

City of Hayward
Human Services Commission Meeting
777 B Street, Hayward CA 94541

Regular Meeting - 7:00pm
Wednesday, September 6, 2006
City Hall, 2nd Floor, Room 2-A

Agenda

- I. Call to Order
- II. Pledge of Allegiance
- III. Secretary's Roll Call
- IV. Public Comments (*NOTE: The Public Comments section provides an opportunity to address the Human Services 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, your 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 for the:
 - July 5, 2006 Regular Meeting of the Human Services Commission
 - August 2, 2006 Special Meeting of the Human Services Commission
 - August 26, 2006 Special Meeting of the Human Services Commission
- VI. Update on the City's Plan to Address Day Laborer Matters
- VII. Debrief re: the August 26, 2007 HSC Planning Retreat
- VIII. Discussion re: the City's Social Services Funding Process
- IX. Adoption of Guidelines for Human Services Commission Member Conduct
- X. Appointment of FY 2006-07 Commission Liaison(s) to the Hayward Paratransit Program Advisory Committee

XI. Commission Member Liaison Reports:

1. Hope for the Heart - Commissioner Faria
2. Lincoln Child Center - Commissioner Faria
3. Spectrum Community Services - Commissioner Baptista
4. South Hayward Parish - Commissioner Baptista

XI. Staff Reports (Oral/Non-Action Items):

1. Paratransit Update
2. Social Services Program Updates
3. Hate Crime Reports
4. Administrative Matters

XII. Future Agenda Items:

- Adoption of FY 2006-07 HSC Work Plan Action Items
- Determination of Funded Agency Tour Itinerary
- Other...

XIII. Adjournment



Please do not wear scented products to this meeting.
People who have environmental sensitivities may be in attendance.

Assistance will be provided to those requiring accommodations for disabilities in accordance with the Americans with Disabilities Act of 1990.
Please request needed accommodations at least 72 hours in advance of the meeting by calling (510) 583-4248,
or by calling the TDD line for those with speech and/or hearing disabilities at (510) 247-3340.

**City of Hayward
Human Services Commission
777 B Street, Hayward CA 94541-5007
Work Session Room 2-A**

**Regular Meeting
Wednesday, July 5, 2006
Summary Notes**

- I. Call to Order: Chairperson Marquez convened the Commission meeting at 7:03pm.
- II. Pledge of Allegiance: The members in attendance recited the Pledge of Allegiance.
- III. Attendance: (*Record of attendance is kept from June 2005 through May 2006*)

Commissioners	Present this Meeting	All Meetings Year-to-Date		Regular Meetings Year-to-Date	
		Present	Absent	Present	Absent
Lori Baptista (Vice Chair)	X	2	0	2	0
Mariellen Faria	X	2	0	2	0
Albert Hui	0	0	2	0	2
Elisa Marquez (Chair)	X	1	1	1	1
James E. Millet, III (Sect.)*	X	1	0	1	0
Rudelle O'Neal	X	1	1	1	1
Christopher Parker	0	1	1	1	1
Elizabeth Samayoa*	0	0	1	0	1
Juan Vera	0	0	2	0	2
Khalid Akil White*	X	1	0	1	0
Doris Yates	X	2	0	2	0

* Term started in July 2006

Staff in Attendance: David Korth, Acting Neighborhood and Economic Development Manager
Anne Culver, Community Development Specialist

No guests were in attendance.

IV. Public Comments:

Chairperson Marquez welcomed the newly appointed members of the Commission and by way of introduction, asked that all the Commissioners take turns introducing themselves to one another.

The Chair also acknowledged the recent passing of Councilmember Matt Jimenez; information about his pending memorial and funeral services was also shared.

Chairperson Marquez shared that she serves as the Special Events Coordinator for the Los Compadres Restaurant in Downtown Hayward, and as such has recently launched a program whereby local nonprofit service organizations are featured each month. The featured agency receives a percent of the proceeds generated by the restaurant as a donation.

City of Hayward
Human Services Commission Meeting Summary Notes
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V. Approval of May 3, 2006 and June 7, 2006 Human Services Commission Meeting Summary Notes:

The Commission was unable to vote on the acceptance of the May 3, 2006 Regular meeting Summary Notes at its June 7th Annual Dinner Meeting. Consequently, it was moved and seconded that both the May 3rd and the June 7th regular meeting Summary Notes be accepted as submitted; the motion passed unanimously (M/S: Faria/Baptista).

