



**HUMAN SERVICES COMMISSION
REGULAR MEETING
Minutes
CITY OF DUBLIN
April 24, 2014**

The April 24, 2014 Human Services Commission (HSC) was called to order at 7:05:36 PM at the Dublin Civic Center, Dublin, California, by Chair Lockhart.

CALL TO ORDER/ROLL CALL

Commissioners (Cm.) Present: Lockhart, McCormick, Muetterties, Wakamoto-Lee
Commissioners Absent: Brown

PLEDGE OF ALLEGIANCE

Chair Lockhart led the Pledge of Allegiance.

ORAL COMMUNICATIONS

3.1 Public Comments – None

3.2 Presentation by Eden I&R, Inc. (Alameda County 211)

Alison DeJung, Deputy Director of Eden I&R, Inc. presented an overview of 211 services.

Ms. DeJung informed the HSC that 211 is set up to perform a key role during a disaster, shifting services from 211 to Operation Emergency Services (OES), working along with the Alameda County Sheriff's Office.

Chair Lockhart asked how 211 will handle the volume of calls received during a disaster.

Ms. DeJung related that emergency calls should be initiated through 911. However, Alameda County's 211 has a memorandum of understanding with Los Angeles County's 211 call center to assist with calls if the phone lines are inoperable in Alameda County. Also, practice drills prepare staff for emergency situations and staff is aware they may be required to work 24-hour shifts during this time to keep the phones lines up-and-running.

Chair Lockhart asked Ms. DeJung if she is aware of how the fairgrounds in Pleasanton might be used in an emergency, since the venue has a water source, bathrooms and facilities for housing people.

Ms. DeJung was not aware of how the venue will be used in an emergency, but is sure that it has been discussed.

Amy Cunningham suggested having representatives from the Office of Emergency Services come in to speak with the HSC about Tri-Valley emergency issues as it relates to human services.

Ms. DeJung explained that 211 has a partnership with Covered California and was one of the first certified enrollment entities in the County, with two trained staff as enrollment counselors. From late November 2013 through April 2014, staff met with 140 individuals to help them enroll in Covered California and expanded Medi-Cal.

Chair Lockhart asked if 211 could have handled a higher volume.

Ms. DeJung explained that the amount of people assisted was the maximum 211 could have helped because reimbursement from Covered California was minimal and did not compensate for staff time. She further explained that it takes multiple appointments to get an individual enrolled, and as a result many individuals were referred to other agencies who could aid with enrollment.

Cm. Wakamoto-Lee asked if 211 had considered partnering with certified agents, who are willing to work pro-bono.

Ms. DeJung explained that no volunteers have been recruited.

Cm. Wakamoto-Lee mentioned that the next open enrollment is October 2014.

Ms. DeJung stated that she will be preparing a full analysis of the prior enrollment process to evaluate whether 211 will be participating in the next enrollment period.

Cm. Wakamoto-Lee suggested that 211 refer individuals to agents in close proximity who can provide free enrollment services.

Ms. DeJung agreed and explained that individuals are referred to other entities or to the Covered California website to search for local agencies.

Ms. Cunningham mentioned that Axis Community Health was very active in the Tri-Valley, helping individuals to enroll. They have staff available once a week at the Dublin Library to assist with enrollment.

Cm. McCormick asked what the budget is for 211.

Ms. DeJung responded that for fiscal year 2014, \$1.5 million is budgeted for 211 and \$1.9 million is budgeted for the agency with eight-five percent of the money funding staff salaries, explaining that the operation is very staff intensive.

At 7:31:30 Cm. Muetterties arrived at the HSC meeting.

Ms. Cunningham informed the HSC that she can provide them with the monthly statistics for 211.

The HSC agreed they would like to receive monthly statistics.

Chair Lockhart asked if 211 would like to make a presentation to the Dublin school board.

Ms. DeJung stated that presenting to the student services staff would be the ideal audience, since they interact directly with students and parents, and can provide awareness of the program.

Chair Lockhart advised that she can provide the information for Ms. DeJung.

Chair Lockhart asked how elderly callers or others who find it difficult to make multiple calls are assisted.

Ms. DeJung explained that the role of 211 is to provide referrals, but individuals are referred to agencies that provide case management. However, in many instances staff has made three-way

calls or followed up with citizens to ensure help was provided. Additional outreach is made to a certain percentage of callers to verify their customer service experience and referral accuracy.

Chair Lockhart mentioned an up-and-coming transportation measure. If passed, Livermore Amador Valley Transit Authority, will pilot a program in Dublin that offers discounted bus passes to students in need. She asked if there is an organization that can provide assistance with this need.

