



# CENTER FOR INDEPENDENCE

of Individuals with Disabilities

*Serving San Mateo County*

Laura Harrison, HAM Coordinator

Paul Cruz, CID Program Manager

Government Code Section  
54957.5  
SB 343 Agenda: 03/08/2023  
Reg CC Item # 11

1. What services we provide:

CID provides home modifications to ensure that housing is accessible and safe for people with disabilities and older adults. Using CDBG funds, the HAM Program coordinates the installation of ramps, handrails, grab bars, lifts, and other modifications that ensure low-income SMC residents can independently access their homes and community.

2. What goals we have accomplished so far:

CID encountered unplanned staffing changes in 2022. Since then, hired a new Program Coordinator, Laura Harrison, who is working diligently to help SMC residents spend down CID's CDBG funds for HAM projects this year.

3. What we did to reach our goals this year:

With the new Coordinator, revamped the intake process, updated data management systems, connected with county/city officials to strategize, over 50+ intakes sent out in the last two months.



Karen A Ferguson, CEO

**What services we provide:**

CORA supports clients fleeing domestic violence/ abuse with a comprehensive range of services including emergency/safe housing, case management, legal services, financial assistance, and mental health services with the goal of providing survivors safety, support and healing.

**What goals we have accomplished so far:**

- Exceeded last year goal by providing shelter to 8 Households from SSF.
- As of Q2 end (Dec 31, 2023), halfway to goal of serving 6 Households in SSF.

**What we did to reach our goals this year:**

- CORA has ramped up safehouse/ shelter and we are back to full occupancy.
- CORA utilizes funding from the State, HUD, and the County to successfully move clients from Safehouse/ Shelter to independent, permanent housing.
- CORA partners with many agencies (housing, mental health, financial) to support clients with wraparound services.
- CORA's range of services including legal, mental health and case management are free.



**El Concilio Of  
San Mateo County**

Ana Avendano, Executive Director

1. What services we provide:

Peninsula Minor Home Repair program provides underserved communities with minor home repairs, home upgrades which equate to cost savings on their energy bills.

Some of the measure we install include: Roof Repair, interior ceiling and wall, appliance upgrades, handicap ramps, bathroom safety rails, flooring and weatherization measures.

2. What goals we have accomplished so far:

\$10,00 of installation measures for several homes in South San Francisco

That range from roof repairs, ceiling closures and finishing, bathroom handicap safe

3. What we did to reach our goals this year:

Sub-contracting for labor has made it possible for us reach our goals this year. The opportunity to work with contractors that have additional specific skills to install all necessary measures to improve the health and well being of our clients while helping to save money for them.



Cecilia Chu , Executive Director  
Yanhia Crespín, Program  
Coordinator



**1. What services we provide:**

- a. Volunteer Recruitment and Screening
- b. 1-to-1 Mentoring
- c. Weekly Case Management
- d. Mentor Curriculum
- e. Parent and Community Training through WHY

**2. What goals we have accomplished so far:**

- a. 8 households served, 29 individuals
- b. built relationship with South City High for more 1-to-1 referrals
- c. 81% have had new experiences with their mentors
- d. 84% feel happier / more positive since meeting their mentor
- e. **97% enjoy spending time with their mentor**
- f. **95% would recommend a mentor to other young people**

**3. What we did to reach our goals this year:**

- a. partnered with BHRS and Edgewood Center for 1-to-1 referrals
- b. pre and post mentee outcome evaluation survey
- c. mentor feedback survey to inform mentor curriculum development

# Health Mobile

Mike Reza, COO

## ▶ What services we provide:

Health Mobile is a non-profit organization providing accessible healthcare to underserved populations of greater Bay Area since 1999 We provide comprehensive dental and primary medical care services. We provide free, comprehensive dental care to **low-income, homeless and senior** populations. We provide; **Dental Exam, Dental X-ray, Dental Cleaning, Fillings, Root Canals, Extractions Oral cancer screening, Smoke cessation, Oral health hygiene, Nutrition and sugar consumption Education.**

- ▶ While providing dental care patients' saliva will airborne adding to the risk of spreading the virus. We had to re-installed special equipment "**safety dome**" on each and every dental chairs, We installed the safety dome and are timing the oral health care service delivery.
- ▶ Providing onsite dental care services calls for step by step preparation, Providing dental care with COVID-19 on the rise takes special handing and preparation.
- ▶ The population we serve, seniors and low-income families are amongst the most at risk population.
- ▶ We have done all the necessary preparation and are ready to deliver the much needed free dental service.



