

DATE: October 15, 2025

TO: Community Services Commission

FROM: Community Services Manager

SUBJECT FY 2024-2025 Community Agency Performance Report

RECOMMENDATION

That the Community Services Commission (CSC) review the informational report about performance data for agencies that received funding from Community Development Block Grant (CDBG) and the General Fund in Fiscal Year (FY) 2024-2025.

SUMMARY

On March 20, 2024, the CSC recommended that Hayward City Council award \$1,409,951 in competitive CDBG and General Fund financing to community agencies and another \$350,475 in CDBG funding to noncompetitive housing rehabilitation programs and the HUD-required fair housing enforcement program for Fiscal Year 2024-2025. A revised funding plan increasing funding to community agencies by \$74,042 to \$1,966,488 was adopted by Council on June 4, 2024, as a result of an increase to the City's CDBG allocation. In total, funding was awarded to 43 community-based agencies for 46 individual programs. On either a quarterly or semi-annual basis, funded agencies submitted performance updates to the Community Services Division. They reported on their progress toward contracted goals and objectives, as well as the demographics of Hayward residents served. This informational report summarizes the agencies' performance in meeting those goals and is intended to provide the CSC with performance information to inform FYs 2026-2027 and 2027-2028 funding decisions. Details regarding agency programs and progress toward goals are provided in Attachment II.

BACKGROUND

In March 2024, the CSC developed its recommendations for Community Agency Funding for Fiscal Year (FY) 2024-2025, in compliance with the City's federally mandated and Council-authorized CDBG Community Participation Plan, and in accordance with the Council-authorized City of Hayward CDBG Compliance Policy Manual.

The CSC evaluated applicants for maximum community impact and fiscal sustainability and took the following items into account during the deliberation process: documented community needs; government grant experience; location of services provided; goals, outputs and outcomes; alignment with Council Strategic Roadmap; coordination of efforts;

funding justification; and performance capacity. Applications that addressed the following funding criteria were considered more competitive: supported reduction of homelessness and housing insecurity, addressed food insecurity, and provided legal support for immigrants. The CSC also took into consideration agencies' capacity, fiscal sustainability, and past performance.

Recommendations were presented to Council at the April 2, 2024, Community Agency Funding work Session and were adopted on April 23, 2024. The funding was adopted via Resolution 24-077 for General Fund programs and Resolution 24-078 for CDBG-funded programs. On June 4, 2024, Council adopted a revised funding plan in accordance with the CSC's recommendations via Resolution 24-113. This revision was due to an increase in the City's CDBG allocation for FY 2024-2025. The final adopted funding plan is summarized in Table 1, below.

Table 1. Summary of FY 2024-2025 Community Agency Funding

SOURCE	FUNDING CATEGORY	AMOUNT
CDBG	Public Facilities and Infrastructure	\$102,831
CDBG	Public Services – Referral, Education, Health, Food Security	\$158,163
CDBG	Public Services – Housing and Homelessness	\$199,338
CDBG	Economic Development	\$468,711
General Fund	Social Services	\$554,990
General Fund	Arts & Music grants to community agencies	\$132,000
Total Grants to Community Agencies		\$1,615,993
CDBG	Housing Rehab & Infrastructure Project Management	\$325,000
CDBG	Fair Housing Services	\$25,475
Total Non-Competitive Grants		\$350,475
TOTAL FY 2025 Recommended Funding		\$1,966,468

Funded agencies were selected based on their programs' ability to meet not only national objectives for CDBG funded agencies, but also the needs of Hayward residents. Additional background information on the funding allocation process can be found in the full text of the April 23, 2024, staff report and supporting documents.¹

DISCUSSION

The following section uses cumulative year-end data from agencies funded through the annual community agency funding process to discuss the type of individuals served in FY 2024-2025 and agencies' performance meeting their contracted objectives. The following funding categories are used for reporting:

