

# CITY OF HAYWARD

## Annual Agency Funding Report

Library and Community Services  
777 B Street, Hayward, CA 94541

## **INTRODUCTION**

In Fiscal Year 2016-2017, the City of Hayward awarded approximately 1.3 million dollars in grants to non-profit organizations, City administered programs, and neighborhood groups to address local priority needs. Funded activities included facilities improvements, social services, and economic development programs. Grants provided support to community-based organizations to minimize barriers and create opportunities for Hayward residents. During this reporting period, thousands of individuals and families directly benefited from services supported with City funding.

This Annual Performance Report evaluates the performance of City-funded programs that were provided with Community Development Block Grant (CDBG) and General Fund grants. The data presented reflects funding allocated to and the performance of facilities improvements, services, and economic development programs from July 2016 through June 2017. This report does not include individual participant information related to the six arts and events programs supported with City funding. A total of thirty-four programs are evaluated during this reporting period.

Data was extracted from City Data Services (CDS), an online grants management system utilized by funded agencies to submit quarterly and annual reports. To ensure that funded programs were implemented according to applicable federal and local requirements, Department of Library and Community Services (LCS) staff also conducted contract and performance monitoring. All funded agencies were monitored with a formal desk audit. Additionally, CDBG-funded programs and General Fund funded agencies that underwent executive leadership change, received on-site monitoring visits. Financial management systems, client eligibility, and regulatory compliance were principally reviewed.

## FUNDING

### REVENUE SOURCES

The amount of funding available for grants each year is dependent upon multiple economic variables. This includes the size of the City's CDBG allocation, which is based on formula calculations, as well as the performance of General Fund revenues from property and sales taxes. The CDBG formula calculation can be found on HUD's technical assistance website, One CPD Resource Exchange.

Table 1 below illustrates the amount of CDBG and General Funds available for grants during FY 2016-2017. The trend in federal funding availability over the last few years has been on a steady decline. Alternatively, local fund sources have remained flat.

**Table 1: Summary of Funding Sources and Allocations**

<b>SUMMARY of FUNDING SOURCES and Allocations</b>	
<b>CATEGORY</b>	<b>AMOUNT</b>
CDBG-Infrastructure & Economic Development grants	\$ 253,500
General Fund - Social Services grants	\$ 450,000
General Fund - Arts & Music grants	\$ 81,955
<b>Total Grants to Community Agencies</b>	<b>\$ 785,455</b>
CDBG - City operated programs	\$ 492,360
CDBG - HUD required fair housing activities	\$ 51,000
<b>Total City-operated and HUD mandated programs</b>	<b>\$ 543,360</b>
<b>GRAND TOTAL</b>	<b>\$ 1,328,815</b>

### FUNDING PROCESS

The City conducts a competitive funding process based upon a formally adopted Citizen Participation Plan (CPP). The CPP provided residents with information regarding the range of programs that may be undertaken through CDBG and General-Funded programs, types of programs previously funded in the community, and the amount of funding available.

The Community Services Commission (CSC) is the primary conduit for resident participation in all phases of the funding process. CSC members are Hayward residents appointed by City Council for four-year terms. In collaboration with City staff, the CSC establishes funding recommendations for City Council consideration. A proposal evaluation process is used to review, prioritize, and select programs to receive funding. Programs must meet all federal or local funding requirements, and support locally defined housing and community development goals to be award eligible. The following are examples of criteria considered during the proposal evaluation process:

- City Council Priorities;
- CDBG National Objectives;
- Program eligibility;
- Reasonableness of proposed costs;
- Grantee capacity to carry out the project (incl. fiscal/administrative controls); and
- Priority of needs to be addressed.

City Council ultimately determined the final grant allocations at the conclusion of the funding process. A summary of the fiscal year 2016-2017 funding process follows:

1. Notice of Funding Availability published in newspaper, on City's website and emailed to interested parties on October 3, 2015
2. Mandatory Funding Forum/Bidder's Conference for prospective applicants held at Hayward City Hall on November 9, 2015
3. Proposals due Friday, December 11, 2015
4. Proposals reviewed by City staff and the Community Services Commission
5. Applicants interviewed by an Application Review Committee on Saturday, January 9, 2016 and Saturday, February 6, 2016.
6. The Community Services Commission established draft funding recommendations on February 17, 2016
7. A 30-day Public Notice was published regarding upcoming Council Work Session and Public Hearing.
8. A 30-day Public Comment Period was observed until March 16, 2016
9. The Community Services Commission established final funding recommendations on March 16, 2016
10. City staff presented to Council at a City Council Work Session on Tuesday, April 5, 2016
11. City Council established final grant allocations at the City Council Public Hearing on April 19, 2016

## **ALLOCATIONS**

In FY 2017, grants were allocated to programs that fell into three general categories: Facilities Improvements, Services, and Economic Development. Facilities improvements included the rehabilitation of community-based health centers, homeless shelters and ADA restrooms. Service programs provided a wide array of services that ranged from homelessness prevention, legal aid,

emergency food, to counseling. Economic development programs offered employment training and job placements. All grants were targeted to support low-income residents.