VI. Election of FY 2006-07 Human Services Commission Officers:

The following members of the Commission were nominated to serve as the Officers of the Human Services Commission, as follows:

- Commissioner Marquez, Chair
- Commissioner Baptista, Vice Chair
- Commissioner Millet, Secretary

It was moved and seconded that the Slate of Officers be elected as presented, the motion passed unanimously (M/S: Yates/Faria).

VII. Adoption of the FY 2006-07 Human Services Commission Meeting Schedule:

A draft HSC FY 2006-07 meeting schedule was presented for the Commission's consideration. The proposed schedule reflected the traditional once per month meeting on the first Wednesday of each month (excluding August during which the Commission usually is in recess). Further discussion on the meeting schedule was tabled until after the Commission had an opportunity to discuss agenda item XII below pertaining to the development of the Commission's annual Work Plan.

Based on the discussion that took place under agenda item XII, the following motion was made:

In addition to meeting once per month as presented by staff, the Commission schedules the following:

- A meeting on the evening of Wednesday, August 2, 2006;
- A Planning Retreat (up to 8 hours in length) during the day of Saturday, August 26, 2006;
- Three additional Wednesday evening meetings (one per quarter for the 2nd, 3rd, and 4th quarters of the fiscal year); and
- An additional daytime Planning Retreat (scheduled sometime in the last quarter of the fiscal year) in order to evaluate the current year's Work Plan accomplishments and to develop a Commission Work Plan for the subsequent year.

Furthermore, if any of the additional meetings noted above are not needed, the meeting will be canceled.

The motion passed with 6 ayes and 1 no (M/S: O'Neal/Yates; Millet voted no).

VIII. Designation of FY 2006-07 Liaison Assignments:

Exhibit A (attached) is a listing of the Commission Liaison Assignments designated at this meeting, including agency names, the date Liaison Reports are due and the name of the Commissioners assigned to give the reports.

IX. Discussion - Improvement of the HSC Liaison Process:

Exhibit B (attached) is a copy of the Liaison Report Guidelines and Sample Liaison Report Form that the Commission decided to use for conducting and delivering its Liaison reports.

X. Discussion - Fall Tour Itinerary of Funded Agencies:

This item was tabled for discussion at a future meeting pending the development of the Commission's 2006-07 Annual Work Plan.

XI. Continued Discussion - Review and Evaluation of the Social Services Funding Process:

Staff distributed for the Commission's review a document (Exhibit C - attached) which summarized the process initiated at the Commission's May 3rd meeting to review and evaluate the social services funding process conducted in FY 2005-06; an outline and organization of the points made by the Commission was included in the summary. The Commission concluded that the document accurately captured the discussion, and that it would serve as a useful reference for the Commission as it develops its FY 2006-07 Annual Work Plan; further discussion about the social services funding process was tabled pending the development of the Commission's Work Plan.

XII. Adoption of the HSC FY 2006-07 Annual Work Plan:

In accordance with its Bylaws the Human Services Commission is to prepare a Work Plan that outlines the activities it proposes to undertake during the forth coming year; once developed the Work Plan is be delivered to the City Manager.

The Commission explored the possibility of pursuing a variety of activities in addition to working on the Social Services Funding process and monitoring of funded agencies. Staff indicated that City Ordinance No. 81-035 and the HSC Bylaws both describe the Purpose and Powers and Duties of the Commission, and further advised that Commissioners refer to these sections when developing the HSC Work Plan (in order to insure that the activities undertaken are within the Commission's official purview).

Commissioners noted that in order to accomplish the tasks associated with the funding and monitoring of social service programs, as well as other potential objectives that are within its purview, the Commission may need to meet more than once per month. The Commission also determined that it needs more time than a regular meeting allows to create its annual Work Plan. Further discussion about the Work Plan was then tabled. The Commission discussion moved back to agenda item VII pertaining to the adoption of the HSC annual meeting schedule.

XIII. Adjournment: The meeting was adjourned at 9:50pm.

**City of Hayward
Human Services Commission
777 B Street, Hayward CA 94541-5007
Work Session Room 2-A**

**Special Meeting
Wednesday, August 2, 2006
Summary Notes**

- I. Call to Order: Commissioner Baptista - Vice Chair, convened the Commission meeting at 6:04pm. The members in attendance recited the Pledge of Allegiance.
- II. Attendance: *(Record of attendance is kept from June 2005 through May 2006)*

Commissioners	Present this Meeting	All Meetings Year-to-Date		Regular Meetings Year-to-Date	
		Present	Absent	Present	Absent
Lori Baptista (Vice Chair)	X	3	0	2	0
Mariellen Faria	0	2	1	2	0
Elisa Marquez (Chair)	0	1	2	1	1
James E. Millet, III (Sect.)*	X	2	0	1	0
Rudelle O'Neal	X	2	1	1	1
Christopher Parker	X	2	1	1	1
Elizabeth Samayoa*	X	1	1	0	1
Khalid Akil White*	X	2	0	1	0
Doris Yates	X	3	0	2	0

* Term started in July 2006

Staff in Attendance: David Korth, Acting Neighborhood and Economic Development Manager
Anne Culver, Community Development Specialist

List of guests in attendance is available in the Community and Economic Development Department.