# HIPhousing

Laura Fanucchi  
Director of Programs

## 1. What services we provide:

- Home Sharing Program
- Self-Sufficiency Program (SSP) for low-income families with children & Transitional Aged Youth
- Information & Referral (I&R) Program
- Property Development & Management

## 2. What goals we have accomplished so far:

- Provide housing assistance/community resources to 100 individuals **(81 residents)**
- Interview, screen, and provide housing assistance to 60 people who live/work in SSF **(43 applicants)**
- Place 8 Home Seekers in Home sharing matches **(0 home seekers & 3 Home Providers)**
- Follow-up support to 40 SSF residents in home sharing matches **(quarterly check ins)**
- Provide housing and coaching support SSP families in SSF **(4 adults and 3 children)**
- Provide housing at 317-321 Commercial Avenue, SSF **(17 adults and 11 children)**

## 3. What we did to reach our goals this year:

- Outreach to the community
- Weekly eblasts to clients with affordable housing & community resources
- Development of Information & Referral (I&R) program
- Resumed in-person interviews and home visits

### 1. What services do we provide?

**Housing Team Mission:** To prevent homelessness by preventing the loss of affordable housing for low-income tenants.

Our Housing Team keeps low-income families in their affordable homes through legal representation, advocacy, and education:

- Weekly legal consult appointments with attorneys for clients facing threats to their housing
- Legal representation in court for Unlawful Detainer (eviction) cases
- Organizing with local groups to advocate for policies that strengthen tenant protections

### 2. What goals have we accomplished so far?

- Served 47 persons in 25 households (36% of the goal of 70 for the contract year) through the first half of FY 2022-2023

### 3. What did we do to reach our goals this year?

- We receive referrals from the Superior Court, Core Service Agency (YMCA), SSF Promotoras and other service providers.
- We assisted all SSF residents who came to us with an eviction or other serious legal issues threatening their housing.
- **We recently established a partnership with the City of South San Francisco to provide monthly 'pop-up' clinics for four months for tenants with housing issues. The pop-up clinics will help us reach more SSF residents to meet our goals.**



Sarah Fields | Director, Community Engagement & Public Affairs

1. *What services we provide:*

- LifeMoves is the largest non-profit organization committed to ending the cycle of homelessness for families and individuals in San Mateo and Santa Clara counties. For 35 years, we have given our neighbors experiencing homelessness a temporary place to call home while providing intensive, customized case management through both site-based programs and community outreach. Last year, we provided more than 250,000 nights of shelter, and returned more than 2,100 homeless individuals to stable housing.

2. *What goals we have accomplished so far this year:*

- At Family Crossroads during the first half of this fiscal year (7/1 through 12/31/22), we served 7 South San Francisco families (24 individuals) and provided 6,645 bed nights.
- Across all our sites during the first half of this fiscal year, we served 31 South San Francisco households (67 individuals) and provided 42,349 bed nights.

3. *What we did to reach our goals this year:*

- In addition to providing a safe place to stay and intensive case management, we worked to re-connect homeless families with permanent housing, jobs, and the skills and resources needed to maintain them.





# OMBUDSMAN

ADVOCATES FOR QUALITY OF LIFE IN RESIDENTIAL CARE

Bernadette (Bernie) Mellott, Executive Director

1. What services we provide:

- We are the only program dedicated and legally mandated by the federal government to advocate for the dignity and quality of life of residents living in licensed long-term care facilities in San Mateo County. We are their voice and strength.

2. What goals we have accomplished so far:

- OSSMC has visited the 6 bed RCFE's once a month, visited the larger RCFEs twice a month and sometimes more depending if there are cases at the facilities.
- In South San Francisco (SSF) there are 62 RCFEs with 866 residents.
- In the last seven months, we have open and closed 45 cases and made 373 visits to the facilities in SSF.

3. What we did to reach our goals this year:

- On Tuesday mornings, I hold a case review meeting with the Regional Supervisors and our paid staff Ombudsman. Here we discuss why the case is open, what needs to be addressed to close the cases and how long will it take for this case.
- We download reports from ODIN – state of California's database and see if the facilities have been visited according to our schedule. We maintain all of our information in ODIN.
- We have maintained our visiting schedule throughout this year and also during the pandemic.



Mary Geissler, Grants Manager

1. What services we provide: Our four program areas include: **Early Learning, Financial Empowerment, Employment, and Older Adult Services.** We operate eight Child Development Centers across San Mateo County, including **Leo J. Ryan CDC in South San Francisco** which provides children (ages 3 - 12) with a safe, nurturing environment where they can learn, socialize, and thrive.
2. What goals we have accomplished so far: Preparing children for kindergarten by providing high-quality, developmentally appropriate services. This includes our signature *STEM from the Start* initiative that promotes curiosity and ignites a lifelong love of learning. Promoting school success for students (ages 5-12) by enhancing our ability to provide homework help.
3. What we did to reach our goals this year: All teaching staff have monthly trainings to support professional development through SEEDS. In partnership with The Big Lift, teachers also received 1:1 coaching via a Professional Learning Community model that uses reflective feedback to increase intentional interactions in the classroom. Finally, we added classroom aides to provide homework help for school-age children.



Carole Conn, Executive Director of Project Sentinel

1. What services we provide:

Project Sentinel has been providing comprehensive housing counseling and advocacy, including Fair Housing investigation, enforcement and litigation, since 1976 and we have actively been serving South San Francisco to affirmatively further Fair Housing protections since 2017.

2. What goals we have accomplished so far:

\*Project Sentinel has exceeded its goals for the year in people served with counseling and consultation.

\*Project Sentinel has conducted audits and testing for discriminatory practices, which led to enforcement in two complex cases, now pending in partnership with Civil Rights Division (CRD) and state court. We continue to provide important services to underserved, vulnerable populations in low income housing with Fair Housing enforcement and litigation.

