAS provided 20.45 hours of legal services to five Pleasanton seniors.

Through our Community Education program, we held seven presentations at the Pleasanton Senior Center and Julyan Chow Church and attended one outreach event having reached a total of 98 Pleasanton seniors and senior service providers.

LAS' Health Insurance Counseling and Advocacy Program (HICAP) has provided individual Medicare counseling to a total of 38 Medicare recipients at the Livermore Senior Center and Stanford-Valley Care Medical Center.

No significant actions we're taken during this reporting period.

**5. Describe any challenges or delays encountered with the project/program, as well as any changes to your program/project design, operations, and/or staffing.****Report 1**

LAS did not experience any challenges or delays with the program.

LAS is sad to report that James Treggiari, Executive, is no longer working for LAS as of November 30, 2022. LAS is fortunate to have hired Alexandria Havrylyshyn to fulfill the position of staff attorney.

**Report 2**

LAS did not experience any challenges or delays with the program.

LAS is sad to report that Greg Bedard, Development Associate, is no longer working for LAS as of February 3, 2023. LAS is fortunate to have hired Helen Hoeffel to fill the position of staff attorney.

LAS is excited to report that Caitlin Chan has been promoted to Executive Director. The agency is very fortunate to have Caitlin Chan as the new ED.

**6. Describe any trends or emerging needs you are observing in your program/project, as well as new opportunities your organization is pursuing.****Report 1**

Due to the Shelter-In-Place order that was implemented in March of 2020, LAS' Community Education Program has worked to offer virtual presentations. This has created new opportunities to reach our clients in a different manner. The virtual presentations that are now being offered provide the opportunity to reach more seniors, caregivers and senior service providers at a time.

**Report 2**

Due to the Shelter-In-Place order that was implemented in March of 2020, LAS' Community Education Program has worked to offer virtual presentations. This has created new opportunities to reach our clients in a different manner. The virtual presentations that are now being offered provide the opportunity to reach more seniors, caregivers and senior service providers at a time.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="10.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="5.00"/>	<input type="text" value="5.00"/>	<input type="text" value="10.00"/>	<b>TOTAL</b>

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

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

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

White	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="6.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander

Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	1	1	2.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	0	1	1.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	5.00	5.00	10.00	<b>TOTAL</b>

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

Seniors (62 and older)	5	5	10.00	Seniors (62 and older)
People with Disabilities	4	2	6.00	People with Disabilities
Female-Headed Households	4	2	6.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	0	0	0.00	Homeless
<b>TOTAL</b>	13.00	9.00	22.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	5	5	10.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	13	13	26.00	Target to be served.
<b>TOTAL</b>	18.00	18.00	36.00	<b>TOTAL</b>

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

**Report 1**

While contracted to provide legal services to 13 Pleasanton seniors, we provided legal services to 5 seniors and 41.6 hours of direct legal service. LAS also provided a total of 6 community education presentations with a total of 144 people having been reached in Pleasanton. Through our HICAP program, a total of 46 seniors were reached in the City of Pleasanton.

LAS staff provided community education presentations at three different sites throughout Pleasanton to ensure we reached out to as many in the Pleasanton senior community as possible.

**Report 2**

While contracted to provide legal services to 13 Pleasanton seniors, we provided legal services to 5 seniors and 20.45 hours of direct legal service. LAS also provided a total of 7 community education presentations and attended one outreach event having reached a total of 98 people in Pleasanton. Through our HICAP program, a total of 38 seniors were reached in the City of Pleasanton.

LAS staff provided community education presentations at two different sites throughout Pleasanton to ensure we reached out to as many in the Pleasanton senior community as possible.

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

**Report 1**

Legal Assistance for Seniors is addressing a significant number of critical human services needs as specified in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022", including healthcare and behavior health, senior services and homelessness in the Tri-Valley area.

Regarding healthcare, both our HICAP program and our Community Education program focus on educating seniors about their options for healthcare coverage and successfully enrolling them in a Medicare plan of their choosing or submitting an application for a cost-savings program. Our legal program also has a robust public benefits practice that is available for seniors who may need assistance representing themselves in administrative hearings where they are either seeking a refund from entities such as the federal government or to ensure that they are not paying more for the Medicare services than is required by law.

Concerning senior services, Legal Assistance for Seniors sole focus is to ensure the independence and dignity of seniors by protecting their legal rights through education, counseling, and advocacy. LAS provides crises intervention services for seniors on matters including elder abuse, housing eviction, guardianship, and loss of public benefits. In addition, these crisis interventions serve as strengthening services as they help secure public benefits, basic income, healthcare, housing, citizenship, families, and more.

Since the COVID pandemic began almost three years ago, LAS has shifted many of our resources to the prevention of homelessness for seniors throughout Alameda County, including in the Tri-Valley area. By providing direct representation to low-income older adults facing housing insecurity, LAS is providing critical support to low-income communities. Without this support, provided through an older adult specific lens, many of these clients would have lost their housing and either ended up homeless or forced to leave Alameda County to secure hou

**Report 2**

Legal Assistance for Seniors is addressing a significant number of critical human services needs as specified in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022", including healthcare and behavior health, senior services and homelessness in the Tri-Valley area.

Regarding healthcare, both our HICAP program and our Community Education program focus on educating seniors about their options for healthcare coverage and successfully enrolling them in a Medicare plan of their choosing or submitting an application for a cost-savings program. Our legal program also has a robust public benefits practice that is available for seniors who may need assistance representing themselves in administrative hearings where they are either seeking a refund from entities such as the federal government or to ensure that they are not paying more for the Medicare services than is required by law. Concerning senior services, Legal Assistance for Seniors sole focus is to ensure the independence and dignity of seniors by protecting their legal rights through education, counseling, and advocacy. LAS provides crises intervention services for seniors on matters including elder abuse, housing eviction, guardianship, and loss of public benefits. In addition, these crisis interventions serve as strengthening services as they help secure public benefits, basic income, healthcare, housing, citizenship, families, and more. Since the COVID pandemic began almost three years ago, LAS has shifted many of our resources to the prevention of homelessness for seniors throughout Alameda County, including in the Tri-Valley area. By providing direct representation to low-income older adults facing housing insecurity, LAS is providing critical support to low-income communities. Without this support, provided through an older adult specific lens, many of these clients would have lost their housing and either ended up homeless or forced to leave Alameda County to secure hou

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

**Report 1**

Regarding the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan, LAS is working to support homeless services programs to end homelessness and to support public service programs for low-income residents. As stated above, LAS provides direct representation to low-income older adults facing housing insecurity, providing a critical support to low-income communities. The majority of LAS' clients are low-income as defined by HUD. We provide individuals not only health insurance counseling and advocacy, but also legal assistance on public benefits, and to prevent displacement and homelessness.

**Report 2**

Regarding the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan, LAS is working to support homeless services programs to end homelessness and to support public service programs for low-income residents. As stated above, LAS provides direct representation to low-income older adults facing housing insecurity, providing a critical support to low-income communities. The majority of LAS' clients are low-income as defined by HUD. We provide individuals not only health insurance counseling and advocacy, but also legal assistance on public benefits, and to prevent displacement and homelessness.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

LAS was granted funding to free legal assistance to 13 low-income seniors. Through our Community Education Program, we are to hold four community education presentations and/or outreach events for 150 seniors, senior service providers and caregivers. The Health Insurance Counseling and Advocacy Program goal is to provide Medicare counseling sessions to 60 people. Yes, LAS is happy to report that we have expended around 90% of the grant and should have no issue spending down the rest of the funds.

**Report 2**

LAS was granted funding to free legal assistance to 13 low-income seniors. Through our Community Education Program, we are to hold four community education presentations and/or outreach events for 150 seniors, senior service providers and caregivers. The Health Insurance Counseling and Advocacy Program goal is to provide Medicare counseling sessions to 60 people. Yes, LAS is happy to report that we have expended around 90% of the grant and should have no issue spending down the rest of the funds.

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## City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Pleasanton Senior Meals

### FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/19/2022

Open Heart Kitchen

### Pleasanton Senior Meals

USD\$ 47,760.00 USD\$ 70,000.00 Requested

[Previous Submitted Application](#)

[Next Submitted Application](#)

### Report Totals

#### 1. Name of person completing the report:

**Report 1**

Taylor Hoover-Hart

**Report 2**

Taylor Hoover-Hart

#### 2. Title:

**Report 1**

Executive Assistant

**Report 2**

Development Officer

#### 3. Telephone and e-mail:

**Report 1**

(925) 580-1616, taylor@openheartkitchen.org

**Report 2**

(925) 341-7892 taylor@openheartkitchen.org

**4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.****Report 1**

Our organization is committed to providing the Tri-Valley community dignified and convenient hunger assistance, with a focus on distributing food that is high quality and healthful. All of our services remain free for our diners.

The Open Heart Kitchen Senior Meal Program provides nutritious, prepared meals to community members aged 60 and above at four Tri-Valley locations. Every weekday, our devoted teams serve lunch at the Pleasanton Senior Center, and dinner at the nearby Ridgeview Commons low-income senior housing community. These meals may be taken to-go, or enjoyed in the onsite dining room amongst friends. Monthly menus are provided in print and online in multiple languages. Guests are empowered to contact the onsite Site Supervisor, or the dedicated Program Coordinator, to ask questions about the meals and make informed decisions about their diets. Our meals are analyzed by a Registered Dietitian, who checks to ensure that recipes meet the requirements of a senior diet established by the California Department of Aging. According to the most recent Older Californians Nutrition Program guidance from the California Department of Aging and the Office of Disease Prevention and Health Promotion, the meals provided by programs such as ours assist seniors with reaching nutrition recommendation goals that can help them manage or prevent chronic illnesses including obesity, heart disease, type 2 diabetes, and some types of cancer.

In addition to the Senior Meal Program, Open Heart Kitchen also continues to serve the Tri-Valley community via the Hot Meal Program, Street Outreach Program, and the Pop-Up Pantry grocery program, which operates in Dublin on Tuesdays and in Pleasanton on Thursdays.

**Report 2**

Open Heart Kitchen continues to provide the community with stable access to nutrition. During the reporting period, more than 20,000 prepared meals were served in Pleasanton. Examples of our recent meals include vegetarian Tuscan bean stew with tofu, chicken enchiladas with green sauce, and Szechuan pork. Recently, a client who will be referred to as "Ms. L" provided feedback about our prepared meals. Ms. L is an extremely low income senior who lives alone and has a disability. She wrote, "I love eating at the Community Center with OHK. The food is excellent! The company and service is excellent! My health is much improved since I've been eating OHK meals." We are grateful for the opportunity to provide meals and create community with individuals like Ms. L.

As our Senior Meal Program transitions back to sit-down congregate dining, we have increased our volunteer recruitment efforts. All OHK volunteers undergo a background check and onsite food safety training. Regular volunteers who may have access to client information including full names and phone numbers also complete an annual privacy and security awareness training through the California Department of Aging so that they can assist with our client check-in process. After a long hiatus due to the Pandemic, we are welcoming back our volunteers aged 16 and 17, as well as re-opening opportunities for group volunteering. We are excited to welcome back these volunteers who are satisfying high school community service requirements or conducting team bonding through their work or social organizations. Congregate dining offers vital socialization to our diners amongst themselves, and with our compassionate volunteers.



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

**Report 1**

During the reporting period, our team continued the process of transitioning diners back indoors for meal services in the dining room (all meal services were previously administered outdoors during the Pandemic). The return to indoor dining means that our service teams are simultaneously running a to-go style distribution, as well as a sit-down service for those who wish to eat in a congregate setting.

Staffing for our Senior Meal Program remained consistent during the reporting period.

**Report 2**

John Bost began serving as Open Heart Kitchen's Executive Director on January 1, 2023. With over twenty years of leadership experience in non-profit and religious settings, John has an established track record of planning and meeting long-term strategic goals. His background in organizational development and community engagement will help our organization move forward with the new kitchen and dining room being constructed in the Vineyard 2.0 project. John came to Open Heart Kitchen from the Livermore Homeless Refuge, where he served as the Advisory Council President since 2013. In this capacity, he increased organizational funding by 500%, established key community partnerships, and assisted in the planning of the Vineyard 2.0 overnight shelter and support network for the local unhoused population. The prior Open Heart Kitchen Executive Director, Heather Greaux, is remaining with the organization as the Chief Financial Officer.

