



Human Services Commission Minutes

Zoom Webinar – Pleasanton, CA April 6, 2022 - 7 p.m.

CALL TO ORDER

The meeting was called to order at 7:01 p.m. by Chairperson Carlucci.

Pledge of Allegiance

The Pledge of Allegiance to the flag was recited.

Governor Newsom's proclaimed State of Emergency due to Covid-19 and Executive Order N-25-20 suspending provisions of the Brown Act and allowing meetings via teleconferencing and members of the public to observe and offer comments telephonically or electronically was stated.

Roll Call

Commissioners Present: Mary Jane Bedegi, Susan Hayes, Meera Parikh, Patty Powers and Chairperson Joe Carlucci

Commissioners Absent: Kelsey Lem, Janeen Rubino-Brumm

Staff Present: Jay Ingram, Recreation Manager; and Edith Caponigro, Recording Secretary.

AGENDA AMENDMENTS

None.

MINUTES

1. **Approve regular meeting minutes of March 2, 2022.**

A motion was made by Commissioner Hayes, seconded by Commissioner Bedegi, to approve the minutes of the March 2, 2022 meeting. **The motion was approved unanimously.**

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations

Tri-Valley Nonprofit Alliance (TVNPA) – Kathy Young, CEO/President – provided a PowerPoint presentation about the Tri-Valley Nonprofit Alliance that was founded in 2014.

Ms. Young advised that in response to COVID-19 and in partnership with CHEF the Alliance raised a total of \$183,000 that was distributed to a number of local nonprofits and the TVNPA grant program is open to nonprofits that serve the Tri-Valley area. The goal for the 2022 grant program is to raise \$100,000 with five-\$5,000 grants being awarded each quarter.

Commissioners were provided details by Ms. Young of a Tri-Valley Nonprofit Alliance Initiative situated at 164 North “L” Street in Livermore as a CommonPoint Nonprofit Center, a shared space with the Tri-Valley Haven Thrift Shop that is providing over 2,900 sq.ft. of space in five offices, five cubicles, hoteling spaces for ten nonprofits, and virtual offices. Prices for the spaces also includes conference room hours, kitchen use, office supplies, printers, etc., and Wi-Fi and PG&E.

Ms. Young advised that the future goals of CommonPoint includes: 1) creating a collaborative environment, 2) sharing information and support with each other, 3) providing focused training in the conference room, 4) providing resources that may not otherwise be affordable to individual nonprofits, 5) welcoming space for members of the community to learn about nonprofits and available services, 6) ability to hold community events, and 7) with more space provide back-office-services, and additional storage. Commissioners were informed that additional information on this can be obtained at www.tvnpa.org/commonpoint-nonprofit-center.

Commissioner Powers thanked Ms., Young for the presentation and Chairperson Carlucci commented on the uniqueness of the hoteling and collaboration capabilities that will be provided to nonprofits.

Commissioner Bedegi agreed with their comments and felt what was being offered would provide a nurturing environment for somebody thinking about doing something on the side of nonprofits. Commissioner Hayes noted that there would be benefit to someone wanting to get involved with nonprofits because of the built-in mentoring system with the hoteling aspect.

Commissioner Powers questions if Ms. Young was looking for more tenants to rent space and Ms. Young advised she love for more nonprofits to join, and that cubicle space is currently available, but office spaces may all be filled by the end of the week.

HIVELY, Mary Hekl – advised that Hively was excited to not only become a tenant at the new TVNPA location in Livermore but also the opportunity to partner with other nonprofits.

Commissioner Carlucci thanked Ms. Young for a great presentation and stated the commission was looking forward to having her come back with information about improved things.

3. Public Comment from the audience

None

MATTERS FOR THE COMMISSION'S REVIEW/ACTION/INFORMATION

4. Review FY 2021/22 Human Services Grant Program Semi-Annual Reports Housing

Mr. Ingram noted that as required in the City's Housing and Human Services Grant (HHSG) program guidelines, agencies that receive a grant must meet all HHSG requirements that includes executing a City-Agency contract, submitting certificates of insurance, and maintaining a City of Pleasanton business license. Additionally, agencies are required to submit a Semi-Annual Report. The Semi-Annual Report for FY 2021/22 was due January 15, 2022 for the period from July through December 2021. Mr. Ingram advised that the reporting is an opportunity for agencies to share updates on projects including the status of the project and any significant actions taken during the reporting period.