CDBG regulations cap the amount of funding that the City can allocate to public services at fifteen percent. Accordingly, grants allocated to facilities improvements, the Housing Rehabilitation Program and Economic Development activities comprised approximately half of available funds. General Funds augmented CDBG public services funds, and increased the City's ability to provide grants to service programs, which totaled forty percent of available funds.

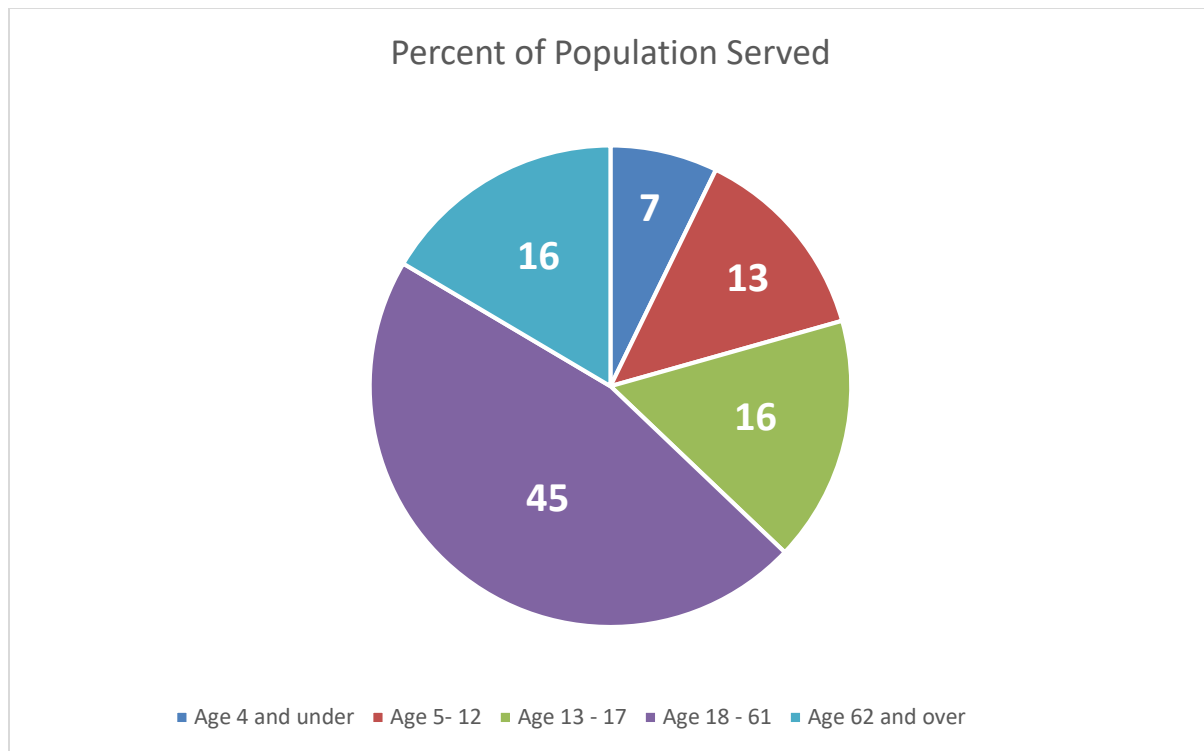
## DEMOGRAPHICS

The City targeted grant awards to programs and projects that served Hayward low-income residents and low-income census tract areas to maximize available funds and resources. During this reporting period 30,882 residents accessed services that were supported with City funding. The following section provides demographic data for the residents that received services.

### AGE

Over a third of Hayward residents that accessed services were under the age of eighteen. Alternatively, fifteen percent fell into the sixty-two years of age or older category. The high percentage of youth that accessed services is likely attributed to programs funded that regularly see large numbers of youth, such as the school-based counseling services and Homework Support Centers. Over forty-four percent of total residents served were of general adult age, between the ages of eighteen through sixty-one. Most of this age group accessed emergency food and information referral services. See Figure 1 below for a breakdown of age groups.