During the reporting period, we continued the process of transitioning our Senior Meal Program back to pre-Pandemic dine-in-only services, which is a requirement of the Alameda Area Agency on Aging and the California Department of Health. This is not expected to have a significant impact on our program costs, as we do not anticipate the need to hire any additional staff thanks to our returning volunteer workforce.

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

**Report 1**

We know that some of our Senior Meal Program diners who receive our prepared meals would also benefit from receiving grocery items. The Open Heart Kitchen Pop Up Pantry grocery distribution program continues to operate twice per week, distributing free boxes of grocery staples like produce and dairy products. During the reporting period, 608 Pleasanton residents participated in the program. The Pop Up Pantry Program was launched to bridge the gap between the end of our County-funded drive thru grocery pantry, and the launch of our future food hub. Throughout our time facilitating the drive thru and now pop-up style grocery distributions, we have identified a number of households who are unable to participate due to transportation barriers. Thus, Open Heart Kitchen has entered a formal partnership with DoorDash to deliver grocery boxes directly to the homes of these residents at no cost to them.

Construction is also underway on our "Vineyard 2.0" project, which will be home to our new production kitchen as well as a dining room. Our guests will have access to laundry and shower services, storage, mailboxes, onsite consultation with other community based organizations, and more once the project is complete.

**Report 2**

The future production kitchen and dining room at Vineyard 2.0 and the Open Heart Food Bank will give our organization the ability to greatly expand upon our work and provide an even more robust nutrition safety net that our diners deserve.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	548	128	676.00	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	548.00	128.00	676.00	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	313	63	376.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	75	17	92.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	29	10	39.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	131	38	169.00	Moderate Income and Above (>80% AMI)
			0.00	
	548.00	128.00	676.00	<b>SUBTOTAL</b>
<b>TOTAL</b>	548.00	128.00	676.00	<b>TOTAL</b>

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

White	260	38	298.00	White
White + HISPANIC/LATINO	18	3	21.00	White + HISPANIC/LATINO
Black/African American	9	2	11.00	Black/African American
Black/African American + HISPANIC/LATINO		0	0.00	Black/African American + HISPANIC/LATINO

Asian	138	43	181.00	Asian
Asian + HISPANIC/LATINO	5	0	5.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	7	2	9.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO		1	1.00	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	5	1	6.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO		0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White		0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO		0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	3	0	3.00	Asian and White
Asian and White + HISPANIC/LATINO		0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White		0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO		0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American		0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO		0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	81	29	110.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	22	9	31.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	548.00	128.00	676.00	<b>TOTAL</b>

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

Seniors (62 and older)	548	122	670.00	Seniors (62 and older)
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People with Disabilities	75	12	87.00	People with Disabilities
Female-Headed Households	116	19	135.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	5	0	5.00	Homeless
<b>TOTAL</b>	744.00	153.00	897.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	548	487	1,035.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	340	500	840.00	Target to be served.
<b>TOTAL</b>	888.00	987.00	1,875.00	<b>TOTAL</b>

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

**Report 1**

Open Heart Kitchen continues to provide a safety net for Tri-Valley seniors who are struggling with food insecurity, diet-based health obstacles, loneliness, and more. During the reporting period, we welcomed more than 100 new guests to our Pleasanton locations who participated in the Senior Meal Program for the very first time. We attribute this continued growth to a combination of outreach efforts, word-of-mouth referrals from seniors or Senior Center staff, the appeal of our meals, and the fact that we operate in convenient locations. Between July to December 2022, more than 25,000 meals were served to seniors in Pleasanton. Our return to offering indoor dining promotes socialization, and offers a space for Pleasanton seniors to connect with their peers in a casual and welcoming environment.

**Report 2**

To ensure that our clients utilize our services to their full potential we take efforts to overcome language barriers. Feedback and requests from our clients and staff members have led us to translate our monthly menus into Spanish, Chinese, and Korean. Through a real-time translation service, our team connects with interpreters to provide information to our guests in person or over the phone in hundreds of languages. Not only is our program reaching low-income local seniors, but also many seniors who speak English as a second language, or not at all, and who were historically underrepresented at our services.

Our daily meal services are only a piece of the puzzle when it comes to providing our community with stable access

to nutrition. Once connected with a new client our team seizes the opportunity and informs them of other services provided by Open Heart Kitchen, like our pop-up grocery pantries, or offers to assist them with applying for CalFresh benefits. A dedicated Program Coordinator for the Senior Meal Program assists with collection of the required information and documentation for the CalFresh application. This additional service has been granted funding for the 2024 fiscal year.

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

**Report 1**

The Open Heart Kitchen Senior Meal Program addresses the critical human services needs of both Senior Services, and Food and Nutrition. Our Production Kitchen team prepares fresh meals daily, which cater to the dietary needs and taste preferences of our senior diners. Diners do not have to make any financial contribution toward this program, and the only qualification is that they are over the age of 60. Through our program, Pleasanton seniors have access to a reliable source of nutrition 5 days a week, as well as continued support from our administrative team to explore other nutrition programs including CalFresh benefits or our weekly grocery program. Pleasanton diners have the option to join a lunch service, a dinner service, or both, so that the Senior Meal Program fits their schedule and not the other way around. Guests with transportation barriers can contact our administrative team to request bus passes or to explore other options for transportation to our service locations.

**Report 2**

This program addresses the critical human service need of food and nutrition by providing program participants with reliable access to nutritious prepared meals free of charge. This program also addresses the critical human service need of senior services by tailoring the meals to the requirements of a senior diet as established by the California Department of Aging, and by providing seniors with a dedicated space in which to socialize with their peers.

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

**Report 1**

The Open Heart Kitchen Senior Meal Program addresses the City of Pleasanton's FY 2020-2024 Consolidated Plan priority #4: Community Development Needs. This is a high priority need which impacts a wide range of Pleasanton community members. Our program addresses the needs of low-income community members who are age 60 or above and facing food insecurity. Our meal program offers a safety net to these seniors, providing nourishing meals in a judgment-free environment. Our dedicated teams of staff and volunteers greet each guest warmly, and encourage diners to seek additional support as needed. We understand that many seniors who participate in our program may need assistance due to a number of reasons, including economic hardship, loneliness, or lack of ability to grocery shop or cook nutritious meals for themselves.

**Report 2**

This program addresses Community Development Needs by providing equitable and reliable access to nutrition services to low-income Pleasanton seniors.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

The purpose of this grant is to help fund Open Heart Kitchen's efforts to address food insecurity faced by seniors in Pleasanton by way of the Senior Meal Program. This goal is being met by preparing and serving meals to seniors that are tailored to a senior's dietary needs. It is expected that the entire grant will be spent by the end of the grant period.

**Report 2**

The purpose of this grant is to fund nutrition services in Pleasanton. During this grant period, we were honored to serve 676 guests through our Senior Meal Program at the Pleasanton Senior Center.

The full grant funds have been spent to purchase food supplies and to cover staffing costs for the program.

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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Pleasanton Meals on Wheels

## FY 2022/23 Housing and Human Services Grant Program

**USD\$ 500,000.00** Available

Deadline: **1/19/2022**

Spectrum Community Services

### Pleasanton Meals on Wheels

**USD\$ 41,590.00** USD\$ 53,000.00 Requested

#### Report Totals

##### 1. Name of person completing the report:

**Report 1**

Carrie Oldes

**Report 2**

Carrie Oldes

##### 2. Title:

**Report 1**

Meals on Wheels Program Manager

**Report 2**

Meals on Wheels Program Manager

##### 3. Telephone and e-mail:

**Report 1**

925-483-1989

**Report 2**

510-881-0303

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

**Report 1**

We serve hot nutritious meals and offer a wellness check 5 days a week. With our community based volunteers we strive to help seniors age at home with dignity and independence. We continue to adhere to all County guidance pertaining to COVID. Our volunteers wear masks at the door, use hand sanitizer between deliveries and our clients are provided with a reusable bag for meal delivery.

**Report 2**

Spectrum Community Services has had no interruption of delivering hot, nutritious meals prepared by our partner Stanford Healthcare Tri-Valley, to homebound seniors in Pleasanton. Each meal meets the nutrition requirements in Title IIIC of the Older Americans Act and in addition to providing a nutritious meal, the volunteer delivery drivers provide a safety check to ensure the clients well-being.

We have been able to serve every eligible senior or adult disabled resident that called to ask for service.

We replaced all of our hot-hold food bags and coolers. This was accomplished with ARPA money and donations.

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

**Report 1**

Volunteers are still in high demand. We are running 18 routes daily program wide. In Pleasanton, we need 30 volunteers a week. We utilize our community relationships to draw more volunteers. We participate in the cities Make a Difference Day as well.

**Report 2**

The only minor challenge has been that our regular volunteers are often going on vacations at the same time! Being "back to normal" means we need to plan in advance for days/weeks that are harder for us to fill with the trained volunteers.

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

**Report 1**

We have enrolled every person that calls and qualifies for the program. As a result we have 280 clients currently program wide. We are constantly looking for new funding opportunities. We have a strong team that seeks out grant opportunities and submits to those we are qualified for. We have several fundraisers a year to help meet the needs of our clients.

**Report 2**

As we enter a post COVID world we are seeing donations decrease. We continue to develop more opportunities for fundraising. We are continuously seeking new grant opportunities locally and nationally. We continue to pursue new ways to engage the community and new donors. We foresee a future shortfall of funds to continue to care for all that need help. In



addition, we are deepening our service for our participants. We have noticed other needs for support of their pets and longer social interactions than the meal delivery can give. To meet these needs, we have added a program called "Connect" that provides pet food and toys as well as in-person and telephone visits.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="134"/>	<input type="text" value="50"/>	<input type="text" value="184.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="134.00"/>	<input type="text" value="50.00"/>	<input type="text" value="184.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text" value="50"/>	<input type="text" value="19"/>	<input type="text" value="69.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="38"/>	<input type="text" value="15"/>	<input type="text" value="53.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="22"/>	<input type="text" value="11"/>	<input type="text" value="33.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="24"/>	<input type="text" value="5"/>	<input type="text" value="29.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	
	<input type="text" value="134.00"/>	<input type="text" value="50.00"/>	<input type="text" value="184.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="134.00"/>	<input type="text" value="50.00"/>	<input type="text" value="184.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="91"/>	<input type="text" value="37"/>	<input type="text" value="128.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="5"/>	<input type="text"/>	<input type="text" value="5.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="6"/>	<input type="text" value="1"/>	<input type="text" value="7.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="22"/>	<input type="text" value="6"/>	<input type="text" value="28.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO

Native Hawaiian/Other Pacific Islander	1	1	2.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO			0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White			0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	9	3	12.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO			0.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	134.00	50.00	184.00	<b>TOTAL</b>

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

Seniors (62 and older)	128	50	178.00	Seniors (62 and older)
People with Disabilities	134	50	184.00	People with Disabilities
Female-Headed Households	55	17	72.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
<b>TOTAL</b>	317.00	117.00	434.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	134	50	184.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	110	86	196.00	Target to be served.
<b>TOTAL</b>	244.00	136.00	380.00	<b>TOTAL</b>

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

**Report 1**

We just completed our 5th Senior Giving tree. Our clients were able to submit their wish list and the community provided gifts. We were able to do this with tremendous support from the community. This year also brought a new partnership with the Pleasanton Police Dept. They included 25 of our seniors on their giving tree. Members of their Police Volunteers joined us to hand deliver the gifts.

With community support we have a well stocked pet pantry to ensure that our seniors companion will be fed as well.

**Report 2**

Spectrum Community Services continues to serve hot nutritious meals to the homebound seniors and disabled adults of Pleasanton. We exceeded our goals by serving 184 homebound seniors with 22,544 meals. With our team of volunteers we have not missed a single day of service.

We have relationships with several youth groups here in the Tri Valley. They provide volunteers as well as gifts, crafts and cards for our clients.

The Community supported our annual senior giving tree by providing 200 gifts. This year the Pleasanton Police Officers Association and Charitable foundation provided an additional 25 gifts and helped with delivery.