Chairperson Carlucci opened the meeting for agency presentations.

Assistance League – Denise Barr – advised that the agency had been unable to hold fundraisers so the grant they received had been well received and helped them provide much needed services in the Tri-Valley that benefitted 919 children with 190 children being from Pleasanton. Ms. Barr noted that in the final report the Assistance League will be adding about 24 foster children.

Commissioners were informed by Ms. Barr that Assistance League provides children with clothing through the Children Program in which volunteers shop with students allowing them to select their own clothes and learn about shopping within a budget. She noted that during the pandemic the shopping with students' program has been restricted but they hope to resume as soon as restrictions are lifted. Additionally, Ms. Barr provided details about the book program noting that volunteers purchased and distributed 1,300 books to second grade students with books being purchased locally at Town Centre Books. She noted that students take these books home and often these are the first books that their families have owned and are helping them learn English.

The Operation School Bell program allowed for the League to purchase and fill backpacks for college bound students with school supplies and personal hygiene items.

Chairperson Carlucci asked Ms. Barr to provide additional details about the Foster Kid program and how the children are identified to Assistance League. Ms. Barr expanded on how the program began and has now started expanding and includes college bound kids who are aging out of the foster system.

Chabot-LP/TV One Step Career Center – Alcian Lindo - Ms. Lindo advised that the agency's tax program began providing services in February and will conclude April 16 and to date a total of 312 Tri-Valley residents have been served. An issue for this program has been recruitment of

volunteers because of COVID restrictions and people being less willing to volunteer requiring, which has meant directing community members to other free tax preparation services. The grant received has enabled the agency to serve Pleasanton community members both in person and virtually.

During the reporting period Ms. Lindo advised that the agency was able to host an in-person job fair that was conducted in collaboration with the Tri-Valley Chamber Alliance with 45 employers participating and 100 job seekers attending. Smaller networking events featuring local employers have also been held in-person and virtually. During the reporting period the agency serviced 70 new Pleasanton residents, 40% of which were either from extremely-low, very-low, or low backgrounds.

Commissioners were advised by Ms. Lindo that the next challenge for the agency is the translation of their website into Spanish, so they reach more clients.

Commissioner Bedegi asked Ms. Lindo to provide information about the reluctance of some people to seek employment. Ms. Lindo advised that childcare is a big concern as well as taking care of people at home and being immunocompromised has become an issue. Additionally, they have seen a lot of people who are seeking training to move into different areas of employment.

Chairperson Carlucci questioned if people were looking to work from home to help with the childcare issue and Ms. Lindo advised they have seen a big push for this.

CityServe Tri-Valley – Christine Beitsch-Bahmani – shared information about the Homeless Prevention and Family Stabilization Program that serves families and children who are vulnerable and falling into homelessness or were formerly homeless. She noted that the goal for the year was to serve about 185 households and they have already served 147 with wraparound care coordination and crisis stabilization.

Ms. Beitsch-Bahmani advised that with an office that was not a public-facing office CityServe wanted to create some access points for the community and have created pop-up locations in Livermore and Pleasanton. The one in Pleasanton is at the Pleasanton Library where they have a resource table serving Pleasanton residents on Thursdays from 10 a.m. – 1 p.m. and in November 2021 they opened a satellite office Monday through Friday at the Pleasanton Senior Center. With these two notable actions CityServe had been able to help an additional 116 households bringing the to-date total at 263, which far exceed their grant total of 185.

Commissioners were informed by Ms. Beitsch-Bahmani that the Call Center had over 306 calls from Pleasanton residents, thirty percent of which were AMI or below, 40 were female head of household and 10 were senior citizens.

Ms. Beitsch-Bahmani informed commissioners that CityServe will be conducting a 'soft-opening' of their office in Livermore on May 1, 2022 and will open officially June 1. She encouraged commissioners to stop by and visit their new offices.