**Figure 1: Age of Hayward Residents Served**



## RACE AND ETHNICITY

The population of the City of Hayward, like communities across the nation has become increasingly diverse. Funded programs reported data based upon race and ethnicity categories established and mandated by HUD. The figures of services accessed in Hayward based upon race, ethnicity, and Hispanic or non-Hispanic identification, generally mirrors data found in comparison to the City's 2010 Census data. See Table 2 below for specific data related to the race and ethnicity of residents served during this reporting period.

**Table 2: Race and Ethnicity of Hayward Residents Served**

<b>Race and Ethnicity</b>	<b>Residents</b>	<b>Percentage</b>
White	7,515	24
Black	3,955	13
Asian	4,697	15
American Indian/Alaskan Native	264	1
Hawaiian/Pacific Islander	718	2
American Indian/White	9,867	32
Black/White	672	2
Asian/White	85	0
American Indian/Black	22	0
Other/Multi-Racial	3,087	10
<b>TOTAL</b>	<b>30,822</b>	<b>100</b>
Hispanic	14,148	48
Non-Hispanic	16,674	52
<b>TOTAL</b>	<b>30,822</b>	<b>100</b>

## HOUSEHOLD INCOME, SIZE and CHARACTERISTICS

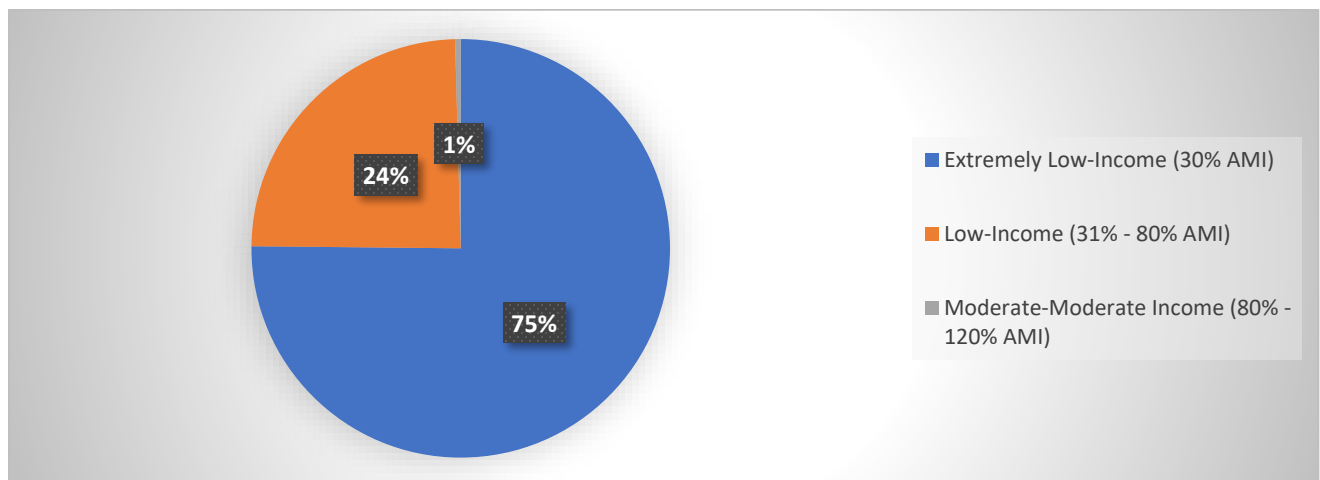
Household income status is calculated in relationship to the estimated City of Hayward area median family income (AMI), with limits set by HUD guidelines and based upon census data. Programs provided with City funding must exclusively use their funding to serve low-moderate income Hayward residents. See Table 3 below for qualifying income brackets based on household size.

**Table 3: FY 2016-2017 INCOME LIMITS**

Household Size								
FY 16 - 17 Income Category	1	2	3	4	5	6	7	8
Extremely Low (30% AMI)	\$ 20,500	\$ 23,300	\$ 26,350	\$ 29,250	\$ 31,600	\$ 33,950	\$ 36,300	\$ 38,650
Low (80%)	\$ 52,650	\$ 60,150	\$ 67,650	\$ 75,150	\$ 81,200	\$ 87,200	\$ 93,200	\$ 99,200
Moderate (120%)	\$ 81,960	\$ 93,600	\$105,360	\$ 117,000	\$ 126,360	\$ 135,720	\$ 145,080	\$ 154,440

During this reporting period, a total of 30,750 low-income Hayward households received services supported with City funding. Of this total, an overwhelming number of households (75%) fell into the Extremely Low-Income bracket of families that earned less than thirty percent of the local median income. Only 134 individuals received services who fell into the moderate-income category. Indicative of both national and local poverty levels, these figures demonstrate the level of need for resources. Figure 2 below provides a breakdown of households by FY 2016-2017 income limits.

