



**SOCIAL AND ECONOMIC JUSTICE COMMISSION
REGULAR MEETING**

City Hall Council Chambers – 1000 San Pablo Avenue

Tuesday, March 3, 2015 – 7:30 PM

1. CALL TO ORDER

2. APPROVAL OF ACTION MINUTES: January 2015

3. PUBLIC COMMENT

For persons desiring to address the Commission/Committee/Board on an item that is not on the agenda please note that each speaker is limited to three (3) minutes. The Brown Act limits the Committee's ability to take and/or discuss items that are not on the agenda; therefore, such items are normally referred to staff for comment or to a future agenda.

4. ANNOUNCEMENTS FROM COMMITTEE MEMBERS

5. ANNOUNCEMENTS FROM STAFF

5-1 Advisory Body Training Video

6. PRESENTATION

6-1 Albany Senior Center – Isabelle Leduc, Community and Human Services Manager will provide information on programs, services and activities at the Albany Senior Center.

7. UNFINISHED BUSINESS

7-1 Needs Assessment: Staff will provide an overview of the work accomplished and key findings of the Human Services Needs Assessment.

Staff Recommendation: That the Commission include information received and Human Services Needs Assessment findings in the discussion of the SEJC 2015 Work Plan.

Attachment: Staff report, Needs assessment plan, Exemptions, discount programs and services for low income households table, List of programs and services-homelessness, Survey questions, List of key informants

7-2 Area Wide Minimum Wage: The subcommittee will provide an update.

Staff Recommendation: Receive information

7-4 Albany Project HOPE - Housing Opportunities Expanded: Staff will provide an update.

Staff Recommendation: Receive information.

Attachment: BFHP quarterly report

7-5 Berkeley Mental Health Commission: Member Grossman will provide an update.

Staff Recommendation: Receive information.

8. NEW BUSINESS

8-1 Social and Economic Justice Commission 2015 Work Plan: The Commission will discuss work items to include in its 2015 Work Plan.

Staff Recommendation: That the Commission review and finalize the 2015 Work Plan and present to Council March 16, 2015.

Attachments: Staff report, 2014 Work Plan

8-2 Review of Social and Economic Justice Purpose and Charge: The Commission will review and discuss its purpose and charge.

Staff Recommendation: That the Commission review and discuss its purpose and charge. If any amendments are agreed upon, amendments will be sent to the City Council for approval.

Attachments: Resolutions #05-15, #05-21 & #2014-20

8-3 Eden I & R, Inc. Reports: Staff will provide information on Eden I & R and the monthly reports provided by the organization.

Staff Recommendation: Receive information.

Attachments: Staff report, Eden I&R, Inc 2-1-1 Alameda County monthly narrative report & Alameda County summary by city - January 2015

9. FUTURE AGENDA ITEMS

(Commission/Committee/Board Member announcement of requests for future agenda items. No public comment will be taken on announcement of future agenda items). **Next Meeting:** Tuesday, May 5, 2015, 7:30pm, City Hall Council Chambers, 1000 San Pablo Ave.

10. ADJOURNMENT

Please note that if you provide your name and address when speaking before the Commission/Committee/Board it will become part of the official public record, which will be posted on the Internet.



ALBANY SOCIAL AND ECONOMIC JUSTICE COMMISSION MEETING

Tuesday, January 6, 2015, 7:30 PM

Albany City Hall – Council Chambers, 1000 San Pablo Avenue

ACTION MINUTES

1. Call to Order: 7:35pm. Members Present: Chair O'Curry, Members Marks, Grossman, and Zweben. Staff Present: Isabelle Leduc

2. Approval of Minutes: Motion to approve minutes from November 3, 2014 was made by Member Marks, seconded by Member Zweben.

AYES: Members Grossman, Marks, O'Curry and Zweben

NOES: None

Abstain: None

Motion carried and so ordered.

3. Public Comments

4. Announcements from Commission Members

5. Announcement from Staff

6. Presentation

6-1 Presentation by Aimee Armata, Director of Programs and Services at Building Opportunities for Self-Sufficiency (BOSS) on the Homeless Outreach Team (HOT) Mental Health Advocacy Project.

7. Unfinished Business

7-1 Human Services Needs Assessment: The subcommittee provided an update.

7-2 Berkeley Mental Health Commission: Member Grossman will provided an update.

Motion: Motion for the Commission to request staff to ask Berkeley Mental Health (BMH) to provide information on the MHSA funding formula and how much funding BMH receives to serve Albany residents and the number of Albany residents served by all BMH programs and service was made by Member Grossman and seconded by Chair O'Curry.

AYES: Members Grossman, Marks, O'Curry and Zweben

NOES: None

Abstain: None

Motion carried and so ordered.

7-3 Area Wide Minimum Wage: The committee discussed next steps.

7-4 Albany Project HOPE - Housing Opportunities Expanded: Staff provided information on the Berkeley Food and Housing Project contract approved by Council in December.

7-5 Monthly Meetings: The Commission discussed meeting monthly.

8. New Business

8-1 Election of Officers: The Commission will nominate and elect Chair and Vice-Chair.

Motion: Motion to elect Member O'Curry as Chair was made by Member Marks and seconded by Member Grossman.

AYES: Members Grossman, Marks, O'Curry and Zweben

NOES: None

Abstain: None

Motion carried and so ordered.

Motion: Motion to elect Member Zweben as Vice-Chair was made by Chair O'Curry and seconded by Member Marks.

AYES: Members Grossman, Marks, O'Curry and Zweben

NOES: None

Abstain: None

Motion carried and so ordered.

9. Future Agenda Items

Human Services Needs Assessment, Area Wide Minimum Wage, Homeless Outreach and Engagement Program, Berkeley Mental Health, 2015 Work Plan, Senior Center Presentation

10. Adjournment: 9:15 pm

**CITY OF ALBANY
SOCIAL AND ECONOMIC JUSTICE COMMISSION
STAFF REPORT**

Agenda Date: March 3, 2015

SUBJECT: Needs Assessment

REPORT BY: Isabelle Leduc, Community and Human Services Manager

STAFF RECOMMENDATION

That the Commission receive the Needs Assessment information and select issues identified in the needs assessment for inclusion as work items in the 2015 Social and Economic Justice Commission Work Plan to be approved by Council March 16, 2015.

BACKGROUND

The 2014 Social and Economic Justice Commission Work Plan included the implementation of a Needs Assessment of basic social services available to include services provided by faith based communities, non-profits and other organizations. Also included in this work items was the assessment of needs for a drop in center and access to showers for individuals experiencing homelessness as well as exploring the possibility of a permanent emergency shelter using the existing temporary facility in Albany in a modified form. Commissioners Grossman and Zweben agreed to be on the Needs Assessment subcommittee and to collaborate with the Human Services Manager on this work item.

At the SEJC May meeting, the subcommittee presented a Needs Assessment Plan (attached) that was unanimously supported by the Commission. The plan included the following 2 goals:

- 1) Assemble and disseminate information about services available to Albany community residents
- 2) Assess service needs of Albany residents

DISCUSSION

Goal #1: Assemble and disseminate information about services available to Albany community residents

The Human Services Manager has been working diligently on goal #1 and created 2 separate documents. The first document entitled “List of Programs and Services for People Experiencing Homelessness” was provided to Council in December 2014 and provides a general overview of some of the services and programs available to people experiencing homelessness in Albany.

The second document “Exemptions, Discount Programs and Services for Low Income Households” was provided to Council in February 2015 and consists of a table with detailed information on Tax Exemptions, discount programs and services for low income households. Both documents are attached to this report. The next step is to include the information on the City website and City Newsletter.

Goal #2: Assess service needs of Albany residents

The subcommittee and Human Services Manager determined that an online survey sent to key informants would provide valuable information to assess service needs of Albany residents. Assessment questions were drafted (attached) and a list of key informants was generated. The list of key informants was presented to the SEJC meeting in September and the subcommittee revised the list based on feedback collected from the SEJC and members of the public. The list of key informants is attached to this report. The online survey was sent to 123 key informants in mid-September and was closed at the beginning of December, 2014. 70 responses were received for a response rate of 57%.

