

**CITY OF SAN LEANDRO
HUMAN SERVICES COMMISSION
WEDNESDAY, APRIL 4, 2017 - 7:00 P.M.
SOUTH OFFICES CONFERENCE ROOM
MEETING MINUTES**

The meeting was called to order at 7:04 p.m.

PRESENT Chair: Aguilar, Vice Chair: Sarafian, Commissioners: Carino, Cassidy, Lancaster, Onyemem, Sanchez, and Snell

ABSENT Commissioner Trujillo

GUESTS Secretary Jeanette Dong, Mary Gregory – SOS/Meals on Wheels, Erin Harper – Calico Center, Rose Johnson – Davis Street Resource Center, Rebecca Cannon – Girls, Inc., Pai Venegas – Family Services Counseling & Community Resource Center, Erin Scott – Family Violence Law Center.

APPROVAL OF AGENDA OF APRIL 4, 2017

MSC (Sarafian/Snell) to approve the agenda as submitted. (8 Ayes, 0 Nays, 0 Abstain).

PUBLIC COMMENTS

- None

PRESENTATIONS: COMMUNITY ASSISTANCE PROGRAM PROPOSALS

Mary Gregory, SOS/Meals on Wheels. Commissioners and staff asked the following questions:

- Are all board positions filled? Ms. Gregory answered that the organization could accept two more board members. Does the organization have a “Give or Get” policy in place? Ms. Gregory responded that it was not a requirement written into the bylaws.
- Clarification about an item in the budget: \$25,000 for social media. Ms. Gregory said they hired a consultant who does graphic design, digital work, and social media. Ms. Gregory was asked about a budget item for late fees. Ms. Gregory responded that the amount represents fees charged when bills aren’t paid on time. She was also asked whether the line of credit, at an interest rate of 14.5%, could be lowered. Ms. Gregory responded that they planned to shop for a lower rate.
- What would they do if funding decreased? Ms. Gregory responded that they were seeking from each city \$1 per meal. The City of Oakland is now funding \$176,000 per year. The organization provides 125 meals per day in San Leandro.
- Staff asked about accessibility of services to Spanish and Chinese speakers, given that San Leandro is made up of 30% Spanish-language speakers and 35% Chinese-language speakers. Ms. Gregory responded they currently do not have the capacity on their staff to translate, and would need to write a grant for funding to create that capacity.
- Ms. Gregory was asked for clarification about how many people were served in San Leandro. She responded that the number referred to, 265 people, represented some clients who come and go and don’t get continuous services.

Erin Harper, Calico Center. Commissioners and staff asked the following questions:

- Clarification was requested for what this funding would achieve. Ms. Harper replied that their goal was to reduce the effects of Adverse Childhood Experiences (ACEs), which can lead to lifelong negative outcomes in physical and mental health. The commissioner also asked about how success in their programs is measured. Ms. Harper replied that it can be difficult to quantify success, but that they do ask caregivers to share with them whether they're learning to reduce their child's trauma, using techniques learned in counseling. Ms. Harper also pointed out that much of what would be considered successful outcomes can only be measured fully over the very long term. They have data going back 20 years and hope to have the capacity someday for someone trained in analyzing data to measure the clinical outcomes.
- Staff asked about the plan to hire a new Executive Director. Ms. Harper responded that a transition committee made up of board, staff members, and a representative from the District Attorney's office will be conducting interviews after a very proactive search. An intensive onboarding plan will help the new Executive Director come up to speed quickly.
- Ms. Harper was asked about the organization's financial sustainability. She noted that the Executive Director position is 100% funded by the District Attorney's office. Various police departments also fund them. They have a large fundraiser planned in a few months and they plan to approach other cities and some philanthropic foundations about funding.
- Are all board positions filled? Ms. Harper answered that the board was fully operational. Does the organization have a "Give or Get" policy in place? Ms. Harper responded that they ask board members to give at a level that increases the longer they're on the board.
- Ms. Harper was asked for a breakdown of the gender of children served. 33 girls and 17 boys were served, along with 36 adults.
- Staff asked for the purpose of the funding from the police department. Ms. Harper answered that it goes toward funding forensic interviews, a job the police department formerly handled.