**Figure 2: Percentages of Households by Income Limits**



The City also required funded programs report on other household characteristics, which included the number of households with children under the age of eighteen (32%) and households with individuals living with a disability (8%). These household characteristics did have some correlation with accessed services. Most households with minor children accessed services related to school-based counseling and emergency food services. Emergency food services were accessed by the majority of households with an individual living with disability.

## **FUNDED AGENCIES**

It is important to note that almost all funded programs provide multiple program services types. For example, Family Violence Law Center provides free legal assistance for individuals, but also provides assistance in maintaining or securing housing for those individuals. Downtown Streets Team is an economic development (job skills training) program, but also provides case management services to individuals experiencing homelessness. The cross-purpose nature of the agencies and programs funded by the Community Agency Funding program create a robust and collaborative safety net system for low-income Hayward families. Specific performance detail for each youth program can be found in the Performance Detail by Agency table, found on the Page 12.

City of Hayward staff worked with the funded agencies to develop goals based upon past performance, funding allocations, and proposed objectives in their applications. Goals set were ambitious in the current climate, and almost all agencies met or exceed these goals. Staff worked with funded agencies throughout the year and, receiving mid-year or quarterly reports depending upon funding source, and provided technical assistance when necessary. Information regarding circumstances surrounding shortfall goals is outlined in the funding subcategories.

### **FACILITY IMPROVEMENT: \$90,875**

- FESCO facility rehabilitation: \$20,875
- St. Rose Hospital ER rehabilitation: \$40,000
- ADA upgrades to the kitchen of Eden Area YMCA: \$15,000
- ADA accessible restrooms at HARD park location: \$15,000

Infrastructure improvement projects often are not completed within one program year due to the complex nature of the construction, permitting process, and agency requirements. All pending projects will be closed out within FY 2017-2018. Eden Area YMCA was not able to begin the ADA kitchen project and agreed to forgo their 2016-2017 grant allocation. These funds were returned to a pool that was part of the 'Biennial Review of the Community Development Block Grant Program and Authorization of Reallocations of One-Time Available Fund Balance in FY 2018 and FY 2019' which went to Council on July 18, 2017.

### **ECONOMIC DEVELOPMENT: \$157,625**

- Community Child Care Council (4Cs) of Alameda County: \$27,625
- Downtown Streets Team: \$90,000
- Rising Sun Energy Center: \$45,000

4Cs created new jobs for residents that operated child care micro-enterprises through the obtainment of in-home child-care licenses. While Downtown Streets and Rising Sun did not meet permanent job placement goals, their goals did meet HUD spending requirements. Staff worked closely with both organizations to assure that everything possible was being done to place program participants. Both organizations work with difficult to employ populations and while their one-year accomplishments did not meet the aggressive goal set, it should be considered successful.

## **SERVICES**

Grants were provided to programs that fit into five general categories of services:

- Housing and Homelessness Prevention
- Homeless Services
- Food Security
- Legal Services
- Children, Youth and Families

Each Services subcategory shared a common performance measure of number of low-income Hayward residents serviced. Additional performance measures were benchmarked specific to the types of services provided. A total of 30,816 unduplicated Hayward residents were supported by services programs during this reported period. Of that total, 143 received services in Homeless Services category; 656 received services in the Legal Services category; 21,537 received services in the Food Security category; 2,701 received services in the Housing and Homelessness Prevention category; 5,827 received services in the Children, Youth and Families category.

### **Housing and Homelessness Prevention Programs: \$435,496**

- ECHO Housing: \$51,000
- Eden Information & Referral: \$40,000
- City of Hayward Housing Rehabilitation: \$194,496
- Rebuilding Together: \$75,000
- Habitat for Humanity: \$75,000

There were several Housing and Homelessness Prevention programs funded in FY 2016-2017. Services included mediation and counseling, informational workshops, fair housing audits and referrals for housing placements. The City of Hayward also operated their Housing Rehabilitation Program (HRP) under this category. The HRP program included three components: in-house HRP program which hires local contractors to complete health/safety and major system repairs to disabled low-income seniors, collaboration with Rebuilding Together which utilizes local volunteers to make minor repairs to low-income Hayward seniors' homes, and collaboration with Habitat for Humanity's mobile home rehabilitation program. It's important to note that while ECHO did not meet their set goals for eviction prevention and referrals to HUD, this is not a reflection of the organization, but of housing market forces and political climate. ECHO staff has reported that despite best attempts, landlords are less willing to work with them to prevent tenant evictions. Tenants are also now less likely to agree to refer their cases to federal fair housing agencies for fear of retaliation.

