



COMMUNITY AND SENIOR SERVICES COMMISSION

Lisa Marshik
Berkeley Miller
Danice Picraux
Lily Sarafan
Vincent Man, Student

Dave Knapp
Evelyn Mitsunaga
Tom Picraux
Danika Lyle, Student

COMMUNITY AND SENIOR SERVICES COMMISSION AGENDA

TUESDAY, MARCH 22, 2016 - 5:00 P.M.

**Los Gatos Town Council Chambers
110 E. Main Street (Downstairs)
Los Gatos, California**

***REMOTE LOCATION PARTICIPANT:**

*Commissioner Lily Sarafan
Location: 2500 Calvert St. NW
Washington, DC - 20008*

The Town of Los Gatos strongly encourages your active participation in the public process, which is the cornerstone of democracy. If you wish to speak to an item NOT on the agenda, you may do so during the "Verbal Communications" period. The time allocated to speakers may change to better facilitate the Community and Senior Services Commission meeting.

The purpose of the Community and Senior Services Commission meeting is to conduct the business of the community in an effective and efficient manner. This is done by following meeting guidelines set forth in State law and in the Town Code. Conduct which is considered disruptive during Community and Senior Services Commission meetings include, but is not limited to:

- Addressing the Community and Senior Services Commission without first being recognized;
- Interrupting speakers, Community and Senior Services Commission members, and Town staff;
- Continuing to speak after the allotted time has expired;
- Failing to relinquish the podium when directed to do so; and
- Repetitiously addressing the same subject.

For the benefit of the community, the Town of Los Gatos asks that you follow the Town's meeting guidelines while attending Community and Senior Services Commission meetings and treat everyone with respect and dignity.

Writings related to an item on Community & Senior Services meeting agenda distributed to members of the Commission within 72 hours of the meeting are available for public review at the front desk of the Los Gatos Public Library, located at 100 Villa Avenue and are also published on the official Town of Los Gatos website.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Town Manager's Office at (408) 354-6832. Notification 48 Hours before the meeting will enable the Town to make reasonable arrangements to ensure accessibility to the meeting. [28 CFR 35, 102-35.104]

1. ROLL CALL

2. COMMUNICATIONS

- 2.1 Verbal (Three minute time limit per speaker for subjects not agendized)
- 2.2 Written

3. APPROVAL OF MINUTES

- 3.1 February 23, 2016 (Attachment 1)

4. STAFF UPDATES

- 4.1

5. PUBLIC HEARING

- 5.1 Consider the allocation of Human Services Grant Funds (Attachment 2)
for FY 2016/17, including:
 - Open and hold public hearing;
 - Close the public hearing;
 - Adopt a recommendation to the Town Council that it allocate FY 2016/17
General Fund Human Services grants as shown in Exhibit A

6. ADJOURNMENT

Adjourn to April 26, 2016

ATTACHMENTS

- 1. February 23, 2016 Minutes
- 2. FY 2016/17 Human Services Grant Funding Memorandum (with Exhibit A: FY 2016/17 Human Services Grant Funding Recommendations)
- 3. Human Services Grant application summaries

ATTENDANCE: Please contact the Town Manager's Office at (408) 354-6834 if you are unable to attend. The current Town Attendance Resolution states that any commissioner who is absent from two regular meetings held in a twelve month period shall surrender his or her office on the Commission.

DRAFT



COMMUNITY AND SENIOR SERVICES COMMISSION

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TOWN OF LOS GATOS COMMUNITY AND SENIOR SERVICES COMMISSION MEETING MINUTES

February 23, 2016
5:00 P.M.

Library Conference Room, 100 Villa Ave
Los Gatos, California

1. ROLL CALL

Members Present: Marshik, Knapp, Miller, Mitsunaga, D. Picraux, T. Picraux,
Sarafan, Lyle, and Man

Members Absent: None

Also Present: Christina Gilmore, Staff
Janet Sumpter, LGS Recreation
Diana Miller, Project Manager, Senior's Agenda, Department of Aging
and Adult Services
Anabel Pelham, Director, Center for Age-Friendly Excellence

2. COMMUNICATIONS

2.1 Verbal (Three minute time limit per speaker for subjects not agendized)

2.2 Written

- Ms. Gilmore distributed a letter from Hear Well Audiology.