We began a monthly card campaign. Each month the community creates or purchases cards and signs them to be delivered with our meal. We have had great success with this campaign. The community provided cards, crafts, flags and flowers during the first 6 months of 2023.

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

**Report 1**

The Meals on Wheels program offers a hot nutritious meal and a wellness check with each visit. Our trained volunteers communicate to our Coordinator any notable changes seen in our clients. We provide available resource information pertaining to food, transportation and other assistance programs. While we see clients 5 days a week, 4 times a year an additional evaluation is performed by Spectrum staff. This allows us to continually update changes with our clients.

**Report 2**

The Meals on Wheels program is designed to assist homebound seniors with a nutritious meal and wellness check. As outlined in the Strategic Plan Needs Assessment, food & nutrition, senior services and mental health are all critical. We help with all three areas. Our trained community volunteers report to our Coordinators any change of condition they notice. We use a mobile app which allows for current information to reach the office immediately. We are able to reach out to the client and offer information about other resources. Whether a client needs more food, rides, rent assistance or merely needs someone to talk to we are able to assist.

We also work with other local agencies to ensure seniors seeking meal assistance are referred to Spectrum.

**14. Describe how the project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".****Report 1**

The Meals on Wheels program is a needs based program. Clients must be 60 years or older, homebound and have the inability to shop and/or prepare their own meals. While we serve clients beginning at 60 the average client age in Pleasanton is 80. Nearly 70% of our clients live alone. With our assistance they receive a hot nutritious meal, a wellness check and access to additional resource information.

**Report 2**

As outlined in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan," Community Development Needs is the fourth priority and support of public service programs is goal 3. Spectrum is meeting the needs of low income seniors who are homebound by providing a hot nutritious meal and wellness check. This wellness check offers a bridge to the community and resources. Our volunteers are able to relay information requests in a timely manner. Spectrum staff is able to link our clients to other resources to help in their time of need.

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

The purpose of this grant is to serve 110 homebound Pleasanton seniors at least 23,000 meals in the FY 22/23. In the first 6 months of this contract year we have served 10,951 meals to 134 unduplicated seniors. We are on track to serve 23,000 meals and have already surpassed the number of seniors to be served. We will definitely spend our entire grant.

**Report 2**

The purpose of this grant was to serve 17,900 nutritious meals and wellness checks to 86 homebound elderly residents and disabled adults.

Spectrum exceeded both goals. We delivered 22,544 meals and wellness checks to 184 Pleasanton residents.

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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Sunflower Hill Program Support at Irby Ranch

FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available  
Deadline: 1/19/2022

Sunflower Hill

Sunflower Hill Program Support at Irby Ranch

USD\$ 5,000.00 USD\$ 19,250.00 Requested

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

## Report Totals

### 1. Name of person completing the report:

#### Report 1

Jen Lenard-Benson

#### Report 2

Jen Lenard-Benson

### 2. Title:

#### Report 1

Executive Director

#### Report 2

Executive Director

### 3. Telephone and e-mail:

#### Report 1

925.518.9704; jen@sunflowerhill.org

**Report 2**

925.518.9704

**4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.****Report 1**

The funds from this project are being used to support programming at our first residential community in Pleasanton, Sunflower Hill at Irby Ranch. Completed in September 2020, Sunflower Hill at Irby Ranch provides affordable, independent housing for people with intellectual and developmental disabilities (I/DD) in a welcoming and supportive community.

The abilities and needs of Irby Ranch residents are incredibly diverse. Our multi-disciplinary programs and activities are specifically designed for adults with I/DD, including autism, Down syndrome, cerebral palsy, epilepsy, and other chromosomal differences. Working with residents individually or in small cohort settings, our person-centered programs seek to offer each resident a multitude of opportunities to find success so they can live, work, learn, and thrive as part of the greater community.

During this reporting period, our Residential Programs Manager and Residential Programs Coordinator were actively engaged in managing, overseeing, and planning programming for Irby Ranch residents to support independent living. This has included a combination of group sessions and individual coaching centered around building interpersonal communication skills, including how to interact and engage in conflict resolution with neighbors, increased opportunities for physical fitness and mental health wellness, building self-advocacy skills, meal planning, healthy eating and simple cooking, and pet therapy. In response to resident and caregiver feedback, staff have also provided regular opportunities for socialization, through local outings, game or movie nights, arts and crafts activities, and holiday celebrations. These social gatherings are not only fun for residents, but also enabled them to improve social skills and build community with one another.

**Report 2**

Sunflower Hill at Irby Ranch provides almost daily activities for our residents, all adults with intellectual and developmental disabilities. Popular activities include fitness classes, hiking groups, arts and crafts, cooking classes, and pet therapy. Activities are regularly attended by 1/3 of our residents. As of January of this year, we have also opened all of our activities to the public at large and we regularly have 1-3 additional participants from the community join us in activities.

**5. Describe any challenges or delays encountered with the project/program, as well as any changes to your program/project design, operations, and/or staffing.****Report 1**

Sunflower Hill has experienced a change in staffing at Irby Ranch during this reporting period. Our Residential Programs Manager recently left the organization to pursue another opportunity. This vacancy enabled us to restructure our staffing, by promoting one of our longest tenured and highly qualified staff, our Nonresidential Programs Manager, who previously oversaw our hands-on garden groups, cooking classes, and Popcorn Chat programs, to a Programs Director position that oversees all residential and nonresidential programming at Sunflower Hill. This has allowed for increased communication and collaboration between our residential and nonresidential programs, staff, and residents/program participants, and a marked increase activities offered as well as positive feedback from residents and caretakers.

Our Residential Programs Coordinator at Irby Ranch continues to provide consistent oversight and leadership for our

residents.

**Report 2**

As of January of this year, we have opened all of our activities to the public at large and we regularly have 1-3 additional participants from the community join us in activities.

Our residential activities coordinator left to pursue another opportunity that would provide her with internship hours for her degree; this happened at the end of February. While our Programs Director was able to cover for activities in transition, we were able to hire a new activities in May. We were fortunate enough to be able to continue to provide robust programming during this time, and our new coordinator is implementing exciting new programming including offsite field trips.

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

**Report 1**

We are continuing to see a tremendous interest in programming and activities options at Irby Ranch as many local adult day programs continue to operate on a hybrid-style schedule. This schedule has resulted in many local adults with I/DD searching for new opportunities to stay active and engaged in the community. As a result, we have recently increased our programmatic offerings from roughly one activity per day to two per activities per day, which has been well-received by both residents and caregivers.

In an effort to reach a greater number of adults with I/DD, during this reporting period, we launched a 2-week pilot program to assess broadening the reach of our programs. During this two-week time period, we offered some of our programs and activities to a small number of local adults with I/DD who are not Irby Ranch residents. The results of this small pilot program were overwhelmingly positive. Individuals participating in programs at Irby Ranch and their caregivers were thrilled to have this opportunity to build community with folks outside of Irby Ranch. Furthermore, all participants reported that they would continue attending programs in the future if offered the opportunity to do so. Based on these positive results, we are delighted to report that we intend to offer at least some of our programs and activities each month in 2023 to a larger audience in order to reach a greater number of adults with I/DD in the Tri-Valley.

**Report 2**

As of January of this year, we have opened all of our activities to the public at large and we regularly have 1-3 additional participants from the community join us in activities.

With new staff, we are also offering field trips outside of our Irby Ranch location.

With these changes, we've observed increased participation.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="32"/>	<input type="text" value="9"/>	<input type="text" value="41.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="32.00"/>	<input type="text" value="9.00"/>	<input type="text" value="41.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text" value="4"/>	<input type="text"/>	<input type="text" value="4.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="18"/>	<input type="text"/>	<input type="text" value="18.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="10"/>	<input type="text" value="9"/>	<input type="text" value="19.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	
	<input type="text" value="32.00"/>	<input type="text" value="9.00"/>	<input type="text" value="41.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="32.00"/>	<input type="text" value="9.00"/>	<input type="text" value="41.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="30"/>	<input type="text" value="8"/>	<input type="text" value="38.00"/>	White
White + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="1"/>	<input type="text"/>	<input type="text" value="1.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO



Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial			0.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	1		1.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	32.00	9.00	41.00	<b>TOTAL</b>

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

Seniors (62 and older)			0.00	Seniors (62 and older)
People with Disabilities	32	9	41.00	People with Disabilities
Female-Headed Households	8		8.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
<b>TOTAL</b>	40.00	9.00	49.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	32	41	73.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	36	36	72.00	Target to be served.

**TOTAL**

68.00

77.00

145.00

**TOTAL**

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

**Report 1**

In response to resident and caregiver feedback, our staff have made a number of adjustments to our programs and activities at Irby Ranch to more effectively meet our resident needs. Residents and caregivers reported a need for increased physical fitness and wellness opportunities during this reporting period. As a result, we have increased the number of physical fitness and athletic opportunities for residents, including additional movement breaks, community walks, and programs led by Puzzle Piece Athletics. We have also partnered with a local yoga studio and are delighted to be able to offer adaptive yoga classes to residents beginning in January 2023.

Our cooking classes at Irby Ranch have been very popular, and we were pleased to offer an increased number of cooking classes during this reporting period. All cooking classes are in-person and are designed to build independent living skills through demonstration, discussion, repetition, and group activity. Irby Ranch cooking classes focus on building healthy eating habits and include food creation to enjoy at the close of each class. Participants engage in lessons that teach cooking basics, such as following a recipe, measuring ingredients, and practicing safe knife skills.

**Report 2**

Seeing increased participation and consistent participation from Irby Ranch residents, as well as more interest from non-resident community members. Because we have opened our programs to the community at large, we have seen non-residents integrating into the Irby Ranch community, with friendships formed and leadership skills being developed. Residents are happy and engaged!

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

**Report 1**

Sunflower Hill's programs and activities at Irby Ranch are consistently addressing critical human services needs as outlined in the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, specifically in the areas of Disability Services and Access. Our multi-disciplinary programs and activities at Irby Ranch are specifically designed for adults with I/DD, including those with autism, Down syndrome, cerebral palsy, epilepsy, and other chromosomal differences. Programming and activities primarily take place at the 1.64-acre Irby Ranch residential community and are fully accessible to all residents.

Irby Ranch staff develop a robust offering of programs and activities that support our residents to independently form relationships, connect with one another, and initiate their own connections in the community.

The abilities and needs of Irby Ranch residents are incredibly diverse. While individual goals will differ, our programs are designed so that residents will develop the following:

- Increased confidence in their ability to live independently.
- The ability to exercise the freedom to choose which programs and activities they wish to attend.

- Listening and interpersonal communication skills, including identifying social cues during conversations.
- Learning to stay focused on a task until completion, and how to ask clarifying questions, if needed.
- Appropriate conflict resolution methods.
- Healthy habits to promote both physical and mental health and wellbeing in a supportive and fully accessible community environment.
- Empowered to advocate on their own behalf within the Irby Ranch and greater Pleasanton communities.

## Report 2

Sunflower Hill's programs and activities at Irby Ranch are consistently addressing critical human services needs as outlined in the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, specifically in the areas of Disability Services and Access. Our multi-disciplinary programs and activities at Irby Ranch are specifically designed for adults with I/DD, including those with autism, Down syndrome, cerebral palsy, epilepsy, and other chromosomal differences. Programming and activities primarily take place at the 1.64-acre Irby Ranch residential community and are fully accessible to all residents, and as of January, open to the community at large.

Irby Ranch staff develop a robust offering of programs and activities that support our residents and community members to independently form relationships, connect with one another, and initiate their own connections in the community.

The abilities and needs of Irby Ranch residents, and community members who participate, are incredibly diverse. While individual goals will differ, our programs are designed so that residents will develop the following:

- Increased confidence in their ability to live independently.
- The ability to exercise the freedom to choose which programs and activities they wish to attend.
- Listening and interpersonal communication skills, including identifying social cues during conversations.
- Learning to stay focused on a task until completion, and how to ask clarifying questions, if needed.
- Appropriate conflict resolution methods.
- Healthy habits to promote both physical and mental health and wellbeing in a supportive and fully accessible community environment.
- Empowered to advocate on their own behalf within Irby Ranch and greater Pleasanton communities.

