



COMMUNITY SERVICES DIVISION

COMMUNITY SERVICES COMMISSION

Hayward City Hall
777 B Street, Hayward, CA
Room 2-A

Regular Meeting Agenda

Wednesday, October 17, 2012 – 7PM

- 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 September 19, 2012 Regular Meeting**
- VI. **Election of Officers – Continuation**
- VII. **FY 13-14 Application Review Committee (ARC) Interviews**
- VIII. **FY 12-13 Liaison Visits – Report Back**
- IX. **Non-Action Items**
 - A. Paratransit Report - Handout
 - B. Community Events - Update
- X. **Future Agenda Items (Nonrecurring)**
- XI. **Commissioner Announcements**
- XII. **Adjournment**

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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
HEART OF THE BAY

COMMUNITY SERVICES DIVISION

COMMUNITY SERVICES COMMISSION
Wednesday, September 19, 2012 - 7PM
Summary Notes

I. Call to Order

Meeting was called to order at 8:03PM.

II. Pledge of Allegiance

All in attendance recited the Pledge of Allegiance.

III. Attendance

Commissioner Leppert called the attendance of the Community Services Commission (CSC). Commissioners in attendance signed the Attendance Sheet.

Attendance Record In Alphabetical Order	This Meeting	All Meetings ¹ Year to Date		Regular Year to Date	
		9/19	Present	Absent	Present
Commissioners	9/19	Present	Absent	Present	Absent
1. Allen-Thomas, Donna	X	1	0	1	0
2. Bonilla, Jr Ray	X	1	0	1	0
3. Chiasson, Cynthia	X	1	0	1	0
4. Davis, Todd	X	1	0	1	0
5. Enders, Heather	X	1	0	1	0
6. Fagalde, Diane	X	1	0	1	0
7. Guernsey, Peggy (Parliamentarian)	O	0	1	0	1
8. Henderson, Ben	X	1	0	1	0
9. Lara, Robert	X	1	0	1	0
10. Leppert, Robert	X	1	0	1	0
11. Linnen, Lynnette (Chair)	O	0	1	0	1
12. Manapragada, Sai	X	1	0	1	0
13. McManus, Allison	X	1	0	1	0
14. Moore, Linda	X	1	0	1	0
15. Morales-Contreras, Liz	X	1	0	1	0
16. Samayoa, Elizabeth (Vice-Chair)	X	1	0	1	0
17. Willis Jr., Julius	X	1	0	1	0

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

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Council Member in Attendance:
Council Member Barbara Halliday

Staff in Attendance:
Sean Reinhart, Library and Community Services Director
Anne Culver, Social Services Planning Manager
Dana Bailey, Senior Property Rehabilitation Specialist
Grace Kong, Administrative Analyst I

Guests in Attendance:
Guests signed the Guest Sign-In sheet.

IV. Public Comments

There were no Public Comments.

V. Approval of Summary Notes from the July 18, 2012 Regular Meeting of the CSC

Ms. Culver called attention to an error in the Attendance Record. Commissioner Yip's attendance record was inaccurate, with a missing Present count to include the May CSC Regular Meeting. Commissioner Morales-Contreras called attention to an additional attendance error, with her own missing an Absence count for the May CSC Regular Meeting. With those corrections noted, Commissioner Lara made a motion to approve the July 18, 2012 Summary Notes. The motion was seconded by Commissioner Leppert, and the *CSC approved the July 18, 2012 Summary Notes* (with 3 abstentions).

VI. Welcome and Introductions

All in attendance took turns introducing themselves, including sharing their names and number of years served on the CSC. The CSC welcomed new members, Commissioner Enders and Commissioner Manapragada. Both commissioners provided a brief overview of their experience in service and commitment to the Hayward community. The CSC also welcomed a new employee, Ms. Kong to the City of Hayward. Ms. Kong has been hired as an Administrative Analyst I to support the funding process and assist with grants and contracts monitoring.

VII. Funding Forum Debrief

Commissioner Moore stated that the forum went well in her opinion. Commissioner Lara thanked City staff for addressing the CSC's concern over funding availability to smaller non-profit agencies that did not meet the previous year's contracting standards.

Commissioner Lara inquired about the inclusion of the total agency budget as a question in the application for funding. Ms. Culver suggested that this could be part of the Application Review Committee (ARC) interviews. Several commissioners voiced the need for this information. *Ms. Culver agreed to add the total agency budget question to the current application for funding.*

Commissioner McManus inquired as to what support was available to agencies that did not meet the contracting standard of having a financial audit. Ms. Culver and Commissioner Samayoa provided some information about fiscal sponsorship, including benefits, risks, fees, and how the relationship is generally established.