Key informants

30 surveys representing 43% of respondents were received from Council Members, Chairs of Advisory Boards and city employees working in different Departments and facilities throughout the City. 40 surveys representing 57% of respondents were received from other key informants as follow:

- 21 surveys from Advocacy/Business/Service Organizations and Faith Based Communities (29%)
- 11 surveys from residents (16%)
- 8 surveys from Albany Unified School District (11%)

Key Findings

The top area of unmet need identified by key informants is affordable housing to meet the diverse needs of Albany residents including its elderly population, low income residents and people experiencing homelessness.

Although not identified as high of a need as affordable housing, a second area of need identified by key informants is the difficulty and challenges for seniors to age in place and the need for affordable in-home supportive services and a friendly visitor program.

A third area of unmet need identified is affordable mental health services including the availability of mental health services for youth and seniors.

Other service area gaps for low-income households and people experiencing homelessness were identified by key informants such as a resource/drop in center, food pantry, and access to affordable medical care.

The top resources in Albany key informants refer residents to are the Albany Senior Center, the Albany Community Center, After School/Child Care programs, the Albany Library, the Albany Fire Department and Albany Unified School District.

The top resources in the region (outside of Albany) key informants refer residents to are Berkeley Mental Health, Homeless Shelters, Berkeley Food and Housing Project and different organizations that serve seniors.

Key informants identified education (k-12), enrichment activities for youth (after school, summer camp, internships), Home Delivered Meals and transportation for seniors and volunteer opportunities as the top services available to Albany residents.

NEXT STEPS

Goal #1: Assemble and disseminate information about services available to Albany community residents

The Commission may choose to continue this goal as part of the 2015 Social and Economic Justice Commission Work Plan.

Goal #2: Assess service needs of Albany residents

While the needs assessment provides some insights on the availability of services and lack thereof, it was not meant to be statistically conclusive. The goal of the needs assessment was to provide the Commission with a list of issues with some sense of where there are services available and where service gaps exist.

The next step for the Commission is to select issues identified in the needs assessment for inclusion as work items in the 2015 Social and Economic Justice Commission Work Plan to be approved by Council March 16, 2015. Once approved, the Commission may follow up with focus groups, community meetings and presentations to gather more information on the work items selected for the work plan.

Attachments:

- a) Needs Assessment Plan
- b) Exemptions, discount programs and services for low income households table
- c) List of programs and services-Homelessness
- d) Survey questions
- e) List of key informants

Needs Assessment Plan

Goal 1 – Assemble and disseminate information about services available to Albany community residents

Process:

- To assemble information, we will work with Isabelle who has begun collecting this information and made it available on the City's website
- Post additional information on the City of Albany website.
- Recommend to Council the creation of a Service Guide brochure to be distributed at key locations in the City – e.g. city hall, police station, fire department, recreation center, parks etc.

Goal 2 – Assess service needs of Albany residents

Process:

- Begin with a key informants' survey on-line. This will be directed at those in the city who have regular contact with individuals and families who might have unmet needs. Key informants would include council members, city staff, police, fire, school counselors, commission chairs, faith institutions, chamber of commerce, Rotary, Lions Club, Albany Community Foundation, librarians, child care providers, UC village staff, agencies with service contracts or service agreements with the city, health providers etc.
- The on-line survey will assess the kinds of problems key informants regularly see in terms of such categories as: health, mental health, social services (poverty, homelessness, housing, transportation, employment, aging, substance abuse, domestic violence, child maltreatment, delinquency etc.)
- Respondents will be asked to rate problems in terms of frequency, seriousness and resources available. They will also be asked to identify the helping systems to which they refer if any.
- This process should give us a fairly inclusive list of issues with some sense of where there are services available and where there are gaps in service in the City. We may follow with focus groups, community meetings, presentations etc. depending on the findings.
- The commission will then consider recommendations to the Council as to what service needs are unmet or inadequately addressed and what the City might do to respond. Recommendations may include creation of local resources such as a drop-in service center, contracts with other agencies, better dissemination of information etc. The recommendations will be rooted in the survey findings so that the Council will have data to support the need.

EXEMPTIONS, DISCOUNTS PROGRAMS AND SERVICES FOR LOW INCOME HOUSEHOLDS

Tax Exemptions

Program Title	Description	Eligibility	Applications	Contact
Albany Unified School District's Parcel Tax(es) J & LL Senior exemption	\$869 for tax year 2015-2016. Deadline to apply is May 31, 2015 for the following tax year. Does not need to reapply every year.	Any resident 65 years of age or older who owns and occupies a parcel	Available Jan 1 on District website at www.ausdk12.org , at Albany Library and Albany Senior Center Submit to: AUSD Att: Measure J & LL Exemption Application, 1051 Monroe St., Albany, CA 94706	Angela Pagtalonía, SCI Consulting Group Angela.pagtalonía@sci-cg.com Janet Fohner, AUSD jfohner@ausdk12.org
Albany Unified School District's Parcel Tax(es) J - low income exemption other than senior	\$591 for tax year 2015-2016. Deadline to apply is May 31, 2015 for the following tax year. Needs to reapply every year.	Parcel owned and occupied by a person or persons whose combined family income is at or below the income level qualifying as low income or very low income under Section 8 of the U.S. Housing Act of 1937. Any tenant who is a tenant in a rental unit not exempt from the education parcel tax and whose combined family income is at or below the income level qualifying as low income or very low income under Section 8 of the U.S. Housing Act of 1937.	Available Jan 1 on District website at www.ausdk12.org , at Albany Library and Albany Senior Center Submit to: AUSD Att: Measure J & LL Exemption Application, 1051 Monroe St., Albany, CA 94706	Angela Pagtalonía, SCI Consulting Group Angela.pagtalonía@sci-cg.com Janet Fohner, AUSD jfohner@ausdk12.org

<p>Albany Unified School District's Parcel Tax(es) LL - low income exemption other than senior</p>	<p>\$278 per year Deadline to apply is May 31, 2015 for the following tax year. Needs to reapply every year.</p>	<p>Any parcel owned and occupied by a person receiving Supplemental Security Income for a disability, regardless of age.</p> <p>Any parcel owned and occupied by a person receiving Social Security Disability Insurance benefits, regardless of age whose yearly income does not exceed 250 % of the 2012 federal poverty guidelines issued by the U.S. Dept. of Health & Human Services.</p>	<p>Available Jan 1 on District website at www.ausdk12.org, at Albany Library and Albany Senior Center Submit to: AUSD Att: Measure J & LL Exemption Application, 1051 Monroe St., Albany, CA 94706</p>	<p>Angela Pagtalonia, SCI Consulting Group Angela.pagtalonia@sci-cg.com</p> <p>Janet Fohner, AUSD jfohner@ausdk12.org</p>
<p>City of Albany Parcel Tax Exemption (Measures N, G, F)</p>	<p>Library Services Act of 1994, Measure N : \$70.44 Supplemental Library Services Act of 2006, Measure G: 29.01 Albany Street Paving and storm drain facility improvement, Measure F, 2006: \$116.04 Deadline to apply June 30 of each year for the fiscal year beginning. Needs to apply every year.</p>	<p>Homeowners residing in Albany whose combined family income qualify as very low income as defined by the HUD.</p> <p>Renters are eligible to apply for the Library Service Tax Exemption only.</p>	<p>Available in May on city website at www.albanyca.org, at Albany Library and Albany Senior Center Submit to: City of Albany Finance Dept./Parcel Tax Exemption 1000 San Pablo Ave, Albany, CA 94706</p>	<p>Finance Department (510) 528-5730 http://www.albanyca.org/index.aspx?page=157</p>

