



Agenda

FAMILY & HUMAN SERVICES COMMITTEE

April 11, 2016
1:00 P.M.

651 Pine Street, Room 101, Martinez

Supervisor Candace Andersen, Chair
Supervisor Federal D. Glover, Vice Chair

Agenda Items:

Items may be taken out of order based on the business of the day and preference of the Committee

1. Introductions
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).
3. CONSIDER recommending to the Board of Supervisors the reappointments of Julianna Hynes and Liliana Gonzalez on the Contra Costa Commission for Women with terms expiring February 28, 2019.
4. CONSIDER approving the staff recommendations for the fiscal year 2016-17 Community Development Block Grant (CDBG) Public Sector projects and Emergency Solutions Grant projects, and directing the Department of Conservation and Development to forward these recommendations to the Board of Supervisor by preparing a staff report on these recommendations along with their recommendations for all other CDBG categories. (Gabrel Lemus, CDBG Program Manager)
5. CONSIDER accepting the report from the Employment and Human Services Department on the Affordable Care Act and the Contra Costa County Covered California Call Center and direct staff to transmit the information to the Board of Supervisors for their information. (Kathy Gallagher, EHSD Director)
6. The next meeting is currently scheduled for May 9, 2016.
7. Adjourn

The Family & Human Services Committee will provide reasonable accommodations for persons with disabilities planning to attend Family & Human Services Committee meetings. Contact the staff person listed below at least 72 hours before the meeting.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Family & Human Services Committee

less than 96 hours prior to that meeting are available for public inspection at 651 Pine Street, 10th floor, during normal business hours.

Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:

Enid Mendoza, Committee Staff
Phone (925) 335-1039, Fax (925) 646-1353
enid.mendoza@cao.cccounty.us



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

3.

Meeting Date: 04/11/2016
Subject: Reappointments to the Contra Costa Commission For Women
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: N/A
Referral Name: Appointment to Advisory Bodies
Presenter: **Contact:** Enid Mendoza, (925) 335-1039

Referral History:

On December 6, 2011 the Board of Supervisors adopted Resolution No. 2011/497 adopting policy governing appointments to boards, committees, and commissions that are advisory to the Board of Supervisors. Included in this resolution was the requirement that applications for at large/countywide seats be reviewed by a Board of Supervisors sub-committee.

Referral Update:

The Contra Costa Commission on Women is requesting the re-appointment to two seats on the Commission. The Commission has benefited from the participation of these current members and recommends their re-appointment.

Recommendation(s)/Next Step(s):

RECOMMEND to the Board of Supervisors the reappointment of Julianna Hynes to the At-Large 8 seat and Liliana Gonzalez to the At-Large 9 seat on the Contra Costa Commission for Women, with terms expiring February 28, 2019.

Fiscal Impact (if any):

There is no fiscal impact.

Attachments

Hynes and Gonzalez Applications



Contra
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County

For Office Use Only
Date Received:

For Reviewers Use Only:
Accepted Rejected

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

** No changes*

MAIL OR DELIVER TO:
Contra Costa County
CLERK OF THE BOARD
651 Pine Street, Rm. 106
Martinez, California 94553-1292
PLEASE TYPE OR PRINT IN INK
(Each Position Requires a Separate Application)

BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Contra Costa County Commission for Women *At Large*

PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

PRINT EXACT SEAT NAME (if applicable)

1. Name: Gonzalez Liliana Palafox
(Last Name) (First Name) (Middle Name)

2. Address: Napa CA 94559
(No.) (Street) (Apt.) (City) (State) (Zip Code)

3. Phones: _____
(Home No.) (Work No.) (Cell No.)

4. Email Address: _____

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma G.E.D. Certificate California High School Proficiency Certificate

Give Highest Grade or Educational Level Achieved _____

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) _____	_____	Yes No <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) _____	_____	Yes No <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) _____	_____	Yes No <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Other schools / training completed: _____	Course Studied _____	Hours Completed _____	Certificate Awarded: Yes No <input type="checkbox"/> <input type="checkbox"/>			



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Contra Costa Commission for Women
PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

PRINT EXACT SEAT NAME (if applicable)

1. Name: Gonzalez Liliana Palafox
(Last Name) (First Name) (Middle Name)

2. Address: Napa CA 94559
(No.) (Street) (Apt.) (City) (State) (Zip Code)

3. Phones: (Home No.) (Work No.) (Cell No.)

4. Email Address:

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma G.E.D. Certificate California High School Proficiency Certificate

Give Highest Grade or Educational Level Achieved: Master of Arts

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) Mills College	Research Psychology	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	8		B.A.	May 2012
B) Mills College	Infant Mental Health	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	2		M.A.	May 2013
C)		Yes No <input type="checkbox"/> <input type="checkbox"/>				
D) Other schools / training completed:	Course Studied	Hours Completed	Certificate Awarded: Yes No <input type="checkbox"/> <input type="checkbox"/>			

THIS FORM IS A PUBLIC DOCUMENT

6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

<p>A) Dates (Month, Day, Year) From To March 2014 Present Total: Yrs. Mos. 12 Hrs. per week 40-45 . Volunteer <input type="checkbox"/></p>	<p>Title Home-based Program Coordinator Employer's Name and Address Cesar Chavez Head Start The Unity Council 1187 Meadow Ln. Concord, Ca., 94520</p>	<p>Duties Performed Supervise and coach a team of five female home visitors providing one on one coaching, support, and training. Create, implement, and facilitate parent meetings/trainings to support active parenting. training home visitors in working with mothers in supporting their personal and professional development.</p>
<p>B) Dates (Month, Day, Year) From To July 2013 Feb. 2014 Total: Yrs. Mos. 9 Hrs. per week 8 . Volunteer <input checked="" type="checkbox"/></p>	<p>Title Home-Visitor/Family Advocate Employer's Name and Address Cesar Chavez Head Start The Unity Council 1187 Meadow Ln. Concord, Ca., 94520</p>	<p>Duties Performed • Promote and support the growth and development of 12 infants and their families through weekly visits and a play groups for infants. • Work primarily with</p>
<p>C) Dates (Month, Day, Year) From To Aug. 2012 May 2013 Total: Yrs. Mos. 10 Hrs. per week 8 . Volunteer <input checked="" type="checkbox"/></p>	<p>Title Infant Mental Health Intern Employer's Name and Address Early Intervention Intern Epiphany Center, San Francisco, CA.</p>	<p>Duties Performed * Developed, implemented and facilitated the Play/Art Therapy curriculum and taught the Nurturing Skills for Healthy Families curriculum on infant development and parenting for 10 women twice a week. *Facilitated a Spanish Speaking support group for 4-10 mothers once a month. *Provided consultation for caregivers.</p>
<p>D) Dates (Month, Day, Year) From To Aug. 2009 May 2013 Total: Yrs. Mos. 32 Hrs. per week 24/7 . Volunteer <input type="checkbox"/></p>	<p>Title Resident Assistant Employer's Name and Address Office of Residential Life Mills College 5000 MacArthur Blvd. Oakland Ca. 94613</p>	<p>Duties Performed Fostered a sense of belonging and community among a residence hall of 45 female residents. Presented and enforced campus policy ensure a safe and positive community for students while facilitating discussions on issues regarding gender, class, race, sexuality, disability, dynamics of power & privilege, and more.</p>

THIS FORM IS A PUBLIC DOCUMENT

7. How did you learn about this vacancy?

CCC Homepage Walk-In Newspaper Advertisement District Supervisor Other

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No Yes

If Yes, please identify the nature of the relationship:

9. Do you have any financial relationships with the County such as grants, contracts, or other economic relations? No Yes

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name: _____ Date: 2/16/16

Important Information

1. This application is a public document and is subject to the California Public Records Act (CA Gov. Code §6250-6270).
2. Send the completed paper application to the Office of the Clerk of the Board at: **651 Pine Street, Room 106, Martinez, CA 94553.**
3. A résumé or other relevant information may be submitted with this application.
4. All members are required to take the following training: 1) The Brown Act, 2) The Better Government Ordinance, and 3) Ethics Training.
5. Members of boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234.
6. Advisory body meetings may be held in various locations and some locations may not be accessible by public transportation.
7. Meeting dates and times are subject to change and may occur up to two days per month.
8. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.



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Accepted Rejected

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BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

PRINT EXACT SEAT NAME (if applicable)

1. Name:
 (Last Name) (First Name) (Middle Name)

2. Address:
 (No.) (Street) (Apt.) (City) (State) (Zip Code)

3. Phones:
 (Home No.) (Work No.) (Cell No.)

4. Email Address:

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma G.E.D. Certificate California High School Proficiency Certificate

Give Highest Grade or Educational Level Achieved

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) <input type="text"/>	<input type="text"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
B) <input type="text"/>	<input type="text"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
C) <input type="text"/>	<input type="text"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D) Other schools / training completed: <input type="text"/>	Course Studied <input type="text"/>	Hours Completed <input type="text"/>	Certificate Awarded: Yes No <input type="checkbox"/> <input type="checkbox"/>			



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BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Contra Costa Commission for Women
PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

8
PRINT EXACT SEAT NAME (if applicable)

1. Name: Hynes, Julianna King
(Last Name) (First Name) (Middle Name)

2. Address: , Pittsburg, CA 94565
(No.) (Street) (Apt.) (City) (State) (Zip Code)

3. Phones: (Home No.) (Work No.) (Cell No.)

4. Email Address:

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma G.E.D. Certificate California High School Proficiency Certificate

Give Highest Grade or Educational Level Achieved PhD

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) Alliant International University	Organizational Psychology	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>				PhD
B) JFK University	Consulting Psychology	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>				MA
C) UC Davis	Psychology	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>				BS
D) Other schools / training completed:	Course Studied	Hours Completed	Certificate Awarded: Yes No <input type="checkbox"/> <input type="checkbox"/>			

6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

<p>A) Dates (Month, Day, Year) <u>From</u> <u>To</u> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;">2003</div> <div style="border: 1px solid black; padding: 2px;">Present</div> </div> <p>Total: <u>Yrs.</u> <u>Mos.</u> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;">10</div> <div style="border: 1px solid black; padding: 2px;"></div> </div> <p>Hrs. per week 40 . Volunteer <input type="checkbox"/></p> </p></p>	<p style="text-align: center;">Title</p> <div style="border: 1px solid black; padding: 2px;">Principal</div> <p style="text-align: center;">Employer's Name and Address</p> <div style="border: 1px solid black; padding: 2px;">Julianna Hynes & Associates</div>	<p style="text-align: center;">Duties Performed</p> <div style="border: 1px solid black; padding: 2px;">Consultant - Strategic Planning, Executive Coaching</div>
<p>B) Dates (Month, Day, Year) <u>From</u> <u>To</u> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;">2003</div> <div style="border: 1px solid black; padding: 2px;">Present</div> </div> <p>Total: <u>Yrs.</u> <u>Mos.</u> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;"></div> <div style="border: 1px solid black; padding: 2px;"></div> </div> <p>Hrs. per week 10 . Volunteer <input type="checkbox"/></p> </p></p>	<p style="text-align: center;">Title</p> <div style="border: 1px solid black; padding: 2px;">Faculty</div> <p style="text-align: center;">Employer's Name and Address</p> <div style="border: 1px solid black; padding: 2px;">University of Phoenix</div>	<p style="text-align: center;">Duties Performed</p> <div style="border: 1px solid black; padding: 2px;">Instructor</div>
<p>C) Dates (Month, Day, Year) <u>From</u> <u>To</u> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;">2005</div> <div style="border: 1px solid black; padding: 2px;">Present</div> </div> <p>Total: <u>Yrs.</u> <u>Mos.</u> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;"></div> <div style="border: 1px solid black; padding: 2px;"></div> </div> <p>Hrs. per week 20 . Volunteer <input type="checkbox"/></p> </p></p>	<p style="text-align: center;">Title</p> <div style="border: 1px solid black; padding: 2px;">Executive Coach</div> <p style="text-align: center;">Employer's Name and Address</p> <div style="border: 1px solid black; padding: 2px;">Lee Hecht Harrison</div>	<p style="text-align: center;">Duties Performed</p> <div style="border: 1px solid black; padding: 2px;">Coaching of Executives, Leadership Development, Career Transition Coach</div>
<p>D) Dates (Month, Day, Year) <u>From</u> <u>To</u> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;">2000</div> <div style="border: 1px solid black; padding: 2px;">2003</div> </div> <p>Total: <u>Yrs.</u> <u>Mos.</u> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;"></div> <div style="border: 1px solid black; padding: 2px;"></div> </div> <p>Hrs. per week 40 . Volunteer <input type="checkbox"/></p> </p></p>	<p style="text-align: center;">Title</p> <div style="border: 1px solid black; padding: 2px;">Jack in the Box Corporation</div> <p style="text-align: center;">Employer's Name and Address</p> <div style="border: 1px solid black; padding: 2px;">Training and Development Specialists</div>	<p style="text-align: center;">Duties Performed</p> <div style="border: 1px solid black; padding: 2px;">Facilitate Training Classes</div>

7. How did you learn about this vacancy?

CCC Homepage Walk-In Newspaper Advertisement District Supervisor Other

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No Yes

If Yes, please identify the nature of the relationship:

9. Do you have any financial relationships with the County such as grants, contracts, or other economic relations? No Yes

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name: _____ Date: 2/16/16

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6. Advisory body meetings may be held in various locations and some locations may not be accessible by public transportation.
7. Meeting dates and times are subject to change and may occur up to two days per month.
8. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

4.

Meeting Date: 04/11/2016

Subject: Public Service Portion of the Community Development Block Grant Program

Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,

Department: County Administrator

Referral No.: 20

Referral Name: Public Service Portion of the CDBG

Presenter: Gabriel Lemus, CDBG Program
Manager

Contact: Enid Mendoza, (925)
335-1039

Referral History:

The Department of Conservation and Development, Community Services Block Grant (CDBG) Program, reports to the Family and Human Services Committee at least annually regarding recommendations for funding allocations in the Public Services category and Emergency Solutions Grant funding recommendations.

Referral Update:

Please see the attached report from the CDBG Program Manager.

Recommendation(s)/Next Step(s):

1. APPROVE recommendations for FY 2016/17 CDBG Public Service (PS) projects as recommended by staff and/or amended by the Committee;
2. APPROVE recommendations for FY 2016/17 Emergency Solutions Grant (ESG) projects as recommended by staff and/or amended by the Committee; and
3. DIRECT the Department of Conservation and Development to prepare a staff report on the Committee's recommendations, that will accompany their funding recommendations for all other CDBG categories, and forward to the Board of Supervisors for approval.

Fiscal Impact (if any):

100% by Community Development Block Grants.