Ms. DeJung stated that this is a frequent inquiry and that no resource is available for discounted bus passes for students. However, another role of 211 is to identify the gaps at the City and County level to inform organizations of any unmet needs.

Chair Lockhart believes the transportation measure is on the November ballot and can share this information with 211.

Ms. DeJung mentioned that 211 will follow up. She also stated that resources can be shared with 211 on the administrative telephone line at (510) 537-2710, extension 8.

Cm. McCormick asked about tenant rights resources.

Ms. DeJung explained that referrals are based on the type of tenant right and location of the caller.

Cm. McCormick clarified that there may be an issue in one of the affordable complexes in Dublin.

Ms. DeJung mentioned a couple of agencies that may be of assistance: Bay Area Legal Aid and Echo Housing, and then stated that a Resource Specialist at 211 is more familiar with the programs and can identify a specific agency to provide assistance.

Cm. Muetterties asked if there is a similar program in Contra Costa County.

Ms. DeJung stated yes, 211 is a national number and each county is responsible for organizing and funding the program.

MINUTES OF PREVIOUS MEETINGS

4. January 23, 2014

On a motion by Cm. McCormick and seconded by Cm. Wakamoto-Lee, on a vote of 4-0, the HSC unanimously approved the minutes of the January 23, 2014 meeting.

WRITTEN COMMUNICATIONS – None

PUBLIC HEARING – None

UNFINISHED BUSINESS – None

NEW BUSINESS

8.1 Review of City of Dublin Community Grants Program

Lynette Darensburg presented the review of the City of Dublin Community Grants Program as outlined in the Staff Report.

Ms. Darensburg asked the HSC for input on changes they would like to see in the grant guidelines.

Cm. McCormick stated that she would like a complete financial statement outlining the overall health of the organization, currently only a program budget is provided.

Ms. Cunningham clarified that if the organization is nationwide, like the Young Men's Christian Association, the organizational budget would be for the Tri-Valley chapter of the organization.

Cm. McCormick replied yes, that would be fine.

Chair Lockhart added that this will help the HSC better understand how the money granted will impact the organization as a whole and which organization would have a greater need for funding.

Chair Lockhart asked how the funding minimum of \$3,500 was determined.

Ms. Cunningham explained that the minimum and maximum funding limits were determined in two ways: 1. Reviewing the historical funding averages and; 2. Making the parameters consistent with all three funding programs: Community Support Grant, Housing In-Lieu and Community Development Block Grant (CDBG). The CDBG portion requires onerous administrative requirements and \$3,500 was determined to be appropriate in view of the amount of grant administration required, however \$5,000 might be a more fitting minimum level now.

All the HSC agreed that \$3,500 is an acceptable minimum for grant funding.

Ms. Cunningham stated that the HSC have the option to recommend an amount less than \$3,500 to the City Council as an exception, however to apply for grant funding the organization would need to request a minimum of \$3,500.

Cm. McCormick asked for a list of the local board of directors for the applicant organizations.

Ms. Cunningham stated that the list of the board of directors is submitted by the applicant and can be added to the application packets, next fiscal year.

Cm. Wakamoto-Lee asked if the grant applicants are surveyed for their opinion of the grant application process.

Ms. Cunningham responded yes; the most recent survey was completed after the implementation of Zoomgrants. She then stated that now that the HSC is established, next year may be an appropriate time to invite feedback from the grant applicants through another community meeting.

Ms. Cunningham stated that Vice Chair (Vc.) Brown submitted comments regarding the grant process by email, since he is unable to attend in person. Vc. Brown felt the term "unduplicated" needed to be defined more specifically when used to describe clients or persons who are receiving services. Ms. Cunningham mentioned that unduplicated is a CDBG term and is a required question on the application. Upon discussion, the HSC agreed with Ms. Cunningham's suggestion that unduplicated could be defined in parenthesis to clarify what is meant (serving clients one time).

Ms. Darensburg initiated the discussion of the grant application questions and asked the HSC if they had any feedback:

Cm. McCormick stated that she appreciated the questions and presentations and stated they are a great guide in providing an overall picture of the organization.

Ms. Cunningham added Vc. Brown's comments that fiscal year should be clarified for question 22; "Does your agency anticipate having any unspent grant funds at the end of the fiscal year?" And then asked if the HSC felt the question was ambiguous and needed explanation.

After discussion, the HSC agreed to change *fiscal year* to *grant year*.

Ms. Cunningham mentioned Vc. Brown's additional comment to delete questions 28, 29, and 30, which refer to the City of Dublin's mission, vision and values, because the questions do not seem relevant to the requestor. Ms. Cunningham then explained that the questions were added to ensure that grant funding focuses on City Council priorities, but that it may be applicable to have a more broad perspective, instead of looking so closely at the strategies.

