

CITY OF HAYWARD
COMMUNITY SERVICES DIVISION

COMMUNITY SERVICES COMMISSION

Spring Tour of FY 12-13 Funded Agencies
2pm, Wednesday, May 16, 2012

2pm - Meet at City Hall Rotunda
2:10 – Board Bus

Itinerary:

Eden Garden Estates
Alzheimer's Services of the East Bay
Hedco House – Bay Area Community Services (BACS) – Friendly Visitors Program
HARD –Senior Center

5:30pm – Return to City Hall

(Dinner – On Your Own)

Regular Meeting Agenda
7pm, Room 2-A
777 B Street, Hayward, California

- I. **Call to Order**
- II. **Pledge of Allegiance**
- III. **Attendance**
- IV. **Public Comments** *(The Public Comments section provides an opportunity for members of the public to address the Commission on items not listed on the agenda. The Commission welcomes your comments and requests that speakers present their remarks in a respectful manner, within established time limits, and focus on issues which directly affect the City or are within the jurisdiction of the City. As the Commission is prohibited by State law from discussing items not listed on the agenda, each item will be taken into consideration, and may be referred to staff. Speakers will be limited to 5 minutes each.)*
- V. **Approval of Summary Notes from the March 21, 2012 Regular Meetings of the Community Services Commission**

777 "B" STREET, 2ND FLOOR
HAYWARD, CALIFORNIA, 94541
CSD RECEPTION: 510-583-4250
WWW.HAYWARD-CA.GOV

- VI. Debrief of Spring Tour of FY 11-12 Funded Agencies**
- VII. FY 12-13 Funding Process**
 - A. Updates
 - B. Action Item: Neighborhoods, Arts, and Events Category Funding Recommendations
- VIII. FY 12-13 Liaison Assignments**
- IX. Discussion and Action Item: Annual Dinner**
- X. Discussion and Chair Appointments: Nominations Committee**
- XI. Non-Action Items**
 - A. FY 12-13 CSC Meeting Schedule (Handout)
 - B. Hate Crimes Report (Handout)
 - C. Paratransit Report (Handout)
 - D. Community Events - Update
 - E. Non-Profit Executive Seminar – Update
- XII. Discussion and Action Item: Commission Best Practices and Ground Rules**
- XIII. Future Agenda Items (Nonrecurring)**
 - Agency Monitoring and Contracting Standards (July)
- XIV. Commissioner Announcements**
- XV. Adjournment**

Please do not wear scented products, as persons with environmental sensitivities may be in attendance. Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Please request the accommodation at least 72 hours in advance of the meeting by calling (510) 583-4250, or by calling the TDD line for those with speech and hearing disabilities at (510) 247-3340.



Materials related to an item on this Agenda, submitted to members of the Commission after distribution of the Agenda packet, are available for public inspection in the Community Services Division Office of the Library and Community Services Department, 777 B Street, Hayward CA 94541, during normal business hours. Such documents are also available on the City of Hayward's website at hayward-ca.gov subject to staff's ability to post the documents before the meeting.

CITY OF HAYWARD
COMMUNITY SERVICES DIVISION
COMMUNITY SERVICES COMMISSION

Wednesday, March 21, 2012 – 7pm

Summary Notes

- I. Call to Order:** The meeting was called to order at 7:08pm.
- II. Pledge of Allegiance:** All in attendance recited the Pledge of Allegiance, led by Commissioner Chiasson.
- III. Attendance:** Commissioner Moore called the attendance. Commissioners in attendance signed the Attendance Sheet.

Note: Record of attendance is kept from the effective date of the commission (November 16, 2011) through August 2012.

Commissioners	Present This Meeting	All Meetings ¹ Year to Date		Regular Meetings Year to Date	
		Present	Absent	Present	Absent
Elisa Alarcon	X	4	1	4	1
Donna Allen-Thomas	X	5	0	5	0
Ray Bonilla Jr	X	5	0	5	0
Cynthia Chiasson	X	5	0	5	0
Todd Davis	X	3	2	3	2
Diane Fagalde	X	5	0	5	0
Peggy Guernsey (Parliamentarian)	O	4	1	4	1
Ben Henderson	X	4	1	4	1
Tom Kersten	X	5	0	5	0
Robert Lara	X	3	2	3	2
Robert Leppert	X	4	1	4	1
Lynnette Linnen (Chair)	X	5	0	5	0
Allison McManus	X	5	0	5	0
Linda Moore	X	5	0	5	0
Liz Morales-Contreras	O	3	2	3	2
Beverly Reliford	X	3	2	3	2
Elizabeth Samayoa (Vice-Chair)	X	5	0	5	0
Julius Willis Jr.	X	5	0	5	0
Josda Yip	O	0	5	0	5

¹ - Includes Special Meetings and the Funded Agency Tour(s).

Staff in Attendance: Sean Reinhart, Library and Community Services Director
Anne Culver, Social Services Planning Manager
Dana Bailey, Sr. Property Rehabilitation Specialist
Shauna Darwin, Community Programs Specialist (Acting)

Guests in attendance signed the Guest Sign-In sheet.

IV. Public Comments:

- Andrew Balmat, representing Alzheimer's Service, was in attendance, and requested the Commission's reconsideration with regard to his agency's funding recommendation.
- Margie Rocha, representing ECHO Housing, expressed her appreciation to the Commission for its work, and for its recommendation to provide funding to ECHO Housing's Landlord-Tenant, Fair Housing Counseling, Rental Assistance, and Foreclosure Mitigation programs.
- Joe Feldman, representing Community Alliance for Special Education (CASE), was in attendance and submitted a letter (Attachment 1) requesting that the contracting standard that requires an audit be waived so that CASE could qualify for City funding.
- Vera Ciammetti, representing Emergency Shelter Program (ESP) was in attendance and thanked the Commission for its support.
- Ron Gillette, representing Women on the Way, was in attendance, and thanked the Commission for its support. He suggested that City staff should recruit accountants who would be willing to conduct audits for nonprofit agencies on a pro-bono basis to help the agencies meet the City's Minimum Contracting Standards.
- Erin Scott, representing the Family Violence Law Center, was in attendance and thanked the Commission for its support.
- Karl Zabel, representing the Hayward Area Recreation Department, was in attendance and thanked the Commission for its support.
- Rochelle Collins, representing Horizon Services' Project Eden, was in attendance and thanked the Commission for its support.
- Bridge of Faith submitted a letter (Attachment 1) requesting that the contracting standard that requires an audit be waived so that Bridge of Faith could qualify for City funding.

- Tiburcio Vasquez Health Center submitted a written comment (Attachment 1) to thank the Community Services Commission for its support of the agency.

V. Approval of Summary Notes for February 15, 2012 Community Services Commission Regular Meetings: Commissioner Chiasson made a motion to approve the February 15, 2012 Summary Notes. The motion was seconded by Commissioner Moore, and approved unanimously.

VI. FY 11-12 Services Liaison Reports: The Commission reviewed a presentation that showcased the Commission's FY 11-12 Funded Agency Liaison Reports (Attachment 2).

VII. Funding Process:

A. Updates – Discussion: This evening's meeting marked the end of a 30-day Public Comment Period, during which members of the public had the opportunity to submit comments pertaining to the funding process, community issues, the funding recommendations, or any related topic, for the Commission's consideration. These comments will become part of the written record of the funding process.

A draft copy of *Ground Rules for Establishing CSC Funding Recommendations* (Attachment 3) was distributed for review. Commissioner Bonilla reminded the Commission of the upcoming opportunity to serve on the Neighborhood Arts and Events ARC.

Staff reported that the City's FY 12-13 CDBG grant is projected to be reduced by 21% in comparison with the current year, and thus the Commission's and the staff's Final Funding Recommendations to City Council will need to reflect this reduction. Specifically, it is necessary that Funding Recommendations in the "Infrastructure" category be reduced to total \$580,000.

B. Disclosure of Conflicts: Conflict of Interest Law requires that Commissioners who have an actual or perceived personal or professional connection with an applicant agency must recuse themselves from discussing or voting on the relevant applications. The following Commissioners announced potential conflicts of interest:

Commissioner's Linnen and Chiasson - Women on the Way
Commissioner McManus – Community Resources for Independent Living (CRIL)
Commissioner Henderson – East Bay Aviators/MALTA

C. Discussion and Action Item: FY 12-13 Final Funding Recommendations: The Commission discussed and revised its Preliminary Funding Recommendations in the “Infrastructure” category to total \$580,000, in order to accommodate the projected 21% reduction in CDBG funding for next year. With the revisions complete, the Commission voted unanimously to finalize the Funding Recommendations in this category (Attachment 4).

Next, the Services ARC Chair Samayoa summarized the ARC’s work on January 7 and 21, 2012, including its preliminary Funding Recommendations. After discussion, the Commission finalized its FY 12-13 Funding Recommendations as reflected in Attachment 3. During the process, Commissioners who had disclosed potential conflicts of interest left the room and did not participate in the votes for the nonprofit agencies with which they were affiliated.

D. Next Steps: Council will discuss the FY 12-13 Funding Recommendations at a Work Session scheduled to take place Tuesday, April 3, 2012. Members of the Commission were encouraged to attend, if possible. Staff will also be in attendance.

Council will make its FY 12-13 CDBG Allocations at a Public Hearing scheduled to take place on April 17, 2012, at 7pm. Social Services allocations will be made within the context of the City budget process, during a series of budget hearings scheduled in May and June 2012. Members of the Commission were encouraged to attend, if possible. Staff will also be in attendance.

- A. Discussion and Action Item: New Commission By-laws:** Copies of the Commission’s draft By-laws were distributed (Attachment 5). Per the City Charter, the minimum number of Commissioners required to pass a motion is a simple majority of the total number of seats on the Commission; the draft by-laws were revised to reflect this requirement. Commissioner Willis made a motion to adopt the By-Laws. Commissioner Moore seconded the motion, which was approved unanimously. As no further action by Council is necessary, with this action, the By-laws are official.

- B. Discussion: Community Services Commission Best Practices and Ground Rules:** Commissioner Willis reported that he had a meeting with former CAC Chairperson Al Mendel regarding the draft CAC *Best Practices* document. Commissioner Willis reported that Mr. Mendall’s document contains excellent recommendations and also that he had made some minor changes in grammar to update the document. Several Commissioners wished to review the changes that were made to Mr. Mendall’s original document before discussing Best Practices for the CSC. Staff will distribute the document electronically so Commissioners may review the changes (Attachment 6), and this item will be placed on the CSC May meeting agenda.

- C. Discussion - Agency Monitoring and Contracting Standards:** This item will be placed on the CSC's May meeting agenda. Although this discussion was prompted by the financial audit requirement included in the Contracting Standards, Commissioners expressed their intention to also consider the potential usefulness of reviewing each applicant's IRS Form 990. Commissioner Moore suggested the discussion be divided into segments as follows: the pre-award significance of an audit, and the post-award significance of monitoring.

XI. Standing Non-Action Items:

- A.** Hate Crimes Report: No Hate Crimes was distributed this month. The Commission reaffirmed its interest in continuing to receive this report on a monthly basis.
- B.** Paratransit Report: There was no Paratransit Report this month.
- C.** Community Events: No events were reported at this time.
- D.** "Non-Profit Executive Seminar" – Update: Sean Reinhart reported the Non-Profit Executive Seminar recently hosted a panel discussion for the nonprofit attendees. The panel consisted of representatives from the Bank of America, the Kaiser Foundation, and CompassPoint. The next workshop will take place on March 30, 2012.

XII. Future Agenda Items:

- Spring Tour (May)
- Liaison Assignments (May)
- Funding Process Updates (monthly)
- Discussion and Action Item: Commission Best Practices and Ground Rules (May)
- Discussion: Agency Monitoring & Contracting Standards (May)

XIII. Announcements:

- Commissioner Toor submitted a resignation letter on March 12, 2012. His letter will be presented to Council, with a recommendation to accept his resignation at the March 27, 2012 City Council Meeting.
- Council Member Halliday announced that Community Resources for Independent Living (CRIL) will hold its annual Board Meeting on Thursday, March 29, 2012 from 3:30-6:00pm, in Room 2A at Hayward City Hall.
- Council Member Halliday announced the Caesar Chavez Teach-In, to be held on Thursday, March 29, 2012 from 5-7:30pm in the Rotunda at Hayward City Hall.



**Community
Alliance for
Special
Education**

March 20, 2012

**Council Member Olden Henson
City of Hayward
777 B Street
Hayward, CA 94541**

1550 Bryant Street, Suite 835
San Francisco, CA 94103
Tel (415) 431-2285
Fax (415) 431-2289

Dear Council Member Henson:

On behalf of the Community Alliance for Special Education (CASE), I am writing to ask for your help. Several years ago, CASE appealed to the Hayward City Council for assistance regarding our funding from the City of Hayward and you were a supporter of CASE and championed our cause successfully with the full City Council. We need your assistance more than ever now because CASE has not been recommended for funding by the Community Services Commission for the fiscal year 2012-2013. The sole reason for this result is that CASE has not been able to provide an agency audit for the 2010-2011 fiscal year.