Attachments

CDBG Public Service Category and Emergency Solutions Grants Funding Report



**CONTRA COSTA COUNTY
DEPARTMENT OF CONSERVATION AND
DEVELOPMENT
30 Muir Road
Martinez, CA 94553
Telephone: (925) 674-7882**

MEMORANDUM

DATE: April 11, 2016

TO: Family and Human Services Committee
Supervisor Candace Andersen, Chair
Supervisor Federal D. Glover, Vice-Chair

FROM: Gabriel Lemus, CDBG Program Manager

SUBJECT: FY 2016/17 (2nd Year) Community Development Block Grant (CDBG) Funding Recommendations – Public Service Category

FY 2016/17 (2nd Year) Emergency Solutions Grant Funding Recommendations

RECOMMENDATIONS

1. **APPROVE** recommendations for FY 2016/17 CDBG Public Service (PS) projects as recommended by staff and/or amended by the Committee.
2. **APPROVE** recommendations for FY 2016/17 Emergency Solutions Grant (ESG) projects as recommended by staff and/or amended by the Committee.
3. **DIRECT** the Department of Conservation and Development to prepare a staff report on the Committee's recommendations. The staff report will be submitted together with funding recommendations for all other CDBG categories and considered by the Board of Supervisors on May 10, 2016 as a "Consent" item.

BACKGROUND

The purpose of this memorandum is to transmit staff recommendations for funding in the PS category for the FY 2016/17 CDBG Program and the FY 2016/17 ESG Program. The proposed funding spreadsheets and project staff reports for both PS and ESG projects are attached.

In October 2013, the Board of Supervisors approved having two separate and distinct funding cycles for the non-housing categories of the CDBG Program and for the ESG Program to align with the five-year

period of the CDBG/ESG Consolidated Plan. The first cycle is a two-year funding cycle for programs/projects in the CDBG PS, economic development, and infrastructure/public facilities categories and for the ESG Program. The second cycle is a three-year funding cycle to conclude the final three years of a five-year Consolidated Plan period. Consequently, in May 2015, the Board approved the allocation of FY 2015/16 and FY 2016/17 CDBG and ESG funds. The allocation of FY 2016/17 CDBG and ESG funds was contingent on the availability of funds and the satisfactory accomplishment of contract goals.

Available Funding

The County’s FY 2016/17 CDBG grant amount is \$4,057,639, which is approximately \$1 million more than the County received in FY 2015/16. The reason for the significant increase is due to the City of Richmond becoming a participating city of the Contra Costa County CDBG Urban County Program.

Prior to FY 2016/17, the City of Richmond was an entitlement city that received its own CDBG funds. Beginning FY 2016/17, the City of Richmond is a participating city of the County’s CDBG Program; therefore, the entitlement amount that previously was allocated to the City of Richmond is now included with the County’s CDBG entitlement amount. Therefore, the City of Richmond is now part of County’s Urban County CDBG Program and residents of the City of Richmond can benefit from the County’s CDBG funds.

On November 4, 2014, the Board of Supervisors (Board) adopted funding guidelines for the allocation of CDBG funds that require the County’s annual grant be allocated to the following CDBG eligible categories:

Category of Use	Allocation Guidelines CDBG Program	Available Funding
Affordable Housing	45%	\$1,825,938
Public Services	*17%	\$ 689,799
Economic Development	10%	\$ 405,764
Infrastructure/Public Facility	8%	\$ 324,611
Administration	20%	\$ 811,527
Total FY 2016/17 CDBG Grant		\$4,057,639

*As long as the amount does not go over HUD’s statutory cap for Public Services

CDBG Program – Public Service Category: Consistent with Board funding guidelines, 17 percent of the County’s annual CDBG allocation may be used for PS projects. Consequently, **\$689,799** is available for PS projects. In addition, **\$52,000** is provided from the “Affordable Housing” category to help fund landlord/tenant and fair housing services. Therefore, a total of **\$741,799** is available and recommended to be allocated to 32 eligible PS activities as listed in **Attachment A-1**.

Homeless Street Outreach Services: Currently, there are two agencies being funded with CDBG funds under the PS category to provide street outreach services and other related services to the homeless population of the County. Unfortunately, those two agencies are ceasing the provision of those services either on a temporary or permanent basis on June 30, 2016. Therefore, given that street outreach services to the homeless population of the County is a critical need and is a high priority within the CDBG Consolidated Plan, County CDBG staff will issue a Request for Proposal (RFP) for the provision

of street outreach services to the homeless for FY 2016/17. It is expected that most, if not all, the other CDBG Consortium cities in the County will participate in this RFP along with the County. The RFP is anticipated to go out sometime during the first two months of the 1st Quarter of FY 2016/17. County CDBG staff will come back to the Family and Human Services Committee at a future meeting to present staff's recommendation for the Committee to consider.

ESG Program: The County receives ESG funds on an entitlement bases for use in funding renovation, major rehabilitation, or conversion of buildings for use as emergency shelters for the homeless, provision of essential services for the homeless; emergency shelter operations and related services; and homelessness prevention and rapid re-housing activities. The County will receive a total of **\$269,776** in ESG funding for FY 2016/17. Seven and a half percent (7.5%) of the grant will be used for administration expenses, resulting in a total of **\$249,543** being available for projects. Staff recommendations for the use of ESG funds are listed in **Attachment B-1**.

Application Process and Evaluation Criteria:

CDBG Program and ESG Program: For FY 2016/17, currently funded PS and ESG agencies were required to submit an abbreviated "renewal application" including a proposed FY 2016/17 budget, current audit, and confirmation of performance outcomes. This information was used to evaluate an agency's continuing capacity to operate its program during the next fiscal year.

Staff's funding recommendations for FY 2016/17 PS projects are listed in Attachment A-1, and staff's funding recommendations for FY 2016/17 ESG projects are listed in Attachment B-1. The attached staff reports (**Attachments A-2 and B-2**) describe the individual projects and provide information on an agency's performance during the first six months of FY 2015/16 or through December 31, 2015. In general, most agencies are performing as proposed and are expected to meet or exceed performance outcomes contained in their CDBG and agreements by the end of the year.

Public Hearing and Transmittal of Recommendations: The Committee's recommendations will be forwarded to the full Board of Supervisors prior to the public hearing that is scheduled for May 10, 2016. Final recommendations must be forwarded to the Department of Housing and Urban Development by May 15, 2016 for review to ensure consistency with federal regulations.

Attachments

cc: Kara Douglas, Assistant Deputy Director, Department of Conservation and Development
John Kopchik, Director, Department of Conservation and Development

Community Development Block Grant
Public Services Category
FY 2016/17

CCC Project No.	Applicant	Project Name	Outcome	Contra Costa County			Jurisdictions)				Total CDBG	Total Budget	% Budget (CDBG)
				Amount Requested	Amount Received In FY 2015/16	County Staff Recommendation for FY 2016/17	Antioch	Concord	Pittsburg	Walnut Creek			
Public Service Projects													
16-01-PS	TBD: Request for Proposals will be issued during 1st Quarter of fiscal year.	Homeless Street Outreach Services	Provide street outreach and basic needs, including mental health and addiction services to the homeless population within the Urban County	N/A	\$22,224	\$22,224	TBD	TBD	TBD	TBD	TBD	TBD	TBD
16-02-PS	Bay Area Legal Aid (BayLegal)	Tenant Landlord Housing Services Collaborative	Provide landlord/tenant counseling and legal services for 550 landlords/tenants.	\$80,000	\$80,000	\$80,000	\$15,000	\$15,000			\$110,000	\$194,466	57%
16-03-PS	Bay Area Legal Aid (BayLegal)	Fair Housing Services Collaborative Project –	Investigate fair housing complaints, educate landlords/tenants, serve 155 clients.	\$40,000	\$40,000	\$40,000	\$30,000				\$70,000	\$105,058	67%
16-04-PS	Community Housing Development Corporation of North Richmond	Multicultural/ Senior Family Center	Provide 400 persons with educational, recreational and nutritional programs at community center.	\$55,000	\$55,000	\$55,000					\$55,000	\$142,193	39%
16-05-PS	Community Housing Development Corporation	Contra Costa County Home Equity Preservation Alliance (HEPA)	Provide foreclosure counseling, education and legal assistance to 120 clients.	\$25,000	\$25,000	\$25,000					\$25,000	\$130,536	19%
16-06-PS	Community Violence Solutions (CVS)	CIC Child sexual assault intervention	Provide forensic interview, case management, advocacy for 70 children and caregivers.	\$15,000	\$15,000	\$15,000	\$8,500	\$10,000	\$11,500	\$5,000	\$50,000	\$448,000	11%

Community Development Block Grant
Public Services Category
FY 2016/17

CCC Project No.	Applicant	Project Name	Outcome	Contra Costa County			Jurisdictions)				Total CDBG	Total Budget	% Budget (CDBG)
				Amount Requested	Amount Received In FY 2015/16	County Staff Recommendation for FY 2016/17	Antioch	Concord	Pittsburg	Walnut Creek			
16-07-PS	Contra Costa Behavioral Health Services Homeless Program	Adult Interim Housing Program	Provide 24-hour shelter/wrap-around services for 150 homeless adults.	\$54,000	\$54,000	\$54,000	\$15,000	\$30,000	\$10,000	\$8,000	\$117,000	\$2,067,741	6%
16-08-PS	Contra Costa Crisis Center	Crisis / 211 Contra Costa	Provide telephone 24-hour crisis intervention and 211 referral service for 8,200 clients.	\$18,000	\$18,000	\$18,000	\$10,000	\$10,000	\$10,000	\$10,000	\$58,000	\$1,111,840	5%
16-09-PS	Contra Costa Senior Legal Services	Legal Services for Older Americans	Provide legal counseling services for 200 seniors.	\$12,000	\$12,000	\$12,000	\$10,000	\$12,000	\$10,000	\$6,500	\$50,500	\$467,500	11%
16-10-PS	Court Appointed Special Advocates (CASA)	Children At Risk	Provide advocacy, mentoring, and representation services for 37 abused and neglected children.	\$18,000	\$18,000	\$18,000		\$10,000			\$28,000	\$817,600	3%
16-11-PS	Food Bank of Contra Costa and Solano	Collaborative Food Distribution	Provide food distribution services for 9,300 low-income clients.	\$46,500	\$46,500	\$46,500		\$10,000			\$56,500	\$3,641,234	2%
16-12-PS	Girls, Inc.	Afterschool and Education Enrichment Program	Provide afterschool and education enrichment programming to 495 youth from the City of Richmond	\$11,000	\$11,000	\$11,000					\$11,000	\$46,000	24%

Community Development Block Grant
Public Services Category
FY 2016/17

CCC Project No.	Applicant	Project Name	Outcome	Contra Costa County			Jurisdictions)				Total CDBG	Total Budget	% Budget (CDBG)
				Amount Requested	Amount Received In FY 2015/16	County Staff Recommendation for FY 2016/17	Antioch	Concord	Pittsburg	Walnut Creek			
16-13-PS	James Morehouse Project/YMCA of the East Bay(fiscal sponsor)	James Morehouse Project at El Cerrito HS (YMCA of the East Bay fiscal sponsor)	Provide comprehensive mental health and support services for 55 students.	\$10,000	\$10,000	\$10,000					\$10,000	\$239,400	4%
16-14-PS	Lamorinda Spirit - City of Lafayette	Lamorinda Spirit Van Senior Transportation Program	Provide free or low-cost transportation to 150 seniors living in Moraga, Orinda and Lafayette.	\$10,000	\$10,000	\$10,000					\$10,000	\$168,199	6%
16-15-PS	Lions Center for the Visually Impaired	Independent Living Skills for Blind & Visually Impaired Adults	Provide in-home independent living skills and mobility training for 42 visually impaired persons.	\$10,000	\$10,000	\$10,000	\$10,000	\$12,000	\$10,000	\$10,000	\$52,000	\$482,951	11%
16-16-PS	Loaves and Fishes of Contra Costa	Feeding the hungry in Martinez	Provide hot buffet-style meal weekdays to 500 low-income/homeless.	\$15,000	\$15,000	\$15,000	\$15,000		\$13,810		\$43,810	\$1,093,149	4%
16-17-PS	Meals On Wheels and Senior Outreach Services	Care Management	Provide long-term care services case management for 120 seniors.	\$15,000	\$15,000	\$15,000	\$15,000	\$20,000	\$7,500	\$10,000	\$67,500	\$378,300	18%
16-18-PS	Meals On Wheels and Senior Outreach Services	Senior Nutrition - CC Cafes	Provide hot, weekday lunches to 303 seniors at six senior centers.	\$15,000	\$15,000	\$15,000		\$20,000	\$10,000		\$45,000	\$272,723	17%
16-19-PS	Monument Crisis Center	Nutrition/Community Resources for Low Income Seniors/ Adults with Disabilities	Provide wrap-around safety net services for 2,766 low-income clients.	\$15,000	\$15,000	\$15,000	\$20,000	\$50,000	\$25,000	\$20,000	\$130,000	\$2,014,620	6%

Community Development Block Grant
Public Services Category
FY 2016/17

CCC Project No.	Applicant	Project Name	Outcome	Contra Costa County			Jurisdictions)				Total CDBG	Total Budget	% Budget (CDBG)
				Amount Requested	Amount Received In FY 2015/16	County Staff Recommendation for FY 2016/17	Antioch	Concord	Pittsburg	Walnut Creek			
16-20-PS	Mount Diablo Unified School District	CARES After School Enrichment Program	Provide after-school programming for 580 elementary and middle school students.	\$10,000	\$10,000	\$10,000					\$10,000	\$3,497,797	0.02%
16-21-PS	New Horizons Career Development Center	Education, Job Training, Life Skills, and Job Placement Services	Provide job training/placement, GED prep, and life skills for 300 clients.	\$25,000	\$25,000	\$25,000					\$25,000	\$154,000	16%
16-22-PS	Ombudsman Services of Contra Costa	Ombudsman Services of Contra Costa	Provide abuse/compliance investigation for 775 seniors living in nursing facilities.	\$10,000	\$10,000	\$10,000	\$10,000	\$10,600		\$10,000	\$40,600	\$564,387	7%
16-23-PS	Opportunity Junction	Bay Point Career Development Services	Provide individual vocational services for 40 low-income clients.	\$20,000	\$20,000	\$20,000	\$10,000		\$20,000		\$50,000	\$174,745	29%
16-24-PS	Pleasant Hill Recreation & Park District	Senior Service Network	Provide on-site care management and crisis intervention for 150 seniors.	\$10,000	\$10,000	\$10,000					\$10,000	\$48,305	21%
16-25-PS	Rainbow Community Center of Contra Costa	Kind Hearts Community Support Program	Provide congregate meals, food pantry, wellness calls, home visits for 60 LGBT seniors/ people with HIV/AIDS.	\$10,000	\$10,000	\$10,000				\$6,500	\$16,500	\$70,366	23%
16-26-PS	RYSE, Inc.	RYSE Career Pathway Program	Provide career development, media arts education, paid work exp, and academic support for 115 low-income youth.	\$40,000	\$40,000	\$40,000					\$40,000	\$249,451	16%

