THOUSAND OAKS CITY COUNCIL

Supplemental Information Packet

Agenda Related Items - Meeting of May 26, 2015
Supplemental Packet Date: May 21, 2015

Supplemental Information:

Any agenda related public documents received and distributed to a majority of the City Council after the Agenda Packet is printed are included in Supplemental Packets. Supplemental Packets are produced as needed, typically a minimum of two—one available on the Thursday preceding the City Council meeting and the second on Tuesday at the meeting. The Thursday Supplemental Packet is available for public inspection in the City Clerk Department, 2100 E. Thousand Oaks Boulevard, during normal business hours (main location pursuant to the Brown Act, G.C. 54957.5(2) Both the Thursday and Tuesday Supplemental Packets are available for public review at the City Council meeting in the City Council Chambers, 2100 E. Thousand Oaks Boulevard.

Americans with Disabilities Act (ADA):

In compliance with the ADA, if you need special assistance to participate in this meeting or other services in conjunction with this meeting, please contact the City Clerk Department at (805) 449-2151. Assisted listening devices are available at this meeting. Ask City Clerk staff if you desire to use this device. Upon request, the agenda and documents in this agenda packet, can be made available in appropriate alternative formats to persons with a disability. Notification at least 48 hours prior to the meeting or time when services are needed will assist City staff in assuring reasonable arrangements can be made to provide accessibility to the meeting or service.

INTERFACE
CHILDREN & FAMILY SERVICES

Ventura County Call 211 Help Starts Here

United Way
United Way of Ventura County

2015 MAY 21 PM 2:58 CITY OF THOUSAND OAKS
CITY CLERK DEPARTMENT
CITY OF THOUSAND OAKS
2015 MAY 19 P 4:07
CITY MANAGER'S OFFICE

5/20/15
City Council
This just came in. If interested in discussing, please raise during Budget Study Session (Agenda Item #9A).
Thank You, Scott

May 4, 2015

Mr. Scott Mitnick, City Manager
City of Thousand Oaks
2100 Thousand Oaks Blvd.
Thousand Oaks, CA 91362

Dear Mr. Mitnick,

In a time of limited resources and continued economic challenges, 2-1-1 Ventura County is needed now more than ever. As you may be aware, every month approximately 121 callers from Thousand Oaks find the help they need from 2-1-1, including resources for counseling, housing, food, health care and urgent services such as domestic violence shelter and youth crisis assistance. In addition, 2-1-1 is a resource for your city staff and other local helping professionals, who may be the first to encounter a fellow resident's need.

Thank you for maintaining the support of your 2-1-1 Ventura service for our current fiscal year. With your funding, we were able to respond to callers in need, every hour of every day. We need your continued funding support in the coming fiscal year in order to maintain this valuable service to your city residents. We are grateful for having been approved to receive $3,000 through the City of Thousand Oaks Social Service Grant Program for FY 15/16. We ask that the Thousand Oaks Council approve an additional $5,000 for 2-1-1 Ventura County for a total of $8,000 in funding (including SSGP and General Fund support) for 2-1-1 for the FY 15/16. Please note that this funding request is based on the utilization of the 2-1-1 service by your city's residents.

Funding of 2-1-1 Ventura is shared by the United Way of Ventura County, First 5 Ventura County, the County of Ventura, and the cities in Ventura County.

2-1-1 Ventura County expects to provide referrals and assistance to over 20,000 callers this year. The leadership of Interface, United Way and First 5 eagerly desire to continue to provide a robust 2-1-1 program and hope that the City of Thousand Oaks will continue to support the service so 2-1-1 will be there for Ventura County residents in the coming fiscal year and into the future.

Thank you in advance for your commitment to 2-1-1 and to improving the lives of our community neighbors through this vital link in our social service network.

