

Social Service Human Relations Board
Minutes of the Special Meeting, February 19, 2014

1. **CALL TO ORDER and ROLL CALL**

President Biggs called the meeting to order at 7:02 p.m. Present were Vice President Villareal, and members Radding and Williams. Absent were members Watkinson, Blake, and Robles-Wong

2. **APPROVAL OF MINUTES**

The Minutes of the Regular Meeting, January 23, 2014, were approved as presented.
M/S Radding\Williams Unanimous

3. **AGENDA ITEMS**

3-A. **REVIEW AND RECOMMENDATIONS REGARDING COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) NON-HOUSING COMMUNITY DEVELOPMENT PUBLIC SERVICES FUNDING ALLOCATION FOR FY 2014-15 - CLAUDIA YOUNG – COMMUNITY DEVELOPMENT PROGRAM MANAGER, CITY OF ALAMEDA** - ACTION item with a suggested time limit of 60 minutes

Ms. Young made a PowerPoint presentation which included a summary of the Community Development Block Grant process (PowerPoint included in the 2/19 packet). She informed the Board that the estimated funding reduction to CDBG is expected to be 5% for the FY 2014 – 15, resulting in the total amount available for Non-Housing Public Services of \$185,625, as opposed to full funding, which would be \$193,815.

For FY14-15, eight organizations submitted proposals for a total requested amount of \$268,770. Housing Division staff convened a three-person panel to review the proposals. The panel developed a funding strategy based on the priorities and recommendations included in the Board's "2014 Needs Letter" that was approved by the City Council and took into consideration a 5% reduction in funding.

Ms. Young then presented a spreadsheet that included the panel's funding recommendations for both Full Funding and a 5% Reduction in Funding (Spreadsheet included in the 2/19 packet). She concluded by sharing that, on May 6, 2014, the City Council will hold another public hearing to consider CDBG funding recommendations for FY 2014 – 15, including the Non-Housing Public Service recommendations reviewed tonight.

Speakers:

(Speakers were invited to email the text of their presentation, and/or information regarding their program. For those who did not, Staff has provided a summary of their presentation).

**Irene Kudarauskas - Executive Director
Alameda Family Services**

Hi Jim –Below is what I would love to see included in the minutes.

Alameda Family Services is requesting CDBG funds for safety net services for seniors, the fastest growing poverty group in the City of Alameda according to the SSHRB community assessment. We were not planning to serve seniors when we opened our AFS West program two years ago but they found us and we found that they had nowhere else to go. The program we are proposing is a half time case manager to be housed at Mastick Senior Center and will focus on senior housing permanence. The program differs from ECHO and Building Futures case management programs in several ways: AFS provides (1) housing transition services – locating housing, applying for housing, walking clients through the process to secure housing, and obtaining resources for household items; (2) housing stability services – developing a plan for a system of care, applying for social security, food stamps, and affordable health care, advocating with clients during evictions; and (3) accessible services – through home visiting and multiple locations in the City of Alameda. Education and Outreach will be provided to 120 seniors and 25 households will receive case management. The goal is to achieve stable permanent housing and to address the physical and mental health needs of seniors.

Jackie Krause , Senior Services Manager - Mastick Senior Center

Ms. Krause shared concern for the lack of homeless shelters and services currently available for seniors. She has provided staff with the letter below that she sent earlier this year in support of Alameda Family Services' application for CDBG funding.



Mastick Senior Center

1155 Santa Clara Avenue, Alameda, California 94501 (510) 747-7500

January 28, 2014

City of Alameda Community Services Human Relations Board
c/o Jim Franz, Administrative Specialist 1
2263 Santa Clara Avenue
Alameda, CA 94501

Dear Mr. Franz:

This is a letter of support for Alameda Family Services application for Community Development Block Grant (CDGB) funding for their proposed Housing Permanency Senior Case Management program. The funding request is to hire a staff person responsible for identifying and supporting seniors who need assistance with housing permanency. Services will include individual and family case management, housing permanence planning, home visiting and housing advocacy.

The Alameda Family Services has been providing service in our community for 35 years and recently realized a void in service when launching the Family Support Center in the west-end neighborhood. During the year, Alameda Family Services has served an unanticipated senior population seeking case management services in the areas of housing permanence, food security and health care. The objective of the proposed Housing Permanency Senior Case Management program is to provide case management service geared toward seniors to assist them with safely aging in place within their own homes or to help them with transitioning to housing which may be better suited for their current needs.