Hively – Mary Hekl – advised that as of December 31, 2021 Hively had provided services to 61 Pleasanton households and 105 Dublin households and during that time had facilitated six large diaper distributions for a total of 415 visits in six months. Ms. Hekl advised that Hively formally opened their Resource Center in Dublin that serves the tri-valley and allows families to obtain all basic needs under one roof.

Ms. Hekl advised commissioners that Hively's Food Pantry provides food and other necessities free of charge, the Diaper Pantry provides diapers, wipes and early literacy materials, and the Community Closet provides new and gently used clothes, shoes, books, and housewares. Volunteers sort all donations for the stores. A ribbon-cutting for the Resource Center will take place at 10:00 a.m. on April 22 and Ms. Hekl invited commissioners to attend.

For the Trauma Informed Care program Ms. Hekl provided details about the informed care series that takes place every month on the first and third Wednesdays with different topics being provided. She noted that 144 Pleasanton residents and 241 Dublin residents had participated in the series and that in May Hively will be providing a series for elementary and high school students.

Chairperson Carlucci questioned how Hively would be advertising the student series and Ms. Hekl advised one method would be through PUSD's Peach Jar, Facebook, Instagram, and by distributing flyers.

Hope Hospice – Jennifer Pettley – for the reporting period July 1 through December 31, 2021 the grant has been able to support their Volunteer Services and Grief Support Departments through implementation of a new software system that has increased efficiency in recruiting, managing, onboarding, scheduling, and communications via email with patient care volunteers and people who work in the office.

Ms. Pettley provided details about services and support Hope Hospice has been able to provide via Zoom with over one hundred Pleasanton residents being served.

Chairperson Carlucci questioned if services were now available in-person or if Hope Hospice was doing a hybrid of services. Ms. Pettley advised that community service programs and support groups are still being offered via Zoom and one-on-one support over the phone. She noted that patient care is in-person as is in-home family care.

Commissioner Bedegi questioned whether an increase or decrease has been noticed in the number of people requiring hospice care and how Hope Hospice was managing recruitment during this challenging time. Ms. Pettley advised that Hope Hospice was seeing more people with chronic illnesses and a lot more admissions into the hospice care program. She noted that on any given day they have about 140 patients in the program and also have a transitional care program called Advanced Illness Care for people who have improvement and do not need the hospice care.

Commissioner Bedegi indicated she had been asking about staffing availability and Ms. Pettley advised that Hope Hospice was always looking for clinical staff, nurses, home health aides,

licensed vocational nurses, etc. and it was always a challenge because they are competing with other health care providers for those staff members.

Narika – Sreeja Chatterjee – thanked the commission for the grant received and advised that the grant allowed them to provide empowerment sessions to the vulnerable and low-income population in Pleasanton. Ms. Chatterjee advised that their Training Program is designed to foster economic independence to survivors of domestic violence and their Comprehensive Program offers instructions and resources in career, finance, ESL, and computer training. She noted that together with the programs Norika focuses on providing counseling, reference services, and locating housing.

From July 1 through December 31, 2021 Ms. Chatterjee advised that Norika served a total of five clients in job training services and provided 26 training services sessions and felt not being able to conduct sessions in-person has been a hinderance to providing services in the Pleasanton area but noted they do have a good social media presence. She commented on steps being taken to overcome barriers that includes special focus on outreach, hosting online events to raise awareness, hosting an in-person workshop in Livermore, and trying to develop collaboration with the Pleasanton Library. Ms. Chatterjee noted that the goal for Norika is to amplify their mission and services through radio announcements, newspapers, and flyers.

Chairperson Carlucci thanked Ms. Chatterjee for her presentation and stated he looked forward to receiving the final report for Narika.

Open Heart Kitchen – Heather Greaux – advised that 473 Pleasanton residents were served through the Senior Meal Program. Ms. Greaux commented on the grocery distribution program that spent a brief time distributing at the Senior Center before moving to the WorkDay location and now being located at the Muslim Community Center where they are enjoying a good partnership.

Commissioners were advised by Ms. Greaux that OHK is starting to reopen dining rooms, Livermore has reopened with limited seating, Dublin should open within the next few weeks, with Pleasanton following afterwards, but people are going to be brought inside to pick-up their to-go meals.