Rose Johnson, Davis Street Family Resource Center. Commissioners and staff asked the following questions:

- Are all board positions filled and does the organization have a "Give or Get" policy in place? Ms. Johnson responded that they do not.
- Ms. Johnson was asked about their high level of debt service. Ms. Johnson responded that they borrowed a significant amount of money to launch the clinic, which is now open, is beginning to make money, and is federally qualified.
- What would they do without the City of San Leandro's funding? Ms. Johnson responded that they would have to cut services.
- Staff asked if all of the 9,000 San Leandro residents served were unduplicated. Ms. Johnson verified that they were. Staff also asked about a budget item for utility assistance. Ms. Johnson clarified that it fills a gap in the funding that PG&E's REACH program can provide. Staff also asked questions related to health insurance enrollment and FQHC status.

Rebecca Cannon, Girls, Inc. Commissioners and staff asked the following questions:

- Are all board positions filled? Ms. Cannon answered that the board was fully operational but could grow a bit. Does the organization have a "Give or Get" policy in place? Ms. Cannon responded that they require board members to make the organization a priority in their giving.

- Ms. Cannon was asked about whether mental health services were accessible to non-English speakers and whether they were culturally sensitive. Ms. Cannon responded that a certain proportion of their mental health staff is required to be Spanish speaking. Home visits take into account the diversity of various family units.
- Staff pointed out that Girls, Inc. doesn't appear to serve many Asian/Pacific Islanders.
- Ms. Cannon asked for clarification about the organization's expenses exceeding revenues. Ms. Cannon said that a building they own brings in enough rental income that expenses are covered.

Pai Venegas and Catherine Logsdon, Family Service Counseling & Community Resource Center.

Commissioners and staff asked the following questions:

- Are all board positions filled? Ms. Venegas answered that the board is fully occupied but they could accept more board members. Does the organization have a "Give or Get" policy in place? Ms. Venegas responded that it was not a requirement written into the bylaws.
- Ms. Venegas was asked about fundraising events. She replied that they had one in January and will have another event in early September.
- Ms. Venegas was asked whether EMDR is a new program, or if it was just new to their agency. Ms. Venegas replied that it was the first time their agency would be using it, but that it's not new. She explained that they analyze its effectiveness by using a symptom inventory and trauma inventory, evaluating whether the EMDR treatment reduced both.
- Staff asked what studies supported the EMDR protocol's effectiveness. Ms. Venegas said EMDR is in use at Veterans Affairs hospitals, some Kaiser hospitals and in many private practices. The protocol is not currently widely used among safety-net clinics.

Erin Scott, Family Violence Law Center. Commissioners and staff asked the following questions:

- Are all board positions filled? Ms. Scott answered that the board is halfway staffed, and could accept more board members. Does the organization have a "Give or Get" policy in place? Ms. Scott responded that the organization recently adopted one that requires each board member to raise or donate \$5,000 per year.
- Does the organization have a referral relationship with any local employment agencies? Ms. Scott replied that they have informal relationships with a few agencies, but their clients mostly come to them in crisis, presenting with more urgent needs than employment.
- Ms. Scott was asked about duplication of services. She replied that the unmet need is too great for there to be a duplication of services. The FVLC and Bay Legal may have some overlap, but they both face potential significant federal funding cuts under the current administration.
- Ms. Scott was asked how people find out about FVLC's services. She said that the 211 referral line, the Family Justice Center, police departments, and walk-ins are how people know about them.

COMMISSION COMMENTS

ADJOURNMENT

MSC (Lancaster/Snell) to adjourn the meeting at 9:13 p.m. (8 Ayes, 0 Nays, 0 Abstain).

Respectfully submitted,

Secretary Dong