III. Public Comments:

Commissioner Yates reminded everyone that the next Downtown Hayward Thursday night street party is scheduled for August 17, 2006 from 5:30pm to 8:30 pm. Admission and entertainment is free. This event is sponsored by the Hayward Chamber of Commerce and the City of Hayward Downtown Business Improvement Area Advisory Board. Commissioner Yates also reminded everyone that the Hayward Zucchini Festival will take place August 17 and 18, from 10am to 6pm at Kennedy Park in Hayward.

IV. Commission Donation in Memory of Councilmember Matt Jimenez:

This item was postponed until the Commission's regular meeting on September 6, 2006.

V. Follow-up on the Commission Inquiry re: the City's Plan to Address Day Laborer Issues:

As a follow-up to the April 5th HSC meeting, the Commission requested an update on the City's plan to address day laborer issues. In anticipation of her absence from this meeting, Commission Chair Elisa Marquez forwarded a message to staff asking that information she had on this topic be shared. Her message indicated that she attended a meeting of the Latino Business Roundtable in late July. City Manager Jesus Armas, who was also present, shared at that time that the City is looking into the possibility of developing a hiring haul for day laborers at Eden Youth and Family Center in south Hayward. He discussed some of the programmatic considerations that are being investigated, including the possibility of working with the Hayward Adult School to provide English as a Second Language (ESL) classes, as well as other classes to be conducted in Spanish for the workers.

Members of the Commission asked staff about the status of the report that the City Manager indicated would be presented to the City Council on this topic. While a specific date was unknown, Acting NED Manager David Korth indicated that the report may be submitted sometime in September.

Commissioner O'Neal noted that the Commission wanted an opportunity to review, and provide input on, the report prior to its submittal to the City Council. A formal motion was then made and seconded, that Vice Chair Lori Baptista call City Manager Armas to request that a City staff member, who has been participating on the development of the City's plan, attend the September 6th HSC meeting in order to provide a status report on this matter. The motion passed unanimously (M/S: O'Neal, Samayoa).

VI. Preparation for HSC August 26, 2006 Planning Retreat:

At its July 5, 2006 meeting, the Commission indicated that more time is needed than a regular meeting allows to create its FY 2006-07 Annual Work Plan. Consequently, the Commission decided it would like to conduct a focused planning retreat. (It was later determined that Saturday August 26th was the best date for Commission members to schedule this retreat). Subsequently, a committee of the Commission met to develop a draft planning retreat agenda. The draft agenda was shared with the Commission for feedback and adjustments as needed.

City of Hayward
Human Services Commission Meeting Summary Notes
Special Meeting
August 2, 2006

The stated goal of the planning retreat is to develop a Commission Work Plan for FY 2006-07 which may include both short-term and long-term objectives. (Short-term objectives are those that can be accomplished during the course of the fiscal year, and long-term objectives are those that will take more than twelve months to accomplish). The final Work Plan will include a listing of prioritized measurable objectives; associated evaluation criteria, timelines and required resources; as well as a notation of who will be responsible for accomplishing identified actions to be taken.

The Commission requested that a pre-retreat packet, including the documents below, be distributed to all Commission members so that they can come to the planning retreat prepared to do their work:

- A. Hayward City Ordinance No. 81-035.
- B. HSC Bylaws.
- C. Summary of the HSC May 3, 2006 Review and Evaluation of the Social Services Funding Process.
- D. Draft Schedule for the FY 2007-08 Social Services Funding Cycle.

It was also requested that a cover memo be developed asking Commission members to read the materials prior to the retreat, and to be prepared to talk about (as an opening exercise) their respective reasons for serving on the Commission, as well as their understanding of the Commission's purpose.

Lastly, it was noted that Dave Harding, from the City's Human Resources Department (who facilitated the HSC's May 3rd meeting) has been requested, and agreed, to facilitate the HSC planning retreat. Consequently, staff was asked to share the above discussion with Mr. Harding.