Discounts

Program Title	Description	Eligibility	Applications	Contact
Garbage Collection Discount	WMAC and the City of Albany offers a 20% senior monthly discount on garbage bill 10 gallon micro can is available for residents generating very little trash	Seniors who own and occupy their residence and are at least 62 years of age Residents producing very little trash	Available year round at Albany Senior Center and on City website Submit to: Waste Management of Alameda County Customer Service Center, 172 98 th Avenue Oakland, CA 94603-1004	WM (510) 613-8710 http://www.albanyca.org/index.aspx?page=134
Federal Low Income Home Energy Assistance Program (LIHEAP)	Assist qualified low-income households with energy costs.	Priority assistance to Households with seniors, disabled persons and households with children 5 and under—150% of the poverty level as maximum income level based on U.S. Dept. of Health & Human Services	Available year round at Albany Senior Center Submit to: Spectrum Community Services HEAP Program P.O. Box 4317 Hayward, CA 94540 Application available at Albany Senior Center	Spectrum Community Services (510) 881-0300, ext: 216, 214, 225 or 227 (510)889-0921 http://www.spectrumcs.org/
PG&E CARE (California Alternate Rates for Energy) Program	Assist qualified low-income households with energy costs-monthly discount Recertification every two years or four years if on fixed income	Residential single-family customers. Based on total income of everyone living in the home or participation in qualifying public assistance (income guideline on application and website)	Available year round Submit online or via mail to: PG&E CARE Program P.O. Box 7979 San Francisco, CA 94120-7979 Fax: (415) 973-6419	Contact: 1-866-743-2273 Email: careandfera@pge.com http://www.pge.com/en/myhome/customerservice/financialassistance/care/singlefamily/index.page
Lifeline	Affordable telephone	Income that is at or	Call contracted agency	Lifeline support

Federal Communications Commission	service for income eligible subscribers. Provides discount on monthly telephone service	below 135% of federal poverty guidelines or participation in one of the eligible assistance programs	in your area	http://www.lifelinesupport.org/ls/companies/CompanyListing.aspx?state=CA&stateName=California
Internet essentials from Comcast	\$9.95 internet service and low-cost computer	Have at least 1 child eligible to participate in the National School Lunch program, no subscription to Comcast in the last 90 days, no outstanding Comcast debt under 1 year old	Apply online or call 1-855-8-internet	1-855-8-internet http://www.internetessentials.com/how-it-works
EBMUD Customer Assistance Program (CAP)	For single-family dwellings 50% of standard bimonthly service charge and 50% of home water use up to a max of 1,050 gallons per person per month 35% discount on EBMUD wastewater service charge and flow charges	Low income households. Income requirements stated on website. Must be primary residence of applicant.	Apply online pick up in person at 375 – 11 th Street, Oakland request application mailed	1-866 403-2683 https://www.ebmud.com/node/545

Programs and Services

Program Title	Description	Eligibility	Applications	Contact
Mercy Brown Bag	Provides grocery bags of nutritious food on the 1 st & 3 rd Friday of each month	Seniors 60+ on fixed income Monthly income under \$1,354 for one person and under \$2,192 for 2 or more 1 membership per	Available and submit at Albany Senior Center Voluntary contribution of \$10 per year is requested. No one is turned away if unable to contribute	Sponsored by Mercy Retirement and Care Center Albany Senior Center (510) 524-9122 http://www.albanyca.org/index.aspx?page=212

		household		
AARP Tax Preparation	Free volunteer-run tax assistance and preparation service between February – April 15. Appointments available Thursday afternoon.	Focus on low income adults 50+, but no one is turned away.	Appointments available Thursday afternoon starting in February through April 15	Call Albany Senior Center (510) 524-9122 http://www.albanyca.org/index.aspx?page=212
Tri City Café Congregate Meal Program	Provides dinner M-F at 4pm. Suggested donation: \$4, no one turned away if unable to contribute	Seniors 60+	Must fill out registration form at 1 st visit	Albany Senior Center (510) 524-9122 http://www.albanyca.org/index.aspx?page=212
Meals on Wheels	Meals delivered 4 days per week to homebound seniors. Suggested donation: \$4, no one turned away if unable to contribute	Seniors 60+	Registration and in-home assessment before starting the program	Albany Senior Center (510) 524-9122 http://www.albanyca.org/index.aspx?page=212
Taxi Subsidy program	Provides a subsidy on taxi rides	Albany residents 80 years + and people with disabilities, unable to use public transportation 18+	Registration form available and submit to Albany Senior Center	Albany Senior Center (510) 524-9122 http://www.albanyca.org/index.aspx?page=212
East Bay Paratransit	Main provider of Paratransit services	anyone who cannot drive or use public transportation due to a disability	In person interview	Call (510) 287-5000 for an appointment and get application http://www.eastbayparatransit.org/
Over 60 Health Clinic	Nurse provides free foot care, blood pressure checks, medication review 2 nd Monday every other month	Seniors 60+	First come first serve – no application	Albany Senior Center (510) 524-9122 http://www.albanyca.org/index.aspx?page=212
2-1-1	Links to a full range of health, housing and human services	Anyone in need	none	Eden I & R 2-1-1 http://www.edenir.org/
Housing Rehabilitation	Offers grants and low	Must own home, low	Application available by	AC Community Development Healthy Homes

	interest loans for emergency repairs of plumbing, carpentry, electrical, railings, grab bars, toilets, water heater, furnaces, doors, locks and more. Accessibility grants, curb appeal paint grants, low interest rehab loans for major repairs	income up to 80% of AMI as determined by HUD	calling Healthy Homes	Dept. (510) 670-5399 http://www.achhd.org/programs/housing-rehab/index.htm
ECHO Housing	Fair Housing Services: counseling, investigation, mediation, enforcement, and education	Albany residents		Oakland office (510) 496—0496 or 855-ask-echo toll free http://www.echofairhousing.org/
Albany Curbside Garbage, Recycling and Organics Program-Exemption from Curbside Placement	Exemption to curbside service – cart will be serviced from location as designated by resident	Residents with ongoing physical disability that prevents them to wheel a cart curbside	Available on City website Submit to: Waste Management of Alameda County- Albany Curbside Exemption Customer Service Center, 172 98 th Avenue Oakland, CA 94603-1004	WM: (510) 613-8710 http://www.albanymca.org/index.aspx?page=134
Weatherization	Provides free conservation measures (including energy-efficient appliances and weather-stripping) and education	Live in Alameda County, Priority assistance to Households with seniors, disabled persons and households with children 5 and under– 150% of the poverty level as maximum income level based on U.S. Dept. of Health & Human	Available year round at Albany Senior Center Submit to: Spectrum Community Services HEAP/Weatherization Program P.O. Box 4317 Hayward, CA 94540	Spectrum Community Services (510) 881-0300 x 272 http://www.spectrumcs.org/

		Services		
CalFresh	Food assistance	Low income individuals and families	Available on website	https://www.mybenefitscalwin.org/
Covered California	Affordable health insurance		Available on website	http://www.coveredca.com/
Medi-Cal	Free or low-cost health coverage	Low income adults, families with children, seniors, persons with disabilities, children in foster care and former foster youth up to age 26, and pregnant women	Apply online, over the phone or local county office	http://www.coveredca.com/ (800) 300-1506 Social Services Agency 8477 Enterprise Way, Oakland, CA 94621 (888) 999-4772
CalWORKS – California Work Opportunity and Responsibility to Kids	Cash aid program to meet basic needs. Also provides education, employment, and training programs	There must be a child (under age 18 or 19) in the home who is deprived of parental support and care because one or both parents are deceased, disabled, unemployed or continuously absent. See website for more details.	Available on website	https://www.mybenefitscalwin.org/
My Benefits CalWIN	Website to learn about and apply for medical, food and cash assistance programs	Low income individuals and families	Available on website	https://www.mybenefitscalwin.org/

LIST OF PROGRAMS AND SERVICES – *This list provides a general overview of some of the services and programs available to people who are experiencing homelessness in Albany. It is not meant to be a comprehensive list.*

Referral Services

Program	Agency	Description
2-1-1 Alameda County	Eden I&R	Links to a full range of health, housing and human services

Outreach

Program/Service Name	Agency
Albany Project HOPE	Berkeley Food and Housing Program
North County Housing Connect	Bay Area Community Services (BACS)
Homeless Outreach Team (HOT)	Building Opportunities for Self-Sufficiency (BOSS)
City of Berkeley Homeless Outreach	Berkeley Mental Health
Healthcare for the Homeless	Alameda County Public Health