Sincerely,

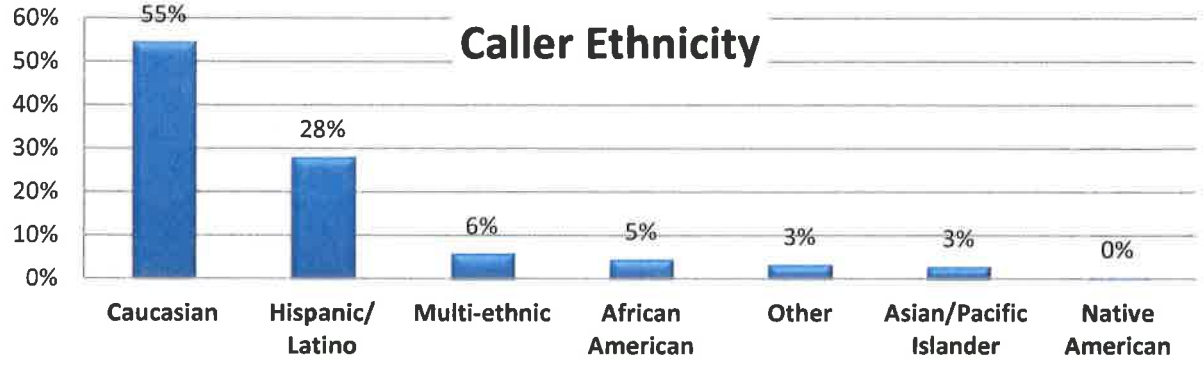
Erik Sternad, Executive Director
Interface Children & Family Services

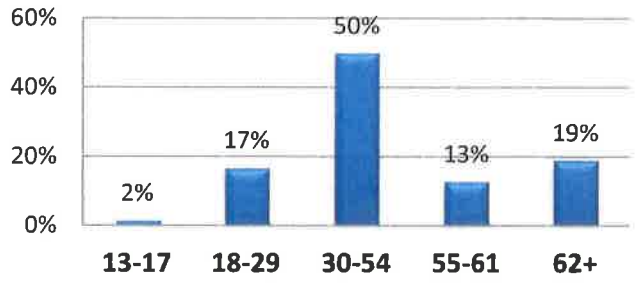
TO COUNCIL 5-21-15
AGENDA ITEM NO. 9.A.
MEETING DATE 5-26-15