VII. Future Agenda Items:

- o Adoption of the FY 2006-07 HSC Work Plan (Sept.)
- o Confirmation of the FY 2006-07 HSC Meeting Schedule
- o Update on City's Plan to Address Day Laborer Issues (Sept.)
- o Decision re: Commission Donation in Memory of Councilmember Matt Jimenez (Sept.)
- o Delivery of Commission Liaison Reports (Per Liaison Report Schedule)
- o Review of Funded Agency's Quarterly Progress Reports (Nov., Feb., and May).

VIII. Confirmation of the FY 2006-07 HSC Meeting Schedule:

Acting NED Manager David Korth reminded the Commission that, in accordance with its Bylaws, the HSC Annual Work Plan - once completed - will be submitted to the City Manager, and that the use of associated City resources, including staff time, must be approved by the City Manager.

City of Hayward
Human Services Commission Meeting Summary Notes
Special Meeting
August 2, 2006

Considering the possibility that the Commission may wish to conduct meetings for which the use of staff time may not be approved, the question was asked as to whether or not the Commission could proceed to conduct its meetings without staff present. Because of Brown Act requirements and other considerations, Mr. Korth indicated that this would not be advised. Nonetheless, the Commission asked if there was any rule that would prohibit this from occurring. Mr. Korth indicated that he would research the matter and get back to the Commission at its next meeting.

IX. Adjournment: The meeting was adjourned at 8:35pm.

**City of Hayward
Human Services Commission
777 B Street, Hayward CA 94541-5007
Work Session Room 2-A**

**Special Meeting
Sunday, August 26, 2006
Summary Notes**

- I. Call to Order: Commissioner Marquez - Chair, convened the Special Commission meeting at 8:30am. The members in attendance recited the Pledge of Allegiance.
- II. Pledge of Allegiance: The members in attendance recited the Pledge of Allegiance.
- III. Attendance: *(Record of attendance is kept from June 2005 through May 2006)*

Commissioners	Present this Meeting	All Meetings Year-to-Date		Regular Meetings Year-to-Date	
		Present	Absent	Present	Absent
Lori Baptista (Vice Chair)	X	4	0	2	0
Mariellen Faria	X	3	1	2	0
Elisa Marquez (Chair)	X	2	2	1	1
James E. Millet, III (Sect.)*	X	3	0	1	0
Rudelle O'Neal	X	3	1	1	1
Christopher Parker	X	3	1	1	1
Elizabeth Samayoa*	X	2	1	0	1
Khalid Akil White*	0	2	1	1	0
Doris Yates	X	4	0	2	0

* Term started in July 2006

Staff in Attendance:

Susan Daluddung, Director of Community and Economic Development
David Korth, Acting Neighborhood and Economic Development Manager
Anne Culver, Community Development Specialist
David Harding, Human Resources Department - (Planning Retreat Facilitator)

City Council Liaison: Councilmember Doris Rodriquez

No guests were in attendance.

- IV. Public Comments:

No public comments were made.

V. Overview of Retreat Planning Process:

At this juncture of the meeting, Chairperson Marquez turned the meeting over to Dave Harding, the retreat facilitator. Mr. Harding began by clarifying with the group the goals of the retreat, which included A) the development of the Human Services Commission (HSC) 2006-07 Work Plan, and B) to clarify the Commission Members' and Staff's responsibilities regarding the implementation of the HSC Work Plan.

Next, the group developed ground rules by which everyone agreed to adhere to during the course of the meeting. This was followed by an overview of the Work Plan development process that the group would use to achieve its goals.

VI. Check-In:

At this juncture each of the Commission members and staff briefly shared information about themselves, their understanding of what the purpose of the Commission is, and what their respective expectations are regarding their service on, or with, the Commission.

VII. The Commissioners then took a short break before commencing work on the Commission Work Plan.

VIII. Development of the FY 2006-07 HSC Work Plan:

The majority of the meeting focused on the development of the HSC Work Plan. By the conclusion of the meeting the Commission identified the objectives it plans to pursue during the course of FY 2006-07; this is provided as Attachment A.

IX. Next Steps:

It was determined that the Commission would develop working committees which will further develop specific actions to be taken for each objective identified on Attachment A. The resources needed, and the persons responsible, for carrying out the identified actions will also be identified.

Each committee will consist of no more than five Commissioners so as not to create a quorum of the Commission at any given committee meeting. Attachment A indicates when the action steps for each objective will be considered by the whole Commission (at one of its regularly scheduled meetings); committees will meet ahead of time to prepare action step recommendations to the whole Commission. In accordance with the Commission's Bylaws, the actions listed in the HSC Work Plan will be submitted to the City Manager for review.