After a discussion, the HSC agreed to remove question 30 pertaining to strategies, because a program does not always fall in line with a particular strategy, and to leave questions 28 and 29 regarding the City's vision, mission and values.

Ms. Cunningham confirmed that the HSC wants to ask the City Council to remove question 30 from the grant application questions.

The HSC agreed.

Cm. McCormick asked if question 27 was also up for discussion.

Ms. Cunningham explained that question 27 would need to remain because it is a CDBG required question.

Chair Lockhart asked if the Davis-Bacon/Fair Labor Standards Act would also apply to a local project that has a capital component.

Ms. Darensburg explained that the use of municipal funds for a local project would fall under prevailing wage.

Chair Lockhart asked if an organization, such as Kaleidoscope, who is getting volunteer labor to put in a play area, and needs funding for materials, would fall under prevailing wage.

Ms. Darensburg explained that materials and volunteer help do not fall under prevailing wage, but hiring labor does.

Ms. Darensburg next reviewed the rating criteria with the HSC and opened it up for discussion.

Ms. Cunningham stated that Vc. Brown questioned whether it is a useful tool to differentiate between grant requests. Ms. Cunningham went on to explain that it does help to see how the applicant is qualifying in multiple areas and if they have met prior grant requirements by submitting annual and quarterly reports, showing accountability.

The HSC had no questions regarding the rating criteria.

Ms. Darensburg discussed the recommendation process and asked the HSC for feedback to make the process more seamless.

The HSC all agreed the recommendation process and rating criteria in Zoomgrants was extremely helpful in providing pertinent information.

Cm. McCormick would like to see a change to the way the HSC handles the funding deliberations.

The HSC agreed the funding deliberations should be conducted in public view, but would like a more structured feel with less debating in the public arena.

Ms. Cunningham suggested taking a break after the presentations and giving the HSC time to fill in funding recommendations individually on a spreadsheet, and then Staff could display the HSC recommendations as a group in public view and then begin funding deliberations.

The HSC agreed that this is a good solution.

Ms. Cunningham stated that Staff can also look to see how other agencies handle the process and provide suggestions. She also clarified with the HSC that it is preferential to make funding recommendations during the same meeting as the applicant presentations.

The HSC agreed they would like to make funding recommendations during the same meeting as the applicant presentations.

Ms. Cunningham stated that a worksheet to note funding recommendations will be given to the HSC before the Community Grants meeting next year. This will assist Commissioners with making preliminary funding recommendations prior to the meeting and provide an opportunity for Commissioners to modify their recommendations once they have heard the applicant presentations.

Chair Lockhart asked for an update on the Parks and Community Services Department's work with their Commissions to establish a budget and grant process recommendation for funding of cultural arts programs.

Ms. Cunningham stated that she would report the findings to the HSC. Additionally, the budget hearing to finalize the Community Grant awards will be on May 20, 2014.

8.2 HSC Proposed Mission and Vision Statements

Ms. Cunningham presented the HSC proposed mission and vision statements as outlined in the staff report.

Chair Lockhart wanted to clarify that when the mission statement addresses human service needs, if the human services needs should be defined.

Ms. Cunningham stated that the needs are identified in the needs assessment.

Chair Lockhart suggested the mission statement indicate the needs assessment.

Cm. Wakamoto-Lee stated that since the needs continuously evolve, to modify the statement to read the current needs assessment.

Ms. Cunningham suggested *adopted* needs assessment.

Ms. Darensburg shared Vc. Brown's proposed mission statement: The City of Dublin Human Services Commission will review, evaluate and recommend human services which serve the needs of Dublin residents and of the Tri-Valley.

Chair Lockhart stated that the focus should be on the gaps outlined in an adopted document, otherwise the interpretation of human service needs will be too broad.

Cm. Wakamoto-Lee suggested leaving "collaboration" and removing "with others," due to redundancy.

Ms. Cunningham restated the new mission statement as proposed by the HSC:
The City of Dublin Human Services Commission is dedicated to outreach, education, and collaboration to address the community's human service needs as represented in the adopted needs assessment.

The HSC now discussed the proposed vision statement.

Cm. Wakamoto-Lee noted that human service needs is stated eight times and suggested removing the duplications, when it makes sense to do so.

Ms. Darensburg suggested making the vision statement consistent with the mission statement by changing Eastern Alameda County Human Services Needs Assessment to the adopted needs assessment.

Cm. Wakamoto-Lee stated that she would like the word "awareness" in the mission statement, since community awareness relates not just to needs, but services available; this helps the other part of the community who become aware of the opportunity to volunteer.