### **Children, Youth and Family Programs \$245,864**

- Family Education Program: \$147,864
- SAVE – COPS Program: \$12,000
- CALICO Center: \$20,000
- East Bay Agency for Children: \$18,500
- Horizon Services: \$30,000

- St. Rose FACES for the Future: \$17,500

Programs in this subcategory offered Hayward children, youth and families age services that included abuse prevention and intervention, academic support, group activities, life skills classes, and case management services. Performance was measured by the number of youth residents served. The number of actual youth that received services greatly exceeded the number proposed, largely due to the teen drop-in programs that were funded. SAVE and the Family Education Program were the two programs that also serviced adults and families as a cohesive unit. SAVE's program assisted families affected by domestic violence at the time of crisis and follow up case management throughout the legal process. The Family Education Program assists not only HUSD students in their afterschool program, but their parents through the Hayward Library Literacy and ESL programs.

### **Homeless Services Programs: \$110,000**

- Abode Services - AC Impact: \$30,000
- FESCO Shelter Services: \$40,000
- Ruby's Place Shelter Services: \$40,000

Programs in subcategory offered Hayward residents experiencing homelessness access to housing and supportive services. AC Impact housed chronically homeless individuals in Permanent Supportive Housing with intensive case management. While FESCO and Ruby's Place provided services, emergency shelter and case management to families experiencing homelessness and individuals/families homeless due to domestic violence and/or human trafficking. The tight housing market in the Bay Area created a significant challenge for agencies in this category. Families spent more time in emergency shelter, meaning fewer families passed through the shelter during the program year. Fewer families were also able to move from the shelter into permanent stable housing. Earned income at exit is also highly dependent on the program the individuals are a part of: most clients of FESCO are already working or connected to mainstream resources, while clients of Ruby's Place are often experiencing financial abuse in addition to domestic abuse and may not have resources or jobs outside of the home prior to seeking assistance.

### **Food Security Programs: \$76,000**

- Alameda County Food Scholarship Program: \$40,000
- Spectrum Community Services: \$21,000
- South Hayward Parish Food Pantry: \$15,000

Programs in this subcategory offered food assistance to Hayward residents through several conduits. Alameda County Community Food Bank scholarship program offers assistance to three Hayward pantries as well as three Hayward shelters. Spectrum Community Services provides free or low-cost meals to Hayward seniors at six meal sites across the jurisdiction. South Hayward Parish Food Pantry services a growing number of families and individuals at their location off Tennyson Road. All agencies have reported a growing number of individuals seeking assistance with their food security needs, including many individuals and families with working adults and who are already connected to SNAP benefits.

### **Legal Services Programs: \$96,000**

- Centro Legal de la Raza: \$26,000
- Legal Assistance for Seniors: \$20,000

- Family Violence Law Center: \$40,000
- International Institute of the Bay Area: 10,000

The legal services category consists of agencies which provide a wide spectrum of free legal services for low-income Hayward residents. Centro Legal de la Raza provides assistance for individuals facing housing related issues, including discrimination and retaliation cases. Legal Assistance for Seniors provides free legal services for seniors, often at their own home including elder abuse issues and guardianship filings. Family Violence Law Center provides legal assistance to families in crisis due to domestic violence, including eviction prevention by assisting victims in staying in their own home through kick out orders. International Institute of the Bay Area provides legal assistance regarding immigration matters, as well as educational classes on citizenship in collaboration with the City of Hayward.

### **ARTS & MUSIC: \$81,955**

- Hayward Arts Council: \$18,134
- Hayward Band & Orchestra Festival: \$8,140
- Hayward Municipal Band: \$16,165
- Pacific Chamber Symphony: \$5,693
- Sun Gallery: \$30,195
- Youth Orchestra of Southern Alameda County: \$3,628

The Arts & Music category consists of a single grantee: Hayward Area Historical Society (HAHS), as fiscal administrator for six sub-recipients: Hayward Area Municipal Band, Hayward Band and Orchestra Festival, Hayward Arts Council, Sun Gallery, Pacific Chamber Orchestra. HAHS functions as a fiscal administrator for these agencies because they are not able to meet minimum contracting standards, such as having an independent audit, on their own. The nature of these programs (open air concerts in the park, open art galleries, etc.) do not lend themselves to reporting individual unduplicated clients and therefore the data collected for these agencies is not as robust as the data that is collected for services agencies.