City of Hayward
Human Services Commission Meeting Summary Notes
Special Meeting - HSC Planning Retreat
August 26, 2006

X. Refection and Evaluation of the Day:

All of the Commissioners indicated that they thought the day was well organized and productive. Appreciation was expressed to City staff, particularly Dave Harding who served as facilitator, for taking the time to support the Commission's work.

XI. Adjournment: The meeting was adjourned at 4:20pm.

Exhibit A

**Human Services Commission
FY 2006-07 Social Services
Liaison Assignment Chart**

	Agency	Commissioner
September	<ol style="list-style-type: none"> 1. Hope for the Heart 2. Lincoln Child Center 3. Spectrum Community Services 4. South Hayward Parish 	<ol style="list-style-type: none"> 1. Faria 2. Faria 3. Baptista 4. Baptista
October	<ol style="list-style-type: none"> 1. Tiburcio Vasquez Health Center 2. Eden Information & Referral 3. CASE 4. HARD/HUSD – YEP Program 	<ol style="list-style-type: none"> 1. Marquez 2. Marquez 3. O’Neil 4. O’Neil
November	<ol style="list-style-type: none"> 1. Planned Parenthood 2. Tri-City Health Center 3. East Bay Agency for Children 4. Davis Street Family Resource Center 	<ol style="list-style-type: none"> 1. Yates 2. Yates 3. O’Neil 4. White
December	<ol style="list-style-type: none"> 1. So Hayward Neighborhood Collaborative 2. Chabot College/NYSP Program 3. Legal Assistance for Seniors 4. Senior Services Foundation 	<ol style="list-style-type: none"> 1. White 2. Millet 3. Millet 4. Millet
January	<ol style="list-style-type: none"> 1. CRIL 2. International Institute 3. 4. 	<ol style="list-style-type: none"> 1. Samayoa 2. Samayoa 3. 4.
February	<ol style="list-style-type: none"> 1. SAVE /COPS 2. 3. 4. 	<ol style="list-style-type: none"> 1. Parker 2. 3. 4.
March	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<ol style="list-style-type: none"> 1. 2. 3. 4.

8/31/2006

Exhibit B

Human Services Commission Liaison Report Guidelines and Sample Report Form

**HUMAN SERVICES COMMISSION
PROGRAM LIAISON GUIDELINES FOR
INTERVIEWS AND REPORTS**

The purpose of the HSC Liaison Report is for the Commission to gain familiarity with the programs funded by the City's Social Services Funding. In addition, staff uses the information provided in those reports in conducting its monitoring visits and the Commission and staff use the information in making their funding recommendations. While the structure of your visit is up to you, you may wish to use the format outlined below.

1. Set up a site visit

The best way to gain familiarity with a program is to visit the site. Call the executive director and ask for an appointment to speak with him or her and with any direct service staff working on the project being funded by the City of Hayward. If you feel that it is appropriate, you may also schedule follow-up visits.

2. History of the agency

When was the agency founded and by whom? What was its original purpose? How has that changed and evolved over time?

3. Current activities of the agency

What are the major funding sources? Determine what programs are being offered by the agency and which of these are being funded through the City of Hayward. How does the Hayward project fit in with or contribute to the agency-wide program and goals? Ask about the project's objectives, the services provided, and the client profiles. (Please note that due to confidentiality requirements, you may not be able to meet with clients or review client files.)

4. Evaluation

Is the agency meeting its objectives? What are the successes and the problems? How are any problems being addressed?

5. Format of Report

- Agency
- Date of Site Visit
- Location of Site Visit
- Person(s) Interviewed
- History
- Activities
- Evaluation

**Sample
City of Hayward
Agency Liaison
Report Form**

The purpose of the Agency Liaison Report is to help all members of the Commission to become familiar with the agencies funded by the City. In addition, staff uses the information provided in these reports when conducting monitoring visits, and both the Commission and staff use the information when making future funding recommendations. While the specific structure of the agency visit is left up to the individual Commission Liaison, the following guidelines are provided to help insure that pertinent information is obtained.

It is recommended that the Agency Liaison Report be submitted in writing; the following format is offered as a suggestion: (You may use the reverse side, or additional pages, if more space is needed, or use your own form).