Cm. McCormick noted that the word "outreach" only appears in the mission statement and asked if it should also be in the vision statement. She stated the word "responsive" or the idea that the HSC responds and is a forum for the public to voice needs, should be represented in the vision statement.

After discussion the HSC decided to add the word "*advocates*" to the first sentence.

Ms. Cunningham restated the new vision statement as proposed by the HSC:
The Human Services Commission seeks solutions to the needs identified in the adopted needs assessment. The Commission will make recommendations to the Council on priorities for efforts that are consistent with the City Council's adopted mission, vision and values.

The Commission evaluates, encourages and advocates for the provision of human services in the community by making recommendations for organizational grant funding, educating residents on human services needs and promoting available services, supporting citizen awareness, engagement and volunteerism in addressing human service needs, and by collaborating with neighboring cities on regional human services solutions.

Ms. Cunningham stated that Vc. Brown has an additional suggestion to broaden the Bylaws. She clarified that the Bylaw attachment is an excerpt and not the full Bylaws.

Next, Ms. Cunningham explained that the language statements for the vision and mission statement will be presented to the City Council for adoption and that she will advise the HSC of the meeting date prior to adoption.

Chair Lockhart suggested developing work goals to focus on future issues and feels that this effort may encourage the public to attend the HSC meetings, being aware in advance, of future topics of discussion.

Ms. Cunningham stated that a joint HSC meeting with Pleasanton and Livermore is tentatively scheduled for June 10, 2014, being hosted by the City of Dublin.

8.3 City of Dublin Below Market Rate (BMR) Rental Monitoring Report

Ms. Darensburg presented the BMR Rental Monitoring Report as outlined in the Staff Report.

Chair Lockhart asked about the minor issues found in the BMR rental monitoring.

Ms. Darensburg responded that there were two issues: 1. Overcrowding: a one bedroom unit was occupied by three people, with an allowable maximum of two persons per bedroom. And stated that the tenants will not be evicted, however the apartment community was made aware of the standard; 2. A tenant renting an affordable unit also owned property, which conflicts with the City's Inclusionary Guidelines.

Cm. McCormick commented on The Groves, senior community, stating that she is hearing complaints about grandparents keeping grandchildren for weeks at a time and that some of the people living there are under the age of 40.

Ms. Darensburg replied that as long as one person is at least 55 years of age, a second person living in the household can be 45 years old or so.

Ms. Cunningham shared with the Commission a Housing and Human Services Division event scheduled for May 14, 2014, a Senior Resource Open House, to be held at the Dublin Senior Center. Outreach efforts have included a direct mailing to all units within the affordable senior communities and the distribution of marketing materials to the property management of all the apartment communities that have BMR units with the intent to capture seniors in all affordable communities.

Ms. Darensburg confirmed the organizations that will be at the Senior Resource Open House: Echo Housing, Meals on Wheels, Senior Support, Open Heart Kitchen, HICAP (Medicare) and Social Security Administration.

Chair Lockhart asked if transportation will be provided.

Ms. Darensburg confirmed that transportation will be provided for The Grove's community and Carlow Court senior community and that the event is from 10:30 AM - 1:30 PM.

Chair Lockhart asked if The Groves provides van service on a regular basis.

Ms. Darensburg confirmed that The Groves does provide transportation five days per week.

9. OTHER BUSINESS

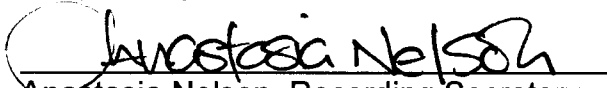
Ms. Cunningham announced current events going on that are related to the HSC:

- Dublin City Council Meeting - May 6th
 - Axis Community Health – Joint Funding Agreement
 - Proclamation for Affordable Housing Week
- Mayor Sbranti's Faith Leaders Breakfast
May 15th, Dublin Library
- Farmers' Market - Volunteer Fair
May 1st
- Dublin Crossing Community Park – Task Force
Deadline May 14th
- Dublin Pride Week "Our City, Our Home"
Sat. April 26th – May 3rd
- Next Regular HSC Meeting
Thursday, July 24th

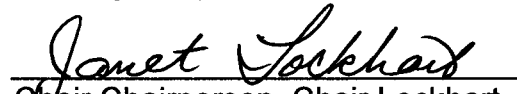
ADJOURNMENT

Being no further business, the meeting adjourned at 9:27:01 PM.

Respectfully Submitted,


Anastasia Nelson, Recording Secretary

APPROVED:


Chair Chairperson, Chair Lockhart