## PERFORMANCE DETAIL BY AGENCY

PROGRAM	PROPOSED ACCOMPLISHMENTS	ACTUAL ACCOMPLISHMENTS
<b>Facilities Improvements</b>		
FESCO Rehabilitation	1 facility	1 facility
St. Rose Hospital Rehabilitation	1 facility	Pending
YMCA Kitchen	1 facility	Activity cancelled
HARD Restroom	1 facility	Pending
<b>Economic Development</b>		
4Cs Childcare	11 clients served	12 clients served
4Cs Childcare10	11 low-income business owners will receive one-on-one technical assistance	12 business owners provided assistance
4Cs Childcare	11 low-income business owners or interested individuals will receiving training, education or support services	12 business owners supported
4Cs Childcare	5 low-income residents will apply for or receive their childcare license	4 licenses received

4Cs Childcare	4 jobs retained from previous years training	4 jobs retained
4Cs Childcare	3 languages in which trainings will be offered	3 languages offered
Downtown Streets Team	45 participants	46 participants
Downtown Streets Team	12 participants placed into employment lasting 90 days or more	5 participants
Downtown Streets Team	7 participants will be placed into permanent jobs	6 participants
Rising Sun Energy Center	8 residents participate in program	8 program participants
Rising Sun Energy Center	6 program participants will graduate with MC3 certifications	3 program participants received certification
Rising Sun Energy Center	5 program participants will be placed in employment	2 program participants placed
Rising Sun Energy Center	4 program participants will earn more than at enrollment	2 participants increased earnings
Rising Sun Energy Center	240 hours of training each participant will receive	305 hours of training received
Rising Sun Energy Center	2 participants will be placed in permanent benefitted jobs	2 participants placed
<b>Housing and Homelessness Prevention</b>		
ECHO Housing	415 unduplicated clients	460 unduplicated clients
ECHO Housing	60 landlords, property managers and tenants will receive Fair Housing education and training at formal training events	54 individuals received training
ECHO Housing	17 investigations into discrimination complaints from residents	23 investigations conducted

ECHO Housing	5 Fair Housing audits	5 Fair Housing audits conducted
ECHO Housing	4 Fair Housing conciliations	9 Fair Housing conciliations conducted
ECHO Housing	4 cases referred to DFEH, HUD or attorneys if tenant so desires	1 Referral provided
ECHO Housing	398 tenant/landlord counseling for residents	437 households received tenant/landlord counseling
ECHO Housing	15 tenant/landlord conciliations	16 tenant/landlord conciliations conducted
ECHO Housing	7 evictions prevented	3 evictions prevented
City of Hayward (COH) Housing Rehab Program	8 low-income residents assisted	7 low-income residents assisted
Habitat for Humanity - COH	2 Hayward contractors utilized	6 Hayward contractors utilized
Habitat for Humanity - COH	25 volunteers recruited to assist clients	75 volunteers recruited
Habitat for Humanity - COH	18 low-income residents assisted	18 low-income residents assisted
Rebuilding Together - COH	25 low-income residents assisted	25 low-income residents assisted
Eden I&R	2,400 clients served	2,191 clients served
Eden I&R	9,600 calls from Hayward	8,407 calls received from Hayward
<b>Homeless Services</b>		
Abode Services	7 chronically homeless individuals enrolled in AC Impact Permanent Supportive Housing Program	8 chronically homeless individuals enrolled

Abode Services	150 outreach contacts to homeless individuals	150 outreach contacts conducted
Abode Services	1 participants will meet with their Service Coordinator at least once a month	10 participants engaged
Abode Services	6 participants will retain housing for more than 12 months	6 participants retained housing for more than 12 months
Abode Services	5 participants will retain housing for more than 24 months	4 participants retained housing for more than 24 months
Abode Services	7 participants will exit to known destinations	3 participants exited to known destinations
FESCO Family Shelter	34 unduplicated residents	27 unduplicated residents
FESCO Family Shelter	10 permanent housing exits	4 permanent housing exits
FESCO Family Shelter	7 transitional housing exits	11 transitional housing exits
FESCO Family Shelter	10 exits to the street or other shelter	0 exits to street or shelter
FESCO Family Shelter	3 earned income exit	2 earned income exits
FESCO Family Shelter	3 increased income exits	2 increased income exits
Ruby's Place	60 unduplicated clients	60 unduplicated clients
Ruby's Place	18 exits to permanent housing	13 exits to permanent housing
Ruby's Place	18 exits to shelter or streets	1 exit to shelter or streets
Ruby's Place	10 earned income at exit	10 earned income at exit