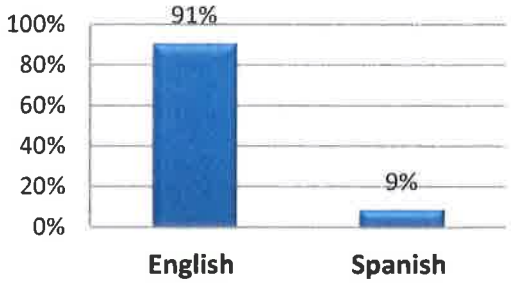
City of Thousand Oaks 2014 Profile

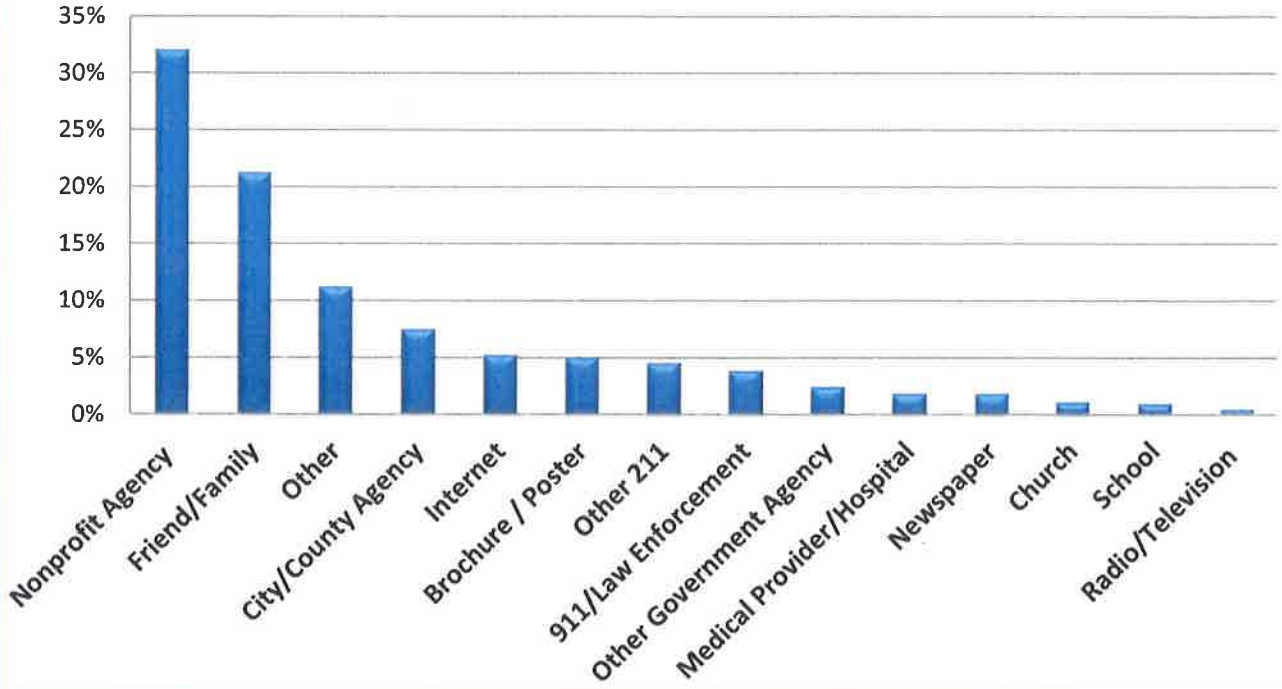
1364 Information & Referral Calls

637 First Time Callers

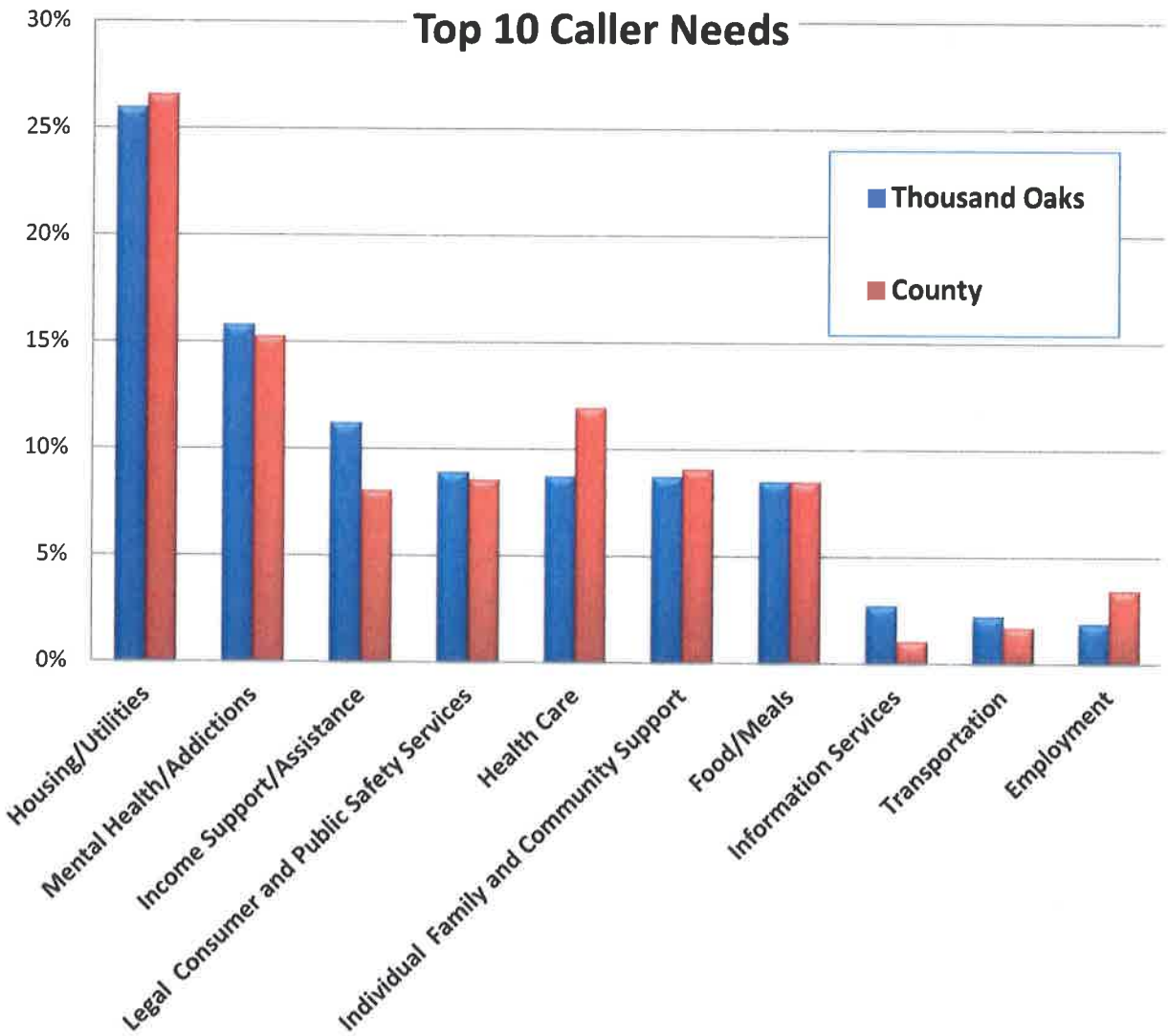








City of Thousand Oaks 2013 Profile



Unmet Needs

Top Unmet Need Categories	Examples of Unmet Need Category
Housing/Shelter	Homeless motel vouchers, affordable ongoing housing, rent deposit and payment assistance
Holiday Programs	Holiday Gifts/Toys

If it is not possible to meet the caller's need directly through existing resources (including criteria important for the caller, like the hours and location of the services), the need is logged as an unmet need.