As you may recall, CASE was formed in 1979 to protect the educational rights of children with disabilities and to promote better understanding and cooperation among parents, the special education service community, and the public schools. CASE accomplishes this by fostering the fair and just implementation of the federal Individuals with Disabilities Education Act (IDEA) and the state special education law. Our mission is to help students with disabilities succeed in school, graduate, make the transition from school to post-school programs or education, and to become productive citizens within our community.

CASE has received support from the City of Hayward since 1996. The Hayward Special Education Advocacy Project enables students with disabilities from low-income families to receive an appropriate education. Project services include: 1) Technical assistance consultations to parents on special education rights and services and 2) Direct representation by trained advocates at educational planning meetings (IEPs) and due process proceedings on behalf of students with disabilities. In addition, CASE has also provided training on special education rights and responsibilities to parents and professionals serving student with disabilities in the city of Hayward.

Although CASE does not have an audit covering its last fiscal year, CASE is requesting to be considered for continued funding from the City of Hayward and proposing an alternative means to demonstrate that City of Hayward funds are spent for the purposes outlined in its contract with CASE.

Helping To Give Children With Disabilities A Future Since 1979

We, at CASE, understand the City of Hayward's need to ensure that its funds are being spent as proposed and its audit requirement. In fact, since 1996, CASE has had three agency audits – for fiscal years 1996, 2001 and our latest audit was conducted for the 2008-2009 fiscal year. However, CASE receives \$9,960 from the City of Hayward; an audit costs between \$6,000 - \$7,000 and rising. Currently, the City of Hayward is the only entity requiring an audit of CASE. No funding is provided by the City of Hayward for this audit requirement.

Our entire annual agency budget is between \$240,000 – \$250,000. Our staff are being paid a \$25,000 – 35,000 annual salary – barely above poverty level. For CASE, a \$7,000 audit expenditure is very difficult to fund.

For small agencies providing high-quality, needed services who cannot afford an audit like CASE, CASE is requesting that the City of Hayward accept an alternative method to demonstrate its use of City funding. CASE proposes to submit actual pay stubs and check receipts to show that funds were spent for approved purposes. This will enable City of Hayward staff to specifically track and have verification of CASE contract spending. As a sub-contractor on other government contracts, CASE uses this method to verify expenditures for funding from other Bay Area cities. Having gone through the audit process, it is our view that this proposed alternative method is even more effective in assuring that City of Hayward funds are spent for the purpose for which they were approved.

I hope that you and your colleagues on the Council will also consider these factors:

- In the last five years, CASE has not only met its service goals but has served 130% more than its service targets.
- 52% of CASE clients from Hayward in the last three years have been Hispanic.
- Not one organization has been recommended for funding by the Community Services Commission in the Seniors/Disability category for children with disabilities – even though approximately 10% of students in Hayward Unified School District have a disability and are being served by special education services.
- In all the years that CASE has received funding from the City of Hayward, CASE audits have never found any serious issues with CASE accounting practices and the City of Hayward has never questioned our accounting practices or the expenditure of funds from the City of Hayward.

Based on the above, it is our hope that the Hayward City Council can support this proposed alternative method of accountability and fund CASE again for the 2012-2013 fiscal year. The audit requirement, while prudent, limits the Community Services Commission decision-making process to only one factor for small agencies and arbitrarily eliminates many small organizations providing services that are in great need by the community. Small organizations like CASE, which provide high quality, cost-

efficient services, should be able to compete for funding from the City of Hayward based on service need, agency competence and history of service to the community of Hayward.

Thank you for your service to the City of Hayward and for your consideration of our request for your help.

Sincerely,



Joseph J. Feldman, Executive Director, CASE

Cc: Mayor Michael Sweeney
Council Member Barbara Halliday
Council Member Bill Quirk
Council Member Francisco Zermeno
Council Member Marvin Peixoto
Council Member Mark Salinas
Lynette Linnen, Chair, Community Services Commission
Elizabeth Samayoa, Vice-Chair, CASE Liason ✓
Anne Culver, Social Services Planning Manager, City of Hayward
Lucia Kanter, President, CASE Board of Directors

DATE: February 17, 2012
TO: Anne Culver, Social Service Planning MANAGER
FROM: Johnny Crain, Bridge of Faith Church
SUBJ: City of Hayward ——— ARC Recommendations

Would like to take a moment to discuss our ineligibility for grant consideration as a result of us lacking an audit. In the past 3 grant applications we have disclosed that we performed a self imposed audit resulting in no discrepancies or prejudices. We really have a difficult issue with this audit due to the following.

- **Accounting for \$ 5000. is easy sine we do not have paid staff or expenses**
- **Do not buy food or commodities with grant money**
- **Always disclose if funding will replace or repair some Capital Outlay Expenditure (i.e. Purchase stove, replace freezer, and up-grade truck)**
- **Most of the funding is spent on fueling, repairing, and maintaining our truck, the life-line of our operation.**

We have all receipts and work orders accounting for the use of funding. It makes it informal, but an accurate audit. Tried to explain this problem to Commissioner Allison MacManus during her site visit.

I was hopeful that we could resolved this issue, maybe to the point of our eligibility being reinstated and consideration for funding. It was stated that \$ 17,400. Had still not been allocated.

Could we meet to possibly Brainstorm some corrective options to remedy the audit?

Shauna Darwin

From: Mario Balcita [mbalcita@tvhc.org]
Sent: Wednesday, March 21, 2012 2:50 PM
To: Shauna Darwin
Cc: Maricela Gutierrez
Subject: Item for Public Comment for tonight's Meeting

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Q2:

Hello Shauna,

Please submit the following for public comment for tonight's **Community Services** Commission meeting:

On behalf of Tiburcio Vasquez Health Center, I would like to thank the members of the Community Services Commission for their long standing support of our work with the young people at Tennyson Health Center. Though funding has diminished over the years and you have had to make some difficult decisions, we are grateful for the commission's commitment to the health and well-being of students at Tennyson High School. Your support will allow our peer educators to provide health education to all freshman students while increasing student access to the health center. We look forward to providing a high quality youth serving program thanks to your support.

Sincerely,

**Mario Balcita
Youth Health Services Manager
Tennyson Health Center/Tiburcio Vásquez Health Center**

Community Services Commission
Regular Meeting
March 21, 2012
Summary Notes

- Mr. Reinhart announced the Hayward Public Library's annual "Big Read" on the morning of Saturday, April 7, 2012, in the Main Library's Park located at 835 C Street. Free copies of this year's selected book by Rebecca Solnit, *A Paradise Built in Hell: The Extraordinary Communities that Arise in Disaster*, are available.
- Commissioner Henderson announced that the Airport would hold its annual Open House on Saturday, May 12, 2012 from 11am-3:30pm.

XIV. Adjourn: The meeting adjourned.

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT - SERVICES*

**ALAMEDA COUNTY COMMUNITY
FOOD BANK (ACCFB)
(SOCIAL SERVICES)**



The Alameda County Community Food Bank provides Food Security Scholarships to four Hayward based non-profit food pantries serving low-income families and individuals. The scholarships provide agencies with money on account to buy food to supplement their limited resources and meet the growing need for emergency food in their neighborhoods. Food is available at low Food Bank prices.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA, JR

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

ACCFB BY THE NUMBERS

Year program was founded:	1985 (agency)
Total program budget:	10.6 million (agency-wide)
Total SS funding:	\$16,600

	2009	2010
Number of Hayward residents served:	10,184	11,546
Number of volunteers:	5,326	7,404
Number of volunteers hours provided:	47,985	57,669
Number of paid FTEs: (for Social Service program)	0	0

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

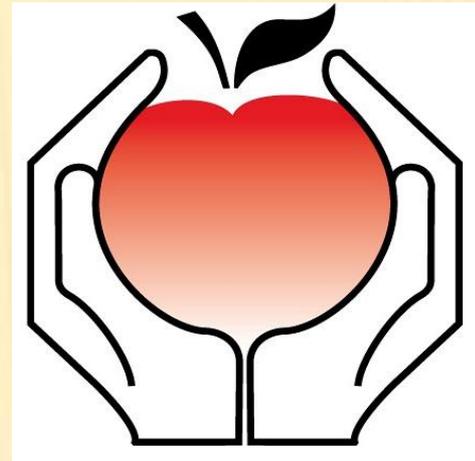
Recent Accomplishments:

1. The Food Bank distributed 20,916,750 pounds of food in FY10-11, a 10.5% increase from FY 09-10. 54% of these pounds were in fresh produce.
2. In 2011 the Food Bank launched an annual conference to provide capacity building trainings for member agencies. In 2012, the Food Bank launches a new monthly workshop series to provide ongoing capacity building opportunities for member agencies.
3. in FY10-11: 38,528 referrals for emergency food were made from the Emergency Food Helpline, 5,937 households were helped by the Food Stamp (CalFresh) Hotline, and 91 nutrition education classes were provided.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**ALAMEDA COUNTY COMMUNITY
FOOD BANK (ACCFB)
(CDBG)**



The Alameda County Community Food Bank's Food Distribution-Food Purchase Program provides seven Hayward homeless shelters with the purchase and delivery of high nutrient food, as well as nutrition education and technical assistance. Food is available at low Food Bank prices.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA, JR

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

ACCFB BY THE NUMBERS

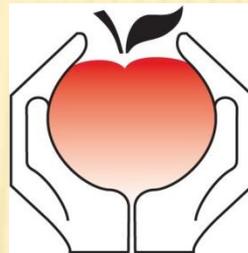
Year program was founded:	1985 (agency)
Total program budget:	10.6 million (agency wide)
Total CDBG funding:	\$ 25,500

	2009	2010
Number of Hayward residents served:	515	245
Number of volunteers:	5,326	7,404
Number of volunteers hours provided:	47,985	57,669
Number of paid FTEs: (for CDBG program)	.14 of 1FTE	.14 of 1FTE

NOTABLE TRENDS

Recent Accomplishments:

1. The Food Bank distributed 20,916,750 pounds of food in FY10-11, a 10.5% increase from FY 09-10. 54% of these pounds were in fresh produce.
2. In 2011 the Food Bank launched an annual conference to provide capacity building trainings for member agencies. In 2012, the Food Bank launches a new monthly workshop series to provide ongoing capacity building opportunities for member agencies.
3. in FY10-11: 38,528 referrals for emergency food were made from the Emergency Food Helpline, 5,937 households were helped by the Food Stamp (CalFresh) Hotline, and 91 nutrition education classes were provided.



**ALAMEDA COUNTY
COMMUNITY
FOOD BANK**

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**BAY AREA COMMUNITY SERVICES :
HEDCO HOUSE
(SOCIAL SERVICES)**



The BACS Wellness Center at Hedco House provides community based services to adults with psychiatric disabilities as they transition through Alameda County Behavioral Health Care Services (ACBHCS) to greater independence and community support.

COMMUNITY SERVICES LIAISON: COMMISSIONER TODD DAVIS

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

BACS: HEDCO HOUSE BY THE NUMBERS

Year program was founded:	1975
Total project budget:	\$579,302
Total SS funding:	\$16,600

	2009	2010
Number of Hayward residents served:	69	51
Number of volunteers:	8	6
Number of volunteers hours provided:	594.25	220.75
Number of paid FTEs:	5	5.5

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. At just over halfway through the fiscal year, the Wellness Center has already exceeded its City of Hayward contract goal to help at least ten participants who no longer need advanced services transition off ACBHCS caseloads.
2. Thus far this fiscal year the Wellness Center has helped a total of eight participants progress to or retain paid employment, volunteer work, and/or placement in educational or vocational training programs.
3. BACS recently achieved the maximum level of accreditation of its employment services from the Commission on Accreditation of Rehabilitation Facilities (CARF), which is a three year accreditation.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**BAY AREA COMMUNITY SERVICES:
FRIENDLY VISITING
PROGRAM
(SOCIAL SERVICES)**



The Friendly Visiting Program matches homebound Hayward seniors with trained volunteers. The volunteers provide conversation and companionship for one to two hours per week at the senior's residence, and may provide transportation assistance as well. Participants report a decrease in feelings of isolation and depression as well as improvement in overall health.

COMMUNITY SERVICES LIAISON: COMMISSIONER TODD DAVIS

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

BACS: FRIENDLY VISITING PROGRAM BY THE NUMBERS

Year program was founded:	2003
Total program budget:	25,000
Total SS funding:	\$12,450

	2009	2010
Number of Hayward residents served:	44	38
Number of volunteers:	38	38
Number of volunteers hours provided:	3500	3200
Number of paid FTEs:	1.5	1.5

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Re-established participant and volunteer connections lapsed during the transition (from Senior Services to BACS)
2. Creation of a new, more efficient volunteer and participant database
3. Started advocacy program for older adult issues, with emphasis in central and south Alameda County



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**BOSS/S. COUNTY
HOMELESS SHELTER
(CDBG)**



The project provides shelter to homeless individuals who have been diagnosed with a mental health disability and are part of the behavioral health system. The objective is to stabilize client's mental health , connect them to financial and medical resources, teach them life skills, and help them find permanent housing.