- CDBG: Public Facilities & Infrastructure

¹ April 23, 2024, City Council Meeting Staff Report and Attachments:
<https://hayward.legistar.com/LegislationDetail.aspx?ID=6642372&GUID=69D37BA2-CD84-48C4-8A72-A61D2A38D1FF&Options=&Search=>

- CDBG: Public Services
- CDBG: Economic Development
- CDBG: Non-Competitive Grants (Housing Rehabilitation, Infrastructure Project Management, Fair Housing Activities)
- General Fund: Social Services
- General Fund: Arts & Music

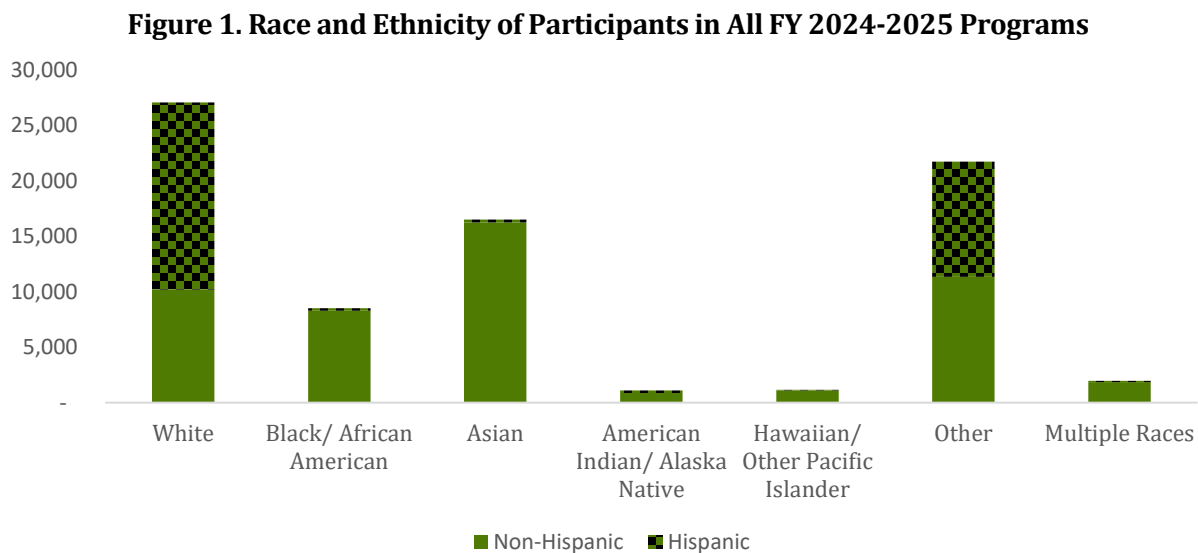
Funded agencies served a total of 81,970 Hayward residents during FY 2024-2025. This total does not include the estimated 57,230 residents expected to visit the Weekes Branch of the Hayward Public Library. Council authorized the use of prior year unspent funds intended for neighborhood facilities projects for improvements to the Weekes Library, which happened throughout FY 2024-2025, so there was no performance data available for FY 2024-2025.

Demographics of Hayward Residents Served by Community Agencies

The following section discusses participants' demographics using percentages. Programs vary significantly in their scope, so percentages are used for clearer comparison.

Race and Ethnicity

In FY 2024-2025, 36% (n = 28,157) of Hayward residents served through the community agency funding process identified as Hispanic, and 80% (n = 39,686) identified as a race other than White. Figure 1 shows the distribution of race and ethnicity among all agencies that received funding in FY 2024-2025. Individuals identifying as Non-Hispanic White constituted approximately 13% (n = 10,189) of the population served.