Community Development Block Grant
Public Services Category
FY 2016/17

CCC Project No.	Applicant	Project Name	Outcome	Contra Costa County			Jurisdictions)				Total CDBG	Total Budget	% Budget (CDBG)
				Amount Requested	Amount Received In FY 2015/16	County Staff Recommendation for FY 2016/17	Antioch	Concord	Pittsburg	Walnut Creek			
16-27-PS	SHELTER, Inc.	Homeless Prevention and Rapid Rehousing	Provide homeless prevention and rapid rehousing for 270 low-income clients.	\$25,075	\$25,075	\$25,075	\$10,000	\$12,000	\$11,000	\$5,000	\$63,075	\$782,660	8%
16-28-PS	STAND! For Families Free of Violence	Rollie Mullen Center - Emergency Shelter	Provide emergency shelter and services to victims of domestic violence.	\$10,000	\$10,000	\$10,000					\$10,000	\$538,098	2%
16-29-PS	Village Community Resource Center	Village Community Resource Center Program Support	Provide support for afterschool program for 115 students.	\$13,000	\$13,000	\$13,000					\$13,000	\$272,756	5%
16-30-PS	West Contra Costa Family Justice Center/Tides Center	Family Justice Center	Provide one-stop center services for 500 victims of abuse and domestic violence.	\$32,000	\$32,000	\$32,000		\$30,000		\$17,000	\$79,000	\$804,500	10%
16-31-PS	West County Adult Day Care	West County Adult Day/Alzheimer Respite Center	Provide comprehensive adult day care services for 25 seniors with Alzheimers.	\$40,000	\$40,000	\$40,000				\$22,000	\$62,000	\$230,500	27%
16-32-PS	YWCA of Contra Costa/Sacramento	YWCA Family Empowerment Program	Provide mental, physical, social, and emotional health skills training for 125 families.	\$10,000	\$10,000	\$10,000					\$10,000	\$24,000	42%
TOTALS				\$719,575	\$741,799	\$741,799	\$178,500	\$251,600	\$138,810	\$130,000	\$1,440,709	\$21,233,075	7%

Attachment A-2
CDBG-Public Services
Staff Reports

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Bay Area Legal Aid

PROGRAM NAME/NUMBER: Contra Costa Housing Services Collaborative/
16-02-PS and 16-03-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide comprehensive tenant/landlord and fair housing counseling services to approximately 705 Urban County residents (550 landlord/tenant counseling and 155 fair housing counseling)

TOTAL PROGRAM COST: **\$246,884** (\$142,426 for tenant/landlord counseling and \$104,458 for fair housing)

AMOUNT ALLOCATED FY 2015/16: **\$120,000** (\$80,000 for tenant/landlord counseling and \$40,000 for fair housing) (Includes Richmond's FY 2015/16 Award)

AMOUNT RECOMMENDED FY 2016/17: **\$120,000** (\$80,000 for tenant/landlord counseling and \$40,000 for fair housing)

GOAL / PERFORMANCE AS OF 12/31/15: **440/263**

PROGRAM ANALYSIS: Bay Area Legal Aid (BALA) will be the lead agency in the Housing Services Collaborative that will provide a milieu of housing services including housing counseling, discrimination investigation, mediation and advocacy, legal representation, and education and outreach to lower income Urban County residents. BALA will partner with ECHO Housing, another nonprofit organization providing housing counseling services for many. The proposed collaborative continues the service model that was begun over ten years ago that provides seamless landlord/tenant and fair housing services to all residents of the Urban County, which starting with fiscal year 2016/17, includes City of Richmond residents.

The proposed project will assist Urban County residents in exercising their housing rights by providing the following services and activities:

- **Tenant/Landlord Counseling:** tenants and landlords will receive counseling on their rights and responsibilities under federal, state and local housing law. Counselors will also provide clients with information on administrative and court proceedings. Common counseling subjects include: landlord duty to rent to families with children; negotiating with landlords to avoid eviction for nonpayment of rent or alleged tenant misconduct or violation of lease terms; assistance in obtaining rent payment assistance, including Section 8 rent subsidies, deposit assistance and temporary rent payment assistance; and assistance in understanding lease terms.
- **Fair Housing Counseling:** fair housing laws will be enforced by investigating alleged housing discrimination complaints; maintaining a panel of fair housing testers; counseling households regarding their rights, responsibilities and options; and providing mediation, advocacy, and legal referrals. All CDBG jurisdictions are required to take appropriate steps to affirmatively further fair housing.
- **Legal Advice and Representation:** clients whose housing issues cannot be resolved through counseling alone will be provided counsel and advice, brief legal services or legal representation.
- **Education and Outreach:** the collaborative will conduct education and outreach activities to educate residents, staff of other community-based organizations and rental property owners/managers on landlord/tenant rights and responsibilities.

All of the above services will be provided free of charge and in multiple languages through in-house language capacity, the Language Line and freelance interpreter services. A majority of the clients will be served via the telephone and/or email, but because ECHO has an office located in Concord and BALA's main office is in Richmond, clients will have easy access to in-person services. In addition, special clinics/meetings will be scheduled in the less accessible areas of the County. The program is eligible, feasible and timely.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Community Housing Development Corporation of North Richmond

PROGRAM NAME/NUMBER: Multicultural Senior and Family Center/
16-04-PS

PROGRAM SERVICE AREA: North Richmond

PROGRAM OUTCOME: Operate and maintain a community center for 400 residents of North Richmond, providing educational, recreational, and nutritional programs to a diverse community with a primary focus on senior citizens.

TOTAL PROGRAM COST: **\$142,193** (\$25,000 in In-Kind services)

AMOUNT ALLOCATED FY 2015/16: **\$55,000**

AMOUNT RECOMMENDED FY 2016/17: **\$55,000**

GOAL / PERFORMANCE AS OF 12/31/15: **400/250**

PROGRAM DESCRIPTION: Community Housing Development Corporation (CHDC), in collaboration with Neighborhood House of North Richmond (NHNR), manages and maintains the Multicultural Senior and Family Center (Center) for use by North Richmond residents. CHDC purchased the building in 2013 and leases it back to NHNR for \$1 per year.

The Center is the site for a variety of recreational, educational, social and human service programs for all age groups but primarily serves seniors. The Multi-Cultural Family Center is open five days a week, 9:00AM – 2:00PM and as needed in the evenings. In collaboration with other community agencies, NHNR will provide a variety of vital services including nutrition programs, information and referral services, educational programs, arts and crafts, ESL classes, and social programs reflecting the area’s cultural diversity.

The proposed program is eligible, feasible, and timely. Requested funding will be allocated to staff salary and benefit expenses, insurance, and property taxes. In addition to providing human and social services, the Neighborhood House also provides collaboration with other agencies and facilitates access to outside activities.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Community Housing Development Corporation of North Richmond

PROGRAM NAME/NUMBER: Home Equity Preservation Alliance
16-05-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide the following services to 115 Urban County lower income homeowners: 1) foreclosure counseling and case management including legal advice and representation, 2) foreclosure clinics and referrals, and 3) foreclosure rescue scam and predatory lending education.

TOTAL PROGRAM COST: **\$130,536**

AMOUNT ALLOCATED FY 2015/16: **\$25,000**

AMOUNT RECOMMENDED FY 2016/17: **\$25,000**

GOAL / PERFORMANCE AS OF 12/31/15: **115/53**

PROGRAM ANALYSIS: Community Housing Development Corporation of North Richmond (CHDC) and its two nonprofit partners (Bay Area Legal Aid and Housing and Economic Rights Advocates) propose to continue to assist lower income Urban County homeowners who are facing or are in foreclosure, and persons who have gone through the foreclosure process.

When the HEPA program first started operating in 2008, there were well over 10,000 distressed homes at risk of foreclosure in Contra Costa County, and an additional 5,000 homes were bank owned. Based on the most current information, there are currently approximately 1,200 properties in the County that are in some stage of foreclosure, default, auction or bank owned. Clearly, the crisis has subsided but foreclosure and the after effects of foreclosure continue to have serious consequences to homeowners, neighborhoods, and the County. One of the biggest issues currently facing families at risk of foreclosure is the different types of rampant and bold “rescue” scams targeting desperate homeowners. Victims of rescue scams lose not only their homes but also the

last bit of savings that they have toward a rental security deposit. Low-income renters living in foreclosed properties are often subject to repeated aggressive demands to move out, have their utilities abruptly and wrongfully cut, lose their security deposit and months of rent, and have their credit score ravaged if banks mistakenly list them as defendants in foreclosure cases. All of these issues directly affect families living through a foreclosure but there are wider implications to a community including loss in property tax revenues, blight, vacant homes and increased crime.

By pooling partners' resources, coordinating services and working together, the HEPA partners have and will continue to address the foreclosure issue to continue to effectively mitigate the impacts of foreclosures in the County. HEPA partners will provide community education, including media outreach, one-on-one default counseling and loan work-outs, and free legal advice and representation to households facing foreclosure or to those former homeowners who went through the foreclosure process and just trying to get their lives back together.

PERFORMANCE ISSUES: Through the first two quarters of the current fiscal year CHDC has provided foreclosure counseling and case management services to 46 percent of the annual goal of 115 low-income homeowners. This is slightly behind their annual contracted goal, but historically CHDC has been able to meet their annual goals.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Community Violence Solutions

PROGRAM NAME/NUMBER: Children’s Interview Center (CIC) Program
16-06-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide in-depth forensic interview, counseling advocacy, and case management services to 70 child victims of sexual assault and their families to help clients show positive changes in behavior and psychological well being.

TOTAL PROGRAM COST: **\$448,000**

AMOUNT ALLOCATED FY 2015/16: **\$15,000**

AMOUNT RECOMMENDED FY 2016/17: **\$15,000**

GOAL / PERFORMANCE AS OF 12/31/15: **114/70**

PROGRAM DESCRIPTION: Community Violence Solutions (CVS) provides forensic interviewing, non-acute medical examinations, counseling, and ongoing advocacy and case management services to child sexual assault victims and their non-offending family members. Services are provided at CVS’s Children’s Interview Center, which is located at a confidential site due to the nature of the program and its clients. The program is delivered via a multi-disciplinary team with central collaborators that includes the County’s District Attorney’s Office, Employment and Human Services Department, Health Services Department, Community Care Licensing, and all 25 law enforcement jurisdictions in the County. All collaborating partners operate within formalized protocols and an annual Memorandum of Understanding. The primary goals of the program are to reduce trauma to child victims and their non-offending family members, and to assist in successful investigations to make communities safer for children. The CVS expects that 75 percent of the clients/households provided services will show positive changes in behavior and psychological well being as measured by a standardized outcome measurement tool that is well-researched and widely used in the field. During the time the CIC has operated, criminal charges were filed in more than 70 percent of the cases

brought to the CIC and then presented to the District Attorney's office for a filing decision.

Sexual abuse is a health issue since victims of sexual assault require immediate medical care due to possible internal injury, pregnancy, and sexually transmitted diseases, including HIV infection. Low-income victims of sexual violence especially need free services to assist them in the crisis created by a sexual assault. CVS proposes to provide these services utilizing professional and medical staff.

The program is eligible, feasible and timely. CVS has been operating this program since 2001.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: CCC Health Services

PROGRAM NAME/NUMBER: Adult Interim Housing Program /16-07-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide shelter and supportive services to 150 homeless men and women to help them regain housing.

TOTAL PROGRAM COST: **\$2,067,741**

AMOUNTY ALLOCATED FY 2015/16: **\$54,000**

AMOUNT RECOMMENDED FY 2016/17: **\$54,000**

GOAL / PERFORMANCE AS OF 12/31/15: **150/110**

PROGRAM DESCRIPTION: The Behavioral Health Division of the County's Health Services Department (HSD) operates an interim housing program (emergency shelter) for homeless adults in Contra Costa County that is open 24 hours-a-day year round. The program is operated at two sites, one in Richmond and one in Concord, and provides wrap-around services to assist persons in finding appropriate long-term housing. A specialized program for youth 18 to 21 years of age is located at the Richmond facility.

Upon entry into the shelter, each resident is assigned a case manager to assist the individual in determining an appropriate service plan that will help them regain housing as soon as possible. This approach engages individuals the moment they walk in the door and reflects the transition to a "housing first" approach to service delivery that aims to reduce shelter stays. The current recidivism rate for homeless individuals who have obtained permanent housing is only 10 percent.

The shelters are part of the County's Continuum of Care and enable adults the opportunity to work on stabilizing their lives and moving toward a permanent housing situation. Each person receives needs and health assessments, as well as case management, job training, transportation and other services that help each individual reach their highest level of self-sufficiency.

The program is eligible, feasible, and timely. Providing services to the homeless population is consistent with the County Continuum of Care Homeless Plan and a priority of the CDBG program.

HSD also receives Emergency Solutions Grant (ESG) funds to provide emergency shelter and supportive services. (See FY 2016/17 ESG Staff Report No. 16-01-ESG.)

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Contra Costa Crisis Center

PROGRAM NAME/NUMBER: Crisis/211 Contra Costa/16-08-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide crisis intervention service and information and referrals to 8,200 Urban County residents including homeless persons, abused children, seniors, battered spouses, persons with HIV/AIDS and the disabled.

TOTAL PROGRAM COST: \$1,111,840

AMOUNT ALLOCATED FY 2015/16: \$18,000

AMOUNT RECOMMENDED FY 2016/17: \$18,000

GOAL / PERFORMANCE AS OF 12/31/15: 8,200/5,370

PROGRAM DESCRIPTION: Through 211 Contra Costa, the Contra Costa Crisis Center manages and maintains a database of local health and social services programs. Full time staff and trained volunteers provide information and referrals, 24-hours a day, to emergency shelters, crisis counseling, emergency food programs, job training, health care and other services.

211 is a national, toll-free three-digit number that can be called 24 hours a day for information about local health and social services. It enables people to access resources in their community quickly and easily, allowing residents in need a single point of entry for a variety of resources. 211 criteria is set by the state Public Utilities Commission and includes: (1) must operate 24 hours per day, (2) offer multilingual access and access to the hearing impaired, (3) manage and maintain a comprehensive, up-to-date database of health and social services, (4) coordinate with local and state disaster responders, and (5) have a local presence and support from local stakeholders.

PERFORMANCE ISSUES: None

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Contra Costa Senior Legal Services

PROGRAM NAME/NUMBER: Legal Services for Needy Seniors/
16-09-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide free legal advice to 200 Urban County seniors resulting in the retention of housing, protection from physical and financial abuse, and provision of consumer and individual rights.