Commissioner Fagalde inquired about the audit requirement in relation to the Neighborhoods, Arts and Events category. Ms. Culver confirmed that the financial audit is not required for the referenced funding category. Commissioner Fagalde also inquired about pro-bono audit services that could be available. Commissioner Henderson inquired about the potential loss of time and energy for a fiscal sponsor, should a sponsored agency be unsuccessful in the application process. It was acknowledged that some organizations seek and/or provide sponsorship to foster collaboration and community building. There was a brief discussion about the organization of a networking event to encourage fiscal sponsorship.

VIII. Election of CSC Officers – Discussion and Action Item(s)

Commissioner Leppert spoke in representation of the CSC Elections Committee, and provided the recommended officer nominations and appointments as follows:

Position	Recommended Commissioner
Chair	Commissioner Samayoa
Vice Chair	Commissioner Moore
Parliamentarian	Commissioner Chiasson
ARC Chair: Services	Commissioner Moore
ARC Chair: Infrastructure	Commissioner Willis Jr.
ARC Chair: Neighborhood, Arts, and Events	Commissioner Bonilla Jr.
Coordinator: Agency Liaison	Commissioner Lara
Coordinator: Events	Commissioner Henderson
Coordinator: Paratransit Advisory Committee	Commissioner Guernsey

Commissioner McManus nominates Commissioner Bonilla Jr. for the CSC Chair position. There was some discussion about the nomination and voting process, and it was decided, upon the suggestion of Commissioner Chiasson, that nominees be asked about their willingness to serve in the nominated position. It was decided that an anonymous voting process would take place after willingness to serve was confirmed.

After the nomination process was completed, Commissioner Lara motioned to close nominations. Commissioner Willis Jr. seconds the motion. *The CSC approves the closing of nominations for Officer Elections.*

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A vote for the CSC Chair position was conducted, with Ms. Bailey collecting the paper votes. Commissioner Enders was selected to tally the votes, due to her abstention from the voting process. There were a total of 12 votes and 2 abstentions, resulting as follows:

Commissioner Samayoa	8 votes
Commissioner Bonilla Jr.	4 votes
Commissioner Moore	1 vote

The CSC elects Commissioner Samayoa as the new CSC Chair. With no other nominations for the other open positions, recommended commissioners committed their willingness to serve and were appointed as follows:

Commissioner Moore	Vice Chair
Commissioner Chiasson	Parliamentarian
Commissioner Willis Jr.	ARC Chair: Infrastructure
Commissioner Bonilla Jr.	ARC Chair: Neighborhood, Arts, and Events
Commissioner Moore	ARC Chair: Services
Commissioner Lara	Coordinator: Agency Liaison
Commissioner Henderson	Coordinator: Events

Appointments for the open position of Coordinator: Paratransit Advisory Committee was tabled for the next CSC Regular Meeting due to the absence of recommended Commissioner Guernsey.

IX. FY 12-13 Liaison Visits – Demonstration and Discussion

Ms. Culver provided an overview and purpose of the liaison visits. Ms. Kong shared a video demonstrating how to use City Data Services (CDS), the new online grant application and reporting system being used by the Community Services Division. Commissioners are to login to CDS to upload and share their liaison visit reports and photos. It was confirmed that commissioners still have the option of emailing photos to City staff or distributing paper copies.

After the CDS demonstration, Commissioner Lara asked if the funded agencies are able to view the liaison reports commissioners submit online, to have the relationship between commissioner and agency be more a more collaborative partnership. Ms. Culver responded that this feature could possibly be added to CDS. Commissioner Samayoa asked if agency reports were accessible in CDS, especially prior to making funding recommendations. Ms. Culver confirmed that the goal was to have as many reports accessible in CDS as possible to support the funding process and decision-making of allocations.

After the discussion about CDS, Ms. Culver opened the floor for commissioners to share their experiences with liaison visits conducted to date. This will be an ongoing agenda item open for discussion each CSC Regular Meeting. Commissioner Lara spoke about his visit to the Hayward Municipal Band, International Institute of the Bay Area, EBAC/ Child Assault Prevention Program, and ECHO Fair Housing Assistance & Counseling. Commissioner Fagalde reported visiting the South Hayward Parish and the Hayward Area Recreation District - Sorensdale ADA Kitchen. Commissioner Fagalde distributed paper copies of her liaison reports to the CSC. Commissioner Willis Jr. also shared his experience visiting the Hayward Area Recreation District – Sorensdale ADA Kitchen, along with his participation in the Hayward Zucchini Festival. Council Member Halliday positively remarked on the abundance of activities available to children at the festival. All the commissioners that reported back on their liaison visits expressed a positive experience at the agencies, and said they witnessed a real value of the programs funded.

The deadline for completion of Liaison Visits and Reports is before the end of December, prior to deliberation of funding recommendations. Commissioner Henderson asked for clarification on whether City staff needed to contact funded agencies prior to a visit. Ms. Culver confirmed that commissioners should freely contact the funded agencies themselves to schedule a liaison visit.