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

### Report 1

Sunflower Hill's nonresidential programs are addressing a number of the strategic goals and priority needs identified in the City of Pleasanton U.S. Department of Housing and Urban Development FY 2020-2024 Consolidated Plan. All programs at Irby Ranch are culturally accessible, appropriate, and inclusive. As noted above, our programs and activities are specifically designed to meet the diverse needs of adults with I/DD and ensure that each resident is equipped with a variety of opportunities to be successful.

We as an organization value the input of people with I/DD to guide the design of programs, activities, and residential communities, as set forth in our 2021-2025 Strategic Plan. This includes innovating our programming based upon feedback and suggestions from our residents and their caregivers, and we conducted a survey in December 2022 to help us plan for 2023 programming. Also, each week, our team assesses the needs of individual participants and modifies tasks, if needed. Too, we provide adaptable materials and tools to ensure that each participant can be fully engaged in our programming.

**Report 2**

Sunflower Hill's Irby Ranch programs are addressing a number of the strategic goals and priority needs identified in the City of Pleasanton U.S. Department of Housing and Urban Development FY 2020-2024 Consolidated Plan. All programs at Irby Ranch are culturally accessible, appropriate, and inclusive. As noted above, our programs and activities are specifically designed to meet the diverse needs of adults with I/DD and ensure that each resident is equipped with a variety of opportunities to be successful.

We as an organization value the input of people with I/DD to guide the design of programs, activities, and residential communities, as set forth in our 2021-2025 Strategic Plan. This includes innovating our programming based upon feedback and suggestions from our residents and their caregivers, and we conducted a survey in December 2022 to help us plan for 2023 programming. Also, each week, our team assesses the needs of individual participants and modifies tasks, if needed. Too, we provide adaptable materials and tools to ensure that each participant can be fully engaged in our programming.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

The original purpose of this grant was to support programming at Sunflower Hill at Irby Ranch. Grant funds have been specifically used to support a portion of our Residential Program Manager's salary. We expended the grant in its entirety to support our Residential Program Manager's work in program and activity development and implementation.

**Report 2**

The original purpose of this grant was to support programming at Sunflower Hill at Irby Ranch. Grant funds have been specifically used to support a portion of our Residential Program Manager's salary. We expended the grant in its entirety to support our Residential Program Manager's work in program and activity development and implementation.

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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Sunflower Hill Program Support for Adults With Developmental Disabilities

FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/19/2022

Sunflower Hill

## Sunflower Hill Program Support for Adults With Developmental Disabilities

[Previous Submitted Application](#)

[Next Submitted Application](#)

USD\$ 5,000.00 USD\$ 25,080.00 Requested

### Report Totals

#### 1. Name of person completing the report:

**Report 1**

Pamela Zielske

**Report 2**

Jen Lenard-Benson

#### 2. Title:

**Report 1**

Advancement Director

**Report 2**

Executive Director

#### 3. Telephone and e-mail:

**Report 1**

925-519-1347; pamela@sunflowerhill.org

**Report 2**

925.518.9704; jen@sunflowerhill.org

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

**Report 1**

The Hands-On Garden Group Program at the Sunflower Hill Garden is thriving and continues to provide a medium for educational, therapeutic, and life skills training for adults with intellectual and developmental disabilities (I/DD). During this reporting period, we provided weekly and bi-weekly in-person programming for 10 Tri-Valley adult day, transition, and residential programs as well as individual groups.

We are currently providing programming to a number of different groups from Pleasanton, including two classes from Village High School, participants from Pleasanton SVS Adult Day Program, and residents from Irby Ranch. Each 90-minute session includes a welcome activity, time for individual garden tasks, closing snack, and discussion. Led by knowledgeable staff with a passion for both people and plants, our curriculum continues to address educational, therapeutic, and life-skill topics to grow vital independent living skills.

Sunflower Hill's produce donation efforts during this quarter have continued to be successful as well. We have a robust and diversified crop plan, which enabled us to donate nutrient dense and varied produce to our nonprofit partners. We also began a floral donation program during this reporting period. Each week, program participants harvest flowers from the garden and create bouquets, which are then donated to patients at Hope Hospice.

Our virtual cooking classes have continued during this reporting period and have remained popular with program participants. During this quarter, we offered themed courses over the summer, including Around the World Cuisine, Sweet Treats, Summer Eats, and Movie Meals. We then offered an 8-week skill building course from October-December. Recipes from each session focused on healthy eating, with an emphasis on utilizing fresh, seasonal produce grown in the Sunflower Hill Garden. Spring cooking classes will resume in February.

**Report 2**

The Sunflower Hill Hands-On Garden Group Program continues to serve as an educational and therapeutic space for adults with intellectual and developmental disabilities (I/DD). During this reporting period, we provided weekly and bi-weekly in-person programming for 150 participants from 10 Tri-Valley adult day, transition, and residential programs. Each 90-minute session in the garden includes a welcome activity, time for individual garden tasks, closing snack, and discussion. Led by trained and knowledgeable staff, our curriculum continues to address life-skill topics to grow vital independent living skills.

We've also continued our donation efforts providing fresh produce and flowers to four local nonprofits. Our Hands-On Garden Program participants help to plant, harvest, and collect the food and flowers. In all Sunflower Hill donates more than 90% of our produce. More than 1,039 pounds of produce was donated this reporting period, and 215 bouquets were delivered to Hope Hospice.

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

**Report 1**

In 2022, we diversified our crop plan to increase the number and variety of flowers grown in the garden to accommodate our floral donation program. While this has resulted in less produce being harvested, we have found that flowers are a very program-friendly crop. They are upright, and as a result, are easy for participants to harvest. Participants have also enjoyed learning how to arrange flowers, packaging bouquets for donations, and interacting with the staff at Hope Hospice at delivery.

Despite a decrease in our produce growth, we are pleased to have been able to donate over 2,400 pounds of produce to Tri-Valley Haven, Culinary Angels, and Shepherd's Gate in 2022. We will continue to regularly donate both produce and flowers to our nonprofit partners in 2023.

Sunflower Hill has experienced a change in staffing at the garden during this reporting period. Our Garden Manager recently left the organization to pursue another opportunity. We have posted this position on a variety of platforms and are looking to fill this vacancy in early 2023. Our current garden team, led by our Program Director, will be covering the Garden Manager's responsibilities until a replacement is hired.

The summer heat also had a negative impact on our overall plant growth and produce production during the first portion of this quarter. Our staff responded by increasing the use of straw mulch to enable us to conserve moisture in the garden and prevent rapid soil drying and drought stress. In addition, we increased our use of shade cloth to cover 16 beds of plants to protect them from burning in the hot sun.

### **Report 2**

As most in the area know, the weather has been atypical. A lot of rain, cold, and some heat waves have impacted our planting timelines. We we experienced fungal disease on fruit trees due to wet weather this year. We continue to monitor weather and adjust crop plans accordingly.

We also experienced staff turnover during this period, with one staff leaving for another opportunity and one moving out of state. We have been lucky enough to hire a new Educational Garden Manager with extensive experience who contributes not only to garden planning but programming as well. This did not impact project costs.

Our addition of a chicken flock has allowed us to provide a unique experience for our program participants, allows us to donate fresh eggs to local nonprofits, and has been a lovely part of the day for our staff as well.

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

### **Report 1**

We are continuing to see a tremendous interest in both our garden programming options and our virtual cooking series as many local adult day programs continue to operate on a hybrid-style schedule. This schedule has resulted in many local adults with I/DD searching for new opportunities to stay active and engaged in the community.

Additionally, we have seen a steady increase in the number of adult day programs and adult-in-transition groups that are interested in our weekly and biweekly Hands-On Garden Group Programs, and we continue to have more groups interested in programming than spaces available. Our Programs Team are exploring how best to meet this growing demand in 2023 and beyond, with a small, yet efficient staff.

### **Report 2**

We added one additional day program, Futures Explored, to add to our program schedule. We continue to see interest (and have a waitlist) for our programs. More interest than we have space in our program to serve!

We successfully began our flower donation program last year, a great success with our programs and donation partners - this year we are growing more cut flowers and donating more bouquets - 515 in total for this grant fiscal year.

We've also added a chicken flock; this has allowed us to provide a unique experience for our program participants, allows us to donate fresh eggs to local nonprofits, and has been a lovely part of the day for our staff as well.

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

**(unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="27"/>	<input type="text" value="2"/>	<input type="text" value="29.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="27.00"/>	<input type="text" value="2.00"/>	<input type="text" value="29.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text" value="27"/>	<input type="text"/>	<input type="text" value="27.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text"/>	<input type="text" value="2"/>	<input type="text" value="2.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	
	<input type="text" value="27.00"/>	<input type="text" value="2.00"/>	<input type="text" value="29.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="27.00"/>	<input type="text" value="2.00"/>	<input type="text" value="29.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="11"/>	<input type="text" value="1"/>	<input type="text" value="12.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="1"/>	<input type="text"/>	<input type="text" value="1.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="8"/>	<input type="text" value="1"/>	<input type="text" value="9.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White



American Indian/Alaskan Native and White + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White			0.00	Asian and White
Asian and White + HISPANIC/LATINO			0.00	Asian and White + HISPANIC/LATINO
Black/African American and White			0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO			0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American			0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO			0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	6		6.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	1		1.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	27.00	2.00	29.00	<b>TOTAL</b>

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

Seniors (62 and older)			0.00	Seniors (62 and older)
People with Disabilities	27	2	29.00	People with Disabilities
Female-Headed Households			0.00	Female-Headed Households
Youth			0.00	Youth
Homeless			0.00	Homeless
<b>TOTAL</b>	27.00	2.00	29.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	27	56	83.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	35	35	70.00	Target to be served.
<b>TOTAL</b>	62.00	91.00	153.00	<b>TOTAL</b>

**12. Describe the accomplishments of the project or program in this reporting period, including details on how the**

**program responded to the needs within the community and any new and creative methods the agency implemented to meet those community needs.**

#### **Report 1**

Our Hands-On Garden Group Program has continued to succeed in two critical areas: providing high-quality, engaging programming to adults with I/DD and donating produce to local nonprofits.

Sunflower Hill is one of the only nonprofits in the region offering therapeutic and life skills training in an outdoor setting for adults with I/DD, and the demand for our in-person programs is quite high. In order to meet this growing demand, we have begun to offer sessions in the garden for individuals. These sessions allow individuals to attend programming in the garden with a caregiver, rather than with an adult day or adult-in-transition program. During the summer, we offered multiple individual sessions, and often we saw individuals who attended garden programming with their school district during the academic year, return to us for summer programming. We have continued to offer weekly individual sessions, which remain very popular with participants who do not attend a day program or attend a program that does visit the garden. These sessions enable us to reach a greater number of adults with I/DD in the area, including those from Pleasanton, Dublin, Livermore, Danville, Walnut Creek, and Fremont.

Success in the area of our produce donations is measured through the continuation of our partnerships with local nonprofits. With the assistance of our program participants, we donated 90% of our produce in 2022, over 2,400 pounds, to Tri-Valley Haven, Culinary Angels, and Shepherd's Gate. As noted above, we also regularly donate floral bouquets to Hope Hospice. Participants are not only creating the floral bouquets, but they are also making weekly deliveries to the Hope Hospice office in Dublin. Our floral donation program provides participants with a wide array of opportunities to improve dexterity, fine motor, and communication skills. We are delighted to have donated over 300 bouquets to Hope Hospice patients since we began this unique program in September 2022.

#### **Report 2**

Sunflower Hill continues to feel the Hands-On Garden Program is a success. We measure success through feedback from our participants, as well as numbers served. We also measure success through our local donations of produce and flowers.

This grant fiscal year, we served 150 participants from ten programs/classes from four cities. We accomplished this with 3.5 staff.

Participants and volunteers were able to harvest 1,039 pounds of produce, and plant, pick, create, and deliver 515 bouquets. From our new chicken flock, we were able to donate more than 130 eggs to nonprofits in need.