Mastick Senior Center is a division of the City of Alameda Recreation and Park department providing recreational and educational programs, as well as information about available social and support services. Our program has provided service to the community for 34 years. However, Mastick Senior Center has never been staffed with a social worker and is ill-equipped to facilitate case management with on-going coordination with affiliated agencies, such as counselors or other insurance agencies, and act as advocates between service recipients and the agencies providing service.

Thirty-five percent of Alameda's population is 50 years of age and older; thus, making Alameda's population substantially older than the state of California overall, and older than its nearest neighbors (Oakland, San Leandro). At present, 7,000 Baby Boomers turn 65 years of age every day. This will continue for the next 14 years. As the population in our community ages, there will be a need for additional and new services to manage the health, safety, welfare, psychological, and social needs.

The services being proposed by Alameda Family Services will be an asset to Alameda seniors and their families and will help create a more sustainable Alameda.

Sincerely,

Jackie Krause, Senior Services Manager
Mastick Senior Center

cc: Amy Wooldridge, Director
Alameda Recreation and Park Department

Alameda Family Services

After Ms. Krause's presentation, President Biggs ask that, "since the City of Alameda provides the services at Mastick Senior Center, would the type of services suggested in the AFS application be appropriate for the City to take on?" Ms. Krause responded that the focus of Mastick has been, and continues to be, on recreation and other related activities, as opposed to other social services.

**Marjorie Rocha, Executive Director and Angie Watson-Hajjem, Fair Housing Specialist
ECHO Housing**

Good evening,

My name is Marjorie Rocha. I am the Executive Director of ECHO Housing. To my right is Angie Watson-Hajjem, Fair Housing Specialist. I want to thank you for your consideration of ECHO's funding request to provide housing counseling services to City of Alameda low income renters.

ECHO Housing has been providing fair housing counseling, investigation, and enforcement for Bay Area renters for the past 48 years. ECHO was founded in 1964 and incorporated in 1965 as a fair housing agency. We are a Qualified Fair Housing Enforcement Organization and are designated as a HUD-approved comprehensive housing counseling agency.

But, our most important program is fair housing counseling which informs renters of their rights with regard to fair housing laws, and investigation which uncovers illegal housing discrimination against protected classes. The protected classes are race, color, national origin, disability, age, gender, gender identification, sexual orientation, marital status, familial status, source of income, and arbitrary discrimination.

As a Qualified Fair Housing Enforcement Organization we conduct investigations and testing of fair housing complaints. If a case warrants in-depth investigation, ECHO uses trained testers. The testing process is a double blind study in which testers are given a profile, similar in every respect except for protected class. The tester is fulfilling the role of a potential renter, and will provide details of their observations to the Fair Housing Specialist for analysis.

If discrimination is found, we may make referrals to civil rights attorneys, the Dept of Fair Employment and Housing, or the Dept. of Housing and Urban Development. As an enforcement agency, we work side-by-side with these entities for the enforcement of meritorious claims. In addition, to our work with renters, we provide educational services to members of the housing industry.

Every year we conduct a systemic fair housing audit for the City of Alameda to uncover hidden forms of housing discrimination. As a result of our annual audit, we offer training to non-compliant landlords regarding fair housing laws and good business practices.

(Angie explained the difference between an inquiry, complaint, and audit.).

Our fair housing program helps to fulfill the City's HUD mandate to affirmatively further fair housing. Additionally, we provide tenant/landlord counseling and conciliation services, providing renters and housing providers counseling and education on rental rights and responsibilities, such as evictions, deposits, and

habitability issues. We provide referrals to legal assistance, and offer mediation or conciliation services when appropriate.

ECHO's Counselors are available Monday thru Friday, from 9 am to 5 pm. The majority of our work with clients is done over the phone. However, if needed, we will see clients face-to-face and we will make house calls to clients who are house-bound. I have provided you with a chart comparing Alameda's hourly cost for both Fair Housing and Tenant/Landlord Services to that of other contracts providing the same services. As you will see, Alameda's hourly rate in both FH and TL services is far less than the average rate of all other Housing Counseling contracts.