X. Agency Monitoring and Contracting Standards

Ms. Culver distributed sample performance reports that will be made available to the CSC prior to finalizing funding recommendations. Commissioner Allen-Thomas expressed some concern over the lack of agency performance reports to date, however stated that she believes the information to be available on CDS will address this issue. Ms. Culver reiterated that commissioners may contact City staff for any support needed to navigate CDS. Commissioner Lara requested that current performance reports be shared with the CSC. *Ms. Culver agreed to share the most current performance reports.*

XI. Non-Action Items

A. Hate Crimes Report

There was no Hate Crimes Report to distribute this month. It is unconfirmed whether or not Hayward Police Department (PD) will continue the creation and distribution of this report. City staff will share the report should PD continue distribution.

B. Paratransit Report

Ms. Bailey distributed a new Paratransit Report. The report illustrates outcomes and goals for the program year. Ms. Bailey also provided an overview of the City's new Taxi Program, scheduled to launch in October to replace the Door-to-Door Program. Ms. Culver explained the cost-effectiveness of this new model. There was discussion about age qualifications to participate, and the service area covered. Ms. Culver and Ms. Bailey explained that program clients can use the Taxi Program to travel across various cities, emphasizing user experience.

Commissioner Moore inquired as to how outcomes were established for each program. Ms. Culver provided rationale, referencing client population among other factors. Commissioner Samayoa asked if participating transit service providers had any mandate to prioritize offering employment to Hayward residents. Ms. Culver explained that anti-discriminatory policies would likely prohibit specification of preferred employee residence in hiring practices.

C. Community Events

Several events were shared, which included the following:

09/21, 5:30PM-9:00PM	Sun Gallery, an Evening for the Arts Benefit for Children
10/05, 6:30PM-8:30PM	League of Women Voters Forum
10/06, 9:00AM-4:00PM	2 nd Annual Science in the Park
10/09, 6:00PM-9:00PM	35th Annual Hayward Volunteer Recognition and Awards Dinner
10/10, 4:30PM-7:30PM	4 th Annual Chamber of Commerce Business Expo
10/11, 6:00PM-8:00PM	Fundraiser – Roast of Betty DeForest
10/20, 8:00AM-3:00PM	1 st Annual City-Wide Garage Sale
10/25, 5:30PM-8:30PM	Voter Education Night

Organizers of the Zucchini Festival distributed information about the festival.

XII. Future Agenda Items (Nonrecurring)

No future agenda items were suggested this month.

XIII. Commissioner Announcements

Commissioner Chiasson inquired about the status of an individual who was assaulted recently in an attempt to stop vandalism. Commissioner Leppert reported the individual was physically well.

XIV. Adjournment

Meeting adjourned at 9:57PM.

Total Cost (do not deduct fare revenue income)													Notes
2012						2013						FY12-13 Total	
July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	
													Please indicate any: 1. Customer Complaints 2. Issues/challenges encountered and how they have been addressed 3. Changes Planned or implemented 4. Other consumer input/feedback 5. Other relevant notes
													Enrollment is 63% of the target goal of 22 per month. Staff turnover at local SNF's and medical facilities resulted in fewer referrals while new staff was made aware of the program. This challenge created an opportunity to promote the Taxi, Travel Training and Speaker's Bureau program implementation expected in October.
15,240	15,266											30,506	A total of 289 round trips were provided to individual riders (69% of goal). Ridership saw a decrease in August as summer programs at various community centers ended, and fewer subscription trip riders accessed the program this month. Subscription riders to receive mailer early September promoting Taxi and confirming their transition to service.
5,022	4,678											9,700	16 service providers offered 25 group trips to 326 riders in August (65% of goal). Group trips were down from July's totals due to reduced summer month scheduling by some regular providers with calendared orders. For example, a regularly scheduled twice monthly group trip with an average of 43 rides was on hiatus in August due to Ramadan.
6,250	6,250											12,500	Ridership in August was 141% of goal in August. ASEB continues to market and promote its programs to families in need of their services in FY 12-13.
													Marketing materials promoting the upcoming Taxi program are in development, as well as a preliminary plan to manage the transition from MV to St. Mini Cab for individual trips. Systems to track and distribute client vouchers are being refined.
26,512	26,194	-	-	-	-	-	-	-	-	-	-	52,706	
													The Hayward PAC has recommended CRIL be awarded the Travel Training program, citing the organizations success with people with disabilities as well as with seniors in the community. Staff concurs, and contract negotiations are underway.
3,106	3,161											6,267	Meals are 145% of goal for the month of August. Meals on Wheels continues to experience high demand for services as the economy recovers and as they absorb delivery by recently closed, similar services.
													N/A
													The Hayward Paratransit Committee (PAC) has recommended CRIL be requested to assist in the implementation of the Speaker's Bureau as a complement to the Travel Training program. Volunteers for the Speakers Bureau would receive training and accompany CRIL to workshops as needed. Recommendation included with FY 12-13 contract negotiations.

Total Cost 58,973