

CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov



CITY OF
HAYWARD
HEART OF THE BAY

Agenda

Wednesday, January 17, 2018

7:00 PM

City Hall, Conference Room 2A

Community Services Commission

[RPT 18-021](#)

The Agenda for the Community Services Commission meeting on January 17, 2018

CALL TO ORDER**PLEDGE OF ALLEGIANCE****ATTENDANCE****APPROVAL: SUMMARY NOTES OF THE NOVEMBER 15, 2017 MEETING**[MIN 18-014](#)

The Minutes of the November 15, 2017 Community Services Commission Meeting are enclosed.

PUBLIC COMMENTS:

The Public Comment section provides an opportunity to address the Oversight Board on items not listed on the agenda. The Board welcomes your comments and requests that speakers present their remarks in a respectful manner, within established time limits, and focus on issues which directly affect the Board or are within the jurisdiction of the Board as the Board is prohibited by State law from discussing items not listed on the agenda, your item will be taken under consideration and may be referred to staff.

APPLICATION REVIEW COMMITTEES[RPT 18-020](#)

Upcoming Application Review Committees (ARCs)

CITY OF HAYWARD HOMELESSNESS STRATEGY[RPT 18-019](#)

Homeless Strategy Update

COMMISSIONER ANNOUNCEMENTS**FUTURE AGENDA ITEMS**

REVIEW COUNCIL STRATEGIC INITIATIVES

211 DISCUSSION

REVIEW COMMISSIONER BY-LAWS

UPDATE ON LEAN INNOVATION

ADJOURNMENT

Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans Disabilities Act of 1990. Interested persons must request the accommodation at least 48 hours in advance of the meeting by contacting the City Manager at (510) 583-4300 or TDD (510) 247-3340.



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777 B Street
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File #: RPT 18-021

DATE: January 17, 2018

TO: Community Service Commission

FROM: Community Services Division Manager

SUBJECT

The Agenda for the Community Services Commission meeting on January 17, 2018

RECOMMENDATION

That the Community Services Commission review the Agenda for the meeting on January 17, 2018

ATTACHMENTS

Attachment I. Agenda for the January 17, 2018 Community Services Commission meeting



COMMUNITY SERVICES COMMISSION

Hayward City Hall
777 B Street, Hayward, CA 94541
Conference Room 2A

REGULAR MEETING AGENDA

Wednesday, January 17, 2018 – 7:00 p.m.

1. Call to Order
2. Pledge of Allegiance
3. Attendance
4. Approval: Summary Notes of the November 15, 2017 Meeting
5. Public Comments
6. Application Review Committees
7. City of Hayward homelessness strategy
8. Commissioner Announcements
9. Future Agenda Items
 - Review Council Strategic Initiatives
 - 211 discussion
 - Review Commissioner By-Laws
 - Update on Lean Innovation
10. Adjournment

NOTICE



Please do not wear scented products, as persons with environmental sensitivities may be in attendance. Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Please request the accommodation at least 72 hours in advance of the meeting by calling (510) 583-4250, or by calling the TDD line for those with speech and hearing disabilities at (510) 247-3340.



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Hayward City Hall
777 B Street
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File #: MIN 18-014

DATE: January 17, 2018

TO: Community Service Commission

FROM: Community Services Division Manager

SUBJECT

The Minutes of the November 15, 2017 Community Services Commission Meeting are enclosed.

RECOMMENDATION

That the Community Services Commission review and approve the Minutes of the November 15, 2017 meeting.

ATTACHMENTS

Attachment I. Minutes of the November 15, 2017 Community Services Commission meeting.

MINUTES

City of Hayward Community Services Commission

November 15, 2017 @ 7:00 PM

Hayward City Hall

777 B Street, Hayward, CA 94541

Conference Room 2A

Call to Order

Chairperson Isais called the meeting to order at 7:01 p.m.

Ms. Williams conducted roll call. Commissioners in Attendance were Francisco, Glover-Gardin, Guzman, Isais, Reddy, Roche, Sarmiento, and Zargar. Commissioners Kassouk, Macmadu, Mehdavi and Tsao were absent. Staff in attendance were Dana Bailey, Community Services Manager, Rachael McNamara, Management Analyst II and Lara Williams, Administrative Assistant III. There were no visitors in attendance. There were no Council Members in attendance.