10th Anniversary Edition

Ventura County Call 2-1-1 Help Starts Here

2-1-1 Ventura County Annual Community Report*

January - December 2014

United Way of Ventura County

INTERFACE CHILDREN & FAMILY SERVICES

FIRST 5 VENTURA COUNTY Because the First 5 Years Impact a Lifetime!

2-1-1 Ventura is a program of Interface Children & Family Services in partnership with United Way of Ventura County and First 5 Ventura County.

**Revised May 2015*

2-1-1 by the numbers

2-1-1 Ventura County helped 20,665 Ventura County residents in 2014 and provided over 43,190 referrals to community service providers.

95% of 2-1-1 callers would recommend the 2-1-1 Ventura County service to a friend or family member.

2-1-1 web visits grew by 80% in 2014, with more than 4300 unique visitors accessing the online 2-1-1 website, completing approximately 11,200 searches for resources.

The average wait time to reach 2-1-1 in 2014 was only 36 seconds.

The 2-1-1 Ventura County resource database includes over 460 agencies and over 1,100 programs.

3 out of 4 of our Call Specialists are bilingual, with coverage in Spanish, Vietnamese, and Cantonese and over 150 additional languages through tele-interpretation services.

Nationally, 2-1-1 service is available to more than 90% of the U.S. population and was able to assist approximately 16 MILLION callers.

In California, over 90% of the population is covered, including all counties adjoining Ventura County.

Focus areas in 2014

Help Me Grow

In collaboration with the new Ventura Help Me Grow collaborative, 2-1-1 Ventura County engaged in a pilot project in the fall to better connect the parents of young children with developmental screening and resources. During the pilot, 17% of callers with a 0-5 child in the home indicated a concern related to their child's development and were offered appropriate services.

Covered California

2-1-1 Ventura County continued to support local efforts to help un- and underinsured community members with options through Covered California through a partnership with Ventura County Public Health.

In 2014, 2-1-1 Call Specialists spoke with over 2,300 callers who indicated that someone in their household did not have health insurance. These callers were offered a connection to the Covered California insurance marketplace.

Statewide Leadership

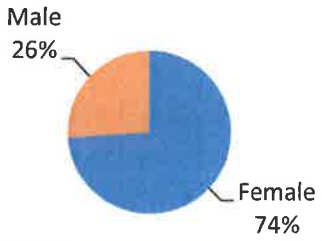
2-1-1 Ventura County leadership has also been active in developing the statewide 2-1-1 network. Interface Executive Director, Erik Sternad sits on the 2-1-1 California Board of Directors. 2-1-1 Director, Tanya Kellam, sits on the Board of the California Alliance of Information and Referral Systems.

Spreading the word in 2014

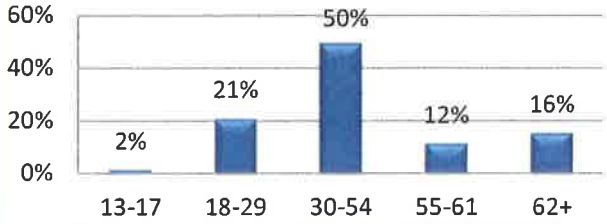
Interface spread the word about 2-1-1 in 2014 by providing utility mailers in select cities and teaming up with United Way of Ventura County to do focused outreach in the Conejo Valley.