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

#### **Report 1**

Sunflower Hill's Hands-On Garden Group Program and virtual cooking series are consistently addressing critical human services needs as outlined in the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, specifically in the areas of Disability Services and Access and Food and Nutrition.

Our Hands-On Garden Group Program and virtual cooking series provide adults with I/DD with vital life skills training that supports independent living and equips each individual with the tools needed for success. Through guidance from our seasoned staff, participants are able to achieve objectives that lead to greater independence, feelings of empowerment, and improved physical fitness and emotional wellness. Tasks include a range of gross and fine motor movements and a variety of standing, kneeling, lifting, and tabletop options.

Sunflower Hill's Hands-On Garden Group Program is designed so that participants are able to:

- Learn how to exercise the freedom of choosing their own task at every session.
- Work independently on a task until completion.

- Follow step-by-step instructions and how to ask follow-up questions, as needed.
- Practice simple math and life science concepts.
- Improve social skills with instructors, peers, and community partners.
- Learn how healthy food and flowers are grown from seed to harvest.
- Have opportunities for physical activity in a natural environment that is fully accessible to all ability levels.

Sunflower Hill's cooking classes are an interactive series designed to build independent living skills through discussion, demonstrations, and repetition. At the end of the series, participants are able to read a recipe, measure ingredients, use kitchen utensils, knives, and appliances safely, cook simple meals, and understand the value of building healthy eating habits.

## Report 2

Sunflower Hill's Hands-On Garden Group Program and virtual cooking series are consistently addressing critical human services needs as outlined in the City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022, specifically in the areas of Disability Services and Access and Food and Nutrition.

Our Hands-On Garden Group Program provides adults with I/DD vital life skills training that supports independent living and equips each individual with the tools needed for success. Through guidance from our knowledgeable staff, participants are able to achieve objectives that lead to greater independence, feelings of empowerment, and improved physical fitness and emotional wellness. Tasks include a range of gross and fine motor movements and a variety of standing, kneeling, lifting, and tabletop options.

Sunflower Hill's Hands-On Garden Group Program is designed so that participants are able to:

- Learn how to exercise the freedom of choosing their own task at every session.
- Work independently on a task until completion.
- Follow step-by-step instructions and how to ask follow-up questions, as needed.
- Practice simple math and life science concepts.
- Improve social skills with instructors, peers, and community partners.
- Learn how healthy food and flowers are grown from seed to harvest.
- Have opportunities for physical activity in a natural environment that is fully accessible to all ability levels.

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

### Report 1

Sunflower Hill's nonresidential programs are addressing a number of the strategic goals and priority needs identified in the City of Pleasanton U.S. Department of Housing and Urban Development FY 2020-2024 Consolidated Plan. Our Hands-On Garden Group Program and cooking series are both culturally accessible, appropriate, and inclusive. As noted above, our curriculum is specifically designed to meet the diverse needs of adults with I/DD and ensure that each program participant is equipped with a variety of opportunities each week to be successful.

We as an organization value the input of people with I/DD to guide the design of programs, activities, and residential communities, as set forth in our 2021-2025 Strategic Plan. This includes innovating our programming based upon feedback and suggestions from our program participants and their caregivers. As such, each week, our team assesses the needs of individual participants and modifies tasks, if needed. We also provide adaptable materials and tools to ensure that each participant can be fully engaged in our programming.

The Sunflower Hill Garden is also accessible to all ability levels. This unique space features a series of decomposed granite pathways, raised garden beds, and a variety of seating options to ensure that it is fully accessible to all, including program participants who are visually impaired or use walkers or wheelchairs.

**Report 2**

Sunflower Hill's Hands-On Garden Group programs are addressing a number of the strategic goals and priority needs identified in the City of Pleasanton U.S. Department of Housing and Urban Development FY 2020-2024 Consolidated Plan. Our Hands-On Garden Group Program is culturally accessible, appropriate, and inclusive. As noted above, our curriculum is specifically designed to meet the diverse needs of adults with I/DD and ensure that each program participant is equipped with a variety of opportunities each week to be successful.

We as an organization value the input of people with I/DD to guide the design of programs, activities, and residential communities, as set forth in our 2021-2025 Strategic Plan. This includes innovating our programming based upon feedback and suggestions from our program participants and their caregivers. As such, each week, our team assesses the needs of individual participants and modifies tasks, if needed. We also provide adaptable materials and tools to ensure that each participant can be fully engaged in our programming.

The Sunflower Hill Garden is also accessible to all ability levels. This unique space features a series of decomposed granite pathways, raised garden beds, and a variety of seating options to ensure that it is fully accessible to all, including program participants who are visually impaired or use walkers or wheelchairs.

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

The original purpose of this grant was to support our nonresidential programming at the Sunflower Hill Garden as well as our virtual cooking classes. Grant funds have been specifically used to support a portion of our Program Manager's salary. We have expended the grant in its entirety to support our Program Manager's teaching time, lesson preparation, and curriculum development.

**Report 2**

The purpose of this grant funding is to provide support for the Sunflower Hill Hands-On Garden Group programs. Our goal was to serve 35 Pleasanton residents and we exceeded this goal by serving 56. The entire grant was spent.

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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Counseling and Legal Services

## FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/19/2022

Tri-Valley Haven

### Counseling and Legal Services

USD\$ 7,000.00 USD\$ 30,000.00 Requested

[Previous Submitted Application](#)

[Next Submitted Application](#)

### Report Totals

#### 1. Name of person completing the report:

**Report 1**

Joe Maguigad

**Report 2**

Joe Maguigad

#### 2. Title:

**Report 1**

Data Manager

**Report 2**

Data Manager

#### 3. Telephone and e-mail:

**Report 1**

925-449-5845

**Report 2**

925-449-5845; joe@trivalleyhaven.org

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

**Report 1**

TVH provides individual and group counseling, legal services, restraining order assistance and legal referrals to survivors of domestic violence, sexual assault, homelessness and poverty, and families in crisis. If TVH is not funded staff hours will have to be reduced.

**Report 2**

Tri-Valley Haven's Behavioral Health Care Program continues to provide intakes, assessments, crisis intervention and in-person individual and group counseling for adults, teens, and children in the Pleasanton community who have been affected by sexual assault, domestic violence, homelessness and poverty. Our Domestic Violence Support group has successfully begun this month. The counseling department has resumed all sessions to be in-person unless requested virtually by the client. TVH continues to offer our 24-hour Crisis line, which has been the heart of our agency since 1977. All our counseling services continue to be free of charge for our clients. Our mission is to empower each client by delivering them information, therapy and resources necessary to keep them safe and sufficient. Tri-Valley Haven creates homes safe from abuse, contributes to a more peaceful society, one person, one family, one community (Pleasanton) at a time. Together we will build a world without violence.

TVH provides ongoing free assistance to survivors of domestic violence, stalking and sexual assault in obtaining restraining orders against their assailants. In addition, survivors are given assistance with filing for child custody, court accompaniment and referrals for more complex legal issues, such as immigration or divorce, at Tri-Valley Haven's Legal Clinic. TVH hosts two weekly legal clinics, one in Pleasanton and one in Livermore. Our Legal Services Advocate is also available by appointment to meet with survivors who are unable to attend one of the scheduled clinics.

**5. Describe any challenges or delays encountered with the project/program, as well as any changes to your program/project design, operations, and/or staffing.****Report 1**

There have been no delays or challenges. Pleasanton Counseling and Legal Services clients are being served without delays. Staffing remains stable.

**Report 2**

Tri-Valley Haven did not experience any delays or challenges since fully transitioning back to in-person legal clinics. We are lucky to have stable, expert staffing for this program.

**6. Describe any trends or emerging needs you are observing in your program/project, as well as new opportunities your organization is pursuing.****Report 1**

The Domestic Violence Trauma Support Group has been our latest opportunity. The attendance has been very successful. The project will be to implement the Sexual Assault Trauma Support Group.

Alameda County courts holding remote restraining order hearings continue to be helping with providing successful legal services. The feedback we have gotten from clients is that they feel much safer not having to be in the same room with their abusers and risking that an abuser may follow them after the hearing. We advocate for the courts to continue holding remote hearings, or to at least make it an option for petitioners at risk.

**Report 2**

Alameda County courts held restraining order hearings remotely due to the COVID-19 pandemic and have continued to do so. Most of the population that TVH serves experiences treats from their abusers and video hearings are much safer. The risks that victims face having to be in the same room with their abusers or being followed after a hearing is over are avoided with courtroom video

conferencing. We strongly advocate for the courts to continue to hold remote hearings or make remote hearings an option when victims are at risk.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="2"/>	<input type="text" value="37"/>	<input type="text" value="39.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="2.00"/>	<input type="text" value="37.00"/>	<input type="text" value="39.00"/>	<b>TOTAL</b>

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

Extremely Low Income (<30% AMI)	<input type="text" value="1"/>	<input type="text" value="35"/>	<input type="text" value="36.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="2.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	
	<input type="text" value="2.00"/>	<input type="text" value="37.00"/>	<input type="text" value="39.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="2.00"/>	<input type="text" value="37.00"/>	<input type="text" value="39.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="1"/>	<input type="text" value="11"/>	<input type="text" value="12.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="0"/>	<input type="text" value="3"/>	<input type="text" value="3.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="0"/>	<input type="text" value="5"/>	<input type="text" value="5.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White

American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	1	8	9.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	0	9	9.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	2.00	37.00	39.00	<b>TOTAL</b>

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

Seniors (62 and older)	0	6	6.00	Seniors (62 and older)
People with Disabilities	0	1	1.00	People with Disabilities
Female-Headed Households	2	4	6.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	0	1	1.00	Homeless
<b>TOTAL</b>	2.00	12.00	14.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	2	37	39.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	50	50	100.00	Target to be served.
<b>TOTAL</b>	52.00	87.00	139.00	<b>TOTAL</b>

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

**Report 1**

Tri-Valley Haven's Behavioral Health Care Program continues to provide intakes, assessments, crisis intervention, advocacy services, and



in-person individual and group counseling for adults, teens, and children in the Pleasanton community who have been impacted by challenging emotional issues, sexual assault, domestic violence, homelessness and poverty. Currently we do not have a wait list. The Haven's counseling department provides confidential counseling whether in person at our Community Building or Rape Crisis Center and if preferred by the client, through videoconferencing. Our weekly facilitated support groups with our crisis counselors help in the trauma healing process. TVH continues to offer our 24-hour Crisis line operated by trained crisis counselors, which is the heart of our agency.

We served 35 Pleasanton residents through our legal services program during the grant year, bringing the total Pleasanton residents served to 60, 10 more than our stated goal of 50. We strive to make our legal services easily available to all who need them by offering our Pleasanton clinic on Tuesday evenings from 5:30-7:30 for clients who work, and also making individual appointments for anyone unable to attend the Pleasanton legal clinic or our Thursday afternoon Livermore legal clinic.

### **Report 2**

Tri-Valley Haven served 39 Pleasanton residents in our counseling and legal services program during the grant year. Tri-Valley Haven's counseling team continues to provide intakes, assessments, crisis intervention, advocacy services, and in-person individual and group counseling for adults, teens, and children in Pleasanton who have been impacted by challenging emotional issues such as sexual assault, domestic violence, homelessness, and poverty. Our counseling department provides confidential counseling in person at our Community Building, and at our offices in Pleasanton. We also offer video conferencing if it is more convenient for the client. Our weekly support groups facilitated by our crisis counselors help in the trauma healing process. TVH continues to offer our 24-hour Crisis line operated by trained crisis counselors day and night, which is the heart of our agency.

Tri-Valley Haven continues to make our legal services easily accessible to all who need them by offering drop-in clinics at our Pleasanton office every Tuesday evening from 5:30-7:30 pm. This time accommodates most clients who work. We also make individual appointments to meet the needs of anyone who is unable to attend the Pleasanton legal clinic or our Thursday afternoon clinic in Livermore.

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

#### **Report 1**

Behavioral and mental health services are lacking in the Pleasanton area, particularly for low-income residents. TVH connects Pleasanton residents to high quality and free counseling and legal services. TVH counselors specialize in serving survivors of sexual assault, domestic violence and homelessness. TVH outreaches to clients through social service agencies, law enforcement, medical providers and hospitals, and by social media. TVH's Counseling and Legal services are easily accessible. When transportation is an obstacle to receiving therapeutic services, TVH provides clients with Clipper cards.