Ruby's Place	10 increased income at exit	20 increased income at exit
Ruby's Place	900 crisis line calls from residents	822 crisis line calls from residents
<b>Food Security</b>		
Alameda Co Food Bank	15,500 unduplicated clients	12,421 unduplicated Clients
Alameda Co Food Bank	4 scholarships for pantries	4 scholarships for pantries
Alameda Co Food Bank	2 scholarships for shelters	2 scholarships for shelters
Spectrum Community Services	6 meal sites operated in Hayward	6 meal sites operated in Hayward
Spectrum Community Services	700 low-income seniors	1,215 low-income seniors served
Spectrum Community Services	16,000 meals served	19,227 meals served
South Hayward Parish Food Pantry	400 families provided two days of groceries/week	2,524 families assisted
South Hayward Parish Food Pantry	6,030 residents provided two days of groceries/week	7,901 residents assisted
<b>Legal Services</b>		
International Institute of the Bay Area	200 individuals educated regarding rights and citizenship process	318 individuals educated
International Institute of the Bay Area	60 individuals will receive employment authorization	158 individuals assisted
International Institute of the Bay Area	180 individual consultations	225 individuals received consultations

International Institute of the Bay Area	350 unduplicated individuals	318 individuals received services overall
Legal Assistance for Seniors	28 elder abuse consultations	35 elder abuse consultations provided
Legal Assistance for Seniors	6 elder abuse representations	11 elder abuse representations provided
Legal Assistance for Seniors	6 guardianship consultations	10 guardianship consultations provided
Legal Assistance for Seniors	2 guardianship representations	6 guardianships representations provided
Legal Assistance for Seniors	8 public benefit consultations	7 public benefit consultations provided
Legal Assistance for Seniors	5 public benefit resolutions	2 public benefit resolutions
Legal Assistance for Seniors	1 senior fair	1 senior fair conducted
Legal Assistance for Seniors	10 community presentations	9 community presentations conducted
Legal Assistance for Seniors	55 unduplicated seniors	70 unduplicated seniors serviced
Centro Legal de la Raza	65 unduplicated residents	94 unduplicated residents serviced
Centro Legal de la Raza	64 consultations with an attorney	94 consultations with an attorney
Centro Legal de la Raza	45 advice and counsel to clients	79 advice and counsel to clients
Centro Legal de la Raza	23 service activities	41 service activities
Centro Legal de la Raza	7 full legal representations	15 full legal representations

Family Violence Law Center	43 unduplicated residents	174 residents serviced
Family Violence Law Center	43 free legal services	81 free legal services
Family Violence Law Center	8 restraining orders	60 restraining orders obtained
Family Violence Law Center	7 residents will receive homelessness prevention services	25 residents received services
Family Violence Law Center	25 residents will receive legal clinic appointments	45 residents received appointments
Family Violence Law Center	66 residents will receive crisis intervention services	162 residents received services
<b>Children, Youth and Families</b>		
Family Education Program	1,000 unduplicated Hayward residents	1,057 unduplicated residents
Horizon Services	200 students will increase attendance by at least 10%	1,518 students increased attendance
Horizon Services	200 students will reduce substance use by at least 50%	989 students reduced substance abuse
Horizon Services	250 students will report feeling more connected to family	1,177 students felt more connected to their family
Horizon Services	1,000 unduplicated students	3,368 unduplicated students serviced overall
East Bay Agency for Children	1,000 Unduplicated Residents	1,060 unduplicated residents
East Bay Agency for Children	53 Workshops regarding child abuse and assault prevention for students and adults	53 workshops conducted
East Bay Agency for Children	90% of adults will demonstrate ability to recognize and identify common misconceptions about victims/offenders	96% of adult participants