Commissioner Powers asked Ms. Greaux about moving the grocery food distribution from the WorkDay location that she thought was to be a permanent location. Ms. Greaux advised it was never meant to be a permanent location and the grocery distribution program was established to distribute groceries during COVID and not intended to be a continuing program.

Spectrum – Carrie Oldes – provided information about the Spectrum services noting that a total of 34,000 meals have been served that includes meals served to 130 Pleasanton senior citizens in the six-month reporting period. Ms. Oldes advised that the number of seniors served has not decreased and in fact five new Pleasanton residents have been added that shows there is an increase in the need.

Commissioners were informed by Ms. Oldes that at the beginning of March Spectrum increased the number of routes operated from 12 to 18 that requires them having 95 volunteers weekly to serve. She advised that at the beginning of the year Spectrum issued reusable bags to seniors that has allowed for a monthly savings of approximately \$600 for not needing to purchase brown bags. Ms. Oldes also noted that volunteers delivering meals are now able to spend a little more time visiting at the door with the seniors. Spectrum has also been working with youth groups that have been volunteering.

Chairperson Carlucci discussed with Ms. Oldes the number of volunteers required to deliver 34,000 meals a week. Ms. Oldes commented on how volunteers move meals from Stanford Hospital in Livermore to the Pleasanton Senior Centers noting that Spectrum is the only agency that delivers a hot meal to seniors.

Sunflower Hill – Pamela Zielske – commented on the Irby Ranch program grant received that is used to support the residential Programs Manager that is a critical role within the organization. Ms. Zielske advised that the Program Manager is actively engaged managing, overseeing, and planning programs for the 36 individuals who live at Irby Ranch. She noted that programs include group sessions and individual coaching to help residents live independently and has provided a variety of workshops to support this along with various activities to support health and wellness. Residents engaged in cooking classes, self-care workshops, stress management, and building healthy relationships. A partnership was also formed with the Valley Humane Society to provide regular pet therapy.

Ms. Zielske then commented on the second grant Sunflower Hill received that supports their non-residential Program Manager who leads the Garden Program and virtual cooking classes. She noted that during the reporting period the program has transitioned to providing weekly or bi-weekly in-person programming for those transitioning from high school or residential programs. During the reporting period the Sunflower Hill program provided programming to ten diverse groups including groups from Village and Amador Valley High Schools

Commissioners were informed that each 90-minutes session in the garden includes a welcome activity for individual garden tasks, a closing snack, and a group discussion where participants can reflect and talk with each other about what they have done or picked that day. Produce donations from the garden during the reporting period has been 3,400 pounds of food to Tri-Valley Haven, Culinary Angels, and Shepherds Gate.

Commissioner Powers stated that she loved the collaboration that Sunflower Hill has with other organizations that are helping to feed people. Ms. Zielske noted that this is also something that the participants enjoy and gives them a tremendous sense of pride.

Tri-Valley Haven – Christine Dillman – thanked the commission for support of Tri-Valley Haven programs. She advised that the Food Pantry has now moved to “L” Street in Livermore and has been changed to a “client-choice” model which allows guests to choose the item they want that includes fresh foods. Ms. Dillman advised that 360 unduplicated Pleasanton residents have been served.

Chairperson Carlucci expressed concerns about people at the end of a line not being able to get the items they want because they have already been chosen. Ms. Dillman advised that items are constantly checked and replaced by volunteers with items available in stock that is received from local grocery stores and the system provides a more dignified system for clientele.

Ms. Dillman advised that the Sojourner Homeless shelter is the only shelter in the tri-valley. She noted that a total of 16 individuals can be housed at Sojourner House and will take-in families, fathers with children, and boys up to age 18 who are part of a family and also offers case management, life skills, education, and a comprehensive self-sufficiency plan. She advised that several years ago the county asked Tri-Valley Haven to be a part of the Coordinated Entry System which has been challenging and requires them receiving referrals from 2-1-1 and the Alameda County Social Services Administration which means they take direct calls or referrals from individuals and families experiencing homelessness.