Caller Profile

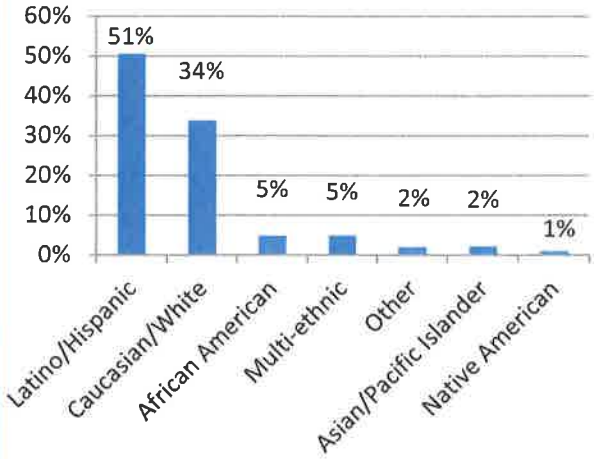
Caller Gender



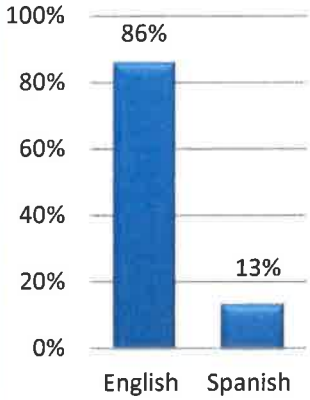
Caller Age



Caller Ethnicity



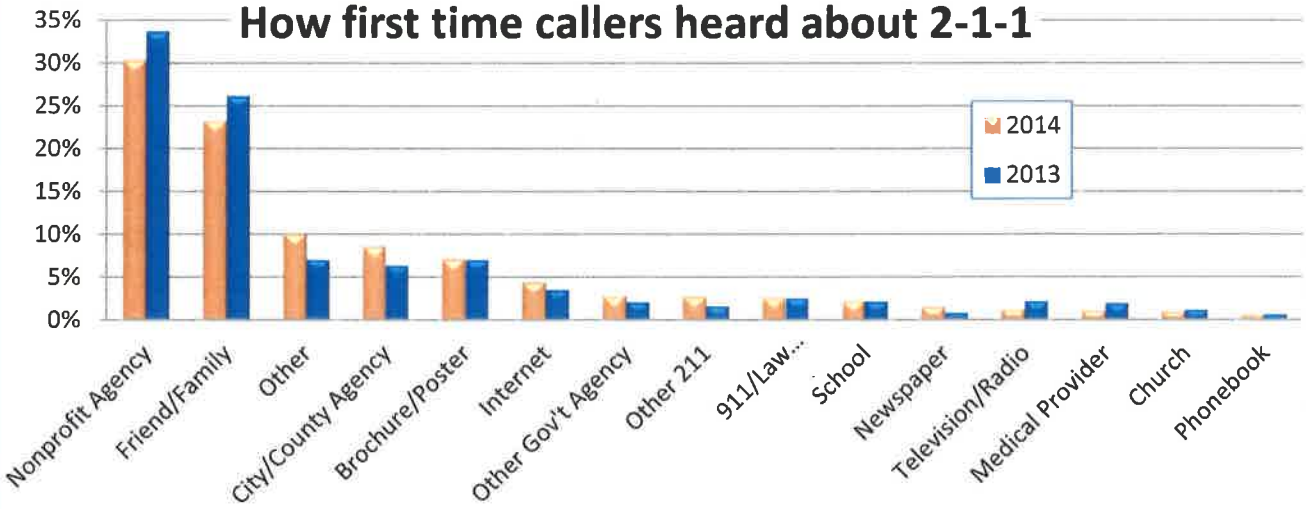
Caller Language



Other Languages:
Chinese (Mandarin & Cantonese)
Farsi
Mixteco
Russian
Tagalog
Thai
Vietnamese

✓ ***7,506** FIRST TIME CALLERS to 2-1-1 in 2014!*

How first time callers heard about 2-1-1



What we heard when we followed up with callers…

"2-1-1 is very helpful, always caring and patient"

"The Call Specialist was very calming. I'm glad you guys were there."

"The 2-1-1 service is a life saver."