Minutes from the October 18, 2017 Regular Meeting were approved.

There were no public comments

Report: Ms. McNamara presented to the Commission the Fiscal Year 2017 Funded Agency Performance Report. The report is based on agencies that were funded 2016-2017 and does not include infrastructure projects due to length of time they take to complete. Findings are based on organizations that have spent all their funding and reported all their accomplishments. The report data is broken down by categories, compiled from all funded agencies based on HUD guidelines. A discussion ensued among the Commissioners regarding the findings of the presentation. The infographic format, broken down by categories was well received by the commissioners. It was suggested that it would be helpful to see full demographic data, broken down by agency.

Review: Council Strategic Initiatives by Ms. Bailey. An overview was provided of the initiatives and how they came about, with a background on how the current initiatives were developed. The priorities are Safe, Clean, Green and Thrive. Other focus areas are fiscal health and organizational health. Safety includes complete streets and safe, reliable transportation around the city. Housing is a priority and it is a goal to expand affordable housing opportunities and housing services, including the hiring of a Housing Manager. The Tennyson Corridor is also a priority on the council initiatives to develop an attractive, cohesive, thriving corridor. The initiatives are chosen through a process called "Lean Innovation" where a scientific method is applied to how businesses and government operate based on data collected from the community. There were many comments shared by the Council Members on the initiatives.

Review of the Application Review Committee (ARC) revised structure and schedule. Applications are due to Community Services Department in December. They will then be available for the Commission to review. The ARCs will meet on January 27th and February 3rd. They will be divided between services, infrastructure and arts and music. The ARC selection will take place at the January CSC meeting.

Commissioner Announcements. Commissioner Zargar announced the Santa Con Hayward event on December 2nd starting at Eko Coffee at 5PM. Commissioner Isais made an announcement on behalf of Councilmember Marquéz. She will be hosting a toy drive, in partnership with La Familia, Glad Tidings church and other nonprofits, on Thursday, December 14th at Los Compadres restaurant from 6-8PM. The commission agreed to cancel the December CSC meeting. The next meeting will be January 17th. Commissioner Isais announced the annual City of Hayward Commissioner Holiday Party on Friday, December 8th.

Future Agenda Items:

- Review Commissioner bylaws
- Update on 211
- City of Hayward Homelessness Strategy
- Review of Lean Innovation (towards the end of the fiscal cycle)

Chairperson Isais adjourned the meeting at 8:48pm.





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File #: RPT 18-020

DATE: January 17, 2018

TO: Community Service Commission

FROM: Dana Bailey, Community Services Manager

SUBJECT

Upcoming Application Review Committees (ARCs)

RECOMMENDATION

That the Community Services Commission review the Upcoming Application Review Committee Staff Report

ATTACHMENTS

Attachment I. Upcoming Application Review Committees (ARCs) Staff Report



STAFF REPORT

Date: January 17, 2018
To: Community Services Commission
From: Dana Bailey, Community Services
Manager
Subject: Briefing on the Application Review
Committees (ARCs) Process and
Timeline and Appointment of the three
ARC Chairs

RECOMMENDATION

The purpose of this agenda item is to (1) brief the Commission on the annual funding application review and interview process and to (2) request that the Commission Chair appoint the three ARC Chairs and that the Commissioners identify one of the three ARC's that are of interest to them, in preparation for the upcoming FY 2018-2019 Agency application review and interview process.

BACKGROUND

As part of the annual community agency funding process, Application Review Committees (ARCs) composed of Community Services Commissioners are convened each year to review and interview service provider funding applications for that funding year cycle. There are typically three ARC's established based on the funding categories and include an (1) Arts and Music ARC, (2) Infrastructure/Economic Development ARC, and the (3) Services ARC. The intent of the ARC's is to provide a forum for the Commissioners to interview agencies applying for the annual funding cycle, ask agency representatives clarifying questions pertaining to their funding applications, program effectiveness and outcomes or other questions that will assist the Commissioners in formulating their funding recommendations. The three ARC's present their recommendations to the full Community Services Commission, who subsequently, forward their funding recommendations to the City Council for Council consideration.