3. APPROVAL OF MINUTES

3.1 January 26, 2016

MOTION: Motion by Commissioner Knapp to approve the January 26, 2016, meeting minutes. **Seconded by Commissioner Mitsunaga.**

VOTE: Motion carried unanimously 5-0-0.

4. STAFF UPDATES

4.1 FY 2016-17 Community Grant Process and Schedule

- Ms. Gilmore notified the Commission that the Grant Evaluation Committee met on February 10 to review the grant applications and make a preliminary funding recommendation to the Town Council at the March 1 Town Council meeting as part of the FY 2015/16 Mid-Year Budget review.

4.2 March 22, 2016 Community Grant Public Hearing

- Ms. Gilmore notified the Commission that the public hearing will be scheduled for the next regular Commission meeting on March 22, 2016.

5. SENIOR ISSUES: Los Gatos Recreation, Status Report

- Janet Sumpter presented the report.

6. OTHER BUSINESS

6.1 Grant Evaluation Committee Update

- Commissioner Marshik presented the report of the Committee.
- The Committee has made a preliminary recommendation to allocate the \$90,000 in grant funds available based on the FY 2015/16 allocation, and requesting an additional \$10,000 for FY 2016/17 to allocate to West Valley Community Services to fund case management. The Committee is also preliminarily recommending a 3% cost of living increase be applied to total grant funds available beginning in FY 2017/18.

6.2 CASA under 21 Update

- Commissioners Man and Lyle reported that they began conducting a survey of students at Los Gatos High School and Saratoga High School to learn about how to address positive and negative stress outlets for teenagers.

6.3 WHO Age Friendly Cities Presentation

- Diana Miller gave a presentation about the history and background of the WHO Age Friendly Cities program and answered questions about how the Town of Los Gatos could potentially become involved in this program.
- The Commission agreed that a taskforce should be convened, and comprised of CSSC Commission members and other members of the Community to review the program requirements and formulate a recommendation to the Town Council.
- Commissioner Miller volunteered to be a part of the taskforce once it is established.

MOTION: Motion by Commissioner Mitsunaga that the CSSC pursue becoming a WHO Age Friendly City and to bring forward this recommendation as part of the

Commission work plan for Town Council review and consideration. **Seconded** by **Commissioner Sarafan**.

VOTE: Motion carried unanimously 5-0-0.

7. COMMUNITY CONNECTIONS

- No report was presented.

8. LIAISON REPORTS

8.1 HCDAC

- Commissioner Knapp reported on the activities of the HCDAC.
- The Committee has reviewed the applications for funding received and will be making recommendations to the Board of Supervisors for the allocation of the HCDAC funds.
- The County is also considering simplifying the process of the committee review and oversight, so that the committee will consist of a group of five elected officials.
- Commissioner Knapp suggested that the Town consider adopting the HCDAC application format for the annual Community Grant process.

8.2 Sourcewise

- Commissioner D. Picraux reported that Sourcewise continues its review of the draft four year senior services Area Agency Plan and it will be released to the public in early spring.

9. ADJOURNMENT

Adjourn to March 22, 2016



MEMORANDUM

Office of the Town Manager

DATE: MARCH 17, 2016

TO: COMMUNITY AND SENIOR SERVICES COMMISSION

FROM: CHRISTINA GILMORE, ASSISTANT TO THE TOWN MANAGER

SUBJECT: FY 2016/17 HUMAN SERVICES COMMUNITY GRANT ALLOCATION RECOMMENDATIONS

RECOMMENDATION:

Consider the recommended allocation of the Human Services Community Grant funds for FY 2016/17, including:

1. Open and hold a public hearing;
2. Close the public hearing;
3. Adopt a recommendation to the Town Council that it allocate \$100,000 for FY 2016/17 General Fund Human Services Community grants as shown in Exhibit A.

BACKGROUND:

The Community Grant program provides grants to non-profit agencies through the General Fund. Arts, Cultural and Educational grants are reviewed by the Arts and Culture Commission for recommendation to the Town Council; the Human services applications are reviewed by the Community and Senior Services Commission. The grant application process is on a one-year cycle; the applications discussed in this report are requesting funds for FY 2016/17.

This report summarizes the recommendation of the Community and Senior Services Grant Evaluation Committee, developed at its February 10 meeting. At its March 22 meeting, the Community and Senior Services Commission will hear verbal presentations from the applicants, consider this preliminary recommendation, and adopt a final recommendation to the Town Council. The Town Council will consider the Commission's recommendation at its May 17 meeting.