TOTAL PROGRAM COST: **\$467,500** (\$220,000 in In-Kind services)

AMOUNT ALLOCATED FY 2015/16: **\$12,000**

AMOUNT RECOMMENDED FY 2016/17: **\$12,000**

GOAL / PERFORMANCE AS OF 12/31/15: **200/177**

PROGRAM ANALYSIS: Contra Costa Senior Legal Services (CCSLs) provides Urban County seniors with access to free legal services related to consumer law, housing, public benefits, income maintenance, planning for incapacity, estate planning and elder abuse. The program also provides legal education services. The services are provided by a paralegal, pro bono, emeritus and/or staff attorney depending on the clients need. Services are offered at the agency's office in Richmond, or by appointment at various senior centers throughout the Urban County. Senior access to legal services is often limited due to failure to recognize the legal dimension of a problem, restricted mobility, impaired mental functioning and the prohibitive cost of the services. Legal services will be provided to 200 very low and low-income Urban County seniors. In addition, presentations regarding planning for the future and the prevention of potential legal problems will be provided throughout the year. Outreach is done at senior centers, churches and community groups.

The proposed program is eligible, feasible, and timely. The program has received CDBG funds for the past several years and has been successful in meeting contract goals and reporting requirements in a timely manner.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Court Appointed Special Advocates

PROGRAM NAME/NUMBER: Children at Risk/16-10-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide advocacy and representation services to 37 Urban County abused and neglected children who are wards of the County's Juvenile Dependency Court as a way to improve access to health and social services and a safe and permanent living situation.

TOTAL PROGRAM COST: **\$817,600**

AMOUNT ALLOCATED FY 2015/16: **\$18,000**

AMOUNT RECOMMENDED FY 2016/17: **\$18,000**

GOAL / PERFORMANCE as of 12/31/15: **37 / 18**

CONDITIONS OF APPROVAL: None

PROGRAM DESCRIPTION: Court Appointed Special Advocates (CASA) will provide case assessment, counseling, mentoring and volunteer court representation to 57 abused or neglected children from Contra Costa County, with 37 being from the Urban County. Services include matching a trained volunteer child advocate with the minor. The volunteer researches the child's case by interviewing social workers, teachers, counselors, and parents/foster parents. The volunteer also attends administrative and civil hearings that affect the rights and welfare of the child.

CASA attempts to carefully match the personality, socio-economic, and cultural background of the child with a specially trained volunteer child advocate who will stay with that child until his or her case is officially vacated by the Courts. The specialized training, community outreach, and Court representation of low-income and minority children are critical elements of the proposed program. Volunteer child advocates consult with program staff and Court personnel prior to making recommendations for the disposition of the case based on the child's best interest in context with their total circumstances.

Clients are referred to the program from the Department of Social Services, and Juvenile Court and Probation Departments through a formal agreement. CASA recruits

volunteers through newspaper ads, PSA's and presentations to various service clubs and community organizations.

CASA has been providing youth advocacy services to abused youth of Urban County families since 1981. CASA has been funded by the CDBG program in the past and has exceeded contract goals in a timely and cost-effective manner.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Food Bank of Contra Costa and Solano

PROGRAM NAME/NUMBER: Collaborative Food Distribution Program/
16-11-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide food to over 7,900 low-income persons in the
Urban County.

TOTAL PROGRAM COST: **\$3,641,234**

AMOUNT ALLOCATED FY 2015/16: **\$46,500 (Includes Richmond's FY
2015/16 Award)**

AMOUNT RECOMMENDED FY 2016/17: **\$46,500**

GOAL / PERFORMANCE AS OF 12/31/15: **7,900/3,379**

PROGRAM DESCRIPTION: The Food Bank of Contra Costa and Solano (FBCC&S) proposes to operate a year-round food program, which collects and distributes nutritious food to low-income households through three of its direct food distribution programs: Food for Children, Senior Food Distribution program, and Food Assistance program. The FBCC&S has 30 sites throughout the County from which food is distributed of which over 18 are Urban County locations, which includes the City of Richmond beginning fiscal year 2016/17. Each site is visited once a month to distribute food. Each household is able to pick-up one bag of food containing non-perishables plus bread and produce as available. Bags contain approximately 40 pounds of food.

The FBCC&S collects and stores food in a central warehouse. Food is received from USDA surplus, donations and purchases by the Food Bank. All drivers are trained, and staff is certified in food handling. The FBCC&S has operated the program for almost 32 years.

The FBCC&S has been an active participant in the County in providing and maintaining a consistent stock of nutritious food for distribution throughout the County and has consistently met programmatic goals in a timely and cost-effective manner. The FBCC&S provides a valuable safety net for lower income County residents.

PERFORMANCE ISSUES: Program is slightly behind pace in meeting its FY2015/16 contractual goal; however, FBCC&S expects to meet its goal by the end of the year. FBCC&S's has historically met or exceeded its goals in previous years.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Girls Inc. of West Contra Costa County

PROGRAM NAME/NUMBER: Afterschool and Education Enrichment Program/
16-12-PS

PROGRAM SERVICE AREA: Richmond

PROGRAM OUTCOME: Girls Inc. will operate its Summer/Afterschool Education Enrichment program. A total of 495 unduplicated children will be provided summer and after-school literacy and STEM enrichment programming.

TOTAL PROGRAM COST: **\$46,000**

AMOUNT REQUESTED: **\$11,000**

AMOUNT RECOMMENDED FY 2016/17: **\$11,000**

RECEIVED IN FY 2015/16: **\$11,000** (awarded by City of Richmond CDBG)

CONDITIONS OF APPROVAL: None

PROGRAM ANALYSIS: Girls Inc. of West Contra Costa County (Girls Inc.) has served over 6,000 girls residing in West Contra Costa for 40 years. Working in conjunction with local elementary schools and high schools, Girls Inc. of WCCC has made an extensive effort to reach youth ages 5-18 to inform them about college readiness and the Girls Inc. National Scholars Program. Girls Inc. will use CDBG funding to expand its Afterschool and Education Enrichment Programming to provide three ten-week sessions of afterschool literacy and STEM programming at two elementary schools, one middle school, one high school, and five community centers in the City of Richmond. The Girls Inc. curriculum is designed to increase reading comprehension, promote fluency in English, and create a literacy-rich environment.

Part of the curriculum also includes “Operation Smart, which is three ten-week sessions of STEM education and enrichment programming in both English and Spanish provided to middle and high school youth in Richmond. Operation SMART develops the students’ enthusiasm for and skills in science, technology, engineering, and mathematics. Through hands-on activities, the students explore, ask questions, persist, and solve problems. By interacting with women and men pursuing STEM careers, the youth come to view these careers as exciting and realistic options for themselves. In partnership

with community-based non-profit organizations, these services will improve educational outcomes for low-income students who reside in Richmond to ensure their future academic and economic success.

The schools and community centers that the services are provided are located and serve primarily low-income areas of the City of Richmond. The proposed program is eligible, feasible, and timely. Requested CDBG funding will be used to pay for staffing and program supplies.

EVALUATION CRITERIA

1. **CONSOLIDATED PLAN PRIORITY:** Ensure that opportunities and services are provided to improve the quality of life and independence for lower income persons and ensure access to programs that promote prevention and early intervention related to a variety of social concerns such as hunger, substance abuse and other issues [CD-1].
2. **CDBG ELIGIBLE ACTIVITY:** Public Services [24 CFR 570.201 (e)]
3. **NATIONAL OBJECTIVE:** Low/Mod Income - Area Benefit [24 CFR570.208(a)(1)(i)].
4. **TARGET POPULATION AND DEMONSTRATED NEED:** Girls Inc. is a 40 year old non-profit organization that was created to inspire youth to be strong, smart and bold. It provides school and community based programming that serves the unique needs of youth, ages 5-18, living in West Contra Costa County. Girls Inc. primarily assists youth that attend schools within the City of Richmond and part of the West Contra Costa Unified School District. The majority of the targeted schools and community centers that Girls Inc. will provide services are located and serve predominately low-income areas of the City of Richmond.
5. **FINANCIAL ANALYSIS:**

		# Clients Served	\$ Per Client Served
CDBG Funds Recommended	\$11,000	495	\$22.22
Total Program Amount	\$46,000	495	\$92.92
CDBG % of Total Budget	23.9%		
Required Match – 50%	\$1,100		
Amount Secured	\$35,000		
Leverage*	\$3.18		
*Does not include other CDBG funds from other jurisdictions.			

6. **EXPERIENCE AND CAPACITY:** Girls Inc. has provided a variety of school and community based programming that serves the unique needs of youth, ages 5-18

living in West Contra Costa County for the past 40 years. The agency is well respected in the community and serves hundreds of persons each year. The Executive Director has been with Girls Inc. for many years and has served as its Executive Director for the last two years.

7. **PROGRAM READINESS AND TIMELINESS:** The current program is fully staffed and programs are operating effectively.
8. **PAST PERFORMANCE:** This is the first year receiving CDBG funds from the County.
9. **ENVIRONMENTAL/HISTORIC PRESERVATION/RELOCATION/PREVAILING WAGE ISSUES:** Public Service activities are exempt from environmental review.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: YMCA of the East Bay (Fiscal Agent)

PROGRAM NAME/NUMBER: James Morehouse Project at El Cerrito High School/
16-13-PS

PROGRAM SERVICE AREA: West County (El Cerrito High School)

PROGRAM OUTCOME: Provide comprehensive mental health and student support services to 55 students attending El Cerrito High School resulting in improved well-being and an increase in school connectedness measured by student pre- and post-evaluations.

TOTAL PROGRAM COST: **\$ 239,400** (\$106,700 in In-Kind services)

AMOUNT ALLOCATED FY 2015/16: **\$10,000**

AMOUNT RECOMMENDED FY 2016/17: **\$10,000**

GOAL / PERFORMANCE AS OF 12/31/15: **55/34**

PROGRAM ANALYSIS: The James Morehouse Project (JMP) at El Cerrito High School Project provides comprehensive mental health services to El Cerrito High School students who reside in West County communities. With clinical services available on campus, teachers and staff can refer students for on-site assessments and counseling to support youth and prevent more serious mental health problems. In addition to traditional mental health modalities like individual counseling and peer support groups, the project links innovative youth development programs with its clinical mental health services to offer youth opportunities to strengthen critical skills like conflict resolution and anger management and to build a deeper analysis of the challenges facing the communities that impact on their own lives. The JMP anticipates delivering mental health services to 55 Urban County students.

The JMP partners with a variety of community agencies to coordinate and deliver services. YMCA of the East Bay, Planned Parenthood, Community Violence Solutions, UCB School of Social Welfare, SFSU School of Social Work, CSUEB School of Social Work, New Conservatory Theater, and Community Works are among the other organizations that offer a wide range of services through JMP.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: City of Lafayette

PROGRAM NAME/NUMBER: Lamorinda Spirit Van Senior Transportation Program/
16-14-PS

PROGRAM SERVICE AREA: Cities of Lafayette, Moraga, and Orinda

PROGRAM OUTCOME: Provide free or low-cost transportation to seniors living in Lafayette, Moraga, and Orinda. Transportation to medical and other personal appointments, grocery and sundry shopping, exercise and other classes will be provided to 150 seniors.

TOTAL PROGRAM COST: \$168,199

AMOUNT ALLOCATED FY 2015/16: \$10,000

AMOUNT RECOMMENDED FY 2016/17: \$10,000

GOAL / PERFORMANCE AS OF 12/31/15: 150/111

PROGRAM ANALYSIS: The City of Lafayette (Lamorinda Spirit) provides free or low-cost transportation to seniors living in Lafayette, Moraga, and Orinda. The program provides rides to medical and personal appointments, grocery and sundry shopping, exercise or other recreational classes, lunch at the Congregate Case at the Walnut Creek Senior Center and other social outings. Lamorinda Spirit destinations include sites located in Lafayette, Moraga, Orinda, Concord, Martinez and Pleasant Hill.

The purpose of the program is to ensure seniors have adequate opportunities to socialize and have reliable, safe, and accessible transportation so they can age in their own home for as long as possible instead of becoming institutionalized. The clients who use Lamorinda Spirit are primarily in their 80's and 90's, and most have age-based disabilities. The program helps older adults accomplish essential activities of daily living, socialize, get out of the house, stay active in the community – all of which contribute to a higher quality of life, reducing isolation and loneliness that are factors that have been found to led to illness and early death. The proposed program is eligible, feasible, and timely.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Lions Center for the Visually Impaired

PROGRAM NAME/NUMBER: Independent Living Skills/
16-15-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide in-home independent living skills instruction and training to 28 visually impaired adults throughout the Urban County so they will maintain their independence and avoid institutionalization.

TOTAL PROGRAM COST: **\$482,951**

AMOUNT ALLOCATED FY 2015/16: **\$10,000**

AMOUNT RECOMMENDED FY 2016/17: **\$10,000**

GOAL / PERFORMANCE AS OF 12/31/15: **28 / 35**

CONDITIONS OF APPROVAL: The CDBG funds will be contingent upon receipt of the most recent financial audit.

PROGRAM DESCRIPTION: The Lions Blind Center for the Visually Impaired (LBC) provides needs assessment and supportive services in order to maintain client independence for adults with visual impairments. LBC provides in-home living skills instruction and training to avoid institutionalization of clients so that they may continue living at home.

Services provided by the program include needs assessment, adaptive daily living instruction including personal grooming and housekeeping, counseling, financial management assistance, demonstration and training in the use of optical and adaptive aids, orientation and mobility training, information and referral services, and case management. Assistance will result in maintaining or regaining individual independence. Most of the Contra Costa residents served in the past year were elderly, low income and had severe visual impairments.

LBC has been providing independent living skills instruction to low-income persons with assistance from the CDBG program since 1992 and has met or exceeded contract goals in a timely and cost-effective manner.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Loaves and Fishes of Contra Costa

PROGRAM NAME/NUMBER: Martinez Dining Room/16-16-PS

PROGRAM SERVICE AREA: Martinez

PROGRAM OUTCOME: Provide emergency food assistance to 500 people, resulting in improved nutrition.

TOTAL PROGRAM COST: **\$1,093,149**

AMOUNT ALLOCATED FY 2015/16: **\$15,000**

AMMOUNT RECOMMENDED FY 2016/17: **\$15,000**

GOAL / PERFORMANCE AS OF 12/31/15: **500 / 535**

CONDITIONS OF APPROVAL: The CDBG funds will be contingent upon receipt of the most recent financial audit.