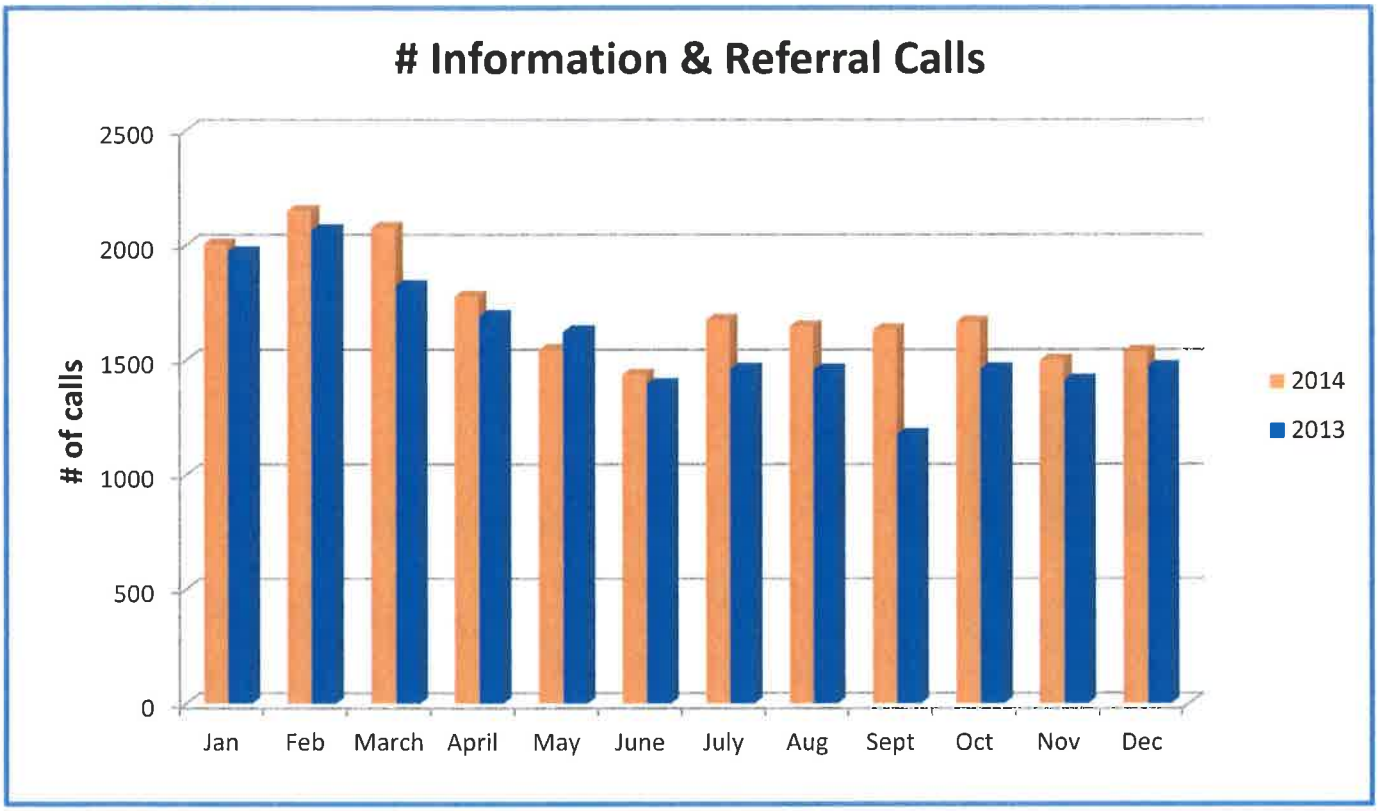
"I was really impressed with the amazing service 2-1-1 provided. I will always keep 2-1-1 in mind."

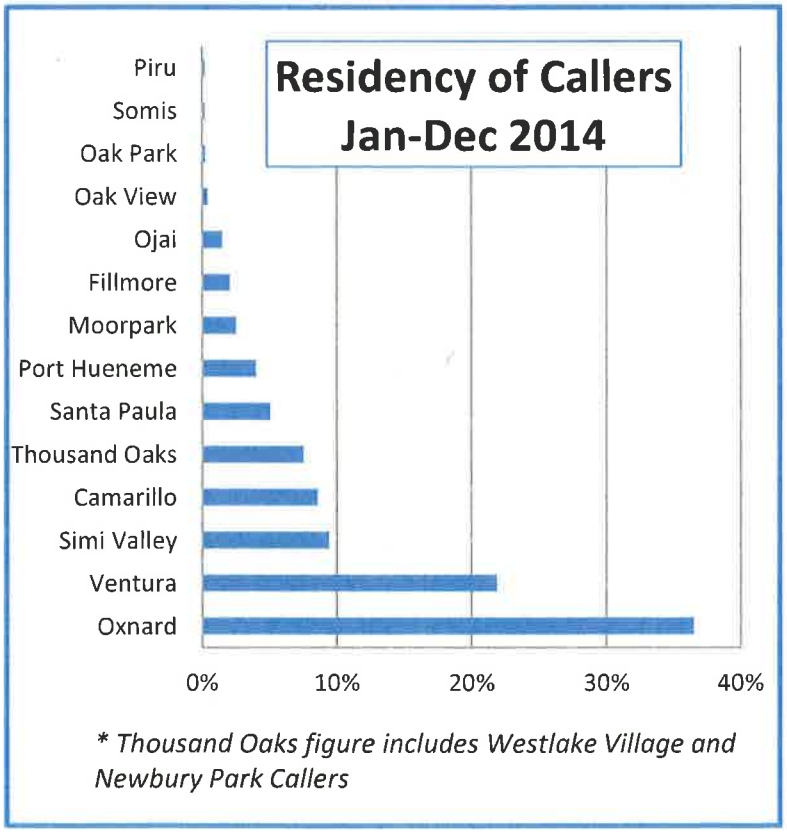
"The Call Specialist went above and beyond and gave me hope."