East Bay Agency for Children	90% of adults will understand their rights and responsibilities regarding reporting suspected child abuse	91% of adult participants
East Bay Agency for Children	80% of students will report increase in knowledge of their own rights to be safe, strong and free	95% students
East Bay Agency for Children	80% of students will report increase in knowledge around how to stand up for themselves if they are being bullied	86% of students
East Bay Agency for Children	80% of students will report increase in knowledge and ability to stand up for someone else that is being bullied	87% of students
East Bay Agency for Children	80% of students will report ability to identify someone in their family or community who could help them if they felt they were in an unsafe or abusive environment	90% of students
St. Rose FACES for the Future	20 students participating in the program	31 students participated in the program
St. Rose FACES for the Future	100 students will participate in career workshops	220 students participated in career workshops
St. Rose FACES for the Future	90 internship rotations for participants	146 internship rotations for participants
St. Rose FACES for the Future	60 HEADDS interviews of participant students	71 HEADSS interviews conducted
St. Rose FACES for the Future	30 Psychosocial progress monitoring of participant students	46 progress monitoring conducted

St. Rose FACES for the Future	90 resiliency scale assessments for participant students	108 assessments conducted
St. Rose FACES for the Future	20 students will have a GPA increase of 0.2 or higher	25 Students increased GPA
St. Rose FACES for the Future	100% of participating seniors will graduate from HS with a diploma	100% of seniors graduated
St. Rose FACES for the Future	90% of participating seniors will enroll in higher education programs	90% of participating seniors were enrolled
St. Rose FACES for the Future	10 participants will receive their Basic Cardiac Life Support Certification	23 participants received certification
St. Rose FACES for the Future	20 educational workshops will be presented in HUSD schools by participants	25 workshops were presented
CALICO - Child Abuse Listening, Interviewing and Coordination	185 unduplicated residents	189 unduplicated residents
CALICO - Child Abuse Listening, Interviewing and Coordination	110 forensic interviews	110 forensic interviews conducted
CALICO - Child Abuse Listening, Interviewing and Coordination	75 caregivers supported	79 caregivers supported
CALICO - Child Abuse Listening, Interviewing and Coordination	75% of children interviewed will feel positive about their experience at CALICO	87% of children felt positive

CALICO - Child Abuse Listening, Interviewing and Coordination	75% of caregivers will indicate a favorable response to their family's treatment at CALICO	95% of caregivers felt positive
CALICO - Child Abuse Listening, Interviewing and Coordination	75% of interviews will be observed by a multi-disciplinary team	100% of interviews
CALICO - Child Abuse Listening, Interviewing and Coordination	70% of children eligible or a forensic medical exam will receive one	78% of children eligible received exam
CALICO - Child Abuse Listening, Interviewing and Coordination	10 case review meetings per year	12 case review meetings were held
CALICO - Child Abuse Listening, Interviewing and Coordination	50% of caregivers will have a California victim Compensation Program application initiated on their behalf	86% of caregivers
CALICO - Child Abuse Listening, Interviewing and Coordination	75% of caregivers will be contacted by a Family Resources Specialist after leaving CALICO	80% of caregivers
CALICO - Child Abuse Listening, Interviewing and Coordination	75% of families will be provided referrals for counseling or other services	93% of families
CALICO - Child Abuse Listening, Interviewing and Coordination	45% of caregivers will be enrolled or on waitlist for counseling by second follow-up call	39% of caregivers
CALICO - Child Abuse Listening, Interviewing and Coordination	75% of families will receive an onsite crisis assessment from a Family Resource Specialist	80% of families
CALICO - Child Abuse Listening, Interviewing and Coordination	75% of caregivers will receive psycho-education on the effects of trauma on children from Family Resources Specialists	82% of caregivers
CALICO - Child Abuse Listening, Interviewing and Coordination	75% of families will be assisted by Family Resources Specialists to secure funding for counseling	88% of families
CALICO - Child Abuse Listening, Interviewing and Coordination	50% of caregivers will report that their child is enrolled in counseling or on a waitlist	55% of caregivers
SAVE - Safe Alternatives to Violent Environments	150 residents	141 residents

SAVE - Safe Alternatives to Violent Environments	25 clients receive assistance with temporary restraining orders	37 clients received assistance
SAVE - Safe Alternatives to Violent Environments	15 clients will receive accompaniment from a SAVE advocate to court hearings	24 clients received accompaniment
<b>Arts and Music</b>		
Hayward Municipal Band	4 free concerts in the summer	5 free concerts
Hayward Band and Orchestra Festival	1 festival performed	1 festival performed
Pacific Chamber Symphony	6 assemblies in schools	4 assemblies
Hayward Arts Council	6 exhibitions	7 exhibitions
Sun Gallery	6 exhibitions	14 exhibitions
Youth Orchestra of So. Alameda County	2 benefit concerts	6 benefit concerts
Youth Orchestra of So. Alameda County	13 students enrolled	39 students enrolled