Liz Varela, Executive Director – Building Futures with Women and Children

Ms. Varela thanked the Board and staff for their continued support of Midway Shelter and the Homeless Prevention Services provided by Building Futures. She shared that Building Futures is seriously concerned that it will no longer be able to keep all three of its shelters open. It is only with local support, as demonstrated by the CDBG funding, the work of the Alameda Homeless Network, and the generosity of the residents of Alameda, that BFWC has been able to keep the shelter open for almost 30 years. Midway has ranked 2nd and 3rd in the County regarding having the best record for helping its clients escape the cycle of homelessness, and become permanently housed. In addition to a safe place to stay, and three 3 meals a day, Midway Shelter provides counseling, and a variety of other services to assist clients in accessing permanent housing.

She added that, while BFWC received extra funding from HUD this year for Homeless Prevention, those funds will not be available next year. The City of Alameda CDBG funds are the only local source of rental assistance, and other homeless prevention services, and at this time, there are no comparable services in either Oakland or San Leandro.

Barbara Bernstein-Executive Director Eden I&R, Inc.

For the benefit of New Board members/brief 211 history

211 national 3 digit phone # set aside by the FCC for access to health & human service info

211 centers are Managed & funded locally

2003; EIR designated by CPUC as first NO CA 211 for Ala Co

Took 4 years to create what was considered a sustainable funding plan:

Worked w/ the city mayors and city managers to develop a "fair & equitable funding plan"

Split the costs of the service: 1/3 cities; 1/3 county; 1/3 private sector (*based on pop*)

Launched in 2007: 10,000 calls/yr; Now: approx. 10,000 calls/mo countywide

In the city of Alameda, FY13: handled 2,752 calls providing over 5,600 referrals

Most people call on behalf of themselves for basic health, housing & human service needs

We link people in need w/ safety net progs. some of whom are funded by your city,
Therefore complementing and supplementing city of Alameda services

Also link ADVOCATES who call on behalf of people in need

Like parents, case managers, doctors, teachers, employers, neighbors

Over 50% of 211 calls are housing related

- EIR has a unique housing database of over 80,000 units
- In addition to the health & human services database of over 2800 programs
- Only agency that calls shelters EVERY DAY for bed availabilities

Some of our calls are emergency in nature: Young woman on BART tracks example

In addition to the traditional 211 referrals, we also provide additional eligibility screenings when requested and contracted to do so

- EITC income screenings and VITA site referrals during tax season
- CalFresh & MediCal screenings

Also, during and after a Disaster or local emergency, 211 has a seat in the county's Emergency Operations Center;

211 becomes the public communication system -- Diverting calls away from 911

And instructing the public about such things as:

What hospitals & transportation routes are open; whether or not to drink the water and/or shelter in place (Jim: I think I didn't get to this in my speech)

Bottom line: no one knows when they might need resources for themselves, a family member, or someone else you care about. (e.g., substance abuse; domestic violence; unemployment resources; in home senior services)

Thanks to the ongoing support of all of the cities, the county and the private sector,

211 continues to answer critical -- sometimes life threatening-- calls 24/7 & in multiple languages.

Francel D'Andrea, Executive Director
Legal Assistance for Seniors

Ms. D'Andrea, thanked the Board and staff for considering their application. While in the past, they have received funding from the State, this funding is anticipated to be reduced by 50%. Their County funding is also at risk of being reduced, their services depend on leveraging other funding from local communities and other sources.

The services and programs provided by Legal Assistance for Seniors include:

- (1) Free legal assistance in our practice areas of Elder Abuse, Guardianship of Minor Children, Public Benefits, Access, Senior Naturalization, and Health Law.
- (2) Health Insurance Counseling and Advocacy Program (HICAP): Free and unbiased counseling on health insurance issues for Medicare-eligible individuals.
- (3) Community Education and Outreach: Free public presentations on legal and health-related topics for seniors, caregivers, and service providers. This program also includes our Annual Conference on Elder Abuse, which provides educational and networking opportunities for professionals from various fields relating to seniors and aging.