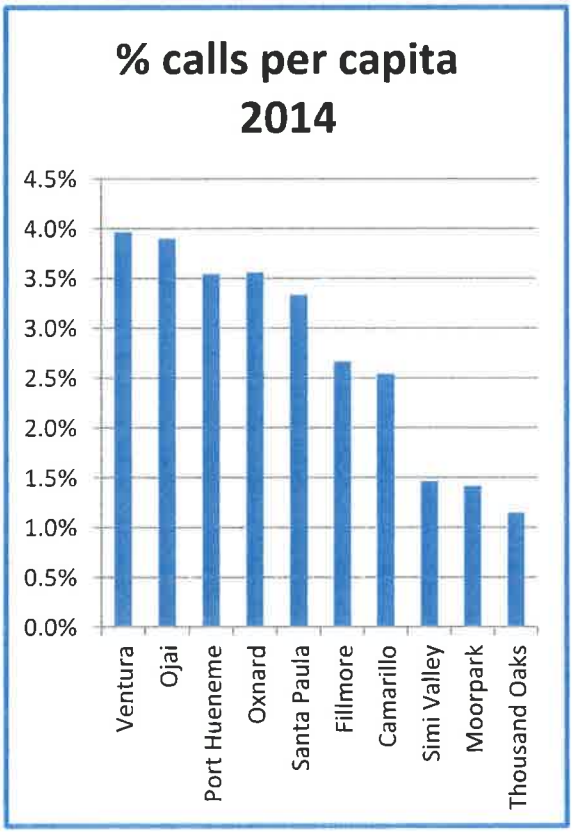
- **97%** indicated that 2-1-1 was able to provide information about resources that fit their needs.
- **96%** indicated that the information provided by 2-1-1 was correct.
- **99%** indicated that the 2-1-1 Call Specialist they spoke with was polite and professional.
- **70%** indicated that they had learned about a new resource through 2-1-1.
- **45%** of callers who went on to pursue services were receiving them. Most who were not receiving services stated: the agency has not returned their call or there was an issue with funding or eligibility when they contacted the agency for help.

95% indicated that they would recommend 2-1-1 to a friend or family member.