Warming Centers & Shelters

Program Name	Location
Dorothy Day House Storm Shelter / Warming Center	First Congregational Church of Berkeley, 2345 Channing Way, Berkeley
YEAH – Shelter for youth 18-25 years	1744 University Ave., Berkeley
BFHP Men’s Overnight Shelter	1931 Center Street, Berkeley
BFHP Women’s Overnight Shelter	2140 Dwight Way, Berkeley
BOSS – Harrison Family Shelter	711 Harrison Street, Berkeley
St. Mary’s Center	925 Brockhurst Street, Oakland
EOCP-Crossroads	7515 International Blvd., Oakland

St. Vincent de Paul Warming Center	2272 San Pablo Ave., Oakland
Henry Robinson Warming Center	559 16 th Street, Oakland

Subsidized Housing with Support Services

Program Name	Agency
Albany Project HOPE	BFHP
North County Project Connect	BACS
North County Senior Homeless Connect	BACS
Shelter Plus Care	Alameda County

Mental Health & Case Management

Program Name	Agency
Berkeley Mental Health Adult Health Services Clinic	Berkeley Mental Health
TRUST Clinic	Alameda County Public Health
Multi-Agency Service Center (MASC)	BOSS

Drop In Centers

Program Name	Agency	Location
BFHP Multi-Service Center	BFHP	2362 Bancroft Way, Berkeley
Multi-Agency Service Center (MASC)	BOSS	1931 Center Street, Berkeley

Introduction

The Social and Economic Justice Commission has the responsibility of making recommendations to the Albany City Council on issues and needs that affect the wellbeing of Albany residents. The Commission is gathering data to help identify issues of unmet and/or under-addressed human services needs and hopes to launch a discussion on services and needs in Albany and the City's possible role in responding. This survey is intended to be a first step in the process.

You have been identified as someone with knowledge and experience involving the needs of Albany's residents. We would greatly appreciate your taking the time to respond to the following questionnaire from your perspective as a helping person in the Albany community. The survey presents a list of areas of need that you may have been called upon to address either directly or by referral to resources in Albany or elsewhere. It asks you to tell us about the needs you have addressed, resources that you have found, areas of unmet need and your perception of the importance of these needs.

The survey is designed in such a way that you can answer questions that are relevant to your area of knowledge and skip others that do not apply to you. The survey should take only a short while to complete.

Please note that while this is not an anonymous survey no one will be identified by name in any communication about the findings. This is not intended to be a definitive measure of need. Rather we hope to use it as a springboard for discussion in community meetings, City boards and commissions and the City Council. We thank you in advance for your commitment to the people of Albany.

The Social and Economic Justice Commission

Bart Grossman
Robert Lieber
Margie Marks
Paul O'Curry
Ellen Zweben

* 1. Basic Information

Affiliation/Organization:

Name:

Title/Role:

Email:

Phone Number:

2. Here is a list of HEALTH related needs that residents may have. In your capacity, in which of these areas have you been asked for assistance?

	Never	Rarely	Sometimes	Often	Always
Affordable Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free and Low-Cost Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free and Low-Cost Immunization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low Cost Prescriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Dental Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alternative Medicine (naturopathy, chiropractic, acupuncture, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Care Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellness/Preventative Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

3. Here is a list of HOUSING related needs that residents may have. In your capacity, in which of these areas have you been asked for assistance?

	Never	Rarely	Sometimes	Often	Always
Affordable Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subsidized Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing with Support Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitional Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless Shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rental Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tenant/Landlord issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minor Home Repair & Rehabilitation Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mortgage Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilities Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

4. Here is a list of YOUTH related needs that residents may have. In your capacity, in which of these areas have you been asked for assistance?

	Never	Rarely	Sometimes	Often	Always
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Mental Health Care/Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable & Reliable Child Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable & Reliable After-School Childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enrichment Activities (after-school, summer camp, internship)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Abuse Prevention/Treatment/Maltreatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disabled Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for At-Risk Youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

5. Here is a list of ADULT related needs that residents may have. In your capacity, in which of these areas have you been asked for assistance?

	Never	Rarely	Sometimes	Often	Always
Domestic Violence Prevention Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Violence Intervention Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Violence Shelter/Permanent Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hunger/Food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Mental Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language & Literacy Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural Fellowship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

6. Here is a list of OLDER ADULT related needs that resident may have. In your capacity, in which of these areas have you been asked for assistance?

	Never	Rarely	Sometimes	Often	Always
In-Home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assisted Living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Prescription Drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Mental Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social/Recreational Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elder Abuse Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fraud Prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly Visiting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hunger/Food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Day Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caregiver Support Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home Delivered Meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

7. Here is a list of HEALTH related needs that residents may have. Rank each area of need by the level of availability to Albany residents.

	Not Available	Somewhat Available	Available	I Don't Know
Affordable Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free and Low-Cost Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free and Low-Cost Immunization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low Cost Prescriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Dental Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alternative Medicine (naturopathy, chiropractic, acupuncture, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Care Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellness/Preventative Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

8. Here is a list of HOUSING related needs that residents may have. Rank each area of need by level of availability to Albany residents.

	Not Available	Somewhat Available	Available	I Don't Know
Affordable Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subsidized Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing with Support Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitional Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless Shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rental Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tenant/Landlord issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minor Home Repair & Rehabilitation Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mortgage Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilities Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

9. Here is a list of YOUTH related needs that residents may have. Rank each area of need by the level of availability to Albany residents.

	Not Available	Somewhat Available	Available	I Don't Know
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Mental Health Care/Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable & Reliable Child Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable & Reliable After-School Childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enrichment Activities (after-school, summer camp, internship)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Abuse Prevention/Treatment/Maltreatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disabled Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for At-Risk Youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

10. Here is a list of ADULT related needs that residents may have. Rank each area of need by the level of availability to Albany residents.

	Not Available	Somewhat Available	Available	I Don't Know
Domestic Violence Prevention Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Violence Intervention Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Violence Shelter/Permanent Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hunger/Food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Mental Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language & Literacy Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural Fellowship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

11. Here is a list of OLDER ADULT related needs that residents may have. Rank each area of need by the level of availability to Albany residents.

	Not Available	Somewhat Available	Available	I Don't Know
In-Home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assisted Living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Prescription Drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Mental Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social/Recreational Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elder Abuse Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fraud Prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly Visiting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hunger/Food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Day Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caregiver Support Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home Delivered Meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

12. In your opinion what are the five (5) most important areas of unmet needs?

- 1.
- 2.
- 3.
- 4.
- 5.

13. List top five (5) resources in Albany you refer Albany residents to.

- 1.
- 2.
- 3.
- 4.
- 5.

14. List top five (5) resources in the region (outside of Albany) you refer Albany residents to.

- 1.
- 2.
- 3.
- 4.
- 5.

Thank you for your time!

Human Services Needs Assessment – Key informants

City

- City Council Members
- Chairs of City Boards
- Staff members – City Manager, Dept. Heads & front line staff designated by Dept. Head

Public Facilities/Programs

- Community Center
- Senior Center
- Teen Center
- After School Childcare Facilities-Friendship Club
- Library
- Pool
- YMCA

Churches

- St. Alban's Episcopal
- Solano Community Church
- The Church on the Corner
- Albany United Methodist Church
- Berkeley Buddhist Piori
- Southern Baptist – Mosaic Bay

Service Organizations

- Rotary
- Lions Club
- Albany Community Foundation
- Friends of Albany Seniors
- Friends of the Library
- Kiwanis
- Albany Historical Society
- Citizens for Eastshore State Park

Business Organizations

- Chamber of Commerce
- Solano Avenue Association

Groups

- Neighborhood watch groups- Block captains
- Help Furnish Project
- Transition Albany
- Albany Housing Advocates
- Diverse Housing Working Group
- Share the Bulb
- Food not Bombs
- Albany Farm Alliance

Education

- Albany School counselors, superintendant, board, secretaries
- Albany Education Foundation

- Albany Preschool
- UC Village
- Bright Star Montessori school

Other agencies

- Berkeley Mental Health
- Berkeley Food and Housing Project
- Homeless Action Center

**Report to Albany City Council:
October 2014-December 2014**

Activities To-Date

The program has continued providing case management/housing maintenance assistance to clients this quarter. The Project Hope Case Manager position became vacant in mid November and case management responsibilities for the clients with the most urgent needs were distributed to other case managers of BFHP's Multi Service Center. Despite the lack of a full time case manager, services were provided to approximately 15 clients this quarter. No new clients became housed this quarter, no clients transitioned off of a subsidy and no clients lost their housing.