3. What we did to reach our goals this year:

\*Organized case litigation and drafted enforcement letters, filing documentation, prepared for all day mediation and managed legal advocacy processes to advance two significant, Fair Housing cases

\*Significant outreach included meeting presentations, brochure drops and distribution, and attendance at the YMCA SSF Housing Clinic Office Hours and Resource Center to speak to staff and South San Francisco residents.



rape trauma services  
*a center for healing & violence prevention*

Margaret Phillips, Communications Associate

1. What services we provide:

All ages: 24/7 Crisis Line, Advocacy and Accompaniments for survivors of Sexual Violence, Crisis Intervention and Counseling services for all ages, Rape Prevention Education throughout SM County

2. What goals we have accomplished so far:

RTS has supported over 600 children/families who have experienced sexual abuse. RTS has connected over 28 families from SSF to housing resources.

3. What we did to reach our goals this year:

In collaboration with partner agencies, RTS opened and established the CAC, for families experiencing crisis due to sexual abuse, during COVID. There, we have maintained a presence by staffing a Family Advocate to support and follow up with families, connecting them to resources and services.



Melissa Lukin, Executive Director

- 1. What services we provide:** Safe at Home – Year-round minor home repair program that preserves affordable home ownership for income-eligible homeowners for approximately 130 families per year. Sample SSF projects: Minor porch and roof repair/maintenance, new gate installation, bathroom fixtures/accessibility upgrades, bathroom floor waterproofing, gutter cleaning, and gutter/downspout.

National Rebuilding Day – Sponsored teams led by volunteer skilled captains; approximately 30 projects per year.

- 1. What goals we have accomplished so far:** Safe at Home: 2 out of 10 homes repaired. Six in progress. Average cost \$4795 per home. NRD: Three NRD projects scheduled for SSF this spring.
- 2. What we did to reach our goals this year:** a) Enhanced outreach (including in Everything SSF and the Senior Center Newsletter generated calls); b) ongoing skilled volunteer assistance



Tim Russell, Program Director  
Amanda Anthony, Program Manager

1. What services we provide: Entrepreneurship training and technical assistance, vendor opportunities, and networking opportunities
2. What goals we have accomplished so far: Served 49 low-to-moderate income South San Francisco residents to prepare to launch or launch their business; served 34 existing or new businesses
3. What we did to reach our goals this year: Intensive outreach to the Latino community in SSF; organization of multiple events; and adjustment of programming to client needs, including provision of services in Spanish and Cantonese



Telia Wells Lawrence, Shelter Operations Manager

- 1. Services provided:** Safe Harbor Shelter a 105-bed adult, congregate shelter located in South San Francisco, is an integral component of San Mateo County's housing crisis resolution system, providing emergency shelter for the County's unhoused adults, 18 years and older. Safe Harbor has remained open, safe and operable throughout the COVID pandemic, providing clients with nutrition, housing focused case management, housing location services, medical, dental, and behavioral health care, educational programming, coordination of services and referrals to Federal, state, and local benefits, employment assistance and job training, legal services, life skills training, substance abuse treatment services, and other supportive services.
- 2. FY23 goals accomplished:** From July 1, 2022 – February 28, 2023, Safe Harbor served **48** unduplicated residents from the City of South San Francisco with **10,275** services, including budgeting assistance, food, case management and housing location services. **6 out of 33** exited residents or **18%**, successfully moved into permanent housing. An additional **4** residents are currently matched with a housing subsidy and working toward their permanent housing goal.
- 3. How we reached our FY23 goals:** Goals were reached through the provision of housing location and supportive services, including but not limited to: housing-focused case management, bed nights, meal service, Mobile Dental and Health Care Services, clothing, financial empowerment and referral services to outside agencies.



# STAR VISTA

Transitional Youth Services (TYS)

Alyssa Canfield, Program Manager

1. What services we provide:

TYS provides housing assistance and case management for youth ages 18-24 who have aged out of foster care or probation placements. TYS' 24-month Transitional Housing Placement Plus (THP-Plus) program provides three housing options for youth: Single-Site, Host, and Scattered Site. THP-Plus is available for 36 months for youth enrolled in higher education. Our Aftercare program provide case management for youth who have completed the program to ensure they remain housed and successful.

2. What goals we have accomplished so far:

Single Site provides housing to youth in a triplex located in South San Francisco called Orange and Grand. Here youth have the liberty to live rent free & with onsite support of THP staff in addition to case management. Residents are encouraged to build savings to gradually build self-sufficiency before exiting the program. In 2022, we were proud to increase our overall number of youth served from 11 total youth, to surpassing over 40 currently. At Single Site we currently serve 6 (the maximum we can serve at one time at the Orange and Grand triplex).

3. What we did to reach our goals this year:

To reach our goals this year, we increased our staffing, collaborated closely with the County and community providers to expand our resources and advance our agency's Diversity, Equity, and Inclusion (DEI) strategy, navigated and supported the community through the continued impacts of COVID-19, and expanded our services to meet evolving community needs.