COMMUNITY SERVICES LIAISON:

COMMISSIONER ELISE ALARCON

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

BOSS BY THE NUMBERS

Year program was founded:	1987
Total program budget:	\$756,654.61
Total CDBG Facilities funding:	\$10,950

	2009	2010
Number of Hayward residents served:	20	24
Number of volunteers:	5	5
Number of volunteers hours provided:	2756	2756
Number of paid FTEs:	8	8

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Residents created a vegetable garden for their own use
2. Partnered with “Bread and Roses”, a dramatic arts non profit, to have performers conduct live concerts every month for the community
3. Successfully lobbied the County to restore G.A. grants, ensuring continuous grants to clients. The current grant amount is \$336/month.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

BRIDGE OF FAITH

(SOCIAL SERVICES)



Bridge of Faith provides community pantry services to the citizens of Hayward. Twice a week, over 100 clients are served hot lunches, groceries, and a continental breakfast. Funds are used for operational costs including replacement, repair, and maintenance of equipment and a truck.

COMMUNITY SERVICES LIAISON: COMMISSIONER ALLISON McMANUS

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

BRIDGE OF FAITH BY THE NUMBERS

Year program was founded:	2005
Total project budget:	\$14,200
Total SS funding:	\$5,000

	2009	2010
Number of Hayward residents served:	1978	2333
Number of volunteers:	15	22
Number of volunteers hours provided:	8 hrs/wk	8 hrs/wk
Number of paid FTEs:	0	0

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Replaced the old oven/range with a commercial grade unit adding baking capabilities to food preparation.
2. Provided space for use as a senior center, recreation center, fellowship hall and cafeteria.
3. Successfully provide dinner for over 500 people, 300 grocery bags and 100 gifts during Thanksgiving and Christmas.



Photo of Bridge of Faith, from goggle images

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

CALICO
(SOCIAL SERVICES)



Photo taken from CALICO's website: <http://www.calicocenter.org>

CALICO aids children, ages 2-17, who were sexually or physically abused, neglected or witnessed violence. CALICO will conduct forensic interviews with 90 Hayward children and provide services to 70 caregivers. Interviews are conducted one-on-one by skilled Child Interview Specialists while masters-level clinicians meet on-site with the child's caregiver and provide follow-up support by phone.

COMMUNITY SERVICES LIAISON: COMMISSIONER BEN HENDERSON

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

CALICO BY THE NUMBERS

Year program was founded:	1997
Total program budget:	\$82,000
Total SS funding:	\$14,525

	2009	2010
Number of Hayward residents served:	95 children	125 children
Number of volunteers:	3	8
Number of volunteers hours provided:	Not tracked	Not tracked
Number of paid FTEs:	6.0	7.5

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Re-accreditation by the National Children's Alliance (2010-2015), as services meet best practices in 10 industry standards
2. 2.5 staff positions added since May 2010 to better serve clients
3. One of 12 pilot sites for child abuse professionals resiliency project.



Photo taken from CALICO's
website: <http://www.calicocenter.org>

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

CENTRO LEGAL DE LA RAZA (CDBG)

Centro Legal de la Raza (Centro Legal) provides free legal aid and tenants' rights education to low-income Hayward residents facing eviction and other housing issues such as foreclosures and habitability complaints. The project helps prevent homelessness and ensures individuals can maintain economic stability and access to healthy, safe housing conditions.



Photo taken from Cento Legal de la Raza's website: <http://centrolegal.org/>

COMMUNITY SERVICES LIAISON: COMMISSIONER LIZ MORALES-CONTRERAS

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

CENTRO LEGAL DE LA RAZA BY THE NUMBERS

Year program was founded:	2009
Total program budget:	\$43,041
Total CDBG funding:	\$12,410

	2009	2010
Number of Hayward residents served:	41	53
Number of volunteers:	2	4
Number of volunteers hours provided:	24	192
Number of paid FTEs:	2	2

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Developing a new Tenant's Rights Outreach Program to provide community education workshops at local organizations for low-income Hayward tenants.
2. Responded to the foreclosure crisis by educating tenants living in foreclosed properties about their legal rights during the foreclosure process and their ability to stay in their homes.
3. Preventing homelessness and stabilizing low-income families by helping clients in eviction proceedings negotiate extended time to stay and obtain waivers of back rent and/or receipt of move-out agreement funds.



Photo taken from Cento Legal de la Raza's website: <http://centrolegal.org/>

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

COMMUNITY ALLIANCE FOR SPECIAL EDUCATION (CASE)

(SOCIAL SERVICES)

CASE's Hayward Special Education Advocacy Project enables students with disabilities from low-income families access to a mainstream education. Technical assistance consultations are provided to parents on special education rights and services. The project offers direct representation by trained advocates at educational planning meetings (IEPs) and due process proceedings.



Photo taken from CASE's website:
<http://www.caseadvocacy.org/>

COMMUNITY SERVICES LIAISON: COMMISSIONER ELIZABETH SAMAYOA

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

CASE BY THE NUMBERS

Year program was founded:	1979
Total program budget:	\$18,225
Total SS funding:	\$9,960

	2009	2010
Number of Hayward residents served:	64	66
Number of volunteers:	3	4
Number of volunteers hours provided:	15	15
Number of paid FTEs:	.35	.35

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Successfully convinced HUSD that a Spanish-speaking student's behavioral problems were due to frustration from language barriers and learning disabilities. Student has since received more individualized instruction.
2. Advocated for students to receive mental health assessments without direct HUSD referrals. Students have been successfully placed in Day Treatment.
3. Trainings on Special Education Rights and Responsibilities.



Photo taken from CASE's website:
<http://www.caseadvocacy.org/>

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**COMMUNITY RESOURCES
FOR INDEPENDENT LIVING
(CRIL)
(SOCIAL SERVICES)**



CRIL advocates (Disability Action Network members) attending the 2011 Disability Capitol Action Day at the State Capitol

CRIL provides independent living services to low-income Hayward residents with disabilities so that they may make progress towards becoming independent and achieve their self-identified goals.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

CRIL BY THE NUMBERS

Year program was founded:	1979
Total program budget:	\$548,576
Total SS funding:	\$24,900

	2009	2010
Number of Hayward residents served:	260	231
Number of volunteers:	3	5
Number of volunteers hours provided:	250	500
Number of paid FTEs:	11	12

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Successfully placed or retained several low-income Hayward residents in affordable housing using financial support from AC Social Services *Season of Sharing* funds.
2. Began a series of weekly Independent Living Skills classes for young adults with disabilities that includes pre-employment skills, money management/budgeting, and benefits eligibility. An intern from the College of Alameda is assisting with training
3. Provided 3 disaster preparedness workshops, and distributed 3-day emergency supply kits to Eden Housing apartment complexes for seniors and persons with disabilities.



Spanish Speaking Computer Class

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**DAVIS ST RESOURCE
CENTER
(SOCIAL SERVICES)**



Davis Street Family Resource Center supports basic needs for up to 500 families with emergency food and clothing, delinquent PG&E payments and housing assistance. All clients have the opportunity to meet with a case manager to set goals and track progress.

COMMUNITY SERVICES LIAISON: COMMISSIONER TOM KERSTEN

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

DAVIS ST RESOURCE CENTER BY THE NUMBERS

Year program was founded:	2004
Total program budget:	491,122
Total SS funding:	\$12,450

	2009	2010
Number of Hayward residents served:	3350	2077
Number of volunteers:	673	708
Number of volunteers hours provided:	12,710	16,043
Number of paid FTEs:	3	4

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Hayward residents received 214 housing referrals during the first two quarters of FY 2011-2012.
2. 30 families from Park School were enrolled in the Holiday Basket Program. Davis Street subcontracts to Chabot College Economic Development Program.
3. Our Primary Care Collaborative provides free health screenings at the Hayward Day Laborer Center every Saturday.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**EAST BAY AGENCY FOR
CHILDREN (EBAC): CHILD
ASSAULT PREVENTION
(SOCIAL SERVICES)**



Photo taken from EBAC's website:

<http://www.ebac.org/programs/partners.asp>

The Child Assault Prevention (CAP) mental health project provides mental health services to under and uninsured Hayward elementary school children and/or their families. Children are referred by school staff, administrators, community partners, and by CAP workshop leaders to whom children disclose abuse or the risk of abuse.

COMMUNITY SERVICES LIAISON: COMMISSIONER LYNNETTE FOY LINNEN

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

EBAC/CHILD ASSAULT PREVENTION BY THE NUMBERS

Year program was founded:	1981
Total program budget:	\$1,256,641
Total SS funding:	\$15,355

	2009	2010
Number of Hayward residents served:	132	255
Number of volunteers:	5	4
Number of volunteers hours provided:	3,440	2,752
Number of paid FTEs:	16	17

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. CAP Training Center and Fremont Healthy Start Program are expanding services in Fremont's Afghan community, through a 3-year grant from the U.S. Office of Refugee Resettlement.
2. In October 2011, EBAC began providing mental health, primary care, health advocacy and school climate activities for Frick Middle School in Oakland
3. EBAC will provide mental health services for two Special Day classes in San Leandro



Photo taken from EBAC's website:

<http://www.ebac.org/programs/school/cap.asp>

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**ECHO: FAIR HOUSING
COUNSELING
(CDBG)**



Fair Housing Services provides counseling, investigation, mediation, and enforcement of meritorious claims of illegal housing discrimination; and referrals to tenants and landlords regarding fair housing laws and rights.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

ECHO FH BY THE NUMBERS

Year program was founded:	1965
Total program budget:	\$175,390
Total CDBG funding:	\$14,600

	2009	2010
Number of Hayward residents served:	29 Investigations	15 Investigations
Number of volunteers:	1	1
Number of volunteers hours provided:	50/year	37/year
Number of paid FTEs:	.20	.16

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. ECHO has been successful in mediating a number of fair housing complaints in Hayward and other jurisdictions. Most of the mediations involved disabled tenants needing reasonable accommodations.
2. Begun a collaboration with two landlord associations Harbor Bay Realty in Alameda and EBRHO in Oakland, which provides advocacy and support for landlords in northern Alameda County areas. ECHO will be co-hosting two events in the Spring.
3. Contracted in Cities of Walnut Creek and Concord to provide fair housing services. Oakland is funding ECHO to "affirmatively further fair housing" and provide fair housing services for its residents.



Angie Watson-Hajjem, Fair Housing Counselor

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**ECHO: FORECLOSURE
MITIGATION COUNSELING
(CDBG)**



Foreclosure Mitigation Counseling (FMC) provides counseling and education regarding the foreclosure process, the various methods used to preserve homeownership, and intervention on behalf of eligible mortgagors to stabilize their housing.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

ECHO FMC BY THE NUMBERS

Year program was founded:	1980
Total program budget:	\$33,871
Total CDBG funding:	\$18,250

	2009	2010
Number of Hayward residents served:	163	116
Number of volunteers:	1	1
Number of volunteers hours provided:	99/year	50/year
Number of paid FTEs:	.45	.23

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Since the beginning of the fiscal year, the FMC Counselor has achieved 97% of her counseling goal, and 50% of eligible households have had their mortgages modified
2. As a HUD-approved Housing Counseling Agency, 22 households received mortgage counseling. Of that number, 59% were assisted in keeping their homes.
3. Received funding to provide a Mortgage Modification and Mortgage Scam Workshop, before October 1, 2012. The date will be announced in the near future.



Mary Colbert, Foreclosure Mitigation and
Tenant Landlord Counselor

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**ECHO: TENANT/
LANDLORD COUNSELING
(CDBG)**



Tenant/Landlord Counseling and Mediation provides tenants and landlords with mediation and counseling services concerning their rights and responsibilities regarding rental housing.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

ECHO TLC BY THE NUMBERS

Year program was founded:	1965
Total program budget:	\$113,000
Total CDBG funding:	\$14,600

	2009	2010
Number of Hayward residents served:	531	523
Number of volunteers:	1	1
Number of volunteers hours provided:	37/year	37/year
Number of paid FTEs:	.17	.16

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. The Tenant/Landlord Counselor has exceeded the annual goal of providing services to 165 clients by 148%, and the annual goal of providing counseling to 240 inquiries by 129%
2. Since the beginning of the fiscal year, ECHO's Tenant/Landlord Counselor has mediated in 6 evictions in the City of Hayward, and has prevented evictions in all six cases.
3. Awarded contracts in the Cities of Walnut Creek and Concord to provide landlord-tenant services.



Tiffany and Sandra, Clerical Staff

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**ECHO: RENTAL
ASSISTANCE PROGRAM
(CDBG)**



The Rental Assistance Program reduces homelessness and increases accessibility to affordable, long-term housing for Hayward families through short-term assistance for delinquent rent to avoid eviction, or move-in costs to prevent institutionalization.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

ECHO BY THE NUMBERS

Year program was founded:	1987
Total program budget:	\$15,213
Total CDBG funding:	\$4,033

	2009	2010
Number of Hayward residents served:	1	5
Number of volunteers:	1	1
Number of volunteers hours provided:	2/year	6/year
Number of paid FTEs:	.01	.03

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Prevented homelessness for 4 families with City of Hayward funding through the Rental Assistance Program
2. ECHO's RAP Counselors have prevented homelessness for 14 families throughout Alameda County through grants and guarantees
3. A total of 4,254 clients served agency-wide



Marvel Mills

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**EDEN YOUTH AND
FAMILY CENTER-
TATTOO REMOVAL
(SOCIAL SERVICES)**



Project New Start Tattoo Removal Program serves young people, ages 13-25 with visible gang, drug-related or unwanted tattoos, providing tattoo removal, peer counseling, and support as participants move toward a healthier lifestyle.