1. Agency Name: _____ **Date of Site Visit** _____

2. Location of Site Visit _____

3. Person(s) Interviewed: (Provide names and titles if possible)

A. _____ D. _____

B. _____ E. _____

C. _____ F. _____

4. History of Agency: Obtain background information about the agency. The following questions are suggested:

A. When was the Agency founded and by whom? _____

B. What was the original Mission or purpose of the Agency? _____

C. Has the agency's Mission or purpose changed over time? If so, how and why? _____

5. Current Activities of the Agency:

A. Obtain information describing the programs/services offered by the agency (you may request brochures, flyers, etc.). _____

Agency Liaison
Report Guidelines

5. Current Activities of the Agency, continued:

B. Which services/programs are funded by the City? What are the project's objectives? What is the profile of those being served? (Please note that due to the need to maintain client confidentiality, you may not be able to meet with clients or review client files).

6. Agency representative's feedback regarding the City's funding process: _____

7. Commissioner's Evaluation:

A. Based on your observations and the information you have gathered, what is your overall impression of the agency and the quality of the services being provided?

B. What are the program's strengths, and what problems exist? What steps are being taken to overcome the problems that exist? Does it seem like the program will be able to meet its objectives?

C. Other general comments/observations/recommendations:

Commissioner's Signature

Date

EXHIBIT C

Hayward Human Services Commission Regular Meeting July 5, 2005

Continued Discussion: Review and Evaluation of Social Services Funding Process (Development of HSC Annual Work Plan)

Background:

At its May 3, 2006 regular meeting the Human Services Commission (HSC) initiated its review of the just completed FY 2006-07 Social Services Funding process. Mr. Dave Harding, from the City's Human Resources Department, served as facilitator.

A "Focused Thinking" framework was used to guide the discussion in the following five areas:

- Step 1 – Review / Concurrence of the Facts (Review of Process Timeline)
- Step 2 – Sharing of Opinions (Feelings / Emotions) Resulting from the Experience
- Step 3 – Brainstorming of Ideas to Improve the Process
- Step 4 – Consideration of Consequences of Implementing Identified Ideas
- Step 5 – Development of Work Plan to Implement Viable Ideas:
 - A. Prioritization of Actions to be Taken
 - B. Designation of Who Does What by When

Discussion:

The HSC completed Steps 1 and 2 above, and initiated Step 3. A summary (and organization) of the ideas generated by Commission members is provided below.

The following *general comments* apply to the overall funding process:

- The role and responsibilities of Human Services Commission members and staff need clarification for each action item listed.
- An overarching concern for both HSC members and City Staff is that the process should be as equitable as possible to all applicants seeking City Social Services funding.
- Progress reports re: the work performed by funded agencies should be provided to the Commission for both:
 - o Monitoring purposes, and
 - o Application evaluation purposes. (*Note: Applicants not funded by City should be required to provide evidence of previous work performed - this too should be shared with the Commission*).
- A periodic review of the Social Service Funding Process should be instituted to insure the continuous improvement of the system (including input from applicants).

EXHIBIT C

Hayward Human Services Commission Regular Meeting July 5, 2005

Continued Discussion: Review and Evaluation of Social Services Funding Process (Development of HSC Annual Work Plan)

Summary of Ideas for Improving the Social Services Funding Process (Step 3):

I. Determine Ways (in addition to Funding Process) that HSC can Pro-actively Address the Human Service Needs of the Community.

II. Recommend Development of Social Services Funding Policies Regarding:

A. Social Services Funding Categories and Priorities (based on):

1. Community Needs Information (obtained through):
 - a. "Secondary" Data (i.e., data collected from other sources):
 - i. Data from Census
 - ii. Other Community Need Assessments
 - b. "Primary" Data (i.e., data collected directly from community):
 - i. Surveys
 - ii. Community Forums / Focus Groups
 - iii. City Council Goals and Objectives
2. Other Available Resources
 - a. Other Funding
 - b. Other Resources (i.e., in-kind donations of goods/services, bartering, etc.)

B. The Frequency and Duration of Funding Applicants:

1. Consider a Policy that Limits the Number of Times an Applicant can Receive Funding:
 - a. On an Agency-wide Basis, or
 - b. On a Project / Program / Service Basis
2. Recommend a Policy re: the Purpose of City Funding:
 - a. Sustainable Source of Funding
 - b. Seed Funding Only (time-limited support)
 - c. Combination of Above
 - d. Other

C. The Coordination of Funding Decisions with the Hayward Citizen Advisory Commission.

EXHIBIT C

Hayward Human Services Commission Regular Meeting July 5, 2005

Continued Discussion: Review and Evaluation of Social Services Funding Process (Development of HSC Annual Work Plan)