Legal Assistance for Seniors will provide free legal services to 45 low-income Alameda seniors within our practice areas of Elder Abuse, Guardianship of Minor Children, Public Benefits Access, Senior Naturalization, and Health Law. These services will make seniors and their families safer and more financially and emotionally secure. Our Guardianship services in particular strengthen whole families by helping kin caregivers (such as grandparents) gain the rights of legal guardianship over minors in their care. In addition, LAS will conduct 8-10 Community Education presentations for Alameda seniors and service providers, helping them to understand legal and healthcare-related issues impacting the elder. Results are tracked through client evaluations and analyzed in weekly case reviews, under the supervision of the Managing Attorney, and client information and demographics are captured in a specialized legal database. These predictions are grounded in data about LAS' long history of work in the City of Alameda. We are currently seeking support from the city to maintain our high levels of service for Alameda residents.

Erin Scott – Executive Director

Family Violence Law Center

Notes for Presentation to City of Alameda SSHRB re: FY 14-15 Application

Family Violence Law Center provides life-saving legal services that help reduce homelessness and family disintegration and help families achieve safety and stability. These services primarily involve assistance with

obtaining restraining orders and include legal representation as well as paperwork preparation and advice and counsel. Research has found restraining orders to be effective and empowering.

Family Violence law Center is well integrated in to the City of Alameda's system of service delivery for domestic violence survivors. Contacting our 24-hour crisis intervention department is part of the Alameda Police Department's protocol for every domestic violence incident. Our crisis line was on the banner and postcards used in the city for teen dating violence awareness month. We are an active participant in the services collaborative meetings and the domestic violence task force. We have a close working relationship with Building Futures for Women and Children, the other main domestic violence services provider in the city, and the Coast Guard.

Last year we served a total of 157 City of Alameda domestic violence survivors and provided 25 of those survivors with legal services.

**Troy Gilbert Executive Director
Alameda Food Bank**

- 1) The Alameda Food Bank has re-submitted a request for this year, requesting 5K.
- 2) This is substantially less than we had requested before. We currently had a very good fundraising year in 2013, and we are engaged in a strategic planning process for 2014.
- 3) We would currently like to hold off on CDBG requests, until we have done a little more work thinking through what parts of our social service are more appropriate for city grant requests, and what parts of our social service are more appropriate for private donation. We are in good shape financially to get food to needy Alamedans for this year.
- 4) We are happy to help other social services agencies in Alameda by requesting less for this year and thus making the "pie" bigger for other organizations.
- 5) We anticipate a larger "ask" for CDBG funds for next year.

Discussion

President Biggs shared that he and Member Radding had the opportunity to review and evaluate all of the grant applications. Since the commitment to fund Eden I&R's 211 program and the mandated Fair Housing funding were made outside of any prior CDBG discussions, he and Member Radding recommended that these funds be reduced, and the extra funds be used to fund Alameda Family Services, and increase the funding for the Food Bank.

Member Williams shared that she would also like to see Alameda Family Services receive funding, but thought the \$5000 was appropriate for the Alameda Food Bank, since that was the amount of its request.

Vice President Villareal stated that, compared to the extraordinary services provided by these agencies, the amount of funding being discussed was extremely small.

Motion to recommend FY 2014–15 CDBG Public Service Funding at the levels discussed by the Board and entered on the spreadsheet, (Listed below as “SSHRB Rec 2/19”) with the acknowledgment of the value of the services provided by Echo and Eden I&R, and the hope that additional funding will be identified to fully support these programs.

M/S Radding/Villareal Unanimous

Agency	Program Name	CDBG FY 14-15 Request	Staff Rec w 5% cut 2/19	Staff Rec with no cut 2/19	SSHRB Rec 2/19
Food Bank	Emergency Food Distribution	5000	5000	5000	5000
BFWC	Midway Shelter	70000	66400	66400	66400
BFWC	Homeless Prevention	40000	38000	40000	38000
ECHO	Housing Counseling	32290	30625	32290	15000
Eden I&R	211 Communication System	20000	19000	20000	10000
FVLC	Direct Legal Services	16480	15600	16480	15600
AFS	Senior Housing Permanence Program	25711	0	0	25711
LAS	Legal Assistance for Seniors	15000	11000	13645	11000
Public Services Total		224481	185625	193815	186711

There were no Workgroup Progress Reports , Board\Staff Communications, or Oral Communications

The meeting was adjourned at 8:35 PM. M/S Williams\ Villareal UNANIMOUS

Respectfully submitted by:

Jim Franz
Secretary