DISCUSSION:

The Town received seven applications for funding in the amount of \$109,094 in the Human Services category. A general fund allocation in the amount of \$100,000 is available for human services agencies in the FY 2016/17 budget year. The Town Council took action on March 1, 2016 during the FY 2015/16 Mid-Year Budget review to increase the general fund allocation for FY 2016/17 by \$10,000 from the current FY 2015/16 allocation of \$90,000. Summaries of these applications are attached as Attachment 3. As noted above, the Community and Senior Services Grant Evaluation

DISCUSSION (cont'd):

Committee members met on February 10 to discuss the services provided by the applicants, the benefit received by Los Gatos residents, and the agencies' funding requests.

Funding Recommendations

The Community and Senior Services Grant Evaluation Committee carefully considered the applications of the agencies, their past performance, their benefit to the Los Gatos community, and the funding available. Based on this evaluation, the Committee is presenting the following recommendations for Commission consideration.

Counseling and Support Services for Youth

Fund the Counseling and Support Services for Youth in the amount of \$15,000 to provide over 100 hours of mental health services each week for the entire academic school year, with three therapists on the Los Gatos High School campus every school day. CASSY will also provide mental health services at Fisher Middle School for 18-30 hours per week.

Support Network for Battered Women/YWCA

Fund the Support Network for Battered Women/YWCA in the amount of \$6,000 to deliver life-saving domestic violence support services to families suffering from abuse, by providing a 24-hour toll free bilingual (English/Spanish) crisis hotline, an emergency shelter hosting 16 beds, and three residential apartments, comprehensive case management, counseling services, and legal services.

Live Oak Senior Nutrition & Service Center

Fund Live Oak Senior Nutrition & Service Center in the amount of \$28,500 to provide senior nutrition; socialization; referral services and transportation to approximately two hundred Los Gatos clients.

Live Oak Adult Day Services

Fund Live Oak Adult Day Services in the amount of \$13,000 to serve approximately three hundred frail, at-risk seniors, twenty of whom will be senior residents residing within the Town of Los Gatos, with age appropriate social and recreational activities, nutritious meals (breakfasts, hot lunches and snacks), and personal care and attention from trained professionals.

Next Door Solutions to Domestic Violence

Fund Next Door Solutions to Domestic Violence in the amount of \$15,000 to provide 52 low-income Los Gatos residents with the primary services of Shelter, Support Groups, and Community and Systems Advocacy to through the following programs:

- Emergency 24/7 Shelter Next Door;
- Bilingual, English-Spanish 24-7 Crisis Hotline (located at the Shelter);
- Case Management;
- Crisis Counseling:
 - Risk assessments
 - Safety planning
- 10 Support Groups (including one in Los Gatos which takes place 50 times per year)
- Legal Advocacy

DISCUSSION (cont'd):

- Restraining orders
- Supportive services

United Way Silicon Valley (2-1-1)

Fund United Way Silicon Valley (2-1-1) in the amount of \$2,500 to provide a free phone number and online database that connects Santa Clara County residents quickly and effectively to existing health and human service programs, joblessness support and disaster response information in their communities. This service is available 24 hours a day, 7 days a week and in 170 different languages.

West Valley Community Services

Fund West Valley Community Services in the amount of \$20,000 to provide services through Community Access to Resource Education (CARE) program to provide both case management and wrap around services to help at-risk and vulnerable families manage crisis and provide stabilization to help them to move towards self-sufficiency. The target population of CARE includes seniors, families with children, at-risk youth and disabled residents on extremely low income or fixed income. CARE also works with individuals and families who are homeless or are at-risk of losing housing

A summary of these recommendations is included in Exhibit A.

CONCLUSION:

The Community and Senior Services Grant Evaluation Committee recommends that the Community and Senior Services Commission review and approve this recommendation to present to the Town Council regarding the FY 2016/17 Community Grant funds for Human Services programs.