Successes in Quarter Four

Housing was maintained this quarter for all participants including some households whose housing status was previously in jeopardy. BFHP staff worked intensely with the household most at risk of eviction due to nonpayment of rent, many extra people living at the property and significant property damage. By the end of the quarter the people residing in the household had returned to the lease holders only and movement is underway to move all residents to other living situations in the near future. In December, one resident of this household began Representative Payee (money management) services with the BFHP Representative Case Manager.

The household in the Oakland master leased unit successfully transitioned onto their own leases in the same property at the end of the quarter. They will stay in this unit while they work with the new Case Manager to move to more affordable housing in the near future.

Through advocacy with the City of Berkeley, BFHP received four (4) City of Berkeley Shelter plus Care (permanent supportive housing) vouchers designated for Albany clients. The four clients have been identified and staff has been working diligently to get the applications completed and the vouchers in hand. One Albany couple has received their voucher and has been looking for a unit. Two additional clients are working with their case manager to obtain all their needed documentation in order to submit their application. This has been a slow process. (One of these clients had his application submitted by mid January) The 4th client is still homeless on the street and will require extensive outreach by the new Albany Case Manager to move her through the Shelter plus Care process.

Through advocacy with Alameda County we have been able to move money from our Urban County ESG Prevention funds to our Urban County ESG Rapid Re-Housing funds. This allows us to continue serving clients with ESG subsidies and reduces the previous quarter's concern of having subsidies end before clients were able to take over rental payments themselves.

We have increased our collaboration with HAC (Homeless Action Center) this quarter and their staff has helped to support clients during this time of not having a full time case manager.

At the end of Quarter 4 a new Albany Project Hope Case Manager was identified. Carmen Francois worked with clients at the Albany Bulb in 2013 at the start of the project. She has been working for the past year as a case manager at BFHP's Men's Shelter and she is excited to return to working with the Project Hope clients. She will be full time in the Project Hope position by the end of January.

By having the Project Hope clients case managed by a variety of staff of the Multi Service Center, clients have become more a part of that program. Several Project Hope clients participated in holiday events at the BFHP Multi Service Center including Thanksgiving day dinner, a holiday open house with food and gifts in mid December and a Christmas dinner on December 23rd.

HMIS Documentation

The HMIS system recently underwent an upgrade that left the outcomes reporting section off line. As soon as the report is working we will submit it to the City of Albany. A demographic report for all clients served in calendar year 2014 is attached.

Challenges in Quarter Four

The departure of the Albany Project Hope Case Manager has been the most significant challenge this quarter as it impacts our ability to maintain continuity with clients. We have done our best to ensure that those clients with the highest needs have continued to receive quality services from other staff. Challenges related to managing every day living situations has continued. Moving clients through the Shelter plus Care application process has also proved challenging as many clients have no ID, no proof of income and find it difficult to obtain these documents on their own. Case Managers are working with them, little by little, to get this done.

**CITY OF ALBANY
SOCIAL AND ECONOMIC JUSTICE COMMISSION
STAFF REPORT**

Agenda Date: March 3, 2015

SUBJECT: 2015 Social and Economic Justice Commission Work Plan

REPORT BY: Isabelle Leduc, Community and Human Services Manager

STAFF RECOMMENDATION

That the Commission review and finalize the 2015 Social and Economic Justice Commission Work Plan and send to the City Council for approval March 16, 2105.

BACKGROUND

All standing Advisory Bodies have been presenting work plans to the City Council annually. The work plan should identify recent accomplishments and priority work items for the upcoming period. Additionally, Advisory Body work plans are to focus on furthering the Strategic Plan Goals identified by the City Council.

Advisory Bodies are encouraged to focus on a reasonable number of work plan items to accomplish in a given two year period, recognizing the potential workload associated with each item.

DISCUSSION

At their last meeting in February 2015, the City Council approved a change to their Administrative Policies regarding presentation of work plans now allowing for presentation of work plans every two years (instead of every year). The work plan should still be reviewed by the Advisory Body annually in January to identify accomplishments and ensure continued focus on completing work plan items.

In creating its 2015 work plan the Commission should also identify work items that help further the Council's Strategic Plan. The current draft City Council Strategic Plan is attached for review.

If completed at the March meeting, the 2015 work plan should be presented to Council March 16. The Chair of the Commission or a designee should attend the Council meeting to respond to any questions raised by the City Council regarding the work plan. The Council may choose to

revise the work plan as necessary to ensure that the Commission remain focused on its charge and on implementation of the City Council Strategic Plan goals.

At times the Commission may have updates, reports, findings, or recommendations to present to the City Council on matters included as part of the Commission work plan. Recommendations should be supported with data, pro/con analysis, or other relevant background material to help inform the City Council. When possible, the Commission should include options for City Council consideration. The staff liaison to the Advisory Body will coordinate with the City Manager to schedule the item on a future City Council Agenda. It should be noted that the Council has the authority to prioritize items intended for the City Council agenda.

Any changes or proposed additions to the work plan once approved by Council must be submitted by the Commission to the City Council for review. The submittal shall be prepared using the form "REQUEST FOR AMENDMENT TO ADVISORY ANNUAL BODY WORK PLAN".

Attachment:

- A) 2014 Social and Economic Justice Work Plan

Social & Economic Justice Commission-2014 Work Plan

Accomplishments of 2013

- Researched gun issues
- Reached out to victims of crimes
- Active in assessing homelessness issues

Policy Review and Initiatives for 2014

- Continue to monitor changes at McLaughlin East Shore State Park and the Bulb
- Promote affordable housing including options for seniors and work on a rent review program
- Needs assessment of basic social services available to include services provided by faith based communities, non-profits and other organizations. Assessment of needs for a drop in center and access to showers for individuals who are homeless. Explore the possibility of permanent emergency shelter using the existing temporary facility in Albany in a modified form.
- Explore a living wage
- Region Wide Minimum Wage (added to the Work Plan July 2014)

Relation to City Council Strategic Plan

The Committee's 2014 priority projects will help to implement City Council Strategic Plan Objective to "Maximize Park and Open Space" by continuing to monitor changes at McLaughlin East Shore State Park and at the Bulb as it relate to Social and Economic Justice.

The Committee's 2014 priority projects will help to implement City Council Strategic Plan Objective to "Engage our Diverse Community" by assessing basic social services available, researching the feasibility of a drop in center and access to showers and shelter to homeless individuals, promoting affordable housing including housing options for seniors, and doing research on a rent review program.

**CITY OF ALBANY
SOCIAL AND ECONOMIC JUSTICE COMMISSION
STAFF REPORT**

Agenda Date: March 3, 2015

SUBJECT: Review of Social and Economic Justice Commission Purpose and Charge

REPORT BY: Isabelle Leduc, Community and Human Services Manager

STAFF RECOMMENDATION

That the Commission review and discuss its purpose and charge. The Commission can decide to discuss the Commission's purpose and charge at the March meeting or form a subcommittee that will come back with suggestions to the full Commission at the May meeting. Any amendments agreed upon will be sent to the City Council for approval.

DISCUSSION

In the past year the Commission has expressed interest in reviewing its purpose and charge. One long-standing amendment is the removal of environmental issues in the Commission's charge since policies, programs and issues promoting environmental sustainability are now included in the charge of the Sustainability Committee established in 2007.

Attachments:

- A) Resolutions #05-15 & #05-21
- B) Resolution #2014-20

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RESOLUTION #05-15

A Resolution of the Albany City Council establishing a “Social & Economic Justice Commission” to be advisory to the City Council

WHEREAS, the Albany City Council is concerned about social and environmental issues affecting the welfare of the residents of Albany as inhabitants of both a local and a global community; and

WHEREAS, in order for the Albany City Council to state a position or take action on these issues, the Council desires the advice of a selected group of Albany residents who have researched, analyzed, discussed, and evaluated a broad range of data and opinion,

NOW, THEREFORE, BE IT RESOLVED that the Albany City Council hereby establishes a Social & Economic Justice Commission to advise the City Council on social and environmental issues impacting the welfare of the residents of Albany as inhabitants of a local and a global community.