Call Volume & Caller Residency

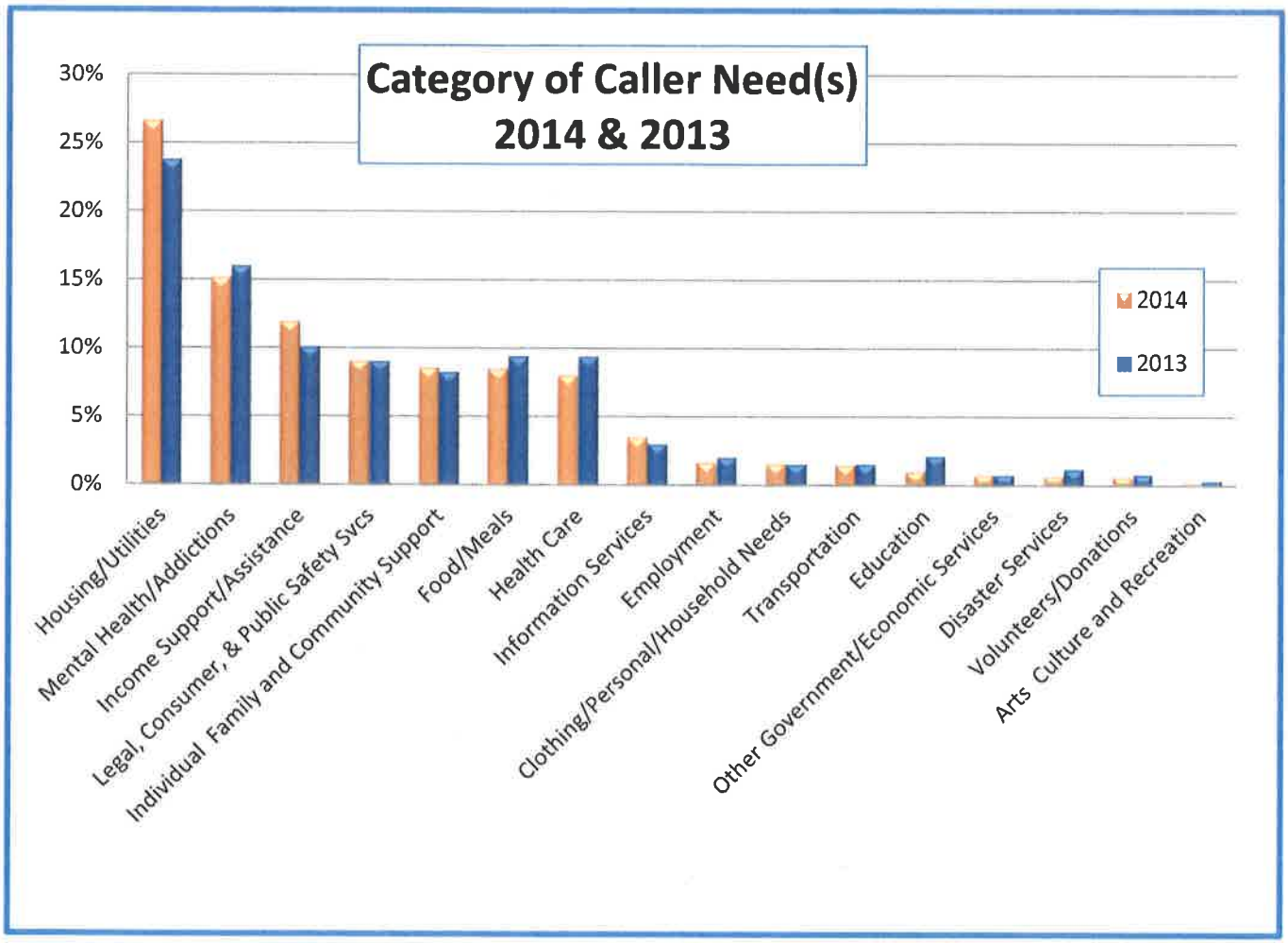






Caller Needs

An individual 2-1-1 call can have multiple needs. Each need is tracked.

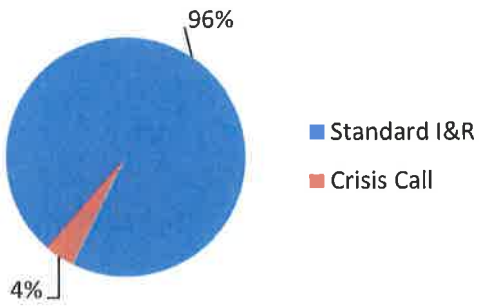


Categories of Need	
Arts, Culture, Recreation: After school programs, park & recreation, etc	**Income Support & Assistance:** Medi-Cal, Medicare, unemployment benefits, tax preparation assistance, credit counseling, etc
Clothing, Personal & Household: Clothing, diapers, household goods, etc	**Individual and Family Life:** In home supportive services, parent ed, support groups, child care, etc
Disaster Services: Cooling centers, disaster services, etc	**Information Services:** Libraries, referrals to out-of county 2-1-1s, etc
Education: Schools, school readiness, preschools, First 5 NfLs, etc	**Legal, Consumer & Public Safety:** Legal assistance, law enforcement, courts, etc
Employment: Training and employment services	**Mental Health & Addictions:** Counseling, suicide hotlines, substance abuse services, etc
Food & Meals: Food pantries, meals, Food Stamp benefits, etc	**Other Governmental/Economic Services:** Organizational development, voter registration, etc
Health Care: Community clinics, immunizations, prescription expense assistance, etc	**Transportation:** Public transportation, bus vouchers, etc
Housing & Utilities: Housing, shelter (inc. DV), rent/utility assistance, etc	**Volunteer & Donation:** Volunteer opportunities, donation opportunities, etc

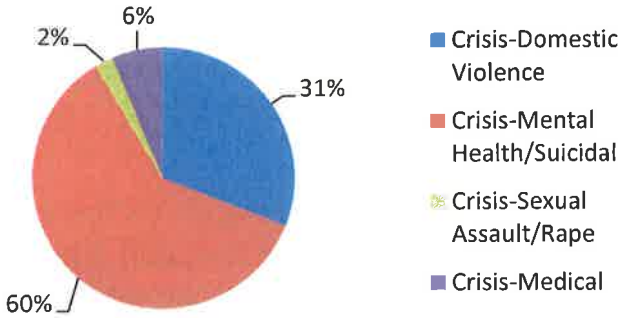
Crisis Calls & Unmet Needs

2-1-1 handled 828 crisis calls in 2014.

% of Crisis Calls



2-1-1 Crisis Calls



Unmet Needs

If it is not possible to meet