PROGRAM DESCRIPTION: Loaves & Fishes provides hot, nutritionally sound meals to very low-income men, women, and children Monday – Friday at the Martinez Dining Room. Since it’s inception in 1983, Loaves & Fishes has served almost three million meals to residents who are homeless, unemployed, underemployed or disabled. By feeding the hungry, Loaves & Fishes accomplishes three objectives: preventing homelessness and maintaining the family unit by reducing food costs for families, preventing poor cognitive development of children living in poverty and reducing hunger and poor nutrition for very low-income people.

PERFORMANCE ISSUES: None

**2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Senior Outreach Services

PROGRAM NAME/NUMBER: Senior Center Care Management/
16-17-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide care management services to 120 Urban County seniors resulting in the resolution of issues affecting health and wellness, quality of life, and ability to live independently.

TOTAL PROGRAM COST: **\$378,300**

AMOUNT ALLOCATED FY 2015/16: **\$15,000**

AMOUNT RECOMMENDED FY 2016/17: **\$15,000**

GOAL / PERFORMANCE AS OF 12/31/15: **120/77**

PROGRAM ANALYSIS: Senior Outreach Services (SOS) provides care management services to 120 seniors from the Urban County. Services include:

- Needs assessment
- Development of a care management plan
- Consultation with family and other providers, as needed
- Information and referral services
- Linkages to other appropriate services
- Providing Crisis intervention
- Reviewing financial, legal, or medical issues
- Save their homes from foreclosure
- Home visits are performed as needed

Care management staff assists the client in the implementation of a care plan and follow them through its execution. Additionally, SOS coordinates with other service providers, establishing agreements in order to improve the coordination and delivery of services and to develop and implement systems consistent with providing integrated and well-coordinated home care services.

The program is eligible, feasible and timely. The program is currently receiving CDBG funds and meeting program requirements.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Senior Outreach Services

PROGRAM NAME/NUMBER: Senior Nutrition (Congregate Café)
16-18-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide hot and nutritious lunches to 200 Urban County seniors resulting in maintained and/or improved health and welfare.

TOTAL PROGRAM COST: **\$272,723**

AMOUNT ALLOCATED FY 2015/16: **\$15,000**

AMOUNT RECOMMENDED FY 2016/17: **\$15,000**

GOAL / PERFORMANCE AS OF 12/31/15: **200/389**

PROGRAM ANALYSIS: Senior Outreach Services (SOS) promotes socialization and community engagement in addition to meeting the basic nutritional needs of seniors by operating the Congregate Cafes at various locations throughout the County. In partnership with senior centers in Bay Point, Crockett and Rodeo, SOS plays an active role in consumer education and outreach events that encourage seniors to participate in the lunch program and to become involved in senior center activities. The program's outreach targets diverse cultural and ethnic communities and encourages seniors to develop and maintain a healthy lifestyle.

The program also recruits and trains volunteers, integrating more persons into the social fabric of the community and increasing utilization of senior centers. These activities connect seniors with one another, volunteers and the community at large. Project participants receive a hot, nutritious meal that provides one-third of the Recommended Daily Allowances based on the U.S. Department of Agriculture's Dietary Guidelines. Anonymous donations are requested but not required. The program will serve 303 Urban County seniors

This program is eligible, feasible and timely. The program is well established and meets Consolidated Plan goals.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Monument Crisis Center

PROGRAM NAME/NUMBER: Critical Safety Net Resources for Families and Individuals/ 16-19-PS

PROGRAM SERVICE AREA: Central County

PROGRAM OUTCOME: Provide wrap-around safety net services through on-site food distribution, direct referrals to shelter, workshops for financial assistance and employment, referrals to healthcare, and on-site legal and crisis support services. At least 2,766 lower income Urban County residents will be provided services.

TOTAL PROGRAM COST: \$2,014,620

AMOUNT ALLOCATED FY 2015/16: \$15,000

AMOUNT RECOMMENDED FY 2016/17: \$15,000

GOAL / PERFORMANCE AS OF 12/31/15: 2,766/1,702

PROGRAM DESCRIPTION: Monument Crisis Center (MCC) provides wrap-around safety net services to lower income families. Services provided include: food distribution; ESL classes; employment workshops, assistance in completing Medi-Cal Healthy Families, and insurance forms; and other safety net services and basic necessities.

The proposed program is eligible, feasible, and timely. Requested funding will be allocated to staff salary and benefit expenses, and operational expenses (rent, utilities, and the purchase of food).

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Mt. Diablo Unified School District

PROGRAM NAME/NUMBER: CARES After School Enrichment Program/
16-20-PS

PROGRAM SERVICE AREA: Bay Point Schools

PROGRAM OUTCOME: Provide after school enrichment classes for 580 K-8 students in Bay Point resulting in greater understanding of the content of the enrichment services, connection to and engagement in school, and academic improvement.

TOTAL PROGRAM COST: **\$3,497,797**

AMOUNT ALLOCATED FY 2015/16: **\$10,000**

AMOUNT RECOMMENDED FY 2016/17: **\$10,000**

GOAL / PERFORMANCE AS OF 12/31/15: **580/555**

PROGRAM ANALYSIS: Mt. Diablo Unified School District (MDUSD) provides educational enrichment classes for students enrolled in the after school programs at four Bay Point area schools: Bel Air, Rio Vista, Shore Acres elementary schools, and Riverview Middle school. The program provides academic, enrichment and nutrition opportunities in a safe environment for students with the greatest needs. Classes/activities will be provided during the 32-week school year and six weeks during the summer. Activities will include dance, science, gardening, chess club, drumming, and art. MDUSD will serve 580 K-8 students from the four schools. The after school program operates between the hours of 2:00 and 6:00 p.m. All four schools are located in areas that meet "area benefit" criteria (Census Tracts 3141.01 and 3142). The program is eligible, feasible and timely.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: New Horizons Career Development Center

PROGRAM NAME/NUMBER: Education, Job Training, Life Skills, Job Placement Program/ 16-21-PS

PROGRAM SERVICE AREA: West County (primarily the communities of Rodeo, Crockett, and Hercules)

PROGRAM PURPOSE: The purpose of this program is to provide ongoing job readiness education, job training, life skills, and placement services to 300 persons who are unemployed or underemployed.

TOTAL PROGRAM COST: **\$154,000**

AMOUNT ALLOCATED FY 2015/16: **\$25,000**

AMOUNT RECOMMENDED FY 2016/17: **\$25,000**

GOAL / PERFORMANCE AS OF 12/31/15: **300/140**

PROGRAM DESCRIPTION: New Horizons Career Development Center (New Horizons) provides direct employment services to West County residents seeking employment-related services at the Community Career Center located in Rodeo. The services include, but are not limited to, life skills development, resume development, filling out a job application, Internet job seeking skills, GED preparations, introduction to job seekers web pages, placement assistance, and job matching and follow-up to promote job retention. In addition, New Horizons hosts various job fairs throughout the year. The program will serves a minimum of 300 residents from northern West County. The Community Career Center is primarily staffed by community residents who have been fully trained to meet the needs of those seeking assistance. The center is open Monday – Friday from 8:45 AM to 4:45 PM, and Saturday from (9:00 AM to 1:00 PM).

The program is eligible, feasible and timely. The New Horizons Career Development Center has been operating since 2005 and has been successful in attracting local residents to utilize the services offered. New Horizons is the only job readiness program in the Rodeo, Hercules, Crockett, and Port Costa areas, and is an affiliate site for the Workforce Development Board's One Stop Centers.

PERFORMANCE ISSUES: Program is slightly behind pace in meeting its FY2015/16 performance goals, but New Horizons expects to meet its goal by the end of the year. New Horizons has historically met its goals in previous years.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Ombudsman Services of Contra Costa

PROGRAM NAME/NUMBER: Ombudsman Services of Contra Costa/
16-22-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide advocacy services to 125 Urban County elders residing in long term care facilities, insuring that these elderly residents receive proper health care and necessary daily living support.

TOTAL PROGRAM COST: **\$564,387**

AMOUNT ALLOCATED FY 2015/16 **\$10,000**

AMOUNT RECOMMENDED FY 2016/17: **\$10,000**

GOAL / PERFORMANCE AS OF 12/31/15: **125 / 99**

CONDITIONS OF APPROVAL: The CDBG funds will be contingent upon receipt of the most recent financial audit.

PROGRAM DESCRIPTION: The program will provide advocacy services on behalf of frail and dependent seniors. Services include investigation and resolution of elder abuse and quality of care issues as well as staff and family education and training. Trained volunteer ombudsmen regularly visit nursing homes and residential care facilities thereby maintaining a presence in order to safeguard the rights of residents. Ombudsman services will investigate and resolve complaints from 125 frail or dependent Urban County elders. In addition, 10 in-service sessions will be given to staff and administrators at facilities to educate them regarding resident issues and concerns.

Nursing homes located in the Urban County are visited once per week, providing frail and dependent elders an opportunity to discuss any complaints with the volunteer Ombudsman. Residential care facilities are visited on a quarterly basis, unless a situation occurs that requires monitoring more often. Priority is given to cases of suspected abuse.

The program has received CDBG funds for the past several years and has been successful in meeting goals and submitting reporting requirements in a timely manner.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Opportunity Junction

PROGRAM NAME/NUMBER: Bay Point Career Development Services/
16-23-PS

PROGRAM SERVICE AREA: East County (primarily Bay Point)

PROGRAM OUTCOME: Provide a set of intensive, individualized vocational services including assessment and development of employment plans, case management and service referrals, connections to in-demand vocational training, and one-on-one career skills development to 40 persons.

TOTAL PROGRAM COST: **\$174,745**

AMOUNT ALLOCATED FY 2015/16: **\$20,000**

AMOUNT RECOMMENDED FY 2016/17: **\$20,000**

GOAL / PERFORMANCE AS OF 12/31/15: **40/22**

PROGRAM ANALYSIS: Opportunity Junction provides intensive, individualized vocational services to the community of Bay Point that will be integrated into SparkPoint Contra Costa. SparkPoint is an innovative economic development system providing deep, personalized services including assessment and development of employment plans, case management and service referrals, connections to in-demand vocational training, and one-on-one career skills development.

The program is unique because it provides services that extend beyond traditional vocational services. These services commonly include transit passes or gas cards to attend interviews, gift cards for groceries to ensure good nutrition and energy, free interview and working wardrobes, vouchers for eye exams and glasses, and reimbursement for job-search related expenses like background checks. Opportunity Junction also offers free weekly classes in computer basics. Program staff members include a bi-cultural and bilingual Career Development Case Manager. This is critical to providing culturally appropriate services to the large proportion of Bay Point and Pittsburg residents who identify as Latino. Often, clients receive services for up to three

years to help them achieve their goals. In addition to career development, clients are provided credit and financial counseling and education, benefits enrollment, and information on Individual Development Accounts (matched savings accounts).

The proposed program is eligible, feasible, and timely. Requested funding will be allocated to staff (Case Manager and the Sr. Career Manager) salaries and benefit expenses.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Pleasant Hill Recreation & Park District

PROGRAM NAME/NUMBER: Senior Service Network/
16-24-PS

PROGRAM SERVICE AREA: Central County (Primarily Pleasant Hill area)

PROGRAM OUTCOME: Provide on-site care management services and crisis intervention to 150 Urban County seniors resulting in the prevention of displacement and/or premature institutionalization.

TOTAL PROGRAM COST: **\$48,305**

AMOUNT ALLOCATED FY 2015/16: **\$10,000**

AMOUNT RECOMMENDED FY 2016/17: **\$10,000**

GOAL / PERFORMANCE AS OF 12/31/15: **150/74**

PROGRAM ANALYSIS: The Pleasant Hill Recreation & Park District (PHRPD) provides on-site counseling and care management services at the Pleasant Hill Senior Center to 150 seniors residing in the Pleasant Hill and surrounding areas. Seniors receiving services are those who need assistance with entitlement services or support for crisis and other serious concerns in order to prevent premature hospitalization or institutionalization. Services include:

- Care management and coordination onsite 15 hours per week
- Counseling and assessment
- Assistance in gaining access to resources
- Early intervention and prevention of elder abuse
- Linkages to multiple health, psychological, and social services resources for frail seniors

The program is eligible, feasible, and timely. PHRPD has been providing care management services to low-income Urban County seniors since 1990.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Rainbow Community Center of Contra Costa

PROGRAM NAME/NUMBER: Kind Hearts Community Support Program /
16-25-PS

PROGRAM SERVICE AREA: Central County

PROGRAM OUTCOME: Provide home/friendly visitor services and wellness calls to 60 Urban County People with AIDS and Lesbian, Gay, Bisexual and Transgender seniors to decrease isolation and improve quality of life.

TOTAL PROGRAM COST: **\$70,366**

AMOUNT ALLOCATED FY 2015/16: **\$10,000**

AMOUNT RECOMMENDED FY 2016/17: **\$10,000**

GOAL / PERFORMANCE AS OF 12/31/15: **60 / 53**

CONDITIONS OF APPROVAL: The CDBG funds are contingent upon receipt of the most recent financial audit.

PROGRAM DESCRIPTION: Rainbow Community Center (“RCC”) serves two vulnerable populations: people living with AIDS and Lesbian, Gay, Bisexual and Transgender (“LGBT”) seniors, primarily in Central County. RCC has found that these populations share common needs that can be addressed by one program. By combining services, these residents can be helped in a cost effective manner. Program services operate along a continuum that includes outreach and socialization activities, nutritional support and home-based services for those unable to access the Center. The Kind Hearts program provides congregate meals, food pantry services, wellness calls and home/friendly visits to over 85 Contra Costa County residents, with 60 from the Urban County.

Research documents significant health disparities when LGBT seniors are compared to their heterosexual contemporaries, including higher rates of depression, anxiety, self harm and suicide. LGBT seniors become increasingly isolated as they age; further impacting their physical and mental well-being. Without children, many LGBT seniors lack personal relationships with younger people who can provide family support. In addition, many feel uncomfortable accessing mainstream senior services, including visiting senior centers. Many of the same concerns voiced by LGBT seniors also apply

to People with AIDS – fear of being stigmatized, lack of support as a peer network disappears and difficulty with transportation.

RCC's home/friendly visitor program is staffed by volunteers and Masters in Social Work interns from Cal State East Bay. These volunteers provide on site and home visits and wellness calls to the frail elderly and People with AIDS, decreasing isolation and providing an ongoing assessment of a client's condition, as well as delivering weekly food supplies. The home visitors also work on helping isolated client's rebuild their social networks by conducting a social network assessment, identifying people in the participants social circle who can provide additional socialization and support services.

PERFORMANCE ISSUES: None

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: The RYSE Center

PROGRAM NAME/NUMBER: RYSE Career Pathway Program/
16-26-PS

PROGRAM SERVICE AREA: West County

PROGRAM OUTCOME: Operate the Career Pathway Program by providing career development and soft skills support, media arts skill development, paid work experience opportunities, and academic enrichment and interventions. A total of 115 RYSE members will be provided services during the year.