III. Review, Evaluate and Possibly Recommend Changes to Proposal Review Procedures Regarding:

- A. The Role and Function of Proposal Review Committee (PRC):
 - 1. Evaluate Purpose of PRC and Determine if Needed
 - 2. If PRC Continues: Develop Guidelines re:
 - a. HSC Members' & Staff's Roles and Responsibilities:
 - i. Preparatory Work
 - ii. Interaction with Applicants During Interviews
 - b. Interview Process:
 - i. Time Management Guidelines
 - ii. Use of Prepared HSC Questions
 - iii. PRC Follow-up Questions
 - c. Development of PRC Funding Recommendations to HSC
- B. The Development of a Proposal Evaluation and Rating Tool (based on adopted funding categories and priorities) that Measures the:
 - 1. Degree to Which Applicant Meets *Minimum* City Funding Requirements:
 - a. Applicant is a Certified Non-Profit Organization
 - b. Applicant Proposes to Serve Lower Income Hayward Residents
 - c. Application is Consistent with City Social Service Funding Policies
 - 2. Degree to Which Proposals Address City Social Services Funding Priorities
 - 3. Viability of Applicant's Plan to Carry Out Proposed Services
 - 4. Capacity of Applicant to:
 - a. Deliver and Administer the Proposed Services
 - b. Evaluate and Report on the Provision of Proposed Services

The Proposal Evaluation and Rating Tool could include weighted scores for each of the criterion used to evaluate proposals. Proposals could then be ranked (based on their scores), and the highest ranked applications would be recommended for funding.

Criterion for determining the *amount* of funds to be recommended for any given applicant may include:

- 1. The reasonableness of the amount requested to deliver the proposed services.
- 2. Other resources (financial and non-financial) available to the applicant for delivery of proposed services.
- 3. The amount of City funding that is available for distribution
- 4. Other...

EXHIBIT C

Hayward Human Services Commission Regular Meeting July 5, 2005

Continued Discussion: Review and Evaluation of Social Services Funding Process (*Development of HSC Annual Work Plan*)

- C. The Practice of Establishing *Preliminary* and *Final* Funding Recommendations:
1. Consider Only Making One Set of Funding Recommendations.
 2. If Preliminary Recommendations Continued, Evaluate Use of *Applicant Response Form* to Preliminary Recommendations (in lieu of Appeals Hearing Process).

Staff Notes:

Given that there is a need to initiate the FY 2007-08 Social Services Funding Cycle by September 2006 (leaving insufficient time to complete many of the tasks noted above), it is the City's plan to proceed with the current process at this time (considering any changes recommended by the Commission that are developed during the months of July and August 2006). Any development of, or changes to, Social Services Funding Policies or Procedures that are subsequently adopted by the City will be incorporated in future Social Services Funding cycles.

Next Steps:

1. Confirm summary above is complete; make changes as needed.
2. Identify the tasks identified above that the HSC wants to include in its FY 2006-07 Annual Work Plan.

ATTACHMENT A
City of Hayward - Human Services Commission (HSC) - August 26, 2006 Planning Retreat Summary Notes
2006-07 Work Plan
City Policy Statement¹

It is the public policy of the City of Hayward to create an advisory commission which will:

1. Encourage the development of a planned and orderly approach to the development of community services in the City; and
2. Create an environment which will encourage and bring about mutual understanding and respect among all groups of the City, eliminate prejudice, discrimination, and disorder, and guarantee equal rights and opportunities for all regardless of race, religion, or national origin, color, ancestry, sex, sexual orientation, disability or place of birth.

Human Services Commission Goals²

- A. Identify the needs for community services. B. Plan for the coordinated delivery of such services to citizens in need through both private and public resources so as to avoid duplication and conflict of effort. C. Evaluate the effectiveness of the services provided. D. Advise the City Council in regard to these functions.