PROCESS TO ESTABLISH THE APPLICATION REVIEW COMMITTEES (ARC's)

The Community Services Commission By-Laws state that the Vice-Chair of the

Commission shall be appointed as the Chair of the Services ARC. The By-Laws also state that the Commission Chairperson appoints the remaining ARC Chairs and Commissioners. Each ARC consists of no less than five Commissioners, and while there is no limit to the number of Commissioners that can sit on each individual ARC, no one Commissioner can sit on every ARC.

REVIEW AND INTERVIEW PROCESS

Prior to the ARC meetings, Commissioners **must review all FY 2018-2019** applications, regardless of which ARC they chose. The review process includes Commissioners reviewing applications in City Data Services, a software system that has a unique evaluator pin furnished by staff. This system allows any Commissioner questions regarding the applications be submitted anonymously through the online evaluation tool. All questions are compiled to the respective ARC.

ARC'S INTERVIEW SCHEDULE

It is recommended that all interviews be completed in two Saturdays; January 27th and February 3rd. The Service ARC will convene on Saturday, February 3rd, 2018. Interviews for the remaining applications are scheduled on Saturday, January 27th, 2018.

Due to the small number of applications in each of the remaining funding categories, staff requests that the Commission consider two options.

1. The Commission Chairperson can establish an Infrastructure/Economic Development ARC and an Arts & Music ARC, as has traditionally been done, or
2. The Commission Chairperson can establish one ARC who would review both the Infrastructure/Economic Development and Arts & Music funding category applications.

In either case, interviews for applicants in these remaining funding categories can be completed in one day (January 27th). Although staff recommends that one ARC interview the applications for those two funding categories, given the number of applications, it is at the discretion of the CSC to make this modification or continue with the three ARCs structure utilized in previous years.



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File #: RPT 18-019

DATE: January 17, 2018

TO: Community Service Commission

FROM: Dana Bailey, Community Services Manager

SUBJECT

Homeless Strategy Update

RECOMMENDATION

That the Community Services Commission review the Homeless Strategy Update.

ATTACHMENTS

Attachment I. Homeless Strategy Update



STAFF REPORT

Date: January 17, 2018
To: Community Services Commission
From: Dana Bailey, Community Services Manager
Subject: Homeless Strategy Update

Ending homelessness is a complex social issue and requires leadership, collaboration, and coordination among multiple federal, state and local programs to align resources and strategies for housing and supportive services. An active, sustained collaboration between the County, cities, and community partners is fundamental to maximize resources, integrate existing programs and services more effectively, and to seize opportunities to leverage mainstream criminal justice, health, and social services.

Within Alameda County, there are regional and local efforts to reduce the number of homeless families and individuals, maximize the alignment and effectiveness of current and future efforts, and lay the foundation for additional effective investments in the future.

REGIONAL EFFORTS:

Coordinated Entry System (CES) is a shared and standardized method for connecting people experiencing homelessness to the resources available in each community. Coordinated entry assesses people's housing-related needs, prioritizes them for resources, and links those in need to a range of types of assistance, including immediate shelter and longer-term housing focused programs.

The U.S. Department of Housing and Urban Development (HUD) and the State of California require that every community that receives Federal or State funds for programs serving homeless people begin using CES no later than January 23, 2018. Some of the other requirements of the system include:

- One low-barrier entry point (or a coordinated set of entry points) that is well publicized and easily accessible; (These may include in-person, over the phone or online)
- A standardized screening, intake and assessment process;
- A referral process that matches people to the services available to resolve their homelessness;
- Prioritization based on housing status and history, vulnerability, and service needs (not "first come, first served");
- A shared data system among participating programs.