Attachments:

1. February 23, 2016 Minutes
2. FY 2016/17 Human Services Grant Funding Memorandum (with Exhibit A: FY 2016/17 Human Services Grant Funding Recommendations)
3. Human Services Grant application summaries

Distribution:

Counseling and Support Services for Youth
Support Network for Battered Women/YWCA
Live Oak Senior Nutrition & Service Center
Live Oak Adult Day Services
Next Door Solutions to Domestic Violence
West Valley Community Services
United Way Silicon Valley (2-1-1)

Human Services Grants

FY 2016/17 Funding Recommendation

Agency	FY 2015/16 Awards	FY 2016/17 Request	FY 2016/17 Evaluation Committee Recommendation
CASSY	\$15,000	\$20,000	\$15,000
Live Oak Senior Nutrition & Service Center	\$26,500	\$30,000	\$28,500
Live Oak Adult Day Services	\$13,000	\$13,094	\$13,000
Next Door Solutions to Domestic Violence	\$15,000	\$15,000	\$15,000
Parents Helping Parents	\$2,000	-	-
Support Network for Battered Women/YWCA	\$6,000	\$6,000	\$6,000
West Valley Community Services	\$10,000	\$20,000	\$20,000
United Way Silicon Valley (2-1-1)	\$2,500	\$5,000	\$2,500
TOTAL	\$90,000	\$109,094	\$100,000

JAN 21 2016

**Town of Los Gatos
FY 2016/17 Community Grant Program
Application Summary**

CLERK DEPARTMENT

Project: Project/Program: Adult Day Care – Los Gatos
Program Manager: Colleen Hudgen, Executive Director
Kelly Mitchell, Program Director, Los Gatos center

Agency: Name of Agency: LIVE OAK ADULT DAY SERVICES
Site Address: 111 Church Street, Los Gatos, CA 95030
Name of Executive Director: Colleen Hudgen

Project Description: Provide brief description of agency, agency goals, and agency services. List direct services and quantity below.

Direct Services

Service	FY 2016/17 (proposed)	FY 2015/16 (actual)
Days of adult day care (recreation and social activities) provided to Los Gatos frail seniors.	1400	FY 2014/15 – 1395 FY 2015/16 (as of 12/31/2015) 368
Days of respite provided to Los Gatos caregivers corresponding to program days.	1400	FY 2014/15 – 1395 FY 2015/16 (as of 12/31/2015) 368
Noon meals provided to Los Gatos frail seniors.	1400	FY 2014/15 – 1395 FY 2015/16 (as of 12/31/2015) 368
Breakfasts provided to Los Gatos frail seniors.	1400	FY 2014/15 – 1395 FY 2015/16 (as of 12/31/2015) 368

Program Funding: Provide prior year fiscal year actual budget amounts and proposed amounts for new fiscal year.

Program Funding:	FY 2016/17 (requested)	FY 2015/16 (adopted)	Clients:	FY 2016/17 (proposed)	FY 2015/16 (actual)
Town annual funding amount	13,094	13,000	Unduplicated annual Los Gatos clients	20	31 (1 st half 2015-16)
Total annual program budget	179,192	211,399	Total unduplicated annual clients	64	83 (1 st half 2015-16)
Town \$ as % of annual total	7.3%	6.1%	Los Gatos clients as % of annual total	31%	24%
			Annual services per Los Gatos	1400	1395

JAN 22 2016

CLERK DEPARTMENT

**Town of Los Gatos
FY 2016/17 Community Grant Program
Application Summary**

Project:

Project/Program: **School Based Therapeutic Services at Los Gatos High School and Fisher Middle School**

Program Manager: **Darin Conway**

Agency: Name of Agency: **Counseling and Support Services for Youth (CASSY)**

Site Address: **Los Gatos High School 20 High School Court Los Gatos, CA 95030**

Name of Executive Director: **Christy Hayes**

Project Description: Provide brief description of agency, agency goals, and agency services. List direct services and quantity below.

Counseling and Support Services for Youth has adopted three impactful goals for the 2016-2017 year:

- Nurture a student's ability to form and maintain peer and/or familial relationships in 80% of students served, therefore increasing prosocial behaviors and decreasing the likely hood antisocial behaviors such as of drug use and bullying.
- Students develop better coping skills to lower anxiety, stress, and the possibility of negative educational outcomes in 90% of young people served and provide psychoeducation to the school community through the Linking Education and Awareness for Depression and Suicide (LEADS) presentations, educating at least 50% of high school populations on depression and suicide.
- Mediate and stabilize 95% of crisis situations such as suicidal thoughts, grave disability (which includes, but is not limited to psychosis, eating disorders, etc.), or other threats of violence.