FY 2006-07 - Objectives^{3 4}

<p>1. Review and study problems and needs of the community programs and develop effective support needed to secure additional resources either through private channels or through the City or other instrumentalities of government.</p> <p>2. Work together with other governmental agencies in keeping abreast of new and current developments in the field of social services in order to maximize the beneficial impact of social programs on the City.</p> <p><i>3. Regularly schedule a process for conducting a community needs assessment.</i></p> <p><i>4. Enhance /establish relationships with County/State representatives, and other legislative bodies.</i></p> <p><i>5. Take advantage/use any and all existing information/resources.</i></p>	<p>6. Promote inter-agency and inter-group coordination in the development of community social services.</p> <p>7. Cooperate with governmental and non-governmental agencies and agencies having like or kindred functions.</p> <p>8. Monitor relationship/balance of funding patterns by public and private agencies insuring fair distribution for the local jurisdiction.</p> <p>9. By persuasion and conference seek to arrive at voluntary solutions designed to discourage and prevent any and all discriminations based upon race, sex, religion, national origin, and particularly those discriminations in the areas of housing, employment, and education.</p> <p><i>10. Inventory/map existing planning or service organizations to identify gaps and redundancies.</i></p> <p><i>11. Expand liaison relationships to other planning / coordinating organizations.</i></p> <p><i>12. Enhance collaboration through:</i> A. the funding process, and B. Commission sponsored activities, as appropriate.</p> <p><i>13. Implement a fair, informed, streamlined, and strategic funding process.</i></p>	<p>14. Hold hearings and take testimony of any person relating to any matter under investigation or in question before the Commission.</p> <p>15. Make and issue reports respecting its studies, research, investigations and other activities, and make information available to other commissions and staff as required.</p> <p>16. To assure the objectivity in their official deliberations during called meetings, Commissioners are enjoined from introducing verbal comments or literature that sponsors advocacy, actual or inferred, related to candidates for city, state, county, or federal elected offices.</p> <p><i>17. Where feasible, work with other organizations to establish service standards.</i></p> <p><i>18. Evaluate and establish recommendations, as needed, re: the Social Services RFP and funded agency quarterly performance reports.</i></p> <p><i>19. Commissioners will conduct themselves in a professional and respectful manner with regard to the various perspectives and diversity of the Community.</i></p>	<p>20. Advise the City of Hayward as to the most effective means of allocating available resources for community services.</p> <p>21. Make recommendations which will help to develop a sense of community among those concerned with people serving efforts in Hayward and to create awareness and cooperation between the City and those groups doing social service work in the area.</p> <p>22. Recommend to the City Council legislation or other remedial steps which the Commission should find to be necessary and desirable.</p> <p>23. Perform other related duties as directed by the City Council.</p>
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¹ Hayward Human Services Commission Bylaws.

² Hayward Human Services Commission Bylaws.

³ Objectives are numbered as a reference per the attached calendar only (See Pages 2 and 3); they are not intended to reflect a prioritization of objectives, nor do they correlate with numbers used on other documents.

⁴ Bold represents objectives listed in HSC Bylaws; italics represents objectives added at the HSC 8-26-06 Planning Retreat.

ATTACHMENT A
City of Hayward - Human Services Commission (HSC) - August 26, 2006 Planning Retreat Summary Notes
2006-07 Work Plan

Commissioner Committee Assignments

Commission Objectives (See Page 1) ▼	Commissioner Names ►	Lori Baptista	Mariellen Faria	Elisa Marquez	James E. Millet, III	Rudelle V. O'Neal	Christopher Parker	Elizabeth Samayoa	Doris Yates	Khalid Akil White⁵	Total Committee Members
1.						✓	✓	✓	✓		4
2.						✓		✓			2
3.		✓	✓	✓		✓					4
4.		✓		✓		✓					3
5.			✓				✓		✓		3
6.						✓			✓		2
7.						✓					1
8.											0
9.											0
10.		✓	✓								2
11.		✓	✓								2
12.A.						✓					1
12. B.		✓	✓						✓		3
13.						✓		✓			2
14.					✓						1
15.					✓			✓			2
16.					✓						1
17.					✓	✓	✓				3
18.					✓	✓		✓			3
19.				✓	✓				✓		3
20.				✓							1(+) ⁶
21.		✓	✓						✓		3
22.											0
23.											0

⁵ Commissioner White was not able to attend the 8-26-06 HSC Planning Retreat and so was not able to identify which committee(s) he would like to work on prior to the printing of this document.

⁶ As Chair of the HSC, Commissioner Marquez - or her designee - shall represent the Commission with regard to recommendations submitted to the City Council, however all Commissioners are encouraged to be present during presentations.

ATTACHMENT A
City of Hayward - Human Services Commission (HSC) - August 26, 2006 Planning Retreat Summary Notes
2006-07 Work Plan

TIMELINE

Commission Objectives (See Page 1) ▼	Month Objective is to be Considered by full Commission ▶	September 2006	October 2006	November 2006	December 2006	January 2007	February 2007	March 2007	April 2007	May 2007	June 2007	Year Round
1.				✓								
2.				✓								
3.				✓								
4.									✓			
5.				✓								
6.									✓			
7.									✓			
8.									✓			
9.												✓
10.				✓					✓			
11.												✓
12. A.		✓										
12..B												✓
13.		✓										
14.												✓
15.				✓					✓			
16.												✓
17.												✓
18.		✓										
19.			✓			✓						✓
20.								✓				
21.												✓
22.												✓
23.												✓