Coordinated entry in Alameda County will include regional access points, or Housing Resource Centers (HRC's), which will work with individuals and families experiencing homelessness in specific localities. Each HRC is expected to have assessment and triage capacity, direct access to refer households to vacant emergency shelter beds, rapid rehousing (temporary subsidies to be used to assist with rent in a new home) and other resources, and provide links to community-based services. Two HRC's began operating in early 2017, with three coming online, to ensure that all regions in the county have access. Within the planning conversation, the special needs of youth, veterans, and people fleeing domestic violence were also given special consideration. More information regarding CES can be found at the following:

- [Guiding Principles for Coordinated Entry in Alameda County](#)
- [Alameda County Coordinated Entry Q&A](#)

LOCAL EFFORTS:

The City of Hayward has recently refocused attention towards the coordination of service delivery among partner agencies, including the County and non—profit service providers to address the housing affordability and homelessness challenges we face locally. A new Housing Division Manager position has been created to oversee affordable housing related issues; therefore this additional resource will create greater capacity internally. Meanwhile, the City developed a 120-Day Action Plan to improve internal and interagency coordination to more effectively address homelessness in the City of Hayward with a specific focus on:

- The development of an internal Interdepartmental team to address encampment cleanups and coordinate support services with partner agencies;
- The development of a protocol and communications materials for private property owners and community members on tips to address/report homelessness challenges;
- Re-convening the Interagency Homeless Taskforce to discuss:
 - Short-term 120 Day Action Plan;
 - the development of a **Policy-Level** Leadership Team made up of executive representatives from the County, City, Business, Non-profit, etc., to address system and financial barriers to address the Homeless issue from multiple facets, and
 - the development of a **Direct-Service Provider** group made up of faith-based community, nonprofit partners, community interested parties, etc. to address coordination of services and client cross-referrals to maximize efforts;

The City also applied for \$100,000 in Alameda County Immediate Impact Grants to support Winter Warming location operations and a pilot for a mobile encampment outreach team. Winter storms and extreme cold weather place homeless people at risk when exposed to severe weather conditions and annual Winter Warming Stations (*shelters open only in rainy or cold weather*). *Winter Shelters (open every night during the winter months)* are critical and operate as part of a multi-organizational effort. Additionally, during evenings of inclement weather, a network of homeless shelters, street outreach teams and other community partners provide overnight accommodations and other additional resources.

There are currently two winter warming stations in Hayward: One operated by the South Hayward Parish and the other operated by the First Presbyterian Church. The South Hayward winter warming station is operated by South Hayward Parish at 27287 Patrick Ave, in Hayward and began operations on December 1st with 25 first-come first-served spaces for individuals 18 and older. The WSS is open on evenings with predicted weather 70% chance of rain or less than 40F

temperatures. The First Presbyterian Church winter warming station began its operation on December 1st with 25 spaces for individuals 18 and older. It is located at 2490 Grove Ave, Castro Valley. The First Presbyterian Church winter warming station is open on evenings with cold or rainy weather predicted, with schedules set weekly. Lastly, the City of Hayward is currently in negotiations with New Life Christian Church to open a winter warming station at their B Street location in North Hayward/Downtown.

Who is serve, the process for obtaining overnight shelter and hours of operation varies based on each of the warming stations own policies. Information regarding Winter Emergency Resources and other emergency shelters is updated multiple times a day and available by calling 211. A matrix of Winter Emergency Housing Resources across Alameda County can be found on the [Alameda County Health Care for the Homeless website](#).

LONG TERM EFFORTS: MEASURE A1 AND AFFORDABLE HOUSING

Measure A1, the Alameda County Housing Bond, was passed by over 73% of the voters in November 2016. The \$580 million housing bond addresses the housing affordability crisis by focusing on people experiencing homelessness, low income families, first time home buyers, the disabled, elderly, and veterans. Advocacy work by EveryOne Home ensures that 20% of new rental housing development be reserved for extremely low-income households at or below 20% Area Median Income. The bond will fund three programs related to homeownership and two rental housing development programs.

The City of Hayward has held several work sessions over the 1 ½ years to address both short and longer-term strategies and policy considerations to address the housing affordability and Homeless issues facing the City, while proactively increasing regional coordination efforts. On February 6, 2018, a work session is scheduled with the Council to review options for potential anti-displacement strategies. In preparation for the February 6th work session, initial community conversations were held with tenants and landlords. An online survey will be available on the City of Hayward's website on January 12th, 2018.