Direct Services

Service	FY 2016/17 (proposed)	FY 2015/16* (actual)
1. Psychotherapy sessions (individual, family, group and crisis)	2500	1136
2. Classroom presentations	18	13
3. Peer Mediation Training	30	15
4. Staff trainings and consultations	300	265
5. Community Education Presentations	10	6

**These numbers are year-to-date, not annualized*

Program Funding: Provide prior year fiscal year actual budget amounts and proposed amounts for new fiscal year.

Program Funding:	FY 2016/17 (requested)	FY 2015/16 (adopted)	Clients:	FY 2016/17 (proposed)	FY 2015/16 (actual)
Town annual funding amount	\$20,000	\$15,000	Unduplicated annual Los Gatos clients	1000	387
Total annual program budget	\$366,000	\$366,000	Total unduplicated annual clients	18,000	5000
Town \$ as % of annual total	5%	4%	Los Gatos clients as % of annual total	5%	7%
			Annual services per Los Gatos client		

JAN 22 2016

Town of Los Gatos
FY 2016/17 Community Grant Program
Application Summary

CLERK DEPARTMENT

Project: Project/Program: Community Access to Resource and Education (CARE)
Program Manager: Sujatha Venkatraman

Agency: Name of Agency: West Valley Community Services
Site Address: 10104 Vista Drive Cupertino CA 95014
Name of Executive Director: Josh Selo

Project Description:

West Valley Community Services (WVCS) provides the most vital and basic human services to the community's neediest individuals and families. Rather than only providing basic needs services, WVCS Community Access to Resource and Education (CARE) program is designed to support the most vulnerable and high risk residents of Los Gatos through case management and supportive services. CARE is intended to help improve self-sufficiency of families and individuals by connecting them to community resources and working with them on capacity building. The main objectives of CARE are to encourage more stable and sustainable solutions which will foster self-sufficiency instead of dependency, and to make services easily available and accessible to clients.

Direct Services

Service	FY 2016/17 (proposed)	FY 2015/16 (actual)
Case Management	30	20
Information and Referral to other resources to build stability	10	10

Program Funding: Provide prior year fiscal year actual budget amounts and proposed amounts for new fiscal year.

Program Funding:	FY 2016/17 (requested)	FY 2015/16 (adopted)	Clients:	FY 2016/17 (proposed)	FY 2015/16 (actual)
Town annual funding amount	20,000	10,000	Undup annual LG clients	40 Household	20 Household
Total annual program budget	150,000	150,000	Total undup annual clients	500 Household	500 Household
Town \$ as % of annual total	13%	7%	LG clients as % of annual total	8%	4%
			Annual services per LG client	10	10

JAN 22 2016

CLERK DEPARTMENT

**Town of Los Gatos
FY 2016/17 Community Grant Program
Application Summary**

Project: Project/Program: Live Oak Senior Nutrition Center
Program Manager: Mary Alden Goulart

Agency: Name of Agency: Live Oak Senior Nutrition Center
Site Address: 111 Church St, Los Gatos, CA 95030
Name of Executive Director: Mary Alden Goulart

Project Description: Provide brief description of agency, agency goals, and agency services. List direct services and quantity below.

Direct Services:

Service	FY 2016/17 (proposed)	FY 2015/16 (actual)
Meals Served	13000	9406
Transportation	3000	2816
Homebound Assistance	350	278
Phone Assistance and Referrals	600	710
Outreach Paratransit	2700	2604
Health Screening	200	116
Avg. Weekly Socialization (hrs)	3500	4714

Program Funding: Provide prior year fiscal year actual budget amounts and proposed amounts for new fiscal year.

Program Funding:	FY 2016/17 (requested)	FY 2015/16 (adopted)	Clients:	FY 2016/17 (proposed)	FY 2015/16 (actual)
Town annual funding amount	\$30,000	\$26,340	Unduplicated annual Los Gatos clients	200	200
Total annual program budget	\$192,788	\$198,011	Total unduplicated annual clients	300	300
Town \$ as % of annual total	16%	13 %	Los Gatos clients as % of annual total	67%	67%
			Annual services per Los Gatos client	\$947	\$965

JAN 22 2016

Town of Los Gatos
FY 2016/17 Community Grant Program
Application Summary

CLERK DEPARTMENT

Project: Project/Program: Shelter and Support Services for Victims of Domestic Violence
Program Manager: Colsaria Henderson

Agency: Name of Agency: Next Door Solutions to Domestic Violence (NDS)
Site Address: 234 E. Gish Road, Suite 200; San Jose, CA 95112
Name of Executive Director: Kathleen Krenek

Project Description: Provide brief description of agency, agency goals, and agency services. List direct services and quantity below.