TOTAL PROGRAM COST: **\$249,451**

AMOUNT ALLOCATED FY 2015/16: **\$40,000 (Includes Richmond's FY 2015/16 Award)**

AMOUNT RECOMMENDED FY 2016/17: **\$40,000**

GOAL / PERFORMANCE AS OF 12/31/15: **115/37**

PROGRAM ANALYSIS: RYSE serves young people in West Contra Costa County ages 14 to 21. RYSE members include youth who are in and out of school, college bound, homeless, LBGT, and some that have been incarcerated.

According to numerous reports, young people from West Contra Costa County face a myriad of challenges that hinder academic success and acquisition of meaningful employment opportunities and financial stability. A marginalized community needs adequate support from the community to offer its young adults access to opportunities that provide long-term stability and support transition into adulthood. The Career Pathway Program aims to address this problem by offering a combination of career development and soft skills support, media arts skill development, paid work experience opportunities and academic enrichment and intervention.

Career development programming integrates exposure to a variety of career pathways and offers quality classroom and work-based learning opportunities. RYSE also supports youth in acquiring desired employment and internships on site, in the community or with work place partners.

RYSE has a proven track record for producing a safe space for youth where they feel welcome, valued, and supported, and has created and implemented effective programming that helps youth make lasting changes in their lives. This program is eligible, feasible, and timely. RYSE has received CDBG funds since FY 2008 and has achieved their contract goals.

PERFORMANCE ISSUES: Program is currently not on track to meet its FY15/16 performance goals. However, beginning in FY 2016/17, RYSE will be able to include City of Richmond residents, which will increase the number of persons that RYSE can document as receiving services.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Shelter, Inc.

PROGRAM NAME/NUMBER: Homelessness Prevention/Rapid Rehousing Program
16-27-PS

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide rapid rehousing and homeless prevention services to 270 Urban County residents to quickly regain stable, permanent housing or maintain their housing.

TOTAL PROGRAM COST: **\$782,660**

AMOUNT ALLOCATED FY 2015/16: **\$25,075**
(Includes Richmond's FY 2015/16 award)

AMOUNT RECOMMENDED FY 2016/17: **\$25,075**

GOAL / PERFORMANCE AS OF 12/31/15: **270 / 94**

PROGRAM DESCRIPTION: Shelter, Inc. provides one-time direct financial rental/mortgage assistance to low-income families to prevent eviction or foreclosure or to assist with move-in costs. These households often face a housing crisis through no fault of their own due to a temporary job loss, medical crisis or unexpected car repair. What would be an inconvenience for many is a devastating crisis for those struggling to make ends meet. For those who are currently homeless and attempting to move into housing, move-in costs are often in excess of what they can realistically afford. Preventing homelessness is far more cost-effective than helping a homeless family transition from the streets to temporary and permanent housing. Financial assistance will be provided to 270 Urban County clients.

The Homeless Prevention Program has two components: Rental/Mortgage Assistance and Prevention Case Management. Through the "Rental/Mortgage Assistance" component, Shelter, Inc. receives direct funds from federal and state sources to disburse to County residents to prevent eviction or mortgage foreclosure and to assist the homeless with move-in costs for a new residence. A case manager determines the ability of each household to maintain the proposed housing expense so that the household doesn't find itself in a perpetual crisis or ongoing homelessness.

Through the “Prevention Case Management” component, case managers provide support and guidance to households that need help beyond one month’s rent, often due to a temporary illness or disability. The services may include small rent supplement payments and provide extensive resources through an information and referral network.

The program is eligible, feasible, and timely. Providing services to prevent homelessness is consistent with the Consolidated Plan and the Homeless Continuum of Care Plan.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Anka Behavioral Health, Inc.

PROGRAM NAME/NUMBER: Rollie Mullen Emergency Shelter/
16-28-PS

PROGRAM SERVICE AREA: Urban County/Richmond

PROGRAM OUTCOME: Provide emergency homeless shelter and support services for 10 women and their children who are displaced due to domestic violence.

TOTAL PROGRAM COST: **\$538,098**

AMOUNT REQUESTED: **\$10,000**

AMOUNT RECOMMENDED FY 2016/17: **\$10,000**

RECEIVED IN FY 2015/16: **\$10,000 (Awarded by City of Richmond CDBG)**

CONDITIONS OF APPROVAL: None

PROGRAM ANALYSIS: For more than 30 years, STAND! For Families Free of Violence (STAND) has provided services and emergency shelter to victims of domestic violence. Annually, approximately 6,000 emergency shelter bed-nights are provided to women and their children who are homeless and in peril due to violent relationships. STAND provides shelter for these women and children while they reconstruct their lives and find safe and stable housing. Clients receive up to 12 weeks of shelter and services including food, clothing, case management, counseling, employment assessment and housing referrals.

The STAND emergency shelter is housed in the Rollie Mullen Center (RMC). This shelter has 24 beds, a sitting area, a laundry facility, a common kitchen and a dining facility. The shelter also provides programs for children. In addition to the emergency shelter, the RMC has seven transitional housing units for families and a counseling center. STAND is requesting CDBG funds for the provision of essential services for Urban County clients, but with a focus on residents from the City of Richmond.

This program serves a high priority need in Contra Costa by providing emergency shelter to victims of domestic violence, giving them an opportunity to stabilize their lives and move to safe, permanent housing. STAND has received ESG funds from the County for the past several years (see ESG staff Report No. 16-04-ESG).

EVALUATION CRITERIA

1. **CONSOLIDATED PLAN PRIORITY:** Non-homeless Special Needs Population [CD-2].
2. **CDBG ELIGIBLE ACTIVITY:** Public Services [24 CFR 570.201 (e)]
3. **NATIONAL OBJECTIVE:** Presumed Beneficiary/Victims of Domestic Violence [24 CFR 570.208(a)(2)(i)(A)]
4. **TARGET POPULATION AND DEMONSTRATED NEED:** STAND targets women and their children who are homeless because they are in peril due to violent relationships. Targeted communities for increased services are the west and east portions of Contra Costa County where a larger proportion of homeless victims of domestic violence are identified as isolated from services by geography, culture, language, or economics.
5. **FINANCIAL ANALYSIS:**

		# Clients Served	\$ Per Client Served
CDBG Funds Recommended	\$10,000	10	\$1,000
Total Program Amount	\$538,098	80	\$6,726
CDBG % of Total Budget	1.8%		
Required Match – 10%	\$1,000		
Leverage*	\$17.62		
*Does not include other CDBG funds from other jurisdictions.			

The CDBG funds will be used throughout the year to cover staff costs associated with shelter operations and provision of essential services. STAND historically has been very successful in raising funds and has contributions from State agencies including the Health Services Department, the Office of Criminal Justice, the Emergency Housing and Assistance Program and the County’s Health Services Department. STAND! has received ESG funds from the County for the past several years.

6. **EXPERIENCE AND CAPACITY:** STAND has provided emergency shelter for over 30 years and is the only agency in the County serving women and children who have been victims of domestic violence. The STAND shelter provides 24 emergency shelter beds and is operational 24 hours-a-day, year round. Staff is on site 24 hours-a-day providing emergency supportive services. Volunteers, many of whom are professionals, contribute hundreds of hours of unpaid client services.
7. **PROGRAM READINESS AND TIMELINESS:** The project is ongoing. The CDBG funds will be used throughout the year to cover staff costs associated with shelter operations and provision of essential services.

8. **PAST PERFORMANCE:** STAND has received CDBG funds in previous years from the County; however most of the County's funds for this program have shifted to the Emergency Solutions Grant (ESG) Program. The CDBG funds awarded are eligible to benefit any resident in the Urban County; however the focus will be on City of Richmond residents. STAND has been able to meet its goals and has been timely with most of its quarterly reports for the County's ESG program.

9. **ENVIRONMENTAL/HISTORIC PRESERVATION/RELOCATION/PREVAILING WAGE ISSUES:** Public Service projects are exempt from an environmental review.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Village Community Resource Center (VCRC)

PROGRAM NAME/NUMBER: VCRC Program Support/
16-29-PS

PROGRAM SERVICE AREA: Brentwood

PROGRAM OUTCOME: VCRC will operate its Afterschool Academy program. A total of 115 unduplicated children will be provided after-school tutoring services.

TOTAL PROGRAM COST: \$272,756

AMOUNT ALLOCATED FY 2015/16: \$13,000

AMOUNT RECOMMENDED FY 2016/17: \$13,000

GOAL / PERFORMANCE AS OF 12/31/15: 115/90

PROGRAM ANALYSIS: The Village Community Resource Center (VCRC) is an 18-year old non-profit organization that was created to help empower residents and to address the educational, social and health issues of disadvantaged and underprivileged children, parents and community members residing in the immediate neighborhoods surrounding along Village Drive in Brentwood. Today, VCRC primarily serves Latino families and offers a variety of supportive services and activities for children, youth and families. Services are preventive-focused, family friendly, and available in English and Spanish. VCRC provides access to resources, which help improve neighborhood and community conditions by implementing educational, social services, and health components.

The proposed program is eligible, feasible, and timely. Requested CDBG funding will be used to pay for staffing.

PERFORMANCE ISSUES: None.

**2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: Contra Costa Family Justice Alliance

PROJECT NAME/NUMBER: West County Family Justice Center/
16-30-PS

PROJECT LOCATION: 246 24th Street, Richmond

PROJECT OUTCOME: Operate the West County Family Justice Center (FJC) to provide one-stop services to 250 victims of domestic violence, sexual assault, child abuse, elder abuse and human trafficking.

TOTAL PROJECT COST: **\$804,500**

AMOUNT ALLOCATED FY 2015/16: **\$32,000 (Includes Richmond's FY 2015/16 Award)**

AMOUNT RECOMMENDED FY 2016/17: **\$32,000**

GOAL / PERFORMANCE AS OF 12/31/15: **250/307**

PROJECT ANALYSIS: The West Contra Costa Family Justice Center (FJC) began operations in 2011 at a temporary location in Richmond's Hilltop Mall, serving victims and survivors of domestic violence, sexual assault, child abuse, elder abuse and human trafficking. They have since moved into a one-stop facility in Richmond that connects victims directly with the services that they require. According to the FJC, in Contra Costa County, nearly 10,000 child abuse cases and 2,000 elder abuse cases are reported annually. In addition, there are over 3,000 domestic violence related arrests per year. Medical studies link long term effects of family violence and abuse to a number of serious health problems, from diabetes to obesity, to substance abuse and eating disorders. Abused women experience physical and emotional problems for many years after abuse ends. Children exposed to family violence often suffer from a variety of health and mental health conditions including post-traumatic stress and other psychological issues which can go on untreated for years. Exposure to violence reshapes the human brain and increases antisocial behavior, substance abuse, mental illness, and adverse health outcomes in adulthood.

When survivors of interpersonal violence seek help, they are often frustrated by a fractured social services system. They may have to travel to multiple locations and tell their stories repeatedly. According to the FJC, national statistics show that victims may have to access as many as 32 different agencies for assistance. These hurdles can discourage their efforts and cause many people to simply stop seeking help. The FJC brings public and private partners together under one roof to provide comprehensive wrap-around services. Between August 2013 and July 2014, the FJC coordinated services and referrals for 247 families. The FJC is a unique and effective public-private partnership with integrated

services and extensive community connections.

FJC achieved 501(c)(3) IRS status in October 2015 and is now a nonprofit organization fully exempt from federal income taxes. Thus they have amicably separated from their old fiscal sponsor, The Tides Center.

The project is eligible, feasible, and timely.

PERFORMANCE ISSUES: None.

**2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: West County Adult Day Care

PROGRAM NAME/NUMBER: Alzheimer's Respite Center/
16-31-PS

PROGRAM SERVICE AREA: West County

PROGRAM OUTCOME: Provide day care services five days per week for 25 Urban County seniors with Alzheimer's/dementia resulting in retention of housing and delay of institutionalization.

TOTAL PROGRAM COST: **\$230,500**

AMOUNT ALLOCATED FY 2015/16: **\$40,000 (Includes Richmond's FY 2015/16 Award)**

AMOUNT RECOMMENDED FY 2016/17: **\$40,000**

GOAL / PERFORMANCE AS OF 12/31/15: **25/26**

PROGRAM ANALYSIS: West County Adult Day Care (WCADC) provides day care services five days per week 10 hours per day Monday through Friday to Alzheimer's victims and other elderly persons who need constant supervision. The program provides meals, personal grooming assistance, a variety of therapies, social activities, a monthly family support group, and respite to primary care givers. Day care services will be provided to at least 55 families from the Urban County in fiscal year 2016/17, which will include City of Richmond resident.

The services offered by the program have been proven to delay long term placement for elders with Alzheimer's/dementia, as well as allowing caregivers to continue with a normal work schedule.

The proposed program is eligible, feasible, cost effective and timely. The program has received CDBG funds for several years. WCADC exceeded its goal in FY 2014/15, and has already exceeded its goal this fiscal year.

PERFORMANCE ISSUES: None.

**FY 2016/17 CDBG PROGRAM
PUBLIC SERVICE (PS) CATEGORY**

APPLICANT: YWCA of Contra Costa County

PROGRAM NAME/NUMBER: YWCA Family Empowerment Program/
16-32-PS

PROGRAM SERVICE AREA: Bay Point

PROGRAM OUTCOME: Provide mental health, physical health, and social/emotional skills training services to approximately 125 families who have children enrolled in the YWCA's day care program. At the end of the year, all children will have passed the Desired Results Development Profile Assessment tool.

TOTAL PROGRAM COST: **\$24,000**

AMOUNT ALLOCATED FY 2015/16: **\$10,000**

AMOUNT RECOMMENDED FY 2016/17: **\$10,000**

GOAL / PERFORMANCE AS OF 12/31/15: **125/0**

PROGRAM ANALYSIS: YWCA provides a family-based program for a minimum of 125 low-income families served by the YWCA at its facilities in Bay Point (Bay Point Child Care and Delta Child Care). The programs provided include:

- Children's Self-Esteem Program provides mental, social and emotional skills training by the Girl Scout program.
- Public/Physical Health Care Program provides families with health care education and assistance with receiving direct care.
- Mental Health Program provides parenting classes, weekly play-therapy sessions for children with social or emotional problems, and family therapy.

The purpose of the Family Empowerment Program is to assist low-income families in breaking the cycle of poverty by helping family members, including youth, develop a positive self-concept, improve social/emotional skills, and to become physically and mentally healthy. Bay Point is an unincorporated area that meets "area benefit" criteria. Families participating in these programs are members of the YWCA who have children

in the YWCA day care program. Outreach will also be targeted to the neighborhoods and community centers adjacent to the area.