COMMUNITY SERVICES LIAISON: COMMISSIONER DIANE FAGALDE

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

EYFC BY THE NUMBERS

Year program was founded:	1995
Total program budget:	\$33,559
Total SS funding:	\$8,300

	2009	2010
Number of Hayward residents served:	31	59
Number of volunteers:	10	13
Number of volunteers hours provided:	300	390
Number of paid FTEs:	.5	.5

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

NOTABLE TRENDS

Recent Accomplishments:

1. Secured supportive grants for Project New Start from the Firedoll Foundation and Kaiser Community Benefits Program
2. Recognition as a “Promise Place” by the America’s Promise Alliance.
3. EYFC now has a Facebook page!



[http://www.facebook.com/EdenYouth
andFamilyCenter](http://www.facebook.com/EdenYouthandFamilyCenter)

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

EMERGENCY SHELTER PROGRAM (ESP) (CDBG)

Emergency Shelter Program, Inc., (ESP) provides assistance to low-income women and their children who are in crisis due to homelessness and/or domestic violence. CDBG Public Service funds are used to help pay for an overnight Shelter Monitor. This enhances client safety as well as the neighborhood's safety. The Harder-Tennyson neighborhood, City of Hayward, has been our most obvious funding source because of the safety benefits.



COMMUNITY SERVICES LIAISON: COMMISSIONER ROBERT LEPPERT

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

EMERGENCY SHELTER PROGRAM BY THE NUMBERS

Year program was founded:	1972
Total program budget:	\$925,172
Total CDBG funding:	\$18,980

	2009	2010
Number of Hayward residents served:	70	67
Number of volunteers:	39	52
Number of volunteers hours provided:	665	927
Number of paid FTEs:	5	8

NOTABLE TRENDS

Restore Hope.
Overcome Violence.

Text taken from ESP' website: <http://www.espca.org>

Recent Accomplishments:

1. Expansion of the Board of Directors to include a past shelter client
2. Initiated Domestic Violence training for social service agencies, volunteers from the community and ESP interns
3. Recent partnership with Hayward Police Department to enhance employee training
4. In partnership with Mujeres Unidas Y Activas, ESP provided support for peer advocates to bilingual Hayward residents

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**FAMILY EMERGENCY
SHELTER COALITION
(FESCO) (CDBG)**



Each year FESCO's Les Marquis Shelter's round-the-clock staff serves 50 homeless families with children (170 individuals) with secure housing and nutritious meals provided in a homelike setting. Additional services include life skills classes, parenting classes and development of individual service plans focused on moving toward self-sufficiency. FESCO received a CDBG – Public Service Grant to support Shelter Operations.

COMMUNITY SERVICES LIAISON: COMMISSIONER ROBERT LARA

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

FESCO BY THE NUMBERS

Year program was founded:	1987
Total program budget:	\$311,221
Total CDBG funding:	\$29,200

	2009	2010
Number of Hayward residents served:	54	45
Number of volunteers:	425	396
Number of volunteers hours provided:	5,000	4,840
Number of paid FTEs:	5.7	4.9

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

NOTABLE TRENDS

Recent Accomplishments:

1. 56% housing placement rate in FY 10-11, exceeding the 30% county-wide goal
2. 163 filled backpacks were distributed at the Back-to-School Backpack event
3. 45% of adults who entered the shelter in FY 10-11 with no income, exited with income. The county-wide goal was 15%.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

FAMILY VIOLENCE LAW CENTER (FVLC) (CDBG)

The purpose of the Family Violence & Homelessness Prevention Project (FVHP) is to significantly reduce the level of homelessness and injury brought on by family violence for all Hayward residents served. Primary clients served by this project are indigent and low-income women and their children residing within the City of Hayward.



COMMUNITY SERVICES LIAISON: COMMISSIONER CYNTHIA CHIASSON

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

FAMILY VIOLENCE LAW CENTER BY THE NUMBERS

Year program was founded:	1978
Total program budget:	\$1,565,386
Total CDBG funding:	\$36,500

	2009	2010
Number of Hayward residents served:	207	142
Number of volunteers:	31	34
Number of volunteers hours provided:	3,005	4,003
Number of paid FTEs:	.91	.86

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

1. This year, the Family Violence Intervention Unit, FVLC's primary crisis intervention unit, responded to more than 3,300 police reports and provided crisis intervention and case management to 2,472 clients.
2. This year, FVLC provided legal information, assessment, paperwork preparation assistance, advice and council and/or representation to 790 legal clients. FVLC's legal team helped 232 of those clients get 415 court orders.
3. In January 2011, FVLC received funding from the State Bar of California's Equal Access Fund's Partnership Grant Program to start and run a proper clinic for Spanish speaking domestic violence restraining order petitioners at the Hayward Law Library.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

HORIZON SERVICES (SOCIAL SERVICES)



Lambda Youth Project (LYP) provides services to youth in Hayward who identify as LGBTQ and are at a higher risk of alcohol and other drug abuse and suicide. Since 1992, LYP has provided a safe, supportive, environment for youth to meet and discuss issues impacting LGBTQ youth in their lives.

COMMUNITY SERVICES LIAISON: COMMISSIONER ELIZABETH SAMAYOA

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

HORIZON SERVICES BY THE NUMBERS

Year program was founded:	1993
Total program budget:	\$93,000
Total SS funding:	\$12,450

	2009	2010
Number of Hayward residents served:	190	212
Number of volunteers:	1	1
Number of volunteers hours provided:	40	40
Number of paid FTEs:	.70	.62

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Partnership with the Hayward Library and Chabot College in the Teenscope Gay Prom Filmmaking Project
2. Hosting of 17th Annual Gay Prom, attended by 300 12-20 year olds and chaperoned by 100 adult volunteers
3. Institution of Gay/Straight Alliances in HUSD's middle and High Schools



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**INTERNATIONAL
INSTITUTE
(SOCIAL SERVICES)**



Bilingual immigration legal services for 240 Hayward residents, and education and outreach to 200 residents to increase the safety and stability of families, expand access to resource for newcomers, and improve the ability of immigrant families to make informed decisions.

COMMUNITY SERVICES LIAISON: COMMISSIONER DONNA ALLEN-THOMAS

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

INTERNATIONAL INSTITUTE BY THE NUMBERS

Year program was founded:	1969
Total program budget:	\$349,000
Total SS funding:	\$5,810

	2009	2010
Number of Hayward residents served:	167	233
Number of volunteers:	24	32
Number of volunteers hours provided:	8,500	10,200
Number of paid FTEs:	3	5

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Creation and founding of new office in Antioch to provide immigration and naturalization services to Contra Costa County
2. Succession of Executive Director Margi Dunlap, and hiring of new Executive Director Ellen Dumensil
3. Founding of East Bay Naturalization Collaborative, a group of legal service providers in Alameda and Contra Costa County dedicated to providing large group processing event to assist over 1000 applicants in the next 3 years.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**LA FAMILIA – FAMILY
RESOURCE CENTER
(SOCIAL SERVICES)**

La Familia closed the Family Resource Center at the end of December. The total FY 11-12 allocation for the Resource Center was \$12,865. Half of this amount was released upon contract execution. Money disbursed was used for a Family Advocate, to assist families in need find emergent or urgent assistance. A Liaison Visit was not conducted.

COMMUNITY SERVICES LIAISON: COMMISSIONER BEVERLY RELIFORD

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**LEGAL ASSISTANCE
FOR SENIORS (LAS)
(SOCIAL SERVICES)**



Photo taken from LAS' website:
www.lashicap.org/

LAS provides free legal services to individual seniors including legal advice and representation in areas of elder abuse, guardianship, consumer law, public benefits, health law and immigration. LAS also provides community education and outreach to seniors, families and professionals on issues that affect quality of life for seniors.

COMMUNITY SERVICES LIAISON: COMMISSIONER ROBERT LARA

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

LEGAL ASSISTANCE FOR SENIORS BY THE NUMBERS

Year program was founded:	1976
Total program budget:	1,435,585
Total SS funding:	\$18,260

	2009	2010
Number of Hayward residents served:	57	80
Number of volunteers:	5	4
Number of volunteers hours provided:	79	88
Number of paid FTEs:	19	20

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Celebrated 35th Anniversary of service to seniors with successful Ed. Conference on Elder Abuse Prevention and a successful fundraising anniversary gala
2. Relocated our office site to a more suitable and fiscally sound location, with easy access for our clients.
3. LAS received a \$25,000 research grant to study the feasibility of taking senior/landlord cases when abusers live in their homes.



Photo taken from LAS' website:
www.lashicap.org/

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**LINCOLN CHILD
CENTER
(SOCIAL SERVICES)**

Lincoln Child Center received an allocation for \$8,300. The agency declined funding From the City of Hayward. No contract was executed.

COMMUNITY SERVICES LIAISON: COMMISSIONER PEGGY GUERNSEY

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**LIONS CENTER FOR
THE BLIND
(SOCIAL SERVICES)**

Lions Center for the Blind received an allocation for \$9,233. The agency declined funding from the City of Hayward. No contract was executed.

COMMUNITY SERVICES LIAISON: NONE ASSIGNED

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**LITERACY COUNCIL
(SOCIAL SERVICES)**



Literacy Plus is a free adult tutoring program of the Hayward Public Library. Volunteer tutors are trained and matched with English-speaking adults who read and write below 8th grade level, including seniors and adults who have learning disabilities.

COMMUNITY SERVICES LIAISON: COMMISSIONER PEGGY GUERNSEY

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

LITERACY COUNCIL BY THE NUMBERS

Year program was founded:	1985
Total program budget:	\$384,801
Total SS funding:	\$8,300

	2009	2010
Number of Hayward residents served:	77	65
Number of volunteers:	129	143
Number of volunteers hours provided:	6310	7376
Number of paid FTEs:	3.25	3.25

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

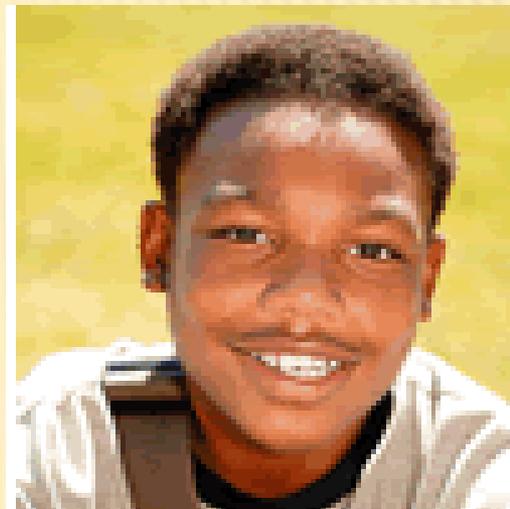
NOTABLE TRENDS

Recent Accomplishments:

1. Book vending machine located at the Day Labor Center
2. Partnership with the Day Labor Center offering computer classes, small group classes, one-on-one tutoring and conversation circles
3. Native language literacy offered 6 days per week



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*



REALITY MENTOR, INC.
(SOCIAL SERVICES)

Reality Mentor Inc.'s mission is to create a new community where youth participate in defining personal, educational and professional goals and achieve them through life changing programs, projects, one-on-one and group mentoring, provided in part, by mentors who hold positions of leadership in Bay Area business, government and educational institutions. The Reality Mentor, Inc. program "Mentoring for Success: A Mentoring Intervention Model for At-Risk High School Students in the City of Hayward" works with educationally and economically disadvantaged Hayward youth, through its partnership with HUSD.