Since 1971, 45 years, Next Door Solutions to Domestic Violence (NDS), an autonomous, 501c3 nonprofit based in San Jose, has served hundreds of thousands of women and children impacted by domestic violence (DV), creating pathways for survivors to move from crisis to safety, stability and self-sufficiency. Our mission is “to end domestic violence in the moment... and for all time.” NDS looks to use strategies of Intervention, Prevention, and Elimination of Domestic Violence to achieve long-term goals of:

- Persons involved in intimate relationships will be safe
- Santa Clara County will be a recognized leader in prevention, changing the norm for future generations

NDS leverages its experience and expertise by implementing comprehensive, compassionate, woman-defined services to financially, ethnically, and linguistically diverse families in Santa Clara County (SCC) through bilingual services specifically addressing the unique needs of DV survivors:

- Crisis Services: Emergency Shelter and Hotline – safe haven, food, case management, counseling, other supportive services. The Shelter and Hotline are open 365 days a year, 24 hours each day.
- Support Groups: 13 county wide, including one in Los Gatos
- Community and Systems Advocacy: walk-in crisis counseling, legal advocacy, peer counseling
- Self-Sufficiency: HomeSafe affordable shared housing and transitional services, self-sufficiency workshops, and Kids Club (positive play for clients’ children)

Community Program Direct Services

Service	FY 2016/17 (proposed)	FY 2015/16 (actual – to 12/31/15)
Shelter – inclusive services	28	8
Support Groups	240	140
Advocacy	80	12

Program Funding: Provide prior year fiscal year actual budget amounts and proposed amounts for new fiscal year.

Program Funding:	FY 2016/17 (requested)	FY 2015/16 (adopted)	Clients:	FY 2016/17 (proposed)	FY 2015/16 (to 12/31/15)
Town annual funding amount	\$15,000	\$15,000	Unduplicated annual Los Gatos clients	52*	24
Total annual program budget	\$50,776	\$41,292	Total unduplicated annual clients	52*	67
Town \$ as % of annual total	29.5%	36.3%	Los Gatos clients as % of annual total	100%	100%
			Annual services per Los Gatos client	6.7	4.25

NOTE *: Does not include those who receive Crisis Counseling through the 24/7 Hotline as we are unable to track duplication; we do track zip code information and estimate that 50 calls will be from Los Gatos residents; provision of any personal information is the callers decision.

**Town of Los Gatos
FY 2016/17 Community Grant Program
Application Summary**

**RECEIVED
TOWN OF LOS GATOS
JAN 22 2016**

Project: Project/Program: 211 Santa Clara County
Program Manager: Daniel Lucero

CLERK DEPARTMENT

Agency: Name of Agency: United Way Silicon Valley
Site Address: 1400 Parkmoor Avenue, Suite 250 San Jose, CA 95126
Name of Executive Director: Sandra Miley

Project Description: Provide brief description of agency, agency goals, and agency services. List direct services and quantity below.

United Way Silicon Valley (UWSV), an independent local affiliate of United Way Worldwide, was established in 1922 as a nonprofit charitable organization that is governed by a Board of Directors who are business leaders from the community serving without compensation. United Way Silicon Valley's (UWSV) mission is *to focus community resources to help families and individuals fully engage in increasing their self-sufficiency, educational achievement and opportunity for success*. UWSV believes we can achieve this by helping families with young children become economically secure, physically and emotionally healthy, and able to support their children's educational success. We believe everyone deserves opportunities for a good life and that's why United Way is focused on improving the building blocks of a good life -- Income, Education and Health -- for every Silicon Valley resident.

- Income: Our programs are focused on realistic solutions that increase income, assets, savings, and ultimately long-term economic independence for individuals and family.
- Education: We not only support programs that ensure children and youth are socially and emotionally ready to learn, but also efforts that help parents and caregivers effectively support their children's educational success.
- Health: We are working to improve people's health through advocacy and partnerships with other organizations.