BE IT FURTHER RESOLVED:

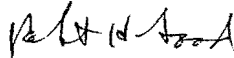
1. The Social Economic & Justice Commission shall be composed of seven members, one each appointed by Council members whose terms shall run consecutive with the terms of the appointing Council members, and two appointments from the Albany Unified School District Board of Education, including one Youth Member who shall serve for a one-year term starting May 1 of his/her junior year in high school until April 30 of his/her senior year in high school. The term of the other appointee of the Albany Board of Education shall be four years.

2. The charge of the Commission shall be to research, analyze, discuss, and evaluate a broad range of data and opinions on social and environmental issues affecting the welfare of the residents of Albany as inhabitants of both a local and a global community, and make recommendations to the City Council on positions and/or

1 actions to take to address these issues. Recommendations to the City Council
2 shall state the relevance, importance, and/or particular impact that the issue has on
3 the welfare of the residents of Albany.

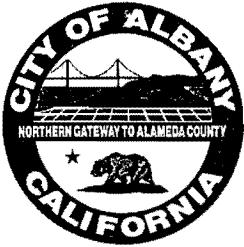
4
5 3. In creating the Commission, it is not the intent of the Council to duplicate or
6 overlap the functions, duties, or responsibilities assigned to any other commission.

7
8 4. The City Council shall conduct a review of the Social & Economic Justice
9 Commission in January, 2007.

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11 _____
12 ROBERT GOOD, MAYOR

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City of Albany

1000 SAN PABLO AVENUE • ALBANY, CALIFORNIA 94706-2295

CITY ADMINISTRATOR
PH. (510) 528-5710
FAX (510) 528-5797

CITY ATTORNEY
PH. (510) 524-9205
FAX (510) 526-9190

CITY CLERK
PH. (510) 528-5720
FAX (510) 528-5797

CITY COUNCIL
PH. (510) 528-5720
FAX (510) 528-5797

**COMMUNITY DEVELOPMENT &
ENVIRONMENTAL RESOURCES**

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- Maintenance
- Planning

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FAX (510) 524-9359

**FINANCE & ADMINISTRATIVE
SERVICES**

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PH. (510) 528-5730
FAX (510) 528-2743

**FIRE & EMERGENCY MEDICAL
SERVICES**

PH. (510) 528-5771
FAX (510) 528-5774

PERSONNEL

PH. (510) 528-5714
FAX (510) 528-5797

POLICE

PH. (510) 525-7300
FAX (510) 525-1360

**RECREATION & COMMUNITY
SERVICES**

1249 Marin Avenue
PH. (510) 524-9283
FAX (510) 528-8914

- Friendship Club/
Childcare Program
PH. (510) 524-0135
- Senior Center
PH. (510) 524-9122
FAX (510) 524-8940
- Teen Center
PH. (510) 525-0576

RESOLUTION NO. 05-15

PASSED AND APPROVED BY THE COUNCIL OF THE CITY OF ALBANY,

this 4th day of April, 20 05 by the following votes:

AYES: Council Members Javandel, Lieber, Okawachi &
Vice-Mayor Maris

NOES: None

ABSENT: Mayor Good

WITNESS MY HAND AND THE SEAL OF THE CITY OF ALBANY, this 19th

day of April, 20 05


JACQUELINE L. BUCHOLZ, CMC
CITY CLERK

*The City of Albany is dedicated to maintaining its small town ambience, responding to the needs of the community,
and providing a safe, healthy environment now and in the future.*



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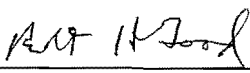
RESOLUTION NO. 05-21

**A RESOLUTION OF THE ALBANY CITY COUNCIL AMENDING
RESOLUTION NO. 05-15 WHICH ESTABLISHED THE SOCIAL &
ECONOMIC JUSTICE COMMISSION.**

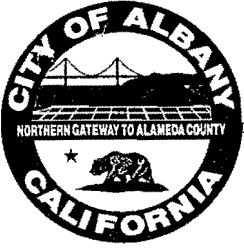
WHEREAS, on April 4, 2005, the Albany City Council established the
Social & Economic Justice Commission; and

WHEREAS, on April 12, 2005, the Albany School Board discussed this
Commission and requested an amendment; and

WHEREAS, the amendment would change the language in Section 1 as
follows: the Commission shall be composed of seven members, one each
appointed by Council Members whose terms shall run consecutive with the terms
of the appointing Council Members, and two appointments from the Albany
Unified School District Board of Education, including one Youth Member who
shall serve for a one-year term. The appointment shall be either a Junior or Senior
and the term shall begin at either the end of the Sophomore Year or at the end of
the Junior Year. The term of the other appointee of the Albany Board of
Education shall be two years.



ROBERT GOOD
MAYOR



City of Albany

1000 SAN PABLO AVENUE • ALBANY, CALIFORNIA 94706-2295

CITY ADMINISTRATOR
PH. (510) 528-5710
FAX (510) 528-5797

CITY ATTORNEY
PH. (510) 524-9205
FAX (510) 526-9190

CITY CLERK
PH. (510) 528-5720
FAX (510) 528-5797

CITY COUNCIL
PH. (510) 528-5720
FAX (510) 528-5797

**COMMUNITY DEVELOPMENT &
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- Maintenance
- Planning

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FAX (510) 528-2743

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SERVICES**

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PERSONNEL

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FAX (510) 528-5797

POLICE

PH. (510) 525-7300
FAX (510) 525-1360

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SERVICES**

1249 Marin Avenue
PH. (510) 524-9283
FAX (510) 528-8914

- Friendship Club/
Childcare Program
PH. (510) 524-0135
- Senior Center
PH. (510) 524-9122
FAX (510) 524-8940
- Teen Center
PH. (510) 525-0576

RESOLUTION NO. 05-21

PASSED AND APPROVED BY THE COUNCIL OF THE CITY OF ALBANY,

this 18th day of April, 20 05, by the following votes:

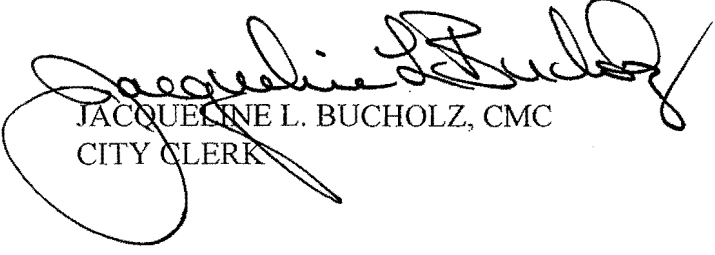
AYES: Council Members Javandel, Lieber, Maris & Mayor Good

NOES: None

ABSENT: Council Member Okawachi

WITNESS MY HAND AND THE SEAL OF THE CITY OF ALBANY, this 19th

day of April, 20 05.


**JACQUELINE L. BUCHOLZ, CMC
CITY CLERK**

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and providing a safe, healthy environment now and in the future.*



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RESOLUTION NO. 2014-20
A RESOLUTION OF THE ALBANY CITY COUNCIL APPROVING
CHANGES TO THE SOCIAL & ECONOMIC JUSTICE COMMISSION
AND SUNSETTING OF THE WATERFRONT COMMITTEE

WHEREAS, the City conducted a comprehensive review of the City’s Advisory Bodies in 2010, adopting Resolution No. 2010-63 to change the composition and other structural features of the various advisory bodies, and called for a follow-up review in two years; and

WHEREAS, in December 2012, Council approved the continuation of reviewing advisory bodies every two years as well as a review of the Social and Economic Justice Commission (SEJC) in one year; and

WHEREAS, per Council direction City staff has reviewed the composition, purpose, meeting schedule, and related structural features of the advisory bodies, focusing on the effectiveness and productivity of the advisory bodies, and has recommended changes to the Social & Economic Justice Commission and the sunsetting of the Waterfront Committee.