COMMUNITY SERVICES LIAISON: COMMISSIONER BEN HENDERSON

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

REALITY MENTOR BY THE NUMBERS

Year program was founded:	2008
Total program budget:	\$90,000
Total SS funding:	\$4,150

	2009	2010
Number of Hayward residents served:	154	218
Number of volunteers:	16	11
Number of volunteers hours provided:	9984	5864
Number of paid FTEs:	3	2

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

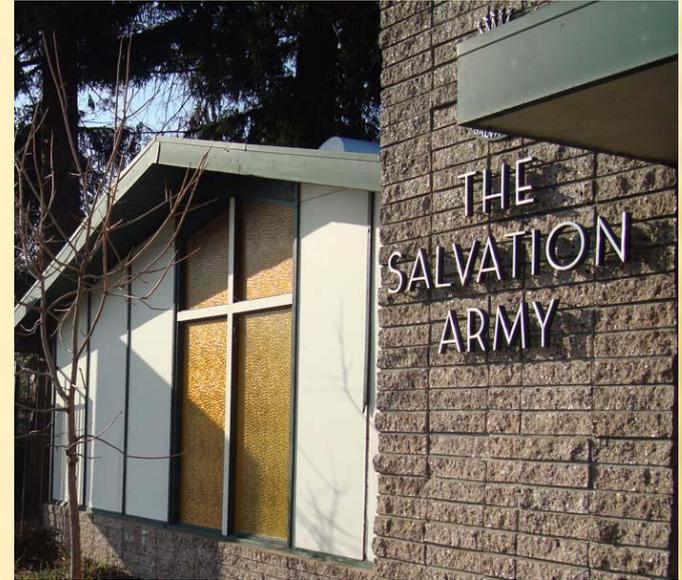
Recent Accomplishments:

1. 350 people attended an African American male conference
2. An end of the year BBQ for mentors, mentees, and their families was held, and approximately 400 people participated
3. Job tours and shadowing were offered at Lockheed Martin and Pepsi Bottling Group



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

SALVATION ARMY
(SOCIAL SERVICES)



The Salvation Army Corps' Hayward Community Center provides social services to low-income residents, including food, utility bill assistance, an after-school homework club, a senior meals program, hygiene kits, baby items, hair cuts, troop programs for 5- to 18-year olds, as well as seasonal services such as Thanksgiving and Christmas baskets and meals, and camps for kids

COMMUNITY SERVICES LIAISON: COMMISSIONER JULIUS WILLIS JR

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

SALVATION ARMY BY THE NUMBERS

Year program was founded:	1925
Total program budget:	\$602,500 (Hayward Corps food)
Total SS funding:	\$4,150

	2009	2010
Number of Hayward residents served:	4,209	4,814
Number of volunteers:	1,092	1,246
Number of volunteers hours provided:	5,460	6,494
Number of paid FTEs:	4	5

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Purchased and fully owns an adjacent lot where it will build a new community center.
2. Provides more services for less money. For example, groceries worth \$10 actually cost Army only \$6.
3. The Salvation Army does not turn away people in need.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**SAVE – COPS
PROGRAM
(SOCIAL SERVICES)**



Safe Alternative to Violent Environments (SAVE)'s COPS Program collaborates with the Hayward, San Leandro and Fremont Police Departments as well as other local law enforcement agencies to provide direct crisis intervention services to victims of domestic violence who have come into contact with law enforcement. Victims are provided with emotional support, resource and referral services as well as assistance with obtaining restraining orders.

COMMUNITY SERVICES LIAISON: COMMISSIONER CYNTHIA CHIASSON

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

SAVE – COPS PROGRAM BY THE NUMBERS

Year program was founded:	1996
Total program budget:	\$200,000
Total SS funding:	\$16,600

	2009	2010
Number of Hayward residents served:	504	263
Number of volunteers:	20 direct	20 direct
Number of volunteers hours provided:	Not available	Not available
Number of paid FTEs:	1	1

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. The addition of part-time coordinator has expanded the corps of volunteers to answer the hotline, translate, accompany victims in court, and more
2. Teen dating violence prevention program has expanded to include ongoing anti-bullying work with 5th and 6th grades
3. Executive Director was chosen to serve on the Blue Shield Against Violence Strong Field Project Advisory Group



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**SEVENTH STEP
FOUNDATION
(CDBG)**



The full-time Job Developer finds meaningful jobs for 32 parolees. With the economic downturn and high unemployment rates, jobs for parolees are increasingly more difficult to secure. Gainful employment helps to decrease rates of recidivism.

COMMUNITY SERVICES LIAISON: COMMISSIONER ALLISON McMANUS

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

SEVENTH STEP FOUNDATION BY THE NUMBERS

Year program was founded:	1972
Total program budget:	\$872,000
Total CDBG funding:	\$12,392

	2009	2010
Number of Hayward residents served:	400	400
Number of volunteers:	6	6
Number of volunteers hours provided:	1200	1200
Number of paid FTEs:	6	6

NOTABLE TRENDS

Recent Accomplishments:

1. More than 40 parolees graduated in October 2011
2. A toy drive was held for Christmas. 800 toys and 2 raffled bikes were given away to Hayward families and children
3. Start of a weekly Juvenile Group Program, to prevent drug use and criminal behavior

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**SO. HAYWARD
PARISH – CAN
(CDBG)**



The project's main objective is to end homelessness in Hayward. It provides 1:1 case management to Hayward residents who are homeless. The approach is to work with the individual by not only addressing the economic but their complete psychosocial needs. Outreach for the program is conducted by peers. It is a collaborative with many organizations

COMMUNITY SERVICES LIAISON: COMMISSIONER ELISE ALARCON

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

S. HAYWARD PARISH – CAN BY THE NUMBERS

Year program was founded:	2008
Total program budget:	\$57,025
Total CDBG funding:	\$10,950

	2009	2010
Number of Hayward residents served:	77	63
Number of volunteers:	200	25
Number of volunteers hours provided:	200	1000
Number of paid FTEs:	.5	.5

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Fifteen housing applications were completed in December with CANs assistance.
2. Exceeded the goal of clients served in the first quarter; the goal was 30 and the number served is 35.
3. Consistently surpasses the contract goals with one of the smallest budgets and lowest overhead costs in Alameda County. For example, last year the contract was to place 4 people in permanent housing and 9 were placed.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**S. HAYWARD PARISH
FOOD PANTRY
(SOCIAL SERVICES)**



Provides food to low-income Hayward residents. The goal is to provide at least 2-3 days of food to at least 1,000 unduplicated Hayward residents. They make sure make every effort to give out well balanced proportions, proteins, fresh produce and carbohydrates across the board. Recipients are given the option to select one or two from each group.

COMMUNITY SERVICES LIAISON: COMMISSIONER ELISE ALARCON

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

S. HAYWARD PARISH – FOOD PANTRY BY THE NUMBERS

Year program was founded:	1975
Total program budget:	\$85,000
Total SS funding:	\$14,442

	2009	2010
Number of Hayward residents served:	3,636	3,877
Number of volunteers:	150	150
Number of volunteers hours provided:	6,000	6,000
Number of paid FTEs:	.5	.5

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

NOTABLE TRENDS

Recent Accomplishments:

1. Provide at least 50% fresh produce
2. Continued to serve the same number of people even though the funding was cut by the City and FEMA
3. Expanded volunteer base



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**SPECTRUM
COMMUNITY SERVICES
(SOCIAL SERVICES)**



The program will ensure that over 300 Hayward seniors will regularly receive hot nutritious meals in a supportive setting. Spectrum's Senior Nutrition and Activities Program(SNAP) will prepare and serve over 17,000 meals at eight neighborhood locations throughout Hayward to elderly residents who are extremely low- or low-income.

COMMUNITY SERVICES LIAISON: COMMISSIONER LIZ MORALES-CONTRERAS

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

SPECTRUM COMMUNITY SERVICES BY THE NUMBERS

Year program was founded:	1978
Total program budget:	\$219,273
Total SS funding:	\$24,070

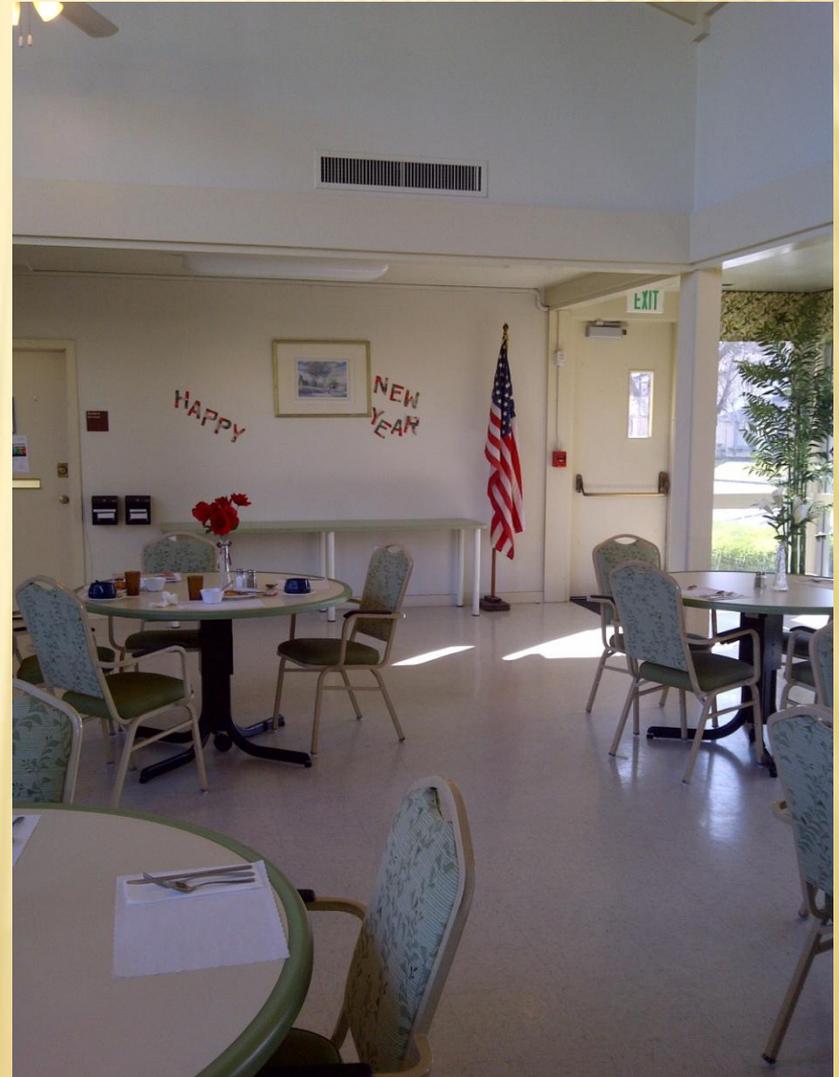
	2009	2010
Number of Hayward residents served:	250	270
Number of volunteers:	10	10
Number of volunteers hours provided:	1728	1728
Number of paid FTEs:	1.25	1.25

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Spectrum's Dietitian adds three new healthy items to the menu each month to keep the seniors happy and healthy
2. Spectrum is currently serving 22 Congregate Senior locations throughout the Bay Area and over 70,000 meals per year.
3. Spectrum moved from a smaller less efficient office on Grove Way to a larger well maintained office on Barrington Ct., saving money on monthly rent.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**ST. ROSE / FACES
PROGRAM
(SOCIAL SERVICES)**



FACES is a leadership and academic development program for disadvantaged high school students in Hayward. The 2-year internship supports 15 to 25 interns in the 11th and 12th grades who desire to pursue healthcare careers. The program inspires students through hands-on experiences, tutoring, mentoring, college preparation and psychosocial support.

COMMUNITY SERVICES LIAISON: COMMISSIONER DONNA ALLEN-THOMAS

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

ST. ROSE / FACES PROGRAM BY THE NUMBERS

Year program was founded:	2007
Total program budget:	\$130,000
Total SS funding:	\$20,750

	2009	2010
Number of Hayward residents served:	19	19
Number of volunteers:	10	12
Number of volunteers hours provided:	400	650
Number of paid FTEs:	1	1

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. College tour of Samuel Merritt University to give students exposure to their health sciences programs and answer enrollment questions
2. Students attended a three week educational program focusing on Disaster Preparedness & Basic Life Support (BLS), mental and emotional health, and substance abuse.
3. Student volunteer opportunities at community events to include Assembly Member Mary Hayashi's Women's Health Fair, St. Rose Hospital's Spectacular and the Silva Clinics Children's Christmas party



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**TIBURCIO VASQUEZ
“KEEPIN’ IT REAL”
(SOCIAL SERVICES)**



The Keepin’ It Real (KIR) project, based at the Tennyson Health Center, is a primary care clinic managed and operated by Tiburcio Vasquez Health Center, Inc. (TVHC). The KIR project is collaboration between Tiburcio Vasquez Health Center and Tennyson High School. The primary groups directly being served are KIR Peer Educators and freshman students

COMMUNITY SERVICES LIAISON: COMMISSIONER PEGGY GUERNSEY

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

TIBURCIO VASQUEZ “KEEPIN IT REAL” BY THE NUMBERS

Year program was founded:	2005
Total program budget:	\$35,000
Total SS funding:	\$12,450

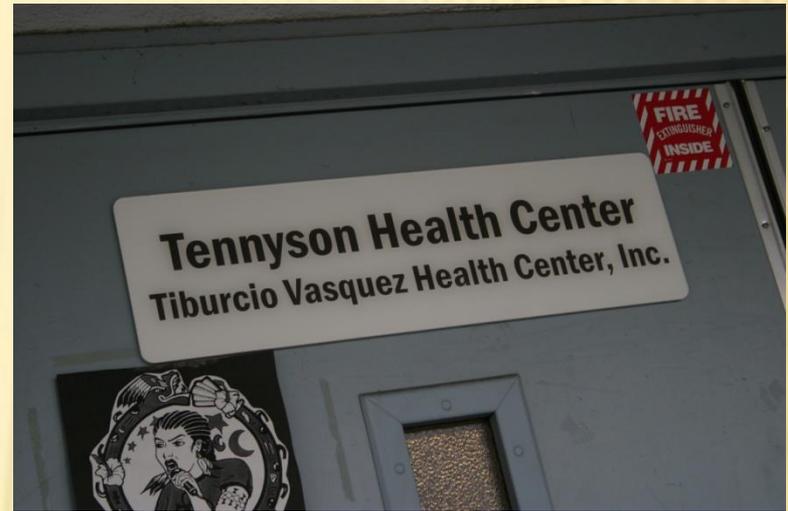
	2009	2010
Number of Hayward residents served:	18	18
Number of volunteers:	2	2
Number of volunteers hours provided:	40	40
Number of paid FTEs:	1	1

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Hired a new youth health services manager to over see program and manage Tennyson Health Center.
2. To foster leadership within the program, the position of Peer Leader was created to co-lead the KIR project with agency staff.
2. Using the KIR model and parent engagement program, we have expanded some of our work at Hayward High.