The proposed project is eligible, feasible, and timely. The YWCA has provided these services to low-income Urban County families through CDBG since 1995. The YWCA has consistently met contract goals in a timely and cost-effective manner.

PERFORMANCE ISSUES: None.

PERFORMANCE NOTES: YWCA does not provide performance goals until the fourth quarter of each fiscal year. Based on history of previous years, YWCA and CDBG staff expects that the contractual goal will be met.

Emergency Solutions Grant
FY 2016/17

CCC Project No.	Applicant	Project Name	Outcome	Contra Costa County			Total ESG	Total Budget	% Budget (ESG)
				Amount Requested	Amount Received In FY 2015/16	County Staff Rec.			
Emergency Solutions Grant Projects									
16-01-ESG	Contra Costa Behavioral Health Services Homeless Program	Adult Interim Housing Program	Emergency shelter beds and wraparound services for 150 homeless.	\$108,365	\$105,000	\$108,365	\$108,365	\$2,067,741	5%
16-02-ESG	Contra Costa Behavioral Health Services Homeless Program	Calli House Youth Shelter	Emergency shelter beds and support services for 25 homeless youth.	\$10,000	\$10,000	\$10,000	\$10,000	\$497,228	2%
16-03-ESG	SHELTER, Inc.	Homeless Prevention and Rapid Rehousing Program	Homelessness prevention and rapid rehousing services to 50 Extremely Low Income households in the Urban County	\$87,678	\$86,925	\$87,678	\$87,678	\$792,660	11%
16-04-ESG	STAND! For Families Free of Violence	Rollie Mullen Emergency Shelter	Emergency shelter and support services for 40 women and their children.	\$31,000	\$31,000	\$31,000	\$31,000	\$538,098	6%
16-05-ESG	Trinity Center	Trinity Center	Hygiene/food services and day-use facility for 100 homeless clients.	\$12,500	\$12,500	\$12,500	\$12,500	\$376,500	3%
TOTALS				\$249,543	\$245,425	\$249,543	\$249,543	\$4,272,227	6%

Attachment B-2
Emergency Solutions Grant
Staff Reports

FY 2016/17 EMERGENCY SOLUTIONS GRANTS (ESG)

APPLICANT:	Contra Costa County Health Services Dept. (HSD)
PROGRAM NAME/NUMBER:	Adult Interim Housing Program/ 16-01-ESG
PROGRAM SERVICE AREA:	Urban County
PROGRAM OUTCOME:	Provide 150 Urban County homeless clients year-round emergency shelter beds and wrap-around services.
TOTAL PROGRAM COST:	\$2,061,741
AMOUNT ALLOCATED FY 2015/16:	\$105,000
AMOUNT RECOMMENDED FY 2016/17:	\$108,365
GOAL/PERFORMANCE AS OF 12/31/15:	150 / 110

PROGRAM ANALYSIS: The Contra Costa County Health Services Department (HSD) operates two emergency homeless shelters for single adults—the Central County shelter in Concord with 75 beds and the West County shelter in Richmond with 100 beds. The shelters are the main points of entry for the homeless into the continuum of homeless and housing services.

The shelters are open 24-hours a day and provide meals, laundry facilities, mail, health screenings, telephones and a wide array of on-site support services. Upon entry into the shelter, each resident is assigned a case manager to assist the individual in determining an appropriate service plan that will help them (re)-gain housing as soon as possible. Engaging individuals the moment they walk into the shelter reflects the transition to a “housing-first” approach to service delivery that aims to reduce shelter stay and find appropriate housing that fits individual needs, subsequently reducing recidivism.

HSD is requesting ESG funds to help support operating costs at the two County run emergency homeless shelters. The funding will be used to cover utilities.

The shelter program is eligible, and consistent with County priorities and policies as identified in the County’s Consolidated and Continuum of Care plans. The County shelters provide emergency housing and services to very-low income homeless individuals and are the entry point for many individuals seeking services to assist them in achieving permanent housing and a stable living environment. The shelters will serve up to 850 individuals per year.

HSD also receives CDBG funds to provide shelter and supportive services (see FY 2016/17 CDBG staff report No. 16-07-PS).

PERFORMANCE ISSUES: None

FY 2016/17 EMERGENCY SOLUTIONS GRANTS (ESG)

APPLICANT: Contra Costa County Health Services Dept. (HSD)

PROGRAM NAME/NUMBER: Calli House Youth Shelter/
16-02-ESG

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide year-round emergency shelter beds and support services to 25 homeless youth in Urban County.

TOTAL PROGRAM COST: \$497,228

AMOUNT ALLOCATED FY 2015/16: \$10,000

AMOUNT RECOMMENDED FY 2016/17: \$10,000

GOAL/PERFORMANCE AS OF 12/31/15: 25/10

PROGRAM ANALYSIS: Health Services Department (HSD) operates the Calli House Youth Shelter, a program that provides 18 shelter beds as well as day center services to youth ages 14 to 21. The program was established in 2002 and is housed in two locations. Calli House has 6 beds for youth under the age of 18, and the Calli House Annex, located in the adult shelter facility 200 feet away, provides 12 beds to youth that are 18 to 21. Both facilities are collectively referred to as Calli House.

The shelters are open 24-hours a day and provide meals, laundry facilities, mail, health screenings, telephones and a wide array of on-site support services. Youth have the ability to live in the shelter or access the Day Center for basic services. HSD projects 150 unduplicated youth will access the Day Center annually. Additionally, a total of 110 unduplicated youth will be provided shelter services, including 60 youth under age of 18 at Calli House and 65 youth ages 18 to 21 at the Calli House Annex.

The youth shelter program is eligible and consistent with County priorities and policies as identified in the County's Consolidated and Continuum of Care plans. Calli House provides emergency housing and services to homeless youth and is the entry point for many individuals seeking services to assist them in achieving permanent housing and a stable living environment.

PERFORMANCE ISSUES: Through the first two quarters of the current fiscal year, HSD has provided year-round emergency shelter beds and support services to 40 percent of the annual goal of 25 homeless youth. This is slightly behind their annual contracted goal, but historically HSD has been able to meet their goals.

FY 2016/17 EMERGENCY SOLUTIONS GRANTS (ESG)

APPLICANT: Shelter, Inc. of Contra Costa County

PROGRAM NAME/NUMBER: Homelessness Prevention/Rapid Rehousing Program/
16-03-ESG

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide rapid rehousing and homeless prevention services to 80 Extremely-Low-Income (below 30% of Area Median Income) and/or homeless individuals and families in the Urban County to quickly regain stable, permanent housing or maintain their housing.

TOTAL PROGRAM COST: \$792,660

AMOUNT ALLOCATED IN FY 2015/16: \$86,925

AMOUNT RECOMMENDED FY 2016/17: \$87,678

GOAL/PERFORMANCE AS OF 12/31/15: 80/25

PROGRAM ANALYSIS: Shelter, Inc. provides homelessness prevention and rapid rehousing services to low income individuals and families in Urban County.

The homelessness prevention element provides housing relocation and stabilization services and rental assistance to extremely low income (below 30% AML) Urban County resident's as necessary to prevent the individual or family from becoming homeless. Assistance is used to help program participants regain stability in their current permanent housing or move into other permanent housing and achieve stability in that housing. Participants receive case management services to help determine how best to maintain their housing. Clients must demonstrate that they would become homeless if not for this assistance and that they can be reasonably expected to maintain housing once the subsidy ends.

The rapid rehousing element provides housing relocation/stabilization services and financial assistance in paying deposits, rent and utility bills to help homeless individuals and families quickly regain and maintain housing and self-sufficiency. Eligible clients must meet HUD's definition of homelessness, have no appropriate housing options, lack sufficient resources and support networks necessary to secure or maintain housing without ESG assistance, agree to meet with a case manager for stabilization/relocation services and demonstrate that they would remain homeless if not for this assistance. The program differentiates between the chronically homeless and those who can be reasonably expected to maintain their housing when the subsidy ends.

Eligible costs include utilities, security deposits, short-term (1-3 months) rental assistance, utility deposits/payments and moving costs. All direct assistance is paid to a third party (i.e. landlord, utility company) and is considered a grant on behalf of the client.

This project is eligible, feasible and timely. It is consistent with HUD's priorities for the ESG program and with the County's Consolidated Plan and the Homeless Continuum of Care Plan.

PERFORMANCE ISSUES: Through the first two quarters of the current fiscal year, Shelter Inc. has provided homelessness prevention and rapid rehousing services to 31 percent of the annual goal of 80 low income individuals and families. Shelter Inc. has only expended approximately 34 percent of the ESG funds awarded in the current fiscal year, as well. Historically, Shelter Inc. has been able to meet its goals and expend all of its awarded funds.

FY 2014/15 EMERGENCY SOLUTIONS GRANT (ESG)

APPLICANT:	STAND! For Families Free of Violence
PROGRAM NAME/NUMBER:	Rollie Mullen Emergency Shelter/ 16-04-ESG
PROGRAM SERVICE AREA:	Urban County
PROGRAM OUTCOME:	Provide emergency homeless shelter and support services for 40 women and their children who are displaced due to domestic violence.
TOTAL PROGRAM COST:	\$ 538,098
AMOUNT ALLOCATED FY 2015/16:	\$ 31,000
AMOUNT RECOMMENDED FY 2016/17:	\$ 31,000
GOAL/PERFORMANCE AS OF 12/31/15:	40/24

PROGRAM ANALYSIS: For more than 30 years, STAND! For Families Free of Violence (STAND) has provided services and emergency shelter to victims of domestic violence. Annually, approximately 6,000 emergency shelter bed-nights are provided to women and their children who are homeless and in peril due to violent relationships. STAND provides shelter for these women and children while they reconstruct their lives and find safe and stable housing. Clients receive up to 12 weeks of shelter and services including food, clothing, case management, counseling, employment assessment and housing referrals.

The STAND emergency shelter is housed in the Rollie Mullen Center (RMC). This shelter has 24 beds, a sitting area, a laundry facility, a common kitchen and a dining facility. The shelter also provides programs for children. In addition to the emergency shelter, the RMC has seven transitional housing units for families and a counseling center. STAND is requesting ESG funds for the provision of essential services.

This program serves a high priority need in Contra Costa by providing emergency shelter to victims of domestic violence, giving them an opportunity to stabilize their lives and move to safe, permanent housing.

PERFORMANCE ISSUES: While on track to meet the annual goal of providing shelter and support services to 40 women and children in the current fiscal year, through the first two quarters STAND has only expended approximately five percent of its awarded \$31,000 in ESG funds. During the first half of the current fiscal year, a resident case worker position was vacated and STAND had some trouble filling the position. As of February 2016, the position has been filled and STAND expect to expend the full balance of FY 2015/16 ESG funding.

FY 2016/17 EMERGENCY SOLUTIONS GRANT (ESG)

APPLICANT: Trinity Center

PROGRAM NAME/NUMBER: Trinity Center/16-05-ESG

PROGRAM SERVICE AREA: Urban County

PROGRAM OUTCOME: Provide breakfast and lunch, laundry, showers, clothing, food and support services weekdays to 100 Urban County clients.

TOTAL PROGRAM COST: \$376,500

AMOUNT ALLOCATED FY 2015/16: \$12,500

AMOUNT RECOMMENDED FY 2016/17: \$12,500

GOAL/PERFORMANCE AS OF 12/31/15 100/166

PROGRAM ANALYSIS: The Trinity Center (“Center”) provides breakfast and lunch, laundry, showers, clothing, food, phone and mail access and support services, from 9AM – 5PM, Monday through Friday, to single homeless men and women and families. Under the fiscal sponsorship of St. Paul’s Episcopal Church, in November 2012, Trinity Center assumed responsibility of the Fresh Start program that began fourteen years ago in Walnut Creek’s Civic Park.

In addition to basic services, a predominately volunteer staff provides assistance with accessing resources, including MediCal, TANF, SSI/SSDI and SNAP (food stamps). Case managers assess clients for eligibility and identify the most effective system of support. BART tickets are provided to allow clients to search for jobs and housing in other areas and a small fund is available for security deposits and short-term rental subsidy. In addition to those services necessary for day-to-day living, the Center provides a sense of community and fellowship to those in need and a safe place to gather.

Trinity Center is currently developing partnerships with several local community services providers, including Anka Behavioral Health, Shelter, Inc. and various faith-based and community organizations. Breakfast foods and other food supplies are provided by the Food Bank and hot lunch is provided two days-a-week by Loaves & Fishes. Client assessments are made by JFK University’s counseling program.

The Trinity Center program is eligible and consistent with County priorities and policies as identified in the County’s Consolidated and Continuum of Care plans. The Center provides services to Urban County homeless persons and is the entry point for many individuals seeking services to assist them in achieving permanent housing and a stable living environment. ESG funds will be used to partially fund the program manager position.

PERFORMANCE ISSUES: None.



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

5.

Meeting Date: 04/11/2016

Subject: Update on the Call Center Oversight and the Health Care Reform

Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,

Department: County Administrator

Referral No.: 108

Referral Name: Call Center Oversight and the Health Care Reform

Presenter: Kathy Gallagher, Employment and Human Services Director **Contact:** Enid Mendoza, (925) 335-1039

Referral History:

On April 16, 2013 the Board of Supervisors referred oversight and receipt of updated on the establishment of the Contra Costa County Covered California Call Center (7Cs) to the Family and Human Services Committee. The Department also reports on the Affordable Care Act (ACA).

Referral Update:

The Employment and Human Services department continues to operate the Contra Costa Covered California Call Center under the Affordable Care Act. On December 14, 2015, the Family and Human Services Committee received the second biannual update for 2015 from the Employment and Human Services Department. Please see the attached report from the department for a current update.

Recommendation(s)/Next Step(s):

Accept the report from the Employment and Human Services Department on the Contra Costa County Covered California Call Center and direct staff to transmit the information to the Board of Supervisors for their information.

Fiscal Impact (if any):

No fiscal impact from the recommended action.

Attachments

EHSD Report on CCC Covered California Call Center



EMPLOYMENT &
HUMAN SERVICES

M E M O R A N D U M

Kathy Gallagher, Director

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To: The Family and Human Services Committee
Contra Costa County Board of Supervisors

Date: April 11, 2016

From: Wendy Therrian, Workforce Services Bureau Director
Cheryl O'Brien, 7Cs Call Center Site Director
Carolyn Foudy, 7Cs Call Center Quality Control Manager

Subject: **Update on the Contra Costa County Covered California Call Center (7Cs)**

A. Background

Since the last report to your Committee in December 2015 the Department has continued to successfully operate the Contra Costa County Covered California Call Center and has assisted our customers through the third open enrollment period that was extended from the original end date of January 31, 2016 through February 6, 2016 for consumers who started the enrollment process before January 31, 2016.