NOW, THEREFORE BE IT RESOLVED, that the City Council of the City of Albany hereby:

1. Modifies the Social & Economic Justice Commission as follows:
 - a. Assigns the Community and Human Services Manager as staff liaison
 - b. Continues meeting every other month unless more frequent meetings are needed for the press of business in accordance with Resolution No. 2010-63
 - c. Moves from summary minutes to action minutes in line with the practice of all other Advisory Bodies per Resolution No. 2010-63
2. Sunsets the Waterfront Committee, effective May 2014.

1 **BE IT FURTHER RESOLVED**, that the City Council shall utilize a number of
2 groups to advise the Council on matters related to the waterfront and to provide a public
3 forum for the community following the sunseting of the Waterfront Committee including
4 but not limited to creation of ad-hoc committees/work groups to focus on particular issues
5 related to the waterfront and/or transition of the Albany Bulb and Neck as needed, and the
6 City’s Planning & Zoning Commission, Park & Recreation Commission, and
7 Sustainability Committee on matters related to the waterfront that fall under the
8 respective purview of these advisory bodies.

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11 PEGGY THOMSEN, MAYOR
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**CITY OF ALBANY
SOCIAL AND ECONOMIC JUSTICE COMMISSION
STAFF REPORT**

Agenda Date: March 3, 2015

SUBJECT: Eden I & R and 2-1-1 Information and Referral Line

REPORT BY: Isabelle Leduc, Community and Human Services Manager

STAFF RECOMMENDATION

That the Commission receive information on Eden I & R. Informational item only.

BACKGROUND

Eden I & R is a nonprofit agency committed to linking Alameda County families and individuals to the full range of community resources available to them. For 38 years, Eden I & R has been successfully fulfilling its mission of “Linking people and resources” by consistently and creatively responding to the community’s changing needs. The agency’s services are the result of collaborations that depend on the work of hundreds of community-based organizations. Because no other centralized source of health, housing, and human services information exist anywhere else in Alameda County, Eden I & R has become a critical resources for thousands of at-risk individuals, such as youth, non-English speakers, the economically disadvantaged, people living with HIV/AIDS, domestic violence survivors, the elderly, disabled, individuals experiencing homelessness, and human service agencies seeking services or housing for their clients.

Eden I & R, Inc., was incorporated as a non-profit 501(c)(3) agency in January 1976 in response to a community need for a service that would assist people in obtaining information about, as well as gaining access to, community resources. Skilled information management and referral specialists provide a critical information bridge between individuals in need and human service agencies.

DISCUSSION

Eden I & R manages the Alameda County 2-1-1 line, a free, non-emergency, confidential 3-digit phone number and service that provides easy access to housing information, and critical human services. 2-1-1 operates 24 hours a day, 7 days a week with multi-lingual capabilities.

The 2-1-1 Information and Referral Line is unique in Alameda County, helping people find affordable housing and critical social services. Set up originally as CHAIN (Community Housing and Information Network) to help displaced victims of the 1989 Loma Prieta earthquake, the line soon expanded to meet the continuing information needs of all Alameda County residents.

In 2007, CHAIN transitioned into 2-1-1, a Bay-Area wide, easy to remember 3 digit number. Professionally trained staff and volunteers fully assess callers' needs and provide comprehensive, customized referrals to affordable housing, available emergency shelter space, and vital social services throughout Alameda County. People need to know where to turn for help, and the 2-1-1 line exists to fill that need.

The City of Albany is one of the many funders of the 2-1-1 line and grants \$5,000.00 per year to Eden I & R in support of the 2-1-1 Information and Referral Line. Eden I & R provides monthly reports to the city which are also available on their website <http://www.edenir.org/index.html>. The January 2015 reports are attached for the Commission's information.

Attachments:

- 1) 2-1-1 Alameda County Monthly Narrative Report: January 2015
- 2) Alameda County Summary by City: January 2015

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: January 2015

Noteworthy Updates

During the month of January, 8,837 calls were handled by 2-1-1 Resource Specialists and 13,351 health, housing and human service referrals were provided. Of the unduplicated callers, 80% were female, 33% were single-headed households with minor children, and 42% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's websites, including our online health and human service resource directory; in January they received 18,108 pageviews from 5,285 sessions/visitors.

Eden I&R is once again providing assistance for low-income people and those on active military duty during tax season. 2-1-1 Resource Specialists are pre-screening and referring callers who are potentially eligible for the Earned Income Tax Credit (EITC) to free VITA tax preparation sites throughout Alameda County. Additionally, Resource Specialists are providing information about, and scheduling appointments at, California Free Taxpayer Assistance Events. At these events, held throughout the state, people are able to do their own taxes, with the free assistance of volunteer tax professionals, using Turbo Tax software.

In addition, Eden I&R staff participated in a very well attended earthquake preparedness training/drill at the Alameda County Office of Emergency Services in Dublin. These drills are essential to the partnership efforts needed between public departments, community based organizations as well as businesses when responding to disaster situations.

Call Information

Call Examples	<p>~ A single mother of two children called from Fremont. She shared with the Phone Resource Specialist (PRS) that her children needed dental and optometry services that accepted Medi-Cal. The caller also expressed confusion about Alameda Alliance versus Blue Cross Medi-Cal, so the PRS suggested health insurance counseling. She was referred to Tri-City Health Center for dental services, West Oakland Health Center for optometry services, and Alameda County Health Care Services Agency's Health Insurance Technicians for counseling. The PRS also referred the caller to the Fremont Family Resource Center for benefits assistance.</p>
	<p>~ A single senior called from the city of Alameda with his social worker to ask for housing referrals. The caller was referred to the Belle Terre Apartments, Columbia Park Manor, Strawberry Creek Lodge, Samara Terrace Apartments, and Brentwood Senior Commons for low-income housing wait lists. For additional resources for seniors, he was referred to AARP Alameda Chapter, and the Area Agency on Aging.</p>
	<p>~ A single male called from Oakland for housing resources. The caller shared with the Phone Resource Specialist (PRS) that he was formerly incarcerated. The PRS referred the caller to the General Assistance Program through Alameda County Social Service Agency as well as several transitional housing programs for single men: Phatt Chance Community Services, Jordan's House, Bay Area Community Services' Housing Fast Support Network, Destiny Builders and Change to Come. He was encouraged to call 2-1-1 in the future for any additional needs he may have.</p>
	<p>~ A single mother with a mental disability and two small children called from Dublin for financial assistance. She was referred to REACH, HEAP, and Season of Sharing for her utility bill, the Washoe Tribe of Nevada and California for Native American TANF information, and Child Care Links for subsidized child care.</p>
	<p>~ A single male called from Piedmont for emergency shelter, and he stated it was his preference that the shelter be located outside of Oakland. He was referred to the Berkeley Food and Housing Project and encouraged to call 2-1-1 at 10:00am and 1:00pm daily, when the emergency shelter bed availability list is updated, if needed.</p>
	<p>~ A woman called from Pleasanton on behalf of her elderly mother who has physical disabilities. The caller shared with the Phone Resource Specialist that her mother lives in a nursing home currently but that it is too expensive and she wants to find other options as well as educate herself on her mother's health insurance benefits. She was referred to Alameda County Social Service Agency for Medi-Cal information; the Homeless Action Center; the Area Agency on Aging; and the City of Pleasanton Housing Division's Affordable Housing Information and Programs hotline.</p>

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Caller Feedback	~ “On a scale of 1-10, the Resource Specialist I spoke with is a 20. She’s kind, courteous, professional, and really knows her job. At my age, you don’t often get a lot of respect and she went out of her way to be kind, patient and helpful. She’s a wonderful person.”
	~ “I just called and spoke to (Name of Phone Resource Specialist). She should be a supervisor. She provided me with so many referrals and was very helpful. You should keep her for a very long time, she is very attentive.”
	~ “I’ve relied on 2-1-1 since it started and I’m very grateful for it! It’s such a good resource for service providers and clients!” -Monica Espiritu, MA, Case Management Coordinator, Alta Bates Summit Medical Center.
Staff Inservice Training Sessions	~ In-service presentation by Berkeley Food & Housing Project
	~ Staff training from the United Way on the Earned Income Tax Credit program