*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

**TRI-CITY HEALTH
CENTER
(SOCIAL SERVICES)**



Photo from Tri-City's website: <http://www.tri-cityhealth.org>

Tri-City Health Center provides high quality, comprehensive and client-centered services which assist and empower individuals living with HIV. The program provides case management, mental health, and benefits counseling to 84 low-income, unduplicated Hayward residents. Services offered include housing assistance, legal assistance, grocery vouchers, transportation assistance, and emergency financial assistance.

COMMUNITY SERVICES LIAISON: COMMISSIONER ROBERT LEPPERT

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

TRI-CITY HEALTH CENTER BY THE NUMBERS

Year program was founded:	2002
Total program budget:	\$110,000
Total SS funding:	\$24,900

	2009	2010
Number of Hayward residents served:	108	124
Number of volunteers:	0	0
Number of volunteers hours provided:	0	0
Number of paid FTEs:	4	4

COMMUNITY SERVICES COMMISSION'S FY 12 CITY-FUNDED AGENCY REPORT

NOTABLE TRENDS

Recent Accomplishments:

1. Renovation of Hayward site, designated four rooms for different purposes and allowing for new behavioral health services for Hayward residents.
2. Since September 2011, Hayward residents can access free bi-lingual mental health services by a therapist one day per week.
3. A donated freezer has increased capacity to provide free health food items to Hayward residents



Photo from Tri-City's website: <http://www.tri-cityhealth.org>

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

WOMEN ON THE WAY
(CDBG)



Women on the Way (WOTW) is a ten-bed shelter that provides residential treatment services to help women overcome drug and alcohol addictions. Each woman develops an individual treatment plan, setting goals in each major life area, and meets with her counselor frequently to review progress made toward her goals. This CDBG grant has helped pay for utilities and other operations.

COMMUNITY SERVICES LIAISON: COMMISSIONER ELIZABETH SAMAYOA

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

WOMEN ON THE WAY BY THE NUMBERS

Year program was founded:	1995
Total program budget:	\$304,165
Total CDBG funding:	\$10,950

	2009	2010
Number of Hayward residents served:	22	21
Number of volunteers:	11	11
Number of volunteers hours provided:	520	520
Number of paid FTEs:	6	6

*COMMUNITY SERVICES COMMISSION'S
FY 12 CITY-FUNDED AGENCY REPORT*

NOTABLE TRENDS

Recent Accomplishments:

1. New roof for residential facility
2. Now providing more Sober Living/ Transitional housing beds
3. Received an award from Merritt College for having the most clients attending community college



**Ground Rules for Establishing
Community Services Commission (CSC)
Funding Recommendations**

These *Ground Rules* are intended to support assignment of the Commission's funding deliberations substantively to the CSC's Application Review Committees (ARCs).

1. Commissioners shall have equitable access to serve on ARCs. To achieve this, the CSC Chair shall appoint a mix of new and experienced Commissioners to the ARCs, and a record of ARC members is to be maintained so that Commissioners may be rotated on and off various ARCs to facilitate "taking turns."
2. Funding Recommendations shall be presented as percentages of amounts of funding estimated to be available.
3. Preliminary (unofficial) funding recommendations are established at the ARCs, following the applicant interviews and comprehensive deliberation.
4. Official, "Draft" Funding Recommendations are established at a publicly noticed, "Regular" Community Services Commission (CSC) Meeting.
5. To establish the Commission's "Draft" Funding Recommendations, the ARC will present specific rationale and a funding recommendation for each application. ARC rationale may consist of objective and/or subjective information and criteria.
6. Commissioners are encouraged to ask questions and to express their opinions regarding the ARC's funding recommendations, including perspectives that differ from the ARC's recommendations. These comments will all become part of the record.
7. When Commissioners have finished expressing their opinions, follow-up questions, and concerns, the Commission will review and, as appropriate, discuss the City staff's Funding Recommendations and rationale.
8. The Commission will consider all the available information, vote on the ARC's funding recommendations. *In order to minimize redundancies in the process*, Commissioners are encouraged to support the ARC's recommendations except in instances in which:
 - a. The application is ineligible – or –
 - b. There is new or objective information that would render any of the ARC's recommendations to be outdated or factually incorrect.
9. It is the responsibility of the CSC Chair, in consultation with the appropriate ARC Chair, to facilitate discussion to prevent unnecessary or inappropriate deconstruction of the ARC's preliminary funding recommendations.

- 10.** When the Commission's "draft" Funding Recommendations have been established, there will be a Public Comment period that will last until the Commission's subsequent monthly meeting. During the Public Comment period, members of the public, including applicants for funding, may submit comments regarding the funding recommendations or any aspect of the funding process via mail, email, fax, by telephone, or in person. These comments will all become part of the record. New information submitted during the Public Comment period to augment any of the applications for funding is not to be considered, as the final opportunity to submit information took place at the applicant interviews.
- 11.** At the end of the Public Comment period, after hearing Public Comments (if any), the CSC Chair will facilitate the finalization of the CSC's Funding Recommendations.

DRAFT

FY 2012-13 FUNDING RECOMMENDATIONS

Summary Chart

INFRASTRUCTURE CATEGORY

INFRASTRUCTURE

App. #:	CATEGORY		Amount Requested	Prev. Year's Alloc.	CSC RECS	% OF AVAIL, FUNDING	STAFF RECS	% OF AVAIL. FUNDING	App. #:
	Applicant	Description of Project							
	AFFORDABLE HOUSING & HOME OWNERSHIP								
1	Habitat for Humanity	Development of 10 affordable housing units	\$200,000	\$0	\$0		\$0		1
		Subtotal:	\$200,000		\$0		\$0		
	HOUSING REHABILITATION								
2	COH: Housing Rehabilitation Program	Grants & loans for low-income homeowners	\$350,000	\$195,640	\$380,000	65.52%	\$380,000	65.52%	2
		Subtotal:	\$350,000		\$380,000		\$380,000		
	NEIGHBORHOOD FACILITIES & IMPROVEMENTS								
3	Acquisition of Matt Jimenez Community Ctr		\$133,330	\$0					3
4	COH: Eden Youth and Family Center	Phase 3 facility improvements	\$100,000	\$91,250	\$0	0.00%	\$0		4
5	COH: Mural Program	Murals in low-income census tracts	\$50,000	\$36,500	\$50,000	8.62%	\$50,000	8.62%	5
6	Dream Courts Foundation	Facility improvements	\$66,000	\$0	\$0		\$0		6
7	Emergency Shelter Program	Security gate at preschool	\$20,000	\$0	\$20,000	3.45%	\$20,000	3.45%	7
9	Hayward Area Recreation District	Sorensdale Center ADA kitchen project	\$175,000	\$73,000	\$100,000	17.24%	\$100,000	17.24%	9
10	St. Antonius Coptic Orthodox Church	Construction of a gymnasium	\$200,000	\$0			\$0		10
		Subtotal:	\$744,330		\$170,000		\$170,000		
	ECONOMIC DEVELOPMENT & COMMERCIAL REHABILITATION								
11	4 C's of Alameda County	Childcare recruitment and training (job creation)	\$30,000	\$25,550	\$30,000	5.17%	\$30,000	5.17%	11
12	Hayward Day Labor Center	Job creation, and placement of day laborers	\$90,000	\$87,600	\$0	0.00%	\$0		12
13	COH: Small Business Assistance Program	Revolving loan program (job creation)	\$275,000	\$146,000	\$0	0.00%	\$0		13
14	Saint Antonius Coptic Orthodox Church	Create three new jobs (via construction of gymnasium)	\$70,000	\$0	\$0		\$0		14
		Subtotal:	\$465,000		\$30,000		\$30,000		
	INFRASTRUCTURE CATEGORY GRAND TOTAL :		\$1,759,330		\$580,000	100.00%	\$580,000	100.00%	

** Est. available FY 12-13 funding (Infrastructure Category): \$580,000

FY 2012-13 Funding Recommendation Summary Chart

SERVICES CATEGORY

SERVICES

SUB-CATEGORY A: HOUSING-RELATED AND JOB PLACEMENT SERVICES (CDBG)			
App. #	Applicant	Description of Project	Amt. Requested
1	Alameda County Community Food Bank	Food delivery for Hayward homeless shelters	\$ 35,000
2	Centro Legal de la Raza	Legal services (fair housing and eviction defense)	\$ 20,000
3	East Bay Community Recovery Project	Elimination of homeless encampments	\$ 100,000
4	ECHO: Fair Housing Counseling	Fair housing counseling and testing	\$ 19,175
5	ECHO: Foreclosure Assistance Counseling	Foreclosure assistance	\$ 24,895
6	ECHO: Landlord-Tenant Counseling	Landlord and tenant counseling	\$ 29,220
7	ECHO: Rental Assistance Program	Move-in assistance (loan guarantees)	\$ 6,085
8	Emergency Shelter Program	Shelter operations (32 shelter beds)	\$ 26,000
9	FESCO	Shelter operations(24 shelter beds)	\$ 40,000
10	Family Violence Law Center	Legal services for victims of domestic violence	\$ 50,000
11	Magnolia Women's Recovery Program	Shelter operations (6 beds)	\$ 35,000
12	7th Step Foundation-Driver Training	Driver safety training for shelter clients	\$ 8,500
13	7th Step Foundation-Job Developer	Funds are requested to pay for a job developer	\$ 11,700
14	7th Step Foundation - Therapist	Create and pay for a full-time residential therapist	\$ 10,800
15	So. Hayward Parish/CAN	Assistance to homeless individuals.	\$ 12,000
16	Tranquility House Alternatives	Shelter operations	\$ 121,600
17	Women on the Way	Shelter operations (10 beds)	\$ 20,000
18	Bay Area Youth Services/Sunny Hills	Job training for former foster youth	\$ 25,702

Sub-Category A Sub-Totals: \$ 595,677

CSC RECOMMENDATIONS	
AMT. RECOMMENDED	% OF AVAIL. FUNDING
\$0	
\$20,000	9%
\$0	
\$59,240	27%
\$26,000	12%
\$35,500	16%
\$47,260	21%
\$0	
\$0	
\$0	
\$0	
\$12,000	5%
\$0	
\$20,000	9%
\$0	
\$220,000	100%

STAFF'S RECOMMENDATIONS	
AMT. RECOMMENDED	% OF AVAIL. FUNDING
\$0	
\$20,000	9%
\$0	
\$59,240	27%
\$26,000	12%
\$35,500	16%
\$47,260	21%
\$0	
\$0	
\$0	
\$0	
\$12,000	5%
\$0	
\$20,000	9%
\$0	0%
\$ 220,000	100%

App. #
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18

FY 2012-13 Funding Recommendation Summary Chart

SERVICES CATEGORY

SERVICES

SUB-CATEGORY B: YOUTH SERVICES (Soc. Svcs.)			
App. #	Applicant	Description of Project	Amt. Requested
19	CALICO	Forensic interviews of physically and sexually abused children	\$ 17,500
21	Community Alliance for Special Education	Education and advocacy for students in Special Education	\$ 10,000
22	Dream Courts Foundation	Recreation and gang prevention	\$ 34,000
24	East Bay Aviators	Aviation training and gang prevention	\$ 30,000
25	Eden Youth & Family Center	Tattoo removal program	\$ 10,000
26	Family Paths, Inc.	MH services for childhood victims of physical and sexual abuse	\$ 20,000
27	Horizon Services, Inc.	Socialization and empowerment activities for LGBTQ youth	\$ 50,000
Sub-Category B Sub-Totals:			\$ 171,500

CSC RECOMMENDATIONS	
AMT. RECOMMENDED	% OF AVAIL. FUNDING
\$17,500	5.27%
\$0	
\$0	
\$0	
\$0	
\$0	
\$25,000	7.53%
\$42,500	12.80%

STAFF'S RECOMMENDATIONS	
AMT. RECOMMENDED	% OF AVAIL. FUNDING
\$17,500	5.27%
\$0	
\$0	
\$0	
\$0	
\$0	
\$25,000	7.53%
\$42,500	12.80%