Commissioners were advised by Ms. Dillman that no Pleasanton clients have been housed at Sojourner House during the reporting period, but they have families with connections in Pleasanton. She noted that because it is a comprehensive program people usually stay from five to six months which is a reason for its success.

Commissioner Hayes thanked Tri-Valley Haven for the services they provide and stated that though the commission is interested in learning about services provided to Pleasanton clientele felt it was gratifying to know about the support that the Haven provides. Ms. Dillman thanked Commissioner Hayes for her comments.

Commissioner Bedegi asked Ms. Dillman about what happens to people after they have completed their six-month stay at Sojourner House. She was advised that Tri-Valley Haven has a program that helps with transitional housing that assists them to pay rent. Gradually reducing the amount as the clients obtain work and can pay the rent themselves. Ms. Dillman advised that the focus of Sojourner House is trying to get to the root of homelessness.

Commissioner Bedegi questioned if Tri-Valley Haven had the ability to provide clientele with transportation if they need to go to job training. Ms. Dillman advised that the agency is lucky to receive a fair number of donated Wheels and BART cards that they provide. She also noted that the focus of their program on teaching people to be self-sufficient. Commissioner Bedegi questioned if any clients had moved into the Goodness Village complex and Ms. Dillman indicated she was unaware if that had taken place.

Ms. Dillman provided details about the Tri-Valley Haven Counseling and Legal Services program with an office in Pleasanton that assists residents in need. She advised that the restraining order clinic is held every Tuesday from 5:30 to 7:30 p.m. providing legal and counseling services free of charge with legal advocates helping victims of domestic violence complete orders and providing them details on how to move through the court process. During the reporting period Ms. Dillman advised that nine unduplicated individuals were served, a small number due to COVID, but Tri-Valley Haven anticipates reaching their contract goal.

Ms. Dillman then reported on the Shiloh Domestic Shelter program provided by Tri-Valley Haven that takes in families, including teenage boys, for up to 105 days. She noted that many clientele move on to be self-sufficient after being in the program or are transferred to the Haven's transitional housing program. All Shiloh residents receive a Case Manager and a Therapist and are offered classes on domestic violence and life skills, During the reporting period six unduplicated Pleasanton residents were provided shelter.

Commissioners were informed by Ms. Dillman that unfortunately after 40-years of housing families Tri-Valley Haven is needing to close one of the Shiloh shelter buildings and is currently working on a capital campaign to rebuild and make it 50% larger. And be able to provide 45 beds instead of the current 30 beds.

Legal Assistance for Seniors – no representative

The meeting was closed for agency presentations by Chairperson Carlucci.

Chairperson Carlucci thanked agency representatives for their presentations and indicated that the commission enjoys learning about the progress of all the programs.

COMMUNICATIONS

None.

MATTERS INITIATED BY THE COMMISSION

None.

COMMISSION REPORTS

None.

STAFF COMMENTS

Mr. Ingram reaffirmed the following agency events and encouraged commissioners to try to attend:

Chabot Las Positas Open House and Ribbon Cutting Ceremony – Wednesday, April 13, 2022 at 5680 Owens Drive, 3rd Floor, Pleasanton, CA 94568

Vineyard 2.0 Groundbreaking Ceremony, Wednesday, April 13, 2022 – 11 a.m. – 1 p.m. at 450 N. Livermore Avenue, Livermore, CA.

Hively – Grand Opening of the Family Resource Center, Friday, 10 a.m. April 22 at 7066 Village Parkway, Dublin, CA.

Axis Community Health 50th Anniversary Celebration, 4 - 5:30 p.m. Wednesday, May 4 at 5925 W. Las Positas Blvd, Suite 100, Pleasanton, CA 94588

Thank you letter from Assistance League of Amador Valley for the \$7,500 HHSG grant funds received for FY 2021-22.

FUTURE AGENDA TOPICS

To be decided.

Chairperson Carlucci apologized for the length of the last two meetings and thanked commissioners for their patience. Commissioner Bedegi thanked staff for helping to make the meetings run efficiently during the difficulties of COVID.

ADJOURNMENT

There being no further business a motion was made and seconded to adjourn the meeting at 8:48 p.m.

NEXT MEETING: May 4, 2022