#### **Report 2**

Tri-Valley Haven's Temporary Restraining Order (TRO) Clinic provides victims with assistance and support filling out and filing Temporary Restraining Order forms. An approved TRO directs the abuser to stay away from the victim and can include temporary child visitation and custody arrangements. Tri-Valley Haven's Legal Advocates also accompany victims when they appear in court. The Restraining Order Clinics provide referrals for other types of legal issues, such as divorce or immigration. Safety planning is done with all participants, whether they are ready to initiate a TRO or not, and information about other Tri-Valley Haven programs such as shelter, counseling and the Food Pantry is also given. Tri-Valley Haven's legal services are available in Pleasanton, Livermore, and Dublin. Clinical, crisis counseling, and support groups, as well as legal and social services referrals, are provided to Pleasanton adult, adolescent and child survivors of domestic violence and sexual assault.

We are so grateful for this grant which supports counseling and legal assistance for Pleasanton residents. All funds have been spent in entirety.

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

**Report 1**

TVH counselors utilize trauma focused cognitive behavioral therapy (CBT) which helps clients to recognize negative patterns of thought, evaluate their validity, and replace them with healthier ways of thinking. As a result of CBT, clients achieve a higher level of activities of daily living (ADL).

In addition, TVH clients have access to program evaluation forms at all sites. These evaluations are utilized by counselors and supervisors to assess and improve the program. Legal Services clients also receive evaluation forms to provide feedback.

**Report 2**

Behavioral health, including mental health and substance use, is one of the largest unmet needs in our region. In addition, trauma and adverse childhood experiences (ACEs) are significant drivers of behavioral health problems for Pleasanton residents. Ethnic disparities exist across behavioral health indicators and these in return effect access to services.

Tri-Valley Haven's (TVH) Counseling Program addresses the need for free and accessible quality mental health services in Pleasanton. TVH's counselors specialize in trauma informed care. All are certified sexual assault and domestic violence crisis counselors. TVH also offers therapeutic support groups that focus on recovery from interpersonal trauma. Our bilingual therapist sees Pleasanton clients who are monolingual Spanish speaking. Pleasanton residents seeking counseling services are called back within 24-hours. If a survivor needs crisis services right away, TVH's 24-hour crisis hotline is always staffed by a trained crisis counselor 24 hours a day, 7 days a week. Private attorneys charge over \$1000 for a restraining order. Tri-Valley Haven's Legal Services Advocate and volunteers provide this service free of charge, removing the financial barrier and increasing safety for survivors.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

TVH provides individual and group counseling, legal services, restraining order assistance and legal referrals to survivors of domestic violence, sexual assault, homelessness and poverty, and families in crisis. TVH will spend the entire grant.

**Report 2**

Tri-Valley Haven's Temporary Restraining Order (TRO) Clinic provides victims with assistance and support completing and filing Temporary Restraining Order forms. An approved TRO directs the abuser to stay away from the victim and can include temporary child visitation and custody arrangements. Tri-Valley Haven's Legal Advocates also accompany victims when they appear in court. The Restraining Order Clinics provide referrals for other types of legal issues, such as divorce or immigration. Safety planning is given to all participants, whether or not they are ready to initiate a TRO, and information about other Tri-Valley Haven programs such as shelter, counseling and the Food Pantry is also disseminated. Legal services are available in Pleasanton, Livermore, and Dublin. Clinical, crisis counseling, and support groups, as well as legal and social services referrals, were provided to 50 Pleasanton adult and child survivors of domestic violence and sexual assault.

The grant was spent in its entirety.

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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Food Pantry

## FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available

Deadline: 1/19/2022

Tri-Valley Haven

### Food Pantry

USD\$ 21,000.00 USD\$ 45,000.00 Requested

[Previous Submitted Application](#)

[Next Submitted Application](#)

## Report Totals

### 1. Name of person completing the report:

**Report 1**

Joe Maguigad

**Report 2**

Joe Maguigad

### 2. Title:

**Report 1**

Data Manager

**Report 2**

Data Manager

### 3. Telephone and e-mail:

**Report 1**

925-449-5845

**Report 2**

925-449-5845; joe@trivalleyhaven.org

**4. Describe the project/program funded with this grant, the current status of the project/program, and any significant actions taken during the reporting period.****Report 1**

Tri-Valley Haven's Food Pantry continues to provide free food and personal necessities to low income, homeless, and "at risk of becoming homeless" Tri-Valley residents. The TVH Food Pantry distributes food each afternoon Monday through Saturday. On average 35-45 households are provided with assistance each weekday and 25-35 households on Saturdays. The Food Pantry receives a monthly food delivery from the Alameda County Community Food Bank consisting of USDA and Emergency Food Box allocations. Our involvement in the local Grocery Rescue Program includes weekday morning pickups at Target, Trader Joe's, the Walmart Neighborhood Store, Safeway, Raley's, Grocery Outlet and, 99 Ranch Market. This donated food includes fresh bread, meat, fish, dairy and produce. TVH's Food Pantry is also the recipient of food drives sponsored by local churches, businesses and schools. The new Food Pantry location provides a much more efficient distribution environment to our customers. This more spacious site has allowed us to offer a "client choice" model in the distribution of food. We continue to provide staff and volunteers masks, gloves and sanitizers, and require all customers to wear face masks. TVH utilizes our Food Pantry not only as a place where people in need can receive free groceries, but also as a venue for providing social services referrals, information about assistance available, informing clients on how to apply for CalFresh, and connecting clients with the appropriate local programs. TVH continues to operate a Mobile Food Pantry providing food at Ridge View Commons in Pleasanton twice a month. These efforts assisted individuals who are not able to travel to the food pantry site.

**Report 2**

Tri-Valley Haven's Food Pantry continues to provide free food and personal necessities to low income, homeless, and "at risk of becoming homeless" residents. The Food Pantry distributes food each afternoon Monday through Saturday. On average 35-60 households are provided with assistance each weekday and 25-40 households on Saturdays. The Food Pantry receives a monthly food delivery from the Alameda County Community Food Bank consisting of USDA and Emergency Food Box allocations. Our involvement in the local Grocery Rescue Program includes weekday morning pickups at Target, Trader Joe's (2 locations), the Walmart Neighborhood Store, Safeway (3 locations), Raley's, Grocery Outlet, 99 Ranch Market (Tawa), Livermore Farmers Market, and Cheetah Restaurant Suppliers. This donated food includes fresh bread, meat, fish, dairy and produce. TVH's Food Pantry is also the recipient of food drives sponsored by local churches, businesses and schools. The new Food Pantry location provides a much more efficient distribution environment to our customers. This more spacious site has allowed us to offer a "client choice" model in the distribution of food. We continue to provide staff and volunteers masks, gloves and sanitizers, and require all customers to wear face masks. TVH utilizes our Food Pantry not only as a place where people in need can receive free groceries, but also as a venue for providing social services referrals. Clients are informed about assistance available on how to apply for CalFresh and connecting clients with the appropriate local programs. TVH continues to operate a Mobile Food Pantry providing food at Ridge View Commons in Pleasanton twice a month. These services are offered for clients who are not able to travel to the food pantry site.

**5. Describe any challenges or delays encountered with the project/program, as well as any changes to your program/project design, operations, and/or staffing.****Report 1**

TVH experienced no challenges or delays during the reporting period. We continue to utilize a "Client Choice" model for the distribution of food. A Driver was brought on in December.

**Report 2**

TVH experienced no challenges or delays during the reporting period. We continue to utilize a "Client Choice" model for the distribution of food. Part time driver continues to pick up daily scheduled donations.

**6. Describe any trends or emerging needs you are observing in your program/project, as well as new opportunities your organization is pursuing.****Report 1**

We continue to see an increase in the number of households in need of food. Tri-Valley Haven's Food Pantry continues to provide any household in need with food (Alameda County Community Food Bank allocations in addition to Grocery Rescue donated food), personal hygiene items and referrals to local social service programs and agencies. New customers, on-going customers and returning customers who had been self-sustaining but unfortunately found themselves requiring help again, continue to receive our services. We actively network and outreach to the local community to solicit food donations to meet the needs of our program participants. We also adopted a "Client Choice" model for the distribution of food. A Client Choice Pantry allows customers to select their own food instead of receiving a prepacked or standard bag of groceries. With this method, clients do not have to take items they already have, do not like, or cannot eat for health or personal reasons.

Benefits of Client Choice pantries include:

- Limits food waste - customers take food they will use and leave the rest for others
- Makes ordering easier - pantries know what popular food to stock
- Upholds the dignity of customers
- Meets customers health needs
- Makes customers feel like they are food shopping for their own food and needs
- Helps pantry staffs get to know customers better
- Reduce time spent pre-packing food items

**Report 2**

We continue to see an increase in the number of households in need of food. Tri-Valley Haven's Food Pantry continues to provide any household in need with food (Alameda County Community Food Bank allocations in addition to Grocery Rescue donated food), personal hygiene items and referrals to local social service programs and agencies. New customers, on-going customers and returning customers who had been self-sustaining but unfortunately found themselves requiring help again, continue to receive our services. We actively network and outreach to the local community to solicit food donations to meet the needs of our program participants. A Client Choice Pantry has allowed customers to select their own food instead of receiving a prepacked or standard bag of groceries. With this method, clients do not have to take items they already have, do not like, or cannot eat for health or personal reasons.

Benefits of Client Choice pantries include:

- Limits food waste - customers take food they will use and leave the rest for others
- Makes ordering easier - pantries know what popular food to stock
- Upholds the dignity of customers
- Meets customers health needs
- Makes customers feel like they are food shopping for their own food and needs
- Helps pantry staffs get to know customers better
- Reduce time spent pre-packing food items

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	410	153	563.00	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	410.00	153.00	563.00	<b>TOTAL</b>

**8. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, (total should match**

**the total number of clients reported in Question 7 above), who met the following income categories - Area Median Income**

**(AMI):**

Extremely Low Income (<30% AMI)	404	147	551.00	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	6	6	12.00	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	0	0	0.00	Low Income (50% to 80% AMI)
Moderate Income and Above (>80% AMI)	0	0	0.00	Moderate Income and Above (>80% AMI)
	0	153	153.00	
	410.00	306.00	716.00	<b>SUBTOTAL</b>
<b>TOTAL</b>	410.00	306.00	716.00	<b>TOTAL</b>

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

White	80	43	123.00	White
White + HISPANIC/LATINO	0	0	0.00	White + HISPANIC/LATINO
Black/African American	21	5	26.00	Black/African American
Black/African American + HISPANIC/LATINO	0	0	0.00	Black/African American + HISPANIC/LATINO
Asian	133	70	203.00	Asian
Asian + HISPANIC/LATINO	0	0	0.00	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	0	1	1.00	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	0	0	0.00	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	0	0	0.00	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	0	0	0.00	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	0	0	0.00	Asian and White
Asian and White + HISPANIC/LATINO	0	0	0.00	Asian and White + HISPANIC/LATINO
Black/African American and White	0	0	0.00	Black/African American and White
Black/African American and White + HISPANIC/LATINO	0	0	0.00	Black/African American and White + HISPANIC/LATINO

American Indian/Alaskan Native and Black/African American	0	0	0.00	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	0	0	0.00	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	80	11	91.00	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	96	23	119.00	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	410.00	153.00	563.00	<b>TOTAL</b>

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

Seniors (62 and older)	88	84	172.00	Seniors (62 and older)
People with Disabilities	7	8	15.00	People with Disabilities
Female-Headed Households	61	52	113.00	Female-Headed Households
Youth	0	0	0.00	Youth
Homeless	5	7	12.00	Homeless
<b>TOTAL</b>	161.00	151.00	312.00	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	410	153	563.00	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	600	600	1,200.00	Target to be served.
<b>TOTAL</b>	1,010.00	753.00	1,763.00	<b>TOTAL</b>

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

**Report 1**

During the reporting period Tri-Valley Haven's Food Pantry served 170 Pleasanton Households representing 410 Pleasanton residents. We are well on our way to meet and surpass our goal of serving 600 Pleasanton residents. We actively network and outreach to the local community to solicit food donations to meet the needs of our program participants. We also continue to provide a Mobile Food Pantry service at Ridge View Commons in Pleasanton. Tri-Valley Haven's Department of Homeless & Family Support Services held its annual Winter Outreach Event to provide homeless customers with seasonal supplies, an annual Back-To-School Backpack event in Pleasanton and Livermore to prepare local students for the upcoming school year, as well as November and December holiday food distribution events to provide Tri-Valley households with holiday food.