App. #
19
21
22
24
25
26
27

SUB-CATEGORY C: SERVICES FOR SENIORS AND PEOPLE WHO HAVE DISABILITIES (Soc. Svcs.)			
App. #	Category	Description of Project	Amt. Requested
29	Afghan Elderly Association	Healthy Aging Program	\$ 10,000
30	Alzheimer's Services of the East Bay	Program subsidies for adult day care program	\$ 20,000
31	Bay Area Community Services	Friendly Visitors Program for Seniors	\$ 12,500
32	Bay Area Community Services - Hedco House	Structured day program for adults who have mental illness	\$ 25,000
33	Community Resources for Independent Living	Independent Living Activities and Support	\$ 30,000
34	Legal Assistance for Seniors (LAS)	Free legal services for seniors	\$ 22,000
35	Spectrum Community Services	Congregate meals for seniors	\$ 30,000
Sub-Category C Sub-Totals:			\$ 149,500

CSC RECOMMENDATIONS	
AMT. RECOMMENDED	% OF AVAIL. FUNDING
\$0	
\$0	
\$12,500	3.77%
\$17,000	5.12%
\$25,000	7.53%
\$22,000	6.63%
\$25,000	7.53%
\$101,500	30.57%

STAFF'S RECOMMENDATIONS	
AMT. RECOMMENDED	% OF AVAIL. FUNDING
\$0	
\$0	
\$12,500	3.77%
\$17,000	5.12%
\$25,000	7.53%
\$22,000	6.63%
\$25,000	7.53%
\$101,500	30.57%

App. #
29
30
31
32
33
34
35

CITY OF HAYWARD

COMMUNITY SERVICES COMMISSION

BYLAWS

ARTICLE I

PURPOSE

SECTION 100. The City Council of the City of Hayward finds that there is a need on the part of the City and the community to institute the *Community Services Commission* as the official, responsible, community-oriented body within the City Government in order to:

- A. Provide advice and assistance to the Hayward City Council regarding the social, economic, and humanitarian aspects of community development issues within the City;
- B. Encourage the development of a planned and orderly approach to the development of community services in the City;
- C. Identify the needs for community services, to plan for the coordinated delivery of such services to residents in need through both private and public resources so as to avoid duplication and conflict of effort;
- D. Evaluate the effectiveness of the services provided, and to advise the City Council in regard to these functions;
- E. Support community improvement goals, and to help solve community problems;
- F. Serve as the Citizens Review mechanism of federally financed or aided projects; and,
- G. Create and sustain an environment which will encourage and bring about mutual understanding and respect among all groups of the City, and to discourage and prevent any and all recognized discriminations based upon race, sex, religion, national origin, age, handicap, sexual orientation, and all other protected categories of persons, if any, under federal and state law, and particularly those discriminations in the areas of housing, employment, and education.

ARTICLE II

POWERS AND DUTIES

SECTION 200. The Community Services Commission ("CSC") as an advisory body to the City Council shall have the power and duty to:

- 1) Adopt rules and regulations for the conduct of its business and for the time and place of its meetings. Any such rules and regulations shall be published and made available to the public.
- 2) Inform themselves of their community's renewal activities.
- 3) Assist in developing objectives and goals.
- 4) Inventory community resources for accomplishing these objectives.
- 5) Learn and pursue the methods of achieving the goals.
- 6) Serve as a medium for bringing private resources into the program.
- 7) Perform other related duties as directed by City Council.

SECTION 201. FUNDING RECOMMENDATION RESPONSIBILITY.

- 1) Solicit proposals for City-administered funding as directed by City Council, including but not limited to Community Development Block Grant ("CDBG") and Social Services Program funding, by announcement of the availability of funds, development of application guidelines, and publication of policies and criteria.
- 2) Review criteria used to make funding recommendations.

- 3) Establish funding levels of applicant programs.
- 4) Prepare and submit priority recommendations to City Council.
- 5) Commission also reviews staff recommendations prior to making its own final recommendations.

SECTION 202. EVALUATION RESPONSIBILITY.

- 1) Review all evaluation reports.
- 2) Question issues raised in reports.
- 3) Request evaluations if special conditions apply:
 - Imminent defending and no previous supportive evaluation
 - Possible new funding based on quality of programs
- 4) Apply the evaluation information based on the liaison visit, staff liaison contact and monitoring reports in order to formulate funding decisions.
- 5) Hear reports, presentations and appeals from programs.

SECTION 203 LIAISON GOALS.

- 1) Gain familiarity with programs.
- 2) Gain familiarity with the program's objectives, services and client profile (does not include examination of program records).
- 3) Gain familiarity with the program's operational procedures to include: project initiation, delivery of service, project completion, service delivery levels and any other appropriate information.
- 4) Attend program Board meetings as observer, if desired.
- 5) Observe program office at work, if appropriate, focusing on program activity level and program environment.

**ARTICLE III
MEMBERS**

SECTION 300. The Community Services Commission shall consist of no fewer than seventeen (17) members, who have shown themselves qualified, by evidence of previous experience and involvement in community services and the social aspects of physical planning.

SECTION 301. In order to be eligible for appointment to the Commission a person shall be a qualified elector of the City of Hayward. The members of the Commission shall be appointed by the City Council.

SECTION 302. By City Resolution 73-235 C.S. the City Council established a policy of a limitation of not more than two and one-half (2 ½) consecutive full terms of four years apiece on any one board or commission for service thereon by members thereof.

SECTION 303. In City Resolution 87-323 C.S. the City Council repeated and implemented Section 905 of the City Charter:

1. **DECLARING VACANCIES.** If a member of a board or commission absents himself/herself from three consecutive regular meetings of such board or commission, or ceases to be a qualified elector of the City, his/her office shall become vacant and shall be so declared by the Council.
2. **EXCUSED ABSENCE.** Boards and commissions shall not excuse or otherwise grant permission to their members to be absent from any regular meeting of the board or commission.

3. ATTENDANCE The City Council shall review the attendance records of all board and commission members in May of each year. Unless extraordinary conditions exist, the City Council shall remove all board or commission members who have not attended at least 75 percent of the meetings of the board or commission upon which they serve, which are subject to the Brown Act.

If a Commissioner misses two consecutive meetings, the Library and Community Services Department will notify the City Clerk of said absences. The City Clerk will notify the Commissioner in writing (per Council direction) reminding them of the two consecutive meetings missed and that one more meeting missed will result in automatic removal from the board or commission.

After three consecutive absences or in the event attendance at 75 percent of meetings is not maintained the Office of the City Clerk will notify the Mayor either of the automatic vacancy or recommending the Commissioner office be declared vacant because of attending less than 75 percent of meetings and requesting that an appointment be made to fill the vacant office.

ARTICLE IV OFFICERS

SECTION 400. The Commission will elect the Chairperson, Vice-Chairperson, and Parliamentarian/Historian at the August regular meeting and install them at the September meeting of every year to serve a term of one year or until their successors have been elected. The Commission Vice-Chairperson shall also serve as the Chair of the Public Services Application Review Committee. Elected officers may succeed themselves one or more times, but generally not more than twice.

SECTION 401. The Commission will elect the Chairperson of the Infrastructure Application Review Committee and the Chairperson of the Neighborhoods, Arts and Events Application Review Committee at the August regular meeting and install them at the September meeting of every year to serve a term of one year or until their successors have been elected. Elected Committee Chairpersons may succeed themselves one or more times, but generally not more than twice.

SECTION 402. The Chairperson shall appoint the Commission Activity Coordinators (Agency Liaison Coordinator; Events Coordinator; and Paratransit Advisory Committee Liaison, respectively) at the August regular meeting and install them at the September meeting of every year to serve a term of one year or until their successors have been appointed. Appointed Coordinators may succeed themselves one or more times, but generally not more than twice.

ARTICLE V DUTIES OF OFFICERS

SECTION 500. The Chairperson shall preside at the regular and special called meetings of the Commission and shall report directly to the City Council on all recommendations of the Commission. He or she shall perform all duties incident to his or her office and such other duties as may be required by the Hayward City Charter, Hayward Municipal Code, City Council Resolutions and these Bylaws. The Chairperson shall appoint all committees and shall be an *ex officio* member of all committees.

SECTION 501. The Vice-Chairperson, in the absence of the Chairperson, or in the event of the Chairperson's inability or refusal to act, shall perform all the duties of the Chairperson and when

so acting shall have all the powers of and be subject to all the restrictions on the Chairperson.

SECTION 502. In the absence of the Chairperson and Vice-Chairperson, the Parliamentarian/Historian shall preside at the regular or special meeting.

ARTICLE VI MEETINGS

SECTION 601. The regular meetings of this Commission shall be held on the third (3rd) Wednesday of every month. All agendas for the CSC shall be posted at least seventy-two (72) hours before each regular meeting in the manner set forth in the Rules and Regulations of the CSC.

SECTION 602. The annual dinner meeting of the Commission shall be held on the third (3rd) Wednesday of June each year.

SECTION 603. SPECIALMEETINGS; CALL; NOTICE. A special meeting may be called at any time by the presiding officer or a majority of the Commission by delivering personally or by mail, a written notice. All members shall be notified at least forty-eight (48) hours prior to the Special Meeting. The call and notice shall specify the time and place of the Special Call Meeting and provide a copy of the agenda. All agendas for Special Call Meetings shall be posted at the place designated by City Council.

SECTION 604. The quorum for a regular or special meeting shall be a majority of the currently seated membership of this Commission. Each member of the Commission shall be entitled to one vote on all matters brought to a vote during a regular or special meeting at which the member is present. The affirmative or negative vote of a simple majority of the currently seated membership of this Commission shall be necessary for it to take any action.

ARTICLE VII AMENDMENT

SECTION 701. Proposed amendments to these Bylaws maybe submitted in writing by any Commission member at a regular or special meeting. A copy of the proposed amendments shall be furnished to each Commission member at least 45 days prior to adoption or rejection. Approval by a two-thirds (2/3) affirmative vote shall constitute adoption of the amendment.

ARTICLE VIII COMMITTEES

SECTION 801. The Infrastructure Application Review Committee (ARC) shall consist of five or more Commissioners appointed by the Committee Chair. The duties of the Infrastructure ARC are: reviewing the applications for all Economic Development and Facilities applications for funding, interviewing applicants and developing recommendations of funding for the CSC.

SECTION 802. The Public Services Application Review Committee (ARC) shall consist of five or more Commissioners appointed by the Committee Chair. The duties of the Public Services ARC are: reviewing the Social

Services and CDBG Public Services applications for funding, interviewing applicants and developing recommendations of funding for the CSC.

SECTION 803. The Neighborhoods, Arts and Events Application Review Committee (ARC) shall consist of five or more Commissioners appointed by the Committee Chair. The duties of the Neighborhoods, Arts and Events ARC are: reviewing applications for Neighborhoods, Arts and Events funding, interviewing applicants and developing recommendations of funding for the CSC.

SECTION 802. The Dinner Committee shall consist of one Commissioner. More Commissioners may be appointed if the Chairperson deems necessary. The Dinner Committee shall present to the Commission location and menu options, make the reservations and arrange for payment.

SECTION 804 The Nominating Committee shall consist of three Commissioners. The Nominating Committee shall present to the Commission its recommendations for Chairperson, Vice-Chairperson and Parliamentarian/Historian for the next fiscal year.

SECTION 805 As deemed necessary, other Ad Hoc Committees may be appointed. These Committees shall generally consist of three to five Commissioners as needed.

[end]

Drafted 11/16/2011
Updated 12/21/2011
Adopted 3/22/2012

Community Services — Citizens Advisory Commission

-Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

Formatted: Space Before: 6 pt, After: 6 pt

This document ~~provides is a list of the~~ “best practices” ~~guide for of~~ the City of Hayward’s ~~Community Services~~ Citizens Advisory Commission (CSC). ~~(CAC)~~. It ~~may is not~~ meant to be complete or ~~comprehensive; nor~~ comprehensive. Nor is it ~~meant as~~ a set of hard-~~and-~~fast rules ~~for by which~~ future Commissions, ~~must~~ abide. Rather, the ~~purpose of this document intent~~ is to record some of the practices which ~~CSCCAG~~ members have found effective.

~~This document was first created in 2004 by the CAC in the hope of passing on some experience and wisdom to future Commissions. It is hoped that future Commissions will add to this document so that, over time, it will become a repository of institutional knowledge that is passed from “generation to generation.”~~

The ~~recommended “best practices” recommendations~~ are ~~presented arranged~~ in chronological order ~~of Commission activities, starting with~~ the beginning of the fiscal year in July.

Formatted: Space Before: 6 pt, After: 6 pt

Mentoring New Commissioners

At the beginning of each year, new Commissioners are appointed ~~to the~~ CAC and go through an orientation session with the staff before the ~~commission’s~~ first meeting. Each new Commissioner can also be assigned a “mentor” or “buddy” by the Commission. ~~A “mentor/buddy” is—~~ a veteran Commissioner who ~~helps volunteers to help~~ the new ~~Commissioner become~~ familiar with his new responsibilities and the commission’s operation. ~~member get up to speed.~~ The mentor/~~buddy is should be~~ available to ~~the new Commissioner to~~ answer questions before, during, and after meetings.

Formatted: Space Before: 6 pt, After: 6 pt

Liaison Assignments

Assign agency liaisons early in the year so that Commissioners have plenty of time to schedule ~~their~~ visits. The July meeting is a good time to make assignments because it is the first one after new members have been added to the Commission. ~~Each Commissioner should serve as liaison to a different agency each year.~~

Formatted: Space Before: 6 pt, After: 6 pt

Liaison assignments should be rotated regularly among commissioners, i. e., a Commissioner should not be assigned the same applicant agency two years in succession.