During the third Open Enrollment, 439,390 new individuals selected a qualified health plan for 2016. Subsidy eligible consumers are 90% and unsubsidized consumers comprise 10% of the total number. Covered California's initial analysis shows that for the second consecutive year, its new consumers are younger. The number of young adults in the crucial 18 to 34 year-old demographic has increased to 37% this year compared to 29% during the first Open Enrollment. Covered California also completed 1,132,682 renewals as of February 6, 2016. Staff at our Covered California Call Center continue to play a critical role in enrolling consumers and are responsible for contributing to a total of 65,469 new consumers. Enrollment channels and corresponding statistics are illustrated in the following chart.

	Service Channel					
	2014 Open Enrollment		2015 New		2016 New	
	Count	%	Count	%	Count	%
Certified Insurance Agent	548,847	39%	214,517	43%	198,604	45%
Certified Enrollment Counselors and Navigators	123,270	9%	51,040	10%	24,606	6%
County Eligibility Workers	8,834	1%	739	<1%	3,515	1%
Consumer	577,376	41%	149,077	30%	141,484	32%
Certified Plan-based Enroller	13,588	1%	17,698	4%	5,712	1%
Service Center Representative	124,014	9%	62,002	13%	65,469	15%
Total	1,395,929	100%	495,073	100%	439,390	100%

During open enrollment, calls received increased to 400,000 per month – more than double the volume of a non-Open Enrollment month. Covered California contracted with a surge vendor, Faneuil, in September 2015 to assist with Open Enrollment. The Faneuil Call Centers contract ends March 31, 2016. With the addition of over 600 Faneuil agents, 7C’s percentage of the total calls received dropped to under 10% of the total. Although the percentage dropped, the number of calls answered each month by the 7C’s increased by an average of 7,000 calls.

Staff at our Covered California Call Center continue to complete training, learn policy and program changes, and continue to provide excellent customer service while assisting consumers with their health care coverage needs.

B. Overall Performance

1. Number and Type of Calls Received

The 7Cs Call Center continues to answer statewide calls and provide ongoing assistance to Covered California customers. The top five (5) types of calls taken at the Call Center include consumers:

- Application assistance/enrollment
- Covered California renewals
- County contact information
- General inquiries for information
- Questions regarding the 1095-A (IRS, health insurance marketplace statement)

From November 1, 2015 through February 29, 2016 approximately 1,377,360 calls were taken at all Covered California call centers including Faneuil. The Average Speed of Answer (ASA) was three (3) minutes and the Average Handle Time (AHT) of these calls

was 16 minutes. It is estimated that the 7C’s Call Center took approximately 8.5% or 117,349 of the total calls received during open enrollment.

2. Key Performance Measures

Based on the data reports received from Covered California, the following represents the primary metrics of performance for all Call Centers. The chart reflects statistics received after our December report to your Committee.

Month/Year	Total Call Numbers for All Call Centers	Total Call Numbers for the 7C’s Call Center	Average Call Handle Time (AHT) All Centers – Minutes*	Average Call Handle Time (AHT) for the 7C’s Call Center – Minutes*
November 2015	290,705	23,360	17	19
December 2015	406,928	33,078	15	17
January 2016	419,145	31,218	15	16
February 2016	344,242	29,693	14	15

* This is the average amount of talk time, hold time, and wrap time necessary to complete the phone transaction. This is a performance indicator contained in our contract, which allows up to 51 minutes of handle time per call.

Covered California continues to focus on developing and standardizing policy and implementing guidelines for training, systems and quality reviews. Although progress is measurable, similar issues as those experienced at start up continue which encompass periodic systems, process and technology problems.

Our partnership with Covered California to provide access to affordable healthcare has continued to be strong, open and collegial; and the 7C’s Call Center management and support staff continues to be involved in regular conference calls and meetings.

3. Contracted Performance Measures

We have consistently maintained hours of operation and staffing ratios as required/approved by the Health Benefit Exchange. The Command Center asked Contra Costa to work Monday through Friday beginning March 28, 2016. New schedules have been issued to all 7C’s agents: business hours will be Monday through Friday, 8am – 6pm. Due to projected call volumes, there is a greater need for coverage from 7C’s on Mondays.

Based on our own internal performance assessment including informal feedback received from Covered California, we believe all other key performance measures are either being met and/or exceeded, or are deemed acceptable in comparison to the performance of other Covered California Call Centers. It is important to note that the following contracted performance outcomes have either not been formally measured and/or promulgated by Covered California.

- **Schedule Adherence** measures the percentage of time an agent is actively logged into the Automated call Distribution (ACD) system compared to the forecasted schedule: **90%**

The 7C's Call Center has been recognized as having the highest consistent schedule adherence percentage of all of the Covered California Call Centers. Schedule Adherence is defined by individual agents logged into the phone system and available for calls. Agents must log on timely at the beginning of their shifts, and take their breaks and lunches as scheduled by the Covered California Workforce Management.

ADHERENCE			
Month	Contra Costa	Rancho Cordova	Fresno
November 2015	86.21%	77.91%	75.94%
December 2015	85.15%	77.99%	74.65%
January 2016	88.28%	82.48%	80.04%
February 2016	88.31%	79.66%	78.52%

- **Quality Monitoring** which measures the overall quality of agent interactions with customers, adherence to established procedures, and overall accuracy of information provided and data entered: **85%**

Quality Monitoring continues to be a fluid process with Covered California as they have experienced staffing changes, reorganization, and system issues since implementation. However, the 7C's Call Center monitors all of our agents on a monthly basis and work with Covered California on the Quality Monitoring scores of calls reviewed.

In February 2016, the Covered California Service Center Management Team conducted an onsite visit at the 7C's. Service Center Director, Mavilla Safi, was impressed with Contra Costa's Quality Monitoring guidelines. Ms. Safi was in agreement with Contra Costa's standards and is considering adopting the 7C's reports. In addition, Ms. Safi and her team were impressed with the commitment and passion of the Customer Service Agent Supervisors.

Covered California continues to examine, analyze, and calibrate the data coming from these monitorings as well as to determine how the data will be measured, applied and used. Although there has been no formal promulgation of this data, we believe we are very close to if not meeting the 85% standard of quality interactions with our customers.

- **Customer Satisfaction** determined by independent customer surveys on courtesy, understanding, knowledge, and problem resolution: **87%**

The 7C's maintains and records customer satisfaction when provided; however, to date, Covered California has not implemented a Customer Satisfaction survey component.

C. Staffing

As of March 9, 2016, the 7C's has a total of one hundred twenty seven (127) staff. There are currently one hundred nine (109) Customer Service Agents (CSAs). This includes

- 84 CSA I (49 FT & 35 PI)
- 25 CSAII (All permanent full time)
- 18 Support Staff
- Total Agents: 109 (*average capacity for agents is 162 FTEs*)

We are currently working with Human Resources to recruit CSA Is. The announcement for hiring is scheduled to be released in March 2016. This recruitment is critical to the ability of the 7C's to meet the deadline to hire 2-3 training classes in preparation for the fourth Open Enrollment, fulfilling our contractual obligations to Covered California. The hiring of bi-lingual staff is a primary goal of this recruitment.

D. Media Campaigns and other Covered California Events

- Mavilla Safi was hired as the new Covered California Service Center Director with an effective start date of November 9, 2015.
- Section 1332 of the Affordable Care Act (ACA) permits states to apply for a State Innovation Waiver to pursue innovative strategies for providing their residents with access to high quality, affordable health insurance while retaining the basic protections of the ACA. Waivers are contained to four components; individual mandates, employer mandates, benefits and subsidies, exchanges and qualified health plans. The U.S. Department of Health and Human Services (HHS) and the U.S. Department of the Treasury are responsible for reviewing waiver applications. Covered California is exploring options for pursuing a 1332 Waiver and hosted the first of many public forums with expert panelists and advocates on February 23, 2016.
- More information can be found at: <http://board.coveredca.com/meetings/2016/2-18/index.shtml>
- Covered California now offers consumers a pathway to vision. Adult vision care is not an essential health benefit under the Affordable Care Act, and coverage is handled directly through VSP Global. Vision services for children are an essential health benefit and are included in health plans purchased through Covered California. Enrollment with VSP into vision plans is available year-round, there is no open enrollment dates.
- The 1095-A is an Internal Revenue Service (IRS) form essential for consumers who have health insurance through Covered California when filing their taxes. The 1095-A provides evidence of health insurance as well as the amount of their Applied Premium Tax Credit. APTC. This year the Federal deadline for mailing 1095-A to consumers was February 1, 2016.

- Health and Human Services published proposed federal regulations of benefit and payment parameters for 2017. Covered California submitted four comment letters on a variety of topics including:
 - User fee for state based marketplaces.
 - Standardizing health benefits
 - Direct enrollment and web based entities

Proposed federal rules are located at:

<https://www.federalregister.gov/articles/2015/12/02/2015-29884/patient-protection-and-affordable-care-act-hhs-notice-of-benefit-and-payment-parameters-for-2017>

Covered California comment letters can be found at:

<http://hbex.coveredca.com/regulations/>

- The percentage of consumers who selected a health plan outside of the four major carriers — Anthem Blue Cross of California, Blue Shield of California, Health Net and Kaiser Permanente — nearly tripled compared with a year ago. Covered California Executive Director Peter V. Lee said. *“Covered California built a marketplace that is leading to sustainable cost trends because of the good risk mix, and that creates a level playing field for carriers, forcing them to compete on price and quality. Competition is driving the market. Consumers are shopping around and selecting the health plan that best fits their needs and pocketbook.”*
- Carrier selection for Contra Costa County, Region 5:

Carrier	Pricing Region 5	
	Members	Percentage
Anthem Blue Cross of California	1,400	4.20%
Blue Shield of California	12,200	36.80%
Health Net	380	1.10%
Kaiser Permanente	19,170	57.80%
Total	33,150	100.00%

E. Contract and Fiscal

1. Contract

The current contract with Covered California goes through June 30, 2017 and is at a total dollar amount of \$33,754,425.

Effective February 9, 2016, Merced BAR, LLC purchased the property at 2500 Bates Avenue, Concord, California. Cushman & Wakefield of California, Inc. will manage the property on behalf of the new owner.

The original lease was negotiated by Public Works and they have assured us that the provisions in the existing lease agreement will apply to the new owners and will allow for our continued occupancy and uninterrupted Center operations at the present site through the end of the contract period which is June 30, 2017.

There is also a rent escalation provision in the existing lease agreement which becomes effective in April 2016. This rent increase was accommodated under the existing contract budget with Covered California.

2. Fiscal

Since the initiation of the 7Cs Center, the Department has followed the budget detail and payment provisions as specified under the contract and by the Board of Supervisors with there being no outlay of County General funds. All invoices submitted for payment/reimbursement for contract expenditures incurred from April 2013 through October 2015 in the amount of \$21,148,950.10. The most recent invoices for the Months of November (\$710,982.79) and December 2015 (1,235,271.13) were mailed on February 10, 2016 and March 8, 2016, respectively and we are awaiting reimbursement for both.

F. Customer Feedback

Customers continue to provide feedback and share their stories and compliments on the excellent customer service provided at the 7Cs Call Center as conveyed to our Supervisors and Managers about our Agents. Below is a sampling of these comments received:

- “I would like to express my appreciation for the wonderful patience and clarity explaining everything. It was such a pleasant experience speaking with Nena. She helped me navigate a lot through different things. It was my best experience with Covered California so far. I really appreciate her help. I would really like to express my appreciation for her”.
- “Wonderful job. Roosevelt was very calm and he fixed a technical issue. He is a very helpful gentleman. Give him a pat on the back because he did a great job”.
- “Your rep Luana was extremely helpful. I was getting frustrated with systems problems and she was very professional and very helpful. She walked me through everything. She helped me sign up for Delta Dental. I wanted you to know she should be commended. I hope it brings a bright smile to your day”.
- “Excellent to work with. Claudia was very nice and gave me a sense of hope. Fantastic job”.
- “Connie gave me the best service I ever had! She confirmed I was enrolled, gave me an access code and provided the best service I ever had with Covered CA. She is a true gem”!
- Consumer stated, “Marcus changed my outlook with his excellent customer service. I appreciated his help. I have tears of joy due to the great service I received from Marcus. I

would like Covered California to know that Marcus deserves to be employee of the month”

- "Her assistance was outstanding. Nicole is a keeper. She went above and beyond. She resolved all my issues and answered all my questions."
- Consumer stated, “Gena was helpful, friendly, and fantastic. She had a very nice manner and provided terrific service”.
- “Shamina was delightful to speak with, very helpful, very considerate, very respectful, the kind of people who do a great job”.
- Consumer stated “Heidi was so knowledgeable and articulate. I was confused by a letter I received and Heidi explained it in a way I could understand. She helped me with access, income explanations and answered every question and concern I had”.
- Consumer stated: "I have spent quite some time on the phone with Ca’Naya and she allowed me to ask the same question several times in different ways and never showed any kind of frustration. She is very knowledgeable, very patient. If there is slightest information she did not have she got out her manual or looked on computer and gave the right answer the first time. She just gave me a stellar performance”.

G. Moving Forward

The 7C’s Quality Assurance Team, QAT, has been tasked with updating the California Healthcare Eligibility, Enrollment and Retention System, CALHEERs, for consumers who have submitted necessary verifications that may mandate modifications to their accounts. The QAT and the 7C’s Supervisors received a full day of training from Covered California on March 9, 2016, and began working on these accounts on March 10, 2016. The QAT will be verifying accuracy of consumer accounts and will be contacting consumers to ensure correct data has been entered into the CalHEERs system.

Covered California is closed in observation of Caesar Chavez day on March 31, 2016, and Covered California management has requested that the entire 7C’s assist with manual work on that day as the phones will be closed to the public.

From February 10 through February 12, a unit of CSA I’s was chosen by Covered California Academy to pilot a new search feature in the Knowledge Base System. Knowledge Base stores all policy, procedures and task guides for Covered California. Testing went well and the new feature will have a soft launch at the end of March 2016.

We continue to work with Covered California in taking statewide calls from consumers. The types of calls have changed from enrollment and processing renewals and plan changes to assisting the consumers with special enrollment and tax inquiries. As we move forward through our third Open Enrollment, calls have become more complicated and require knowledgeable, well trained agents to assist. The staff at the 7C’s are extremely dedicated

and remain knowledgeable about current policies in order to assist consumers in obtaining health care coverage.

With an emphasis on performance; we continue to concentrate on our quality monitoring of staff, internal performance data reviews, and on-going training of our Center staff to assure the 7Cs meets, if not exceeds, all performance expectations.

We continue to establish and maintain close working relationships with the Call Center Management team and are confident that our close working relationship with Covered California will continue the excellent partnership we have established in providing and enhancing our services to the residents of California to readily access and obtain affordable health care coverage.