**Report 2**

Including all Food Pantry Programs, Tri-Valley Haven surpasses our goal of serving 600 Pleasanton residents. We actively network and outreach to the local community to solicit food donations to meet the needs of our program participants. We also continue to provide a Mobile Food Pantry service at Ridge View Commons in Pleasanton. Tri-Valley Haven's Department of Homeless & Family Support Services held its annual Winter Outreach Event to provide homeless customers with seasonal supplies, an annual Back-To-School Backpack event in Pleasanton and Livermore will take place July 2023. This will prepare local students for the upcoming school year. Also, in November and December we held a holiday food distribution event to provide Tri-Valley households with holiday food.

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

**Report 1**

Food and Nutrition, Senior Services and Homeless in the Tri-Valley. TVH's Food Pantry offers nutritious food items (produce/dairy/meat/fish/chicken/bread/prepared salads & sandwiches/canned goods) to Tri-Valley residents which includes both seniors and homeless individuals and families.

**Report 2**

TVH's Food Pantry offers nutritious food items (produce/dairy/meat/fish/chicken/prepared salads & sandwiches/canned goods) to Tri-Valley residents which includes both seniors and homeless individuals and families.

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

**Report 1**

Funding and supporting homeless services programs to end homelessness, support public service programs for low income (80\$ AMI) residents and prevent homelessness and/or assist those experiencing homelessness. TVH's Food Pantry provides nutritious food items to homeless individuals and families and low-income residents of the Tri-Valley. TVH utilizes our Food Pantry not only as a place where people in need can receive free groceries, but also as a venue for providing social services referrals, information about assistance available, informing clients on how to apply for CalFresh, and connecting clients with the appropriate local programs.

**Report 2**

The funding and supporting of the homeless services programs provides assistance to end homelessness and support public service programs for low income (0-30% AMI) residents. TVH utilizes our Food Pantry not only as a place where people in need can receive free groceries, but also as a venue for providing social services referrals, information about assistance available, informing clients on how to apply for CalFresh, and connecting clients with the appropriate local programs.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

Support for Salaries and Benefits for the Food Pantry Coordinator and Food Pantry Assistant. The entire grant will be spent down.

**Report 2**

Support for Salaries and Benefits for the Food Pantry Coordinator and Food Pantry Assistant. The entire grant will be spent down.



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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Shiloh

FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available  
Deadline: 1/19/2022

Tri-Valley Haven

Shiloh

USD\$ 8,000.00 USD\$ 35,000.00 Requested

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

Report Totals

1. Name of person completing the report:

Report 1

Joe Maguigad

Report 2

Joe Maguigad

2. Title:

Report 1

Data Manager

Report 2

Data Manager

3. Telephone and e-mail:

Report 1

925-449-5845; joe@trivalleyhaven.org

Report 2

925-449-5845; joe@trivalleyhaven.org

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

**Report 1**

Shiloh provides safe shelter and supportive services for survivors of domestic violence and their children. The project is fully operational, serving up to 30 adults and children at a time. We no longer utilize motels in order to prevent COVID infections by lowering the on-site shelter population. We do enforce county guidelines requiring residents and staff to wear masks and socially distance in common areas, an only use motels for emergencies when a survivor in danger is unable to access a shelter bed or when a family needs to isolate due to a positive COVID test or symptoms.

**Report 2**

Our shelter for survivors of domestic violence operated around the clock through the 2022-2023 program year. Through our 24/7 Crisis Line, survivors call to access services that include shelter, food, counseling, legal services, and other DV related housing and financial resources and referrals. We continue to advertise all available bedspace through collaborative partners within Alameda County ( 2-1-1 Alameda County, and sister shelters, local churches, and community agencies.) We routinely attend Police Briefings to update and educate our local Police Officers on the services we provide as they are first responders in situations where domestic violence is occurring. We continue working on improved case management through ongoing evaluation of our current practice and documentation. We also continue to grow our domestic violence program service capacity through ongoing training and discussions on cultural competency through our agency's Partners in Equity Committee.

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

**Report 1**

We are currently housing up to 14 adults and children in a rental property about a mile from our primary shelter as one of the buildings on the shelter site had to be closed due to repeated mold problems. It was not economically feasible to repair the structure yet again as we are conducting a capital campaign to completely rebuild and expand the capacity of the shelter. Shiloh staff are present at the second shelter site to provide all of the services available at the primary Shiloh site.

**Report 2**

No challenges or delays encountered in operations or staffing.

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

**Report 1**

The biggest challenge continues to be locating affordable housing once a resident is ready to leave the shelter. We are able to assist clients in obtaining or retaining safe and stable housing through a variety of programs such as the CalOES-funded Domestic Violence Housing First program, Livermore's TBRA and work with a coalition of providers that allowed us to access emergency housing vouchers, but the need remains. We are conducting a capital campaign to rebuild and expand our domestic violence shelter which will offer up to 45 beds for adults and children, affording them a safe place to stay as they work toward their housing goals. We hope to break ground before the end of 2023.

**Report 2**

The increased cost of living and cost of gas has made access to transportation harder for clients fleeing domestic violence. For a survivor, managing several children alongside car seats, strollers and luggage is a huge deterrent to fleeing. Added to

this, the very wet winter that Alameda County experienced in 2022-2023 made it harder for survivors to flee with no transport or means to access public transport. We are exploring grant opportunities to enable transportation such as Lyft and Uber to help facilitate survivor access to our shelter. Separately, we are exploring funding possibilities to purchase an additional van to transport clients as necessary.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

Number of NEW PLEASANTON CLIENTS	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	Number of NEW PLEASANTON CLIENTS
<b>TOTAL</b>	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text" value="1.00"/>	<b>TOTAL</b>

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

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

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

White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO

Native Hawaiian/Other Pacific Islander	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White
Asian and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White + HISPANIC/LATINO
Black/African American and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White
Black/African American and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	Other/Multi Racial + HISPANIC/LATINO
<b>TOTAL</b>	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text" value="1.00"/>	<b>TOTAL</b>

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

Seniors (62 and older)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Seniors (62 and older)
People with Disabilities	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	People with Disabilities
Female-Headed Households	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Female-Headed Households
Youth	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Youth
Homeless	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Homeless
<b>TOTAL</b>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<b>TOTAL</b>

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

Number actually served during in this reporting period (should	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	Number actually served during in this reporting period (should
--	--------------------------------	--------------------------------	-----------------------------------	--

match the total number of clients reported in Question 7 above).

Target to be served.

5

5

10.00

**TOTAL**

6.00

5.00

11.00

match the total number of clients reported in Question 7 above).

Target to be served.

**TOTAL**

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

**Report 1**

We are members of a survivor providers network coordinated by Family violence Law Center, which is the group that negotiated the emergency housing vouchers from Alameda County. The group is also advocating for the county to allocate dedicated annual funding for gender based violence services and prevention. Volunteer groups from Asbury and Lynnewood churches worked at the shelter to paint and plant and provide a welcoming environment for our shelter residents. We participate in a number of networking groups in the Tri-Valley and beyond to share information and develop resources. Some of these groups are the Bay Area Domestic Violence Shelter Collaborative, the California Partnership to end Domestic Violence and the CalWORKS domestic Violence collaborative. We have MOU's with more than 60 service providers, law enforcement agencies, medical providers, schools and community organizations.

**Report 2**

Our case managers observed poorer coping mechanisms and social skills in our client survivors post COVID. These include increased substance use, and a very low tolerance threshold. While any one or any combination of the aforementioned issues make it much harder for the survivors coping with these issues to utilize services and programs to their best advantage in order to stay safely sheltered, these behaviors are damaging to children who are exposed to additional stressors and to fellow residents who may be trying their level best to stay clean and sober, and free of trauma that can result when a person is under the influence and unable to curb anger and impulsivity. Our site-based counselor has also seen an increase in survivors with increased severity of mental health symptoms. We had multiple families, where every child in the household was impacted by Autism, in one situation, while all children were impacted, they were also all non-verbal. Our child advocate worked with our counselors to ensure that when mothers were receiving therapy, their children were with our child advocate and engaged in learning, story time and play. During FY 2022-2023, our counselors provided 96 survivors with 664 therapy services. In addition to counseling, our case managers provided Life Skills classes and held Shelter House Meetings weekly.

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

**Report 1**

Our bilingual Spanish speaking case manager ensures that monolingual or limited English-speaking Latinx shelter clients receive linguistically and culturally appropriate services during their stay with us.

**Report 2**

With the ending of the Eviction Moratorium, housing stability for domestic violence survivors fleeing their homes is more precarious, and having an eviction on a survivor's credit history poses greater threat to securing future rental housing. Starting June 1st, 2023, Our Emergency Shelter Program started partnering with Alameda County's Family Violence Law Center through the FVLC's Pilot Project A Roof of One's Own. This pilot provides greater services to survivors as it helps them with housing stabilization which is at risk when domestic violence situation occurs.

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

**Report 1**

We never reduced the total number of clients served and met or exceeded our contract goals. Volunteers have worked with us to make the shelter environment more welcoming by painting the interior and creating a vegetable garden on the shelter grounds. During COVID the Alameda County courts began holding restraining order hearings remotely. Feedback from survivors has been that they feel much safer not having to be in the presence of their abusers. At this time, it appears that remote hearings will continue indefinitely.

**Report 2**

In 2022-2023 we expanded our fund-raising activities to include capital fund raising for the rebuilding of our existing shelter premises to increase our shelter bed capacity from 30-45 beds. We have secured approximately 75% of the required funds. We are operating with a focus on 100% capacity post COVID. We have had challenges with our shelter facility with issues such as plumbing, effective and cost-efficient heating and air conditioning and problems with exterior pathways during heavy rains etc. We have an internal Logistics Committee that is actively planning the implementation of processes leading up to the shelter rebuild stage, the operational processes during the building stage, and the eventual relocation processes leading into the eventual shelter. We are working simultaneously to identify safe alternative housing rental property and/or motels for our client survivors so that our transition for clients during our move will be seamless. We will be fully operation with a 100% capacity focus through the various stages of shelter demolition and reconstruction.

**15. Describe the original purpose for this grant. Will you spend your entire grant? If not, explain why your agency did not spend the entire grant.**

**Report 1**

This grant supports the salary of a bilingual Spanish speaking case manager and overnight staff at the domestic violence shelter. All funds were spent.

**Report 2**

Shiloh is a 30-bed shelter with supportive services for survivors of domestic violence and their children. The grant will be spent in its entirety.

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City of Pleasanton

Programs > FY 2022/23 Housing and Human Services Grant Program > Sojourner House

FY 2022/23 Housing and Human Services Grant Program

USD\$ 500,000.00 Available  
Deadline: 1/19/2022

Tri-Valley Haven

Sojourner House

USD\$ 7,000.00 USD\$ 30,000.00 Requested

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

Report Totals

1. Name of person completing the report:

Report 1

Joe Maguigad

Report 2

Joe Maguigad

2. Title:

Report 1

Data Manager

Report 2

Data Manager

3. Telephone and e-mail:

Report 1

925-449-5845

Report 2

925-449-5845; joe@trivalleyhaven.org

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

**Report 1**

Tri-Valley Haven's Sojourner House continues to provide homeless clients (women, women with children, two parent families with children, men with children) with shelter and support services to help them to overcome the barriers that led to their homelessness and to assist them in securing stable housing. Homeless individuals and families continue to access Sojourner House shelter services through direct referrals from the Alameda County Social Services Agency and 211. Adult shelter clients are provided case management, group life skills and counseling services. Assessments are made on each client with regards to individual needs, i.e. health, mental health, housing, employment, public entitlements. Case management staff then provides referrals to the appropriate public/private community resources. Counseling services are available to both individuals and families at Tri-Valley Haven's community building. Tri-Valley Haven continues as a participant in the Southern Alameda County Housing/Jobs LINKAGES program along with other shelter providers in the county to secure housing for eligible families. We continue to accept new families/individuals based on the bed space configuration of the shelter in order to provide adequate social distancing. We continue to follow COVID-19 protocols for shelters as recommended by Alameda County Healthcare for the Homeless (ACHCH). We provide both staff and residents with gloves, masks, cleaning disinfectant and hand sanitizers. Staff utilize a Residents Symptoms Screening Log daily to record health status and body temperature. Staff and residents are self-tested weekly utilizing COVID-19 Rapid at Home Test Kits provided by ACHCH. During the reporting period two single women tested positive for COVID 19 and were promptly referred to the County I & R program. They were picked up on the day of the referral and transported to a hotel in Oakland. Both eventually returned to Sojourner House.