211 is a free phone number and online database that connects Santa Clara County residents quickly and effectively to existing health and human service programs, joblessness support and disaster response information in their communities. It is available 24 hours a day, 7 days a week and in 170 different languages. Nationally, 211 covers 90 percent of the US population. Currently, over 92 percent of the California's population has access to the 211 toll-free and online services.

211 information and referral providers connect people of all income levels and language and cultural backgrounds to resources tailored to their needs and circumstances, taking into account accessibility, eligibility requirements and other factors through live assistance from certified information and referral specialists or online. In 2015, over 31,000 Santa Clara County residents relied on 211 for help finding needed community services such as rent and mortgage assistance, food and shelter, healthcare, job training, transportation, childcare, and senior care. 211 SCC

services have also been important gateways for enrolling low- and moderate-income families in health insurance programs, including Healthy Families and the county-based Children's Health Initiative.

Additionally, 211 SCC plays a critical role in providing information and support in times of disaster, such as evacuation, shelter, food, medical and recovery information, and providing public officials with feedback from callers about changing conditions.

Direct Services

Service	FY 2016/17 (proposed)	FY 2015/16 (actual)
All Los Gatos residents have free 211SCC phone access	30,735*	30,735*
All Los Gatos residents have free 211SCC website access if they have internet service at www.211scc.org	30,735*	30,735*
All Los Gatos residents have free TTY access to 211SCC by calling 866-390-6845	As Needed	As Needed

*The 211 service is available to all Los Gatos residents. The Town of Los Gatos population is based off information from the U.S. Census Bureau (2013).

Program Funding: Provide prior year fiscal year actual budget amounts and proposed amounts for new fiscal year.

Program Funding:	FY 2016/17 (requested)	FY 2015/16 (adopted)	Clients:	FY 2016/17 (proposed)	FY 2015/16 (actual)
Town annual funding amount	\$5,000	\$2,500	Unduplicated annual Los Gatos clients	N/A	N/A
Total annual program budget	\$14,450,000	\$14,175,899	Total unduplicated annual clients	N/A	N/A
Town \$ as % of annual total	3.4%	1.7%	Los Gatos clients as % of annual total	N/A	N/A
			Annual services per Los Gatos client	N/A	N/A

JAN 22 2016

**Town of Los Gatos
FY 2016/17 Community Grant Program
Application Summary**

CLERK DEPARTMENT

Project: Project/Program: *Domestic Violence Support Services for Los Gatos Residents*
Program Manager: **Amie McClane, Director of Support Services**

Agency: Name of Agency: **YWCA Silicon Valley**
Site Address: **375 S. Third Street, San Jose, CA 95112**
Name of Executive Director: **Tanis Crosby**

Project Description: Provide brief description of agency, agency goals, and agency services. List direct services and quantity below.

As the first (founded in 1905) and only multi-service agency for women in Santa Clara County, the YWCA Silicon Valley empowers and heals, and makes it possible for women, children, and families to flourish. The YWCA's goal, related to domestic violence, is to provide a safe and confidential environment where women, children, families and men experiencing domestic violence can receive critical support services. The YWCA will provide the Town of Los Gatos with essential domestic violence services including: a 24-hour toll-free hotline (English/Spanish), emergency shelter, basic needs (i.e. food, clothing, toiletries, etc.), crisis counseling, legal advocacy, individual and/or group therapy, children's play therapy, children's art therapy, preventative education, safety planning, domestic violence education, information and community referrals.

Direct Services:

Service	FY 2016/17 (proposed)	FY 2015/16 (actual)
Domestic Violence Support Services	35 (unduplicated clients)	17 (unduplicated clients served through December 2016)

Program Funding: Provide prior year fiscal year actual budget amounts and proposed amounts for new fiscal year.

Program Funding:	FY 2016/17 (requested)	FY 2015/16 (adopted)	Clients:	FY 2016/17 (proposed)	FY 2015/16 (actual)
Town annual funding amount	\$6,000	\$6,000	Unduplicated annual Los Gatos clients	35	17
Total annual program budget	\$1,890,675	\$1,890,675	Total unduplicated annual clients	1071	600
Town \$ as % of annual total	0.3%	0.3%	Los Gatos clients as % of annual total	3.2%	2.8%
			Annual services per Los Gatos client	4	5