Racial and ethnic distribution varied greatly by funding category:

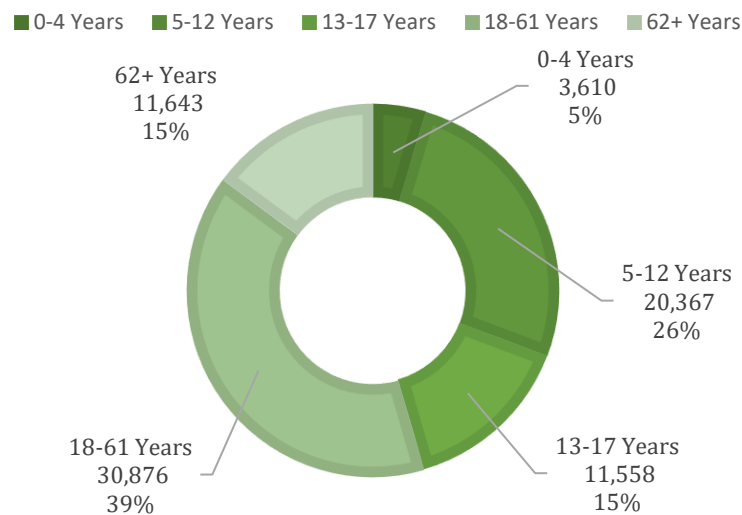
- Public Facilities and Infrastructure Improvements - 78% identified of individuals as non-White, 32% identified as Hispanic
- Public Services - 44% of individuals identified as non-White, 34% identified as Hispanic

- Economic Development - 83% of entrepreneurs and business owners identified as non-White, 28% identified as Hispanic
- Home Rehabilitation - 61% of low-income homeowners identified as non-White, 17% identified as Hispanic
- Social Services - 68% of individuals identified as non-White, 26% identified as Hispanic
- Arts and Music - 36% of individuals as non-White, 48% identified as Hispanic.

Age

Funded agencies varied in the ages of individuals they served, which is understandable given the breadth of service type and target populations served. The chart in **Error! Reference source not found.** illustrates the breakdown of age groups served by all funded agencies. Overall, working age adults were the most represented group among those receiving services from funded agencies, with 39% (n=30,876) of residents served falling between the ages of 18 and 61. This can be attributed to high-volume services focusing on economic relief, such as public facilities enhancements to emergency shelters, food security programs, and social service referral programs. The second largest group of service recipients, at 26% (n=20,367) was elementary and early middle school children ages 5 to 12, driven by education and arts programs.

Figure 2. Age of Participants in All FY 2025 Programs



Income Status

The City of Hayward requires that all CDBG participants serve low to moderate income (80% of Area Median Income or below). Among residents served by CDBG-funded programs, over 99% (n = 17,450) were either low-, very low-, or extremely low-income. Across both CDBG and General Fund programs 89% (n = 49,703) of participants who provided their income information were low-income or below. Note that 26% (n = 20,582) of individuals served did not provide income data.

Disability Status

Across all community agencies, 6% (n = 4,962) of Hayward residents served identified as having a disability. Approximately 4% (n = 1,484) of individuals served through CDBG-funded programs reported having a disability.

Funded Agencies' Accomplishments

On either a quarterly or semi-annual basis, community agencies were required to submit progress reports to the Community Services Division as part of the City's monitoring processes. In each submission, agencies were required to provide an update on their progress towards their contracted quantitative goals for individual Hayward residents served during the reporting period, including any challenges they were experiencing and opportunities for the City to provide support. Attachment II presents information for individual agencies, including program descriptions, funding, individuals served, and achievement of primary program goals.