**Report 2**

Tri-Valley Haven's Sojourner House continues to provide homeless clients (women, single women with children, two parent families with children, men with children) with shelter and support services to help them overcome the barriers that led to their homelessness. We also assist them in securing stable housing. Homeless individuals and families continue to access Sojourner House shelter services through direct referrals from the Alameda County Social Services Agency and 211. Adult shelter clients are provided case management, group life skills and counseling services. Assessments are made on each client with regards to individual needs, i.e. health, mental health, housing, employment, public entitlements. Case management staff then provides referrals to the appropriate public/private community resources. Counseling services are available to both individuals and families at Tri-Valley Haven's community building. Tri-Valley Haven continues to be a participant in the Southern Alameda County Housing/Jobs LINKAGES program, along with other shelter providers in the county. This allows us to secure housing for eligible families. We continue to accept new families/individuals based on the bed space configuration with adequate social distancing in mind. We continue to follow COVID-19 protocols for shelters as recommended by Alameda County Healthcare for the Homeless (ACHCH). We provide both staff and residents with gloves, masks, cleaning disinfectant and hand sanitizers. Staff and residence are tested if presented with covid symptoms. If residence test positive, we have an allocated area for isolation.

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

**Report 1**

The number of clients served at Sojourner House continues to be affected due to the Covid-19 pandemic. Since March of 2020 we have designated the four shelter bedrooms to either individuals or families in order to practice social distancing. We are receiving fewer calls from the County's AC Fast system for referrals. We are receiving no referrals from the Coordinated Entry System Hub staff. The majority of individuals and families that enter Sojourner House are those that have contacted 211 and are instructed to contact shelter staff directly. Given the reduction in referrals it has become more difficult to fill all available beds at Sojourner House in a timely manner. If staff observe or residents report having Covid-19 related health symptoms and/or fevers staff refer them to the county I & Q (Isolation & Quarantine) program for placement into a hotel for isolation and testing.

**Report 2**

We are receiving fewer calls from the County's AC Fast system for referrals – Alameda County SSA or 211. We are no longer receiving referrals from the Coordinated Entry System as well. As referenced in #4 above we continue to follow COVID-19 protocols for shelters as recommended by Alameda County Healthcare for the Homeless (ACHCH). We continue to maintain four shelter



bedrooms to either individuals or families in order to practice social distancing. We provide both staff and residents with gloves, masks, cleaning disinfectant and hand sanitizers and COVID-19 supplies as needed. During the reporting period, daily maintenance and upkeep at Sojourner House transpire. The exterior secondary office plywood floor was replaced. All this resulted in a more inviting and comfortable environment for both staff and residents.

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

**Report 1**

As mentioned in the previous section it has become more difficult to fill all available beds at Sojourner House in a timely manner. Shelter staff will continue to participate in the weekly (Zoom) meetings presented by ACHCH for updates on COVID-19 protocols for shelters in order to maintain appropriate safety standards for staff and residents. These updates and protocols will continue to be relayed to the shelter residents during Life Skills sessions. Shelter staff also participate in the monthly (Zoom) trainings presented by ACHCH. Recent topics have included How to De-escalate, Trauma, Overdose Treatment and Bed Bugs.

**Report 2**

We haven't had any Covid-19 incidents, the number of clients served at Sojourner House has increased. Once a family has independently moved out, a new family is moved in from our waiting list. Our four shelter bedrooms are equipped with either individuals or families with social distancing in mind. We are receiving fewer calls from the County's AC Fast system for referrals – Alameda County SSA or 211. We are no longer receiving referrals from the Coordinated Entry System. We provide both staff and residents with gloves, masks, cleaning disinfectant and hand sanitizers. Staff and residence are tested if presented with covid symptoms. If residence test positive, we have an allocated area for isolation.

These updates and protocols will continue to be relayed to the shelter residents during Life Skills sessions. Shelter staff also participates in the monthly (Zoom) trainings presented by ACHCH. Recent topics include, ACHCH Monthly Training: Preventing deescalating and managing aggressive behavior in behavioral health care settings, Racism, Homelessness, and Trauma Informed Care training- PT One, Racism, Homelessness, and Trauma Informed Care - Part Two- , Homeless Service Providers as Grief Survivors, Improving Indoor Air Quality in Homeless Shelters and Congregate Settings Training, VAWA Self-Petition: Immigration Benefits for Immigrant Survivors of Abuse by Spouses, Parents and Adult Children with Immigration, Harm Reduction training with Jennifer Duncan, Centro Legal De La Raza Tenant rights, Explaining and understanding bias, Bed bugs, Coordinated entry system resources, cultural perspectives of trauma, Race, power, and poverty.

**7. Provide the number of NEW PLEASANTON CLIENTS served by this program/project during this reporting period (unduplicated):**

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

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

Extremely Low Income (<30% AMI)	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="4.00"/>	Extremely Low Income (<30% AMI)
Very Low Income (30% to 50% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Very Low Income (30% to 50% AMI)
Low Income (50% to 80% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Low Income (50% to 80% AMI)

Moderate Income and Above (>80% AMI)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Moderate Income and Above (>80% AMI)
	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	
<b>TOTAL</b>	<input type="text" value="3.00"/>	<input type="text" value="2.00"/>	<input type="text" value="5.00"/>	<b>SUBTOTAL</b>
<b>TOTAL</b>	<input type="text" value="3.00"/>	<input type="text" value="2.00"/>	<input type="text" value="5.00"/>	<b>TOTAL</b>

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

White	<input type="text" value="3"/>	<input type="text" value="0"/>	<input type="text" value="3.00"/>	White
White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	White + HISPANIC/LATINO
Black/African American	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American
Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American + HISPANIC/LATINO
Asian	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian
Asian + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian + HISPANIC/LATINO
American Indian/Alaskan Native	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native
American Indian/Alaskan Native + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native + HISPANIC/LATINO
Native Hawaiian/Other Pacific Islander	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander
Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Native Hawaiian/Other Pacific Islander + HISPANIC/LATINO
American Indian/Alaskan Native and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White
American Indian/Alaskan Native and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and White + HISPANIC/LATINO
Asian and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White
Asian and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Asian and White + HISPANIC/LATINO
Black/African American and White	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White
Black/African American and White + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Black/African American and White + HISPANIC/LATINO
American Indian/Alaskan Native and Black/African American	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American
American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	American Indian/Alaskan Native and Black/African American + HISPANIC/LATINO
Other/Multi Racial	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Other/Multi Racial
Other/Multi Racial + HISPANIC/LATINO	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1.00"/>	Other/Multi Racial + HISPANIC/LATINO

<b>TOTAL</b>	<input type="text" value="3.00"/>	<input type="text" value="1.00"/>	<input type="text" value="4.00"/>	<b>TOTAL</b>
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**10. Indicate the number of new, unduplicated Pleasanton clients served during this reporting period, as reported in Question 7 above, who identify by the following categories:**

Seniors (62 and older)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Seniors (62 and older)
People with Disabilities	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	People with Disabilities
Female-Headed Households	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1.00"/>	Female-Headed Households
Youth	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.00"/>	Youth
Homeless	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="4.00"/>	Homeless
<b>TOTAL</b>	<input type="text" value="4.00"/>	<input type="text" value="1.00"/>	<input type="text" value="5.00"/>	<b>TOTAL</b>

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

Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="4.00"/>	Number actually served during in this reporting period (should match the total number of clients reported in Question 7 above).
Target to be served.	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="10.00"/>	Target to be served.
<b>TOTAL</b>	<input type="text" value="8.00"/>	<input type="text" value="6.00"/>	<input type="text" value="14.00"/>	<b>TOTAL</b>

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

**Report 1**

During the reporting period Sojourner House provided 1 adult and 2 children Pleasanton residents with shelter and support services. We are well on our way to meet our goal of serving 5 Pleasanton residents. Sojourner House is one of the few shelters in the county that accepts two-parent households and single-father households, thus addressing a huge need within the community. Because of the scope of our agency, we are able to assist our shelter clients through other Tri-Valley Haven programs such as counseling, the TVH Food pantry and the TVH Thrift Store, all of which may continue to be resources for the clients after their stay at the shelter. Furthermore, we hold annual community events such as our Holiday Food Distribution and our Back-To-School Backpack program that provide valuable community outreach as well as assistance for shelter clients.

**Report 2**

During the fiscal year Sojourner House provided 31 adults and 18 children with shelter and support services, 1 adult and 3 children of which were from Pleasanton. Sojourner House is one of the few shelters in the county that accepts two-parent households and single-father households, thus addressing a huge need within the community. Because of the scope of our agency, we are able to assist our shelter clients through other Tri-Valley Haven programs such as counseling, the TVH Food pantry and the TVH Thrift Store, all of which may continue to be resources for the clients after their stay at the shelter. Furthermore, we hold annual community events such as our Holiday Food Distribution and our Back-To-School Backpack program that provide valuable community outreach as well as assistance for shelter clients.

**13. Describe how the project/program is addressing the critical human services needs in the "City of Pleasanton Human Services Strategic Plan Needs Assessment Update 2018-2022".****Report 1**

Workforce Development/Unemployment, Homeless in the Tri-Valley and Food and Nutrition. Shelter residents are provided with weekly case management sessions, weekly Life Skills group sessions and are offered counseling sessions and weekly access to TVH's Food Pantry.

**Report 2**

Workforce Development/Unemployment, Homeless in the Tri-Valley and Food and Nutrition. Shelter residents are provided with weekly case management sessions, weekly Life Skills group sessions and are offered counseling sessions and weekly access to TVH's Food Pantry.

**14. Describe how the project/program is addressing the "Strategic Goals" and "Priority Needs" identified in the "City of Pleasanton U.S. Department of Housing and Urban Development (HUD) FY 2020-2024 Consolidated Plan".****Report 1**

Funding and supporting homeless services programs to end homelessness, Support public service programs for low income (80\$ AMI) residents, prevent homelessness and/or assist those experiencing homelessness and promote and support capital improvements, economic developments and public service programs. Tri-Valley Haven's Sojourner House continues to provide homeless clients (women, women with children, two parent families with children, men with children) with shelter and support services to help them to overcome the barriers that led to their homelessness and to assist them in securing stable housing. Adult shelter clients are provided case management, group life skills and counseling services. Assessments are made on each client with regards to individual needs, i.e. health, mental health, housing, employment, public entitlements. Case management staff then provides referrals to the appropriate public/private community resources.

**Report 2**

The funding supports homeless services program to end homelessness. The program consist of, supporting public service programs for low income (0-30% AMI) residents, economic developments, public service programs, prevent homelessness, assist those experiencing homelessness and promote and support capital improvements. Tri-Valley Haven's Sojourner House continues to provide homeless clients (women, women with children, two parent families with children, men with children) with shelter and support services to help them to overcome the barriers that led to their homelessness and to assist them in securing stable housing. Adult shelter clients are provided with case management, group life skills and counseling services. Assessments are made on each client with regards to individual needs, i.e. health, mental health, housing, employment, and public entitlements. Case management staff then provides referrals to the appropriate public/private community resources.

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

Support for Salaries and Benefits for the Case Manager and Life Skills Instructor. The entire grant will be spent down.

**Report 2**

The grant is utilized to support the salaries and benefits for the case manager and life skills instructor for Sojourner house.