Resource Information And Technology Updates

Services Database	~ One new agency was added to the services database this month.
	~ The services database contains 1,155 agencies and 2,930 programs.
	~ The process of updating and proofreading the Big Blue Book 2015 edition is complete.
	~ The process of updating the 506 Non-Directory agencies in the services database was started.
Housing Database	~ 76 new units were added to the housing database this month.
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.
Online Services Website	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at www.edenir.org and www.211alamedacounty.org , and www.alamedaco.info . This month the Online Services Directory received 18,108 pageviews from 5,285 visitors.
Technology	~ The final review of the 2015 edition of the Big Blue Book was completed. The books will be available for delivery to new purchasers during the middle of February.
	~ Agency staff participated in an earthquake drill held at the County's Office of Emergency Services. During the drill the team simulated use of the new SharePoint Disaster site. A post-event review provided additional ideas and information that can be built into the site.
	~ Eden I&R has been conducting a feasibility study of using iCarol (a third party application used by 2-1-1s) to store and update our housing database. This evaluation is being conducted as part of a larger project to evaluate iCarol as a possible solution for the organization in the future.
	~ An intern has joined the IT team. The intern is quickly learning about technology use within the organization and is contributing in the effort to enhance Eden I&R's systems.

Outreach/Public Information Activities

Meetings	~ The Executive Director attended a variety of re-entry related meetings in order to stay abreast of the employment, housing and mental health programs currently being provided to the formerly incarcerated, as well as discussing the possibility of a Resource Directory pocket guide.
	~ The Executive Director was appointed to the 2-1-1 CA Network Nominating Committee which met this month to develop the process for adding new members to the statewide 2-1-1 CA Board of Directors.
	~ The Executive Director met with the new CEO of The San Francisco Foundation, Fred Blackwell, in order to discuss the ways in which the foundation and Eden I&R might partner on new initiatives.
	~ The Executive Director met with the new CEO of the East Bay Community Foundation, James Head, in order to discuss how we could work together to get more East Bay donors involved in local philanthropic giving.
	~ The Executive Director met with Sara Bedford, Oakland Department of Human Services Director. Discussions included the ways in which 2-1-1 is currently assisting Oakland residents and their advocates, and ways in which the service could be further supported by the city (or outside city sources).
	~ The Executive Director attended the annual Emeryville Chamber state of the city luncheon as a guest of PG&E. The city officials spoke and gave a broad overview of the city. It is truly a vibrant city whose varied public and private sector representatives at the luncheon allowed for much productive networking.
	~ The Executive Director attended the Alameda County Housing and Community Development meeting that authorized funding for the 2-1-1 phone line.

EDEN I & R, Inc.

Meetings	~ The Executive Director participated in the monthly 2-1-1 Bay Area Partnership meeting during which new projects, new challenges, and statewide updates were shared.
	~ The management team met with representatives from AC Transit to continue discussion about 2-1-1 promoting and further assisting people (especially seniors and people with disabilities) with transit referrals.
	~ The agency had its quarterly Board meeting, during which a StopWaste representative gave a very informative presentation about recycling, especially regarding food waste.
	~ The Development Officer attended a Hayward Rotary meeting to introduce members of the Rotary to Eden I&R and 2-1-1 Alameda County.
	~ The Development Officer attended an Inside Oakland "Meet Our New City Councilmembers" meeting and was introduced to new Oakland City Councilmember Abel Guillen.
	~ Staff from StopWaste provided a training to management staff as part of the continued partnership between our two agencies. Eden I&R will be doing outreach to educate Alameda County residents about Energy Upgrade California, managing energy use and providing information about programs for qualified homeowners and renters to increase their home's energy efficiency.
Fairs/Events/and Outreach	~ The agency participated in an earthquake related drill at the County's Office of Emergency Services. The Executive Director was in the Emergency Operations Center interacting with numerous representatives from cities, utility and water departments/companies, county departments, fire, police, community based organizations, and many others.
	~ The Executive Director participated as a panel member at the Alameda County VOAD meeting. The topic related to the 25th Anniversary of the Earthquake and what lessons were learned. It was a very well attended event that involved a lot of participation from the audience. Representatives included CBOs, city workers, fire, police, elected officials, etc.
	~ The Executive Director was interviewed on KKIQ radio about the breadth of Eden I&R's 2-1-1 Communication System.
	~ The Deputy Director gave an update on the 2-1-1 service and expressed appreciation on behalf of the agency and its clients to the City of Oakland's Life Enrichment Committee. The Committee was considering a resolution for continued funding of 2-1-1.
	~ The Deputy Director attended an interview at the City of Hayward's Community Services Commission's Application Review Committee. She gave an update on 2-1-1 funding and its service in particular to Hayward residents and employees.
	~ The Deputy Director attended a meeting of the City of Dublin's Human Services Commission. The Commission was making funding recommendations which will ultimately be considered by Dublin's City Council.
	~ The Deputy Director participated in a Pre-Exercise Educational Training Seminar by webinar. The purpose of the webinar was to prepare participants for an upcoming Community Health Resilience (CHR) Exercise Series and Action Planning Project which utilizes tabletop exercises to create a sustainable initiative to strengthen healthcare and public health collaboration through healthcare coalitions and enhance health resilience to address major disaster scenarios.
	~ Staff hosted booths at five events this month to inform the community about the 2-1-1 service: the Make a Difference for Pleasanton Day; Alta Bates Elder Abuse Seminar and Senior Resource Fair; Fremont Chamber of Commerce Career and Resource Fair; Education Summit Cal State East Bay; and a Covered California enrollment event in Oakland.
	~ 2-1-1 materials were made available at Arthur Hall of Hall and Associates; Kaiser Permanente in San Leandro; Alameda County VOAD; Supervisor Keith Carson's office; Alameda County CAP; Alameda County Public Nursing Office; and St. Vincent De Paul Society in Oakland.
	~ Staff gave a presentation and distributed 2-1-1 materials to L'Chaim Mental Health Services; Cal State East Bay Nursing Students; South Hayward Neighborhood Collaborative; Ashland Cherryland Healthy Community Collaborative; and Hayward Rotary Club.

Alameda County Summary By City

1/1/2015 Through 1/31/2015; 2-1-1

	¹ Total Calls	² Client Calls	³ General Calls	⁴ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	⁵ Youth Under 18	Single Mom W/ Minor Children	Referrals
Alameda	187	72	115	59	25	11	48	31	22	280
Albany	16	7	9	6	1	0	6	4	2	50
Berkeley	481	184	297	135	69	30	105	54	38	803
Castro Valley	82	32	50	28	15	6	22	18	8	147
Dublin	56	26	30	23	12	3	20	12	10	111
Emeryville	43	17	26	15	5	2	13	9	8	76
Fremont	374	176	198	144	46	36	108	65	33	628
Hayward	1043	501	542	378	151	75	302	190	112	1729
Livermore	120	44	76	40	14	7	33	22	16	212
Newark	109	64	45	48	17	9	39	24	13	177
Oakland	4181	1573	2608	1189	522	237	952	610	419	7155
Pleasanton	59	24	35	20	7	7	13	13	7	110
San Leandro	450	239	211	183	77	25	158	99	62	855
San Lorenzo	85	50	35	30	13	5	25	17	9	132
Union City	107	67	40	53	24	9	44	28	17	201
Other	1441	139	1302	119	42	30	89	42	28	682
Grand Total:	8837	3215	5622	2470	1040	492	1977	1238	804	13351

1. Total Calls: The total of Client Calls and General Calls for the reporting period.
2. Client Calls: The number of times Clients called during the reporting period.
3. General Calls: The number of callers who did not provide demographic information, birth date, and full address.
4. Unduplicated Clients: The number of unduplicated clients who called during the reporting period. These are callers willing to provide demographic information, birth date, and full address.
5. Youth Under 18: The total number of households with youth under the age of 18 in the household.