CDBG Agencies

There were 17 CDBG-funded programs provided by 16 individual community agencies in FY 2025. Of those 17 programs:

- 8 met or exceeded their primary program goal
- 7 achieved between 80% and 99% of their primary program goal
- 1 achieved less than 80% of its primary program goal
- 1 infrastructure program began services in FY 25-26 (Weekes Library)

While all programs report the number of unduplicated residents served, primary goals vary by program. Narrative submitted by agencies in their progress reports and conversations with staff provide insight into the challenges faced by agencies that did not meet their targets. Across these organizations, capacity issues seem to be an overarching challenge. For example, participation in the Downtown Streets Team work skills training program was limited by the ability to recruit participants experiencing homelessness with enough stability in their housing and circumstances to allow for regular participation, while staffing challenges in its underwriting department limited the ability of Habitat for Humanity to prepare projects for rehabilitation. A-1 Community Housing Services recorded achieving less than 80% of its primary goal, but this was as a result of a strategic adjustment. A-1's goal was to provide 36 in-person home ownership preservations workshops. In Q1, A-1 observed a lack of community response to in-person workshops and shifted resources and focus towards improving the quality and frequency of virtual workshops and annual foreclosure prevention fair.

Program Highlight

Beginning in 2015, Centro Legal de la Raza represented Hayward residents in a federal False Claims Act class action lawsuit involving a multi-unit Hayward property. They won relief for thousands of Section 8 tenants charged illegal mandatory fees beyond the rent amounts allowed under federal law. In July 2024, Centro Legal de la Raza secured a settlement for these tenants, including repayment of fees with interest and preventing eviction based on unpaid fees. This judgement affected not only Hayward residents, but thousands of Section 8 recipients nationwide.

Social Services & Arts and Music Agencies

Among the 29 social services and arts and music programs funded through the City's General Fund:

- 22 met or exceeded their primary program goal
- 3 achieved between 80% and 99% of their primary program goal
- 3 achieved less than 80% of their primary program goal
- 1 was discontinued prior to providing services

There was not a single common factor impacting the agencies that did not meet their primary program goals. Among the agencies meeting between 80% and 100% of their goals, Community Resources for Independent Living (CRIL), cited a lack of available housing and ongoing impacts of the COVID-19 pandemic on the City's residents with disabilities as impediments; Crisis Support Services of Alameda County attributed its challenges to staffing and administrative difficulties within Hayward schools; and Pacific Chamber Orchestra fell short of its goal of number of assemblies due to refocusing to fewer, larger assemblies that allowed it to reach a larger than projected number of students.

Program Highlight

Almost all food security agencies exceeded their targets, resulting in over 3,000 meals served, over 113,000 pounds of food recovered, and over 10,000 individuals and households receiving meal delivery or pantry services.

The factors impacting agencies that achieved less than 80% of their primary goals were similar to those encountered by agencies that achieved between 80% and 99% of their goals. Like Pacific Chamber Orchestra, Bully Talk shifted its focus, in this case from larger, single-purpose school assemblies to participation in community events. Horizon Services' Lambda Project experienced both staffing shortages and difficulties in preserving participation by students in unstable situations. Both agencies were also impacted by ongoing administrative and funding difficulties in the Hayward Unified School District (HUSD). San Lorenzo Family Help Center, which also met less than 80% of the primary goal for its food pantry program, faced a clear capacity issue, in which partnering with more food donation centers limited the ability of its single refrigerated van to participate in food distribution.

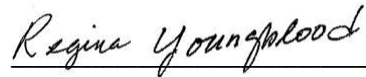
NEXT STEPS

Staff have initiated the biannual FY 2026-2027 & 2027-2028 community agency funding process. The Notice of Funding Availability was released on September 27, 2025. The Bidders' Conference will be held on October 22, 2025, and applications are due November 21, 2025. CSC members will form Application Review Committees (ARCs) to review the applications by funding category (Social Services; Infrastructure and Economic Development; Arts and Music) and interview applicants. CSC members will select their ARCs at the November 19, 2025, public meeting, with interviews scheduled for January 2026. The ARCs will vote on their funding recommendations to Council in March 2026 and Council will host a work session and subsequent public hearing in April 2026.

Prepared by: Rick Rivera, Management Analyst

Recommended by: Amy Cole-Bloom, Community Services Manager

Approved by:

A handwritten signature in cursive script that reads "Regina Youngblood".

Regina Youngblood, Assistant City Manager