Formatted: Font: Verdana

Community Services — Citizens Advisory Commission

-Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

Formatted: Space Before: 6 pt, After: 6 pt

~~Liaison reports should be scheduled~~ Schedule the liaison reports at a rate of four per month, beginning in September. Leave some slots empty in the last month to accommodate ~~late~~ delayed reports. This schedule allows the CSCCAG to complete the liaison reports before the busiest portion of the funding cycle. It also gives new Commissioners a chance to become familiar with most of the agencies before they begin reading proposals.

Annual Tour

Hold two tours each year. This provides Commissioners a greater opportunity to be introduced to the funded agencies. Two short tours (as opposed to one long tour) ~~would make~~ makes it more likely that each Commissioner will be able to attend a tour; and ~~would make it~~ makes for a shorter and ~~ultimately~~ less tiring day.

The ~~semi~~-annual tours should not count as regular meeting ~~date~~s for attendance purposes.

Formatted: Space Before: 6 pt, After: 6 pt

Sample Application Review

The CSCCAG should schedule a “practice review” of at least one funding application from a previous year before receiving the current year’s batch of proposals. This practice proposal can be distributed in a regular monthly meeting packet with instructions to review it as though it were a real application. At the ~~following~~ next monthly meeting, Commissioners can share their review techniques, insights, questions and remarks about the proposal.

This exercise is ~~extremely~~ valuable to new Commissioners ~~--who have never reviewed a proposal because~~ it gives them an opportunity to absorb ideas from the veteran members. It is also of ~~significant~~ value to veteran ~~commissioners~~, who can ~~get new insight~~ learn from ~~each other and get fresh insights from the~~ new Commissioners.

Formatted: Space Before: 6 pt, After: 6 pt

Funding Forum

~~_____ The Annual Funding Forum, organized by the staff for potential applicants, is held each fall.~~ The Commission should appoint a few of its members to a “Funding Forum Committee” which would attend the annual the Funding Forum ~~that staff stages each fall for potential applicants.~~ Committee.

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Font: Verdana

Community Services — Citizens Advisory Commission

-Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

This ~~group will attend the~~ Funding Forum Committee will attend staff's Funding Forum, and should be prepared to answer questions from applicants about the Commission's role in the funding process. The Funding Forum Committee will report back to the full Commission at its next regular meeting.

New ~~commissioners~~ members may want to join the Funding Forum Committee to help them better understand the application process. Veteran commissioners ~~Some veteran members~~ should be part of ~~also join~~ the Funding Forum Committee so ~~that they could properly field~~ are available to answer questions from ~~the~~ applicants during the Funding Forum.

Collecting Proposal Questions

After reviewing all the proposals, the Commissioners should meet and submit their follow-up questions for applicants to the staff verbally, ~~as a group,~~ rather than ~~submitting questions~~ in writing. Reviewing the proposals one at a time and listening to other Commissioners' questions is valuable for the following reasons:

Formatted: Space Before: 6 pt, After: 6 pt

~~1.~~ Hearing others' questions may cause some Commissioners to see things they had overlooked when reviewing the applications on their own. ~~This helps get the juices flowing and often~~ results in a more meaningful dialogue ~~– and would enable~~ thorough list of questions.

~~2.~~ Commissioners will listen to others' questions and expand on them. This enables staff to compile a clearer and more concise list of questions with less duplication.

~~1.~~

Formatted: Font: 12 pt

~~3-2.~~ Because ARC (Applications Review Committee) members hear all of the questions and concerns of the full CSC, CAC, they are better able to follow up on those issues when meeting with the applicants.

Formatted: Space Before: 6 pt, After: 6 pt, Numbered + Level: 1 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5"

Formatted: Space Before: 6 pt, After: 6 pt

~~4.3.~~ It gives ARC members a chance to identify which applications caused the greatest concern to the CSC, CAC as a whole versus those ones which were clearly understood by all. This enables ARC members to identify applicants who may need to be questioned in more detail during the ARC interviews.

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Font: Verdana

Community Services — ~~Citizens Advisory~~ Commission

~~-~~Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

Application Review Committee (ARC)

Each year the ~~CSC chairperson~~~~CAC Chair~~ appoints a panel of five Commissioners (plus two alternates) for the purpose of conducting CDBG applicant interviews. This panel is called the Application Review Committee (ARC).

Formatted: Space Before: 6 pt, After: 6 pt

Applicant interviews with the ARC are scheduled to take place in March at an all-day Saturday meeting. During the interviews, each applicant is given the opportunity to briefly respond to ARC members' follow-up questions pertaining to that applicant's proposal for CDBG funding. After the interviews, the ARC develops initial recommendations to be presented to the ~~CSC, CAC~~. The ~~CSCentire CAC~~ is responsible for developing the ~~CSC's CAC's~~ Final Recommendations for CDBG Funding.

ARC Selection Process

The ARC process is considered an excellent way for Commissioners to gain insight into the variety of programs funded through the CDBG program. ~~To this end, Commissioners who have recently been appointed to the CAC are encouraged to participate in the ARC.~~

Formatted: Space Before: 6 pt, After: 6 pt

The ~~CSC chairperson~~~~Chair~~ will give first priority for ARC positions to newly-appointed Commissioners. Second priority will be given to Commissioners who did not serve on the ARC during the previous funding cycle. Commissioners ~~that have served~~~~who did serve~~ on the ARC during the previous funding cycle ~~are but would like to serve again, will be given~~ third priority. ~~These priorities notwithstanding, the Vice-Chair of the CAC will be appointed to the ARC and will serve as the Chair of the committee.~~

The CSC Vice Chairperson will serve as the ARC Chairperson of the committee.

ARC All-Day Session

The following suggestions apply to the ARC's all-day session.

Formatted: Indent: First line: 0", Space Before: 6 pt, After: 6 pt

1. Prior to the meeting, the ARC should identify applicants for which the ~~CSC~~~~CAC~~ had an unusually long list of questions and consider scheduling

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Font: Verdana

Community Services — **Citizens Advisory** Commission

-Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

extra time for these applicants. This will help to keep the session on schedule.

2. On the day of the ARC, each ARC member should come to the meeting with at least one question written down for each applicant. Having a few questions ready can help get the conversation started and help get to the heart of what needs to be addressed in the shortest amount of time. It also eliminates the awkward silence following introductions.

Formatted: Space Before: 6 pt, After: 6 pt

3. It should be made clear to the applicants (before the meeting) that they will not be ~~making~~expected to make a presentation to the ARC. The applicants need only be ready to answer questions about their proposals.

Formatted: Space Before: 6 pt, After: 6 pt

The

- ~~4. (For the ARC Chairperson must keep Chair)~~ Keep the meeting running on time. The ARC is a long day for everyone. Keeping to the schedule, while challenging, will make it much more likely that ARC members and staff will have a little bit of brain power left when it is time to formulate the recommendations. At the same time, the Chairperson should use his/her discretion to allow extra time for some applicants if needed.

Formatted: Indent: Left: 0", Space Before: 6 pt, After: 6 pt, Numbered + Level: 1 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.25" + Tab after: 0.5" + Indent at: 0.5", Tab stops: 0.25", List tab + Not at 0.5"

4.

5. After meeting with all applicants, the ARC and staff should formulate their preliminary recommendations before leaving for the day.
6. The City Council is best served by two sets of recommendations reflecting the views of the commission and staff. The recommendations do not have to be the same, but it is best to eliminate minor differences so that the Council can focus on the major differences. With that in mind, consider following these steps when developing the preliminary funding recommendations:

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Space Before: 6 pt, After: 6 pt

- a. The staff, while refraining from sharing their recommendations with the ARC, should do their best to share any late-breaking information they have regarding the applicants. The goal is for both groups to formulate their recommendations based, to the extent possible, on the same information.

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Font: Verdana

Community Services — **Citizens Advisory Commission**

-Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

b. The ARC and the staff then formulate their Public Services funding recommendations independently of each other. Start with Public Services because the amount allocated for this category is capped.

Formatted: Space Before: 6 pt, After: 6 pt

c. The ARC and staff then share their recommendations with each other. They discuss the differences and the reasoning behind those differences.

Formatted: Space Before: 6 pt, After: 6 pt

d. Both the ARC and staff should consider adjusting their recommendations if they find the other group's arguments more compelling. Both groups should work together to attempt to eliminate minor differences so that only the major differences remain.

Formatted: Space Before: 6 pt, After: 6 pt

e. Repeat steps "a" through "d" for all of the non-Public Services applications.

Formatted: Space Before: 6 pt, After: 6 pt

Following these steps allows both the staff and the ARC to have their own unfiltered input into the final recommendations (which is, after all, the point of having both staff and commission recommendations). Simultaneously, this process will eliminate most of the minor differences between the two sets of recommendations, thus allowing the full CSCGAG and the City Council to focus on the major differences.

Formatted: Space Before: 6 pt, After: 6 pt

7. ARC members who disagree with any of the preliminary recommendations should come to the full CSCGAG ready to present their case. The full CSCGAG will get the most value from the recommendations if they are informed of any dissent.

Formatted: Space Before: 6 pt, After: 6 pt

Funding Recommendations - City Council

The following recommendations have proven effective in fully informing the City Council of the thinking behind the Commission's recommendations. The staff is extremely knowledgeable and always does a superb job of presenting

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Font: Verdana

Community Services — **Citizens Advisory Commission**

-Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

their recommendations. And it is incumbent upon the Commission to demonstrate a command of the details in order for their recommendations to be given the weight they deserve.

At the City Council Work Session

1. Commissioners may wish to speak to members of the City Council before the City Council Work Session to emphasize key points and answer questions.
2. All Commissioners should attempt to attend the City Council Work Session at which the **CSCGAG** and staff recommendations are presented. A strong attendance by the Commissioners helps to demonstrate how seriously the **CSCGAG** takes its responsibilities.
3. At the City Council Work Session, the ARC Chairperson serves as spokesperson for the **CSCGAG** regarding its funding recommendations. The ARC Chairperson should briefly present the Commission's case for the most controversial items during public comments. The ARC Chairperson should also inform the Council (either before the meeting or during public comments) that s/he would like to be given a chance to respond (briefly) to any questions that are raised by the Council during the work session.

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Space Before: 6 pt, After: 6 pt

At the City Council Public Hearing

1. Commissioners may wish to speak to members of the City Council before the City Council Public Hearing to emphasize key points and answer questions.
2. All Commissioners should attempt to attend the Public Hearing.
3. At the City Council Public Hearing, the **CSCGAG** Chairperson will serve as the **CSC'sGAG's** spokesperson. Like the work session, the Chair should summarize the Commission's argument for the more controversial items.

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Font: Verdana

Community Services — Citizens Advisory Commission

-Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

The Chair should then invite questions from the City Council and offer to come back up to the podium if they have questions later.

Following these suggestions ensures that the Commission's viewpoint will be conveyed to the council. Whether the Council ultimately agrees with the CSCCAG or not, the Commission will have given the City Council the information it needs to make a final decision.

Formatted: Space Before: 6 pt, After: 6 pt

End-of-Year Debrief

At the end of each year (in the spring after the funding process), the Commission should hold a "debrief" – a discussion of the past year's process. The purpose of the conversation is to talk about what worked well and what could be improved. It is an opportunity to introduce new ideas and make suggestions for modifying existing processes.

Formatted: Space Before: 6 pt, After: 6 pt

That discussion should include, but should not be limited to, the following topics:

Encouraging New Applicants

- What can be done in the coming years to encourage new applicants?
- How can the City reach out to groups that have never applied for CDBG funding?
- What can the City do to encourage more applications in the categories that have been underutilized this year?

Formatted: Space Before: 6 pt, After: 6 pt

Improving the Application Process

- What can be done to improve the application process?
- Should changes to the Funding Forum be made to the funding forum?
- Should the funding calendar be modified?
- Could documents provided to applicants be improved?

Formatted: Space Before: 6 pt, After: 6 pt

Formatted: Font: Verdana

Community Services — **Citizens Advisory** Commission

-Best Practices & Ground Rules

[Adapted from CAC Best Practices document | Draft 3/21/12]

Formatted: Font: Verdana, 14 pt, Not Bold

Formatted: Font: Verdana, Not Bold

Formatted: Font: 12 pt, Not Bold

Update the “Best Practices”

Review this CSC~~the CAC~~ Best Practices ~~(this document)~~ to discuss potential revisions. Are the items that should be added, removed, and/or revised?~~added? Removed? Revised?~~

Formatted: Space Before: 6 pt, After: 6 pt

Other

Conversations focused on the specific topics listed above are probably a good idea as they are recurring themes that should be reviewed each year. But also allow some time for general brainstorming. As Commissioners, we learn new things every year. Try to discuss those lessons and consider whether any of them suggest changes that should be made.

Formatted: Space Before: 6 pt, After: 6 pt

END OF DOCUMENT
Draft 3/21/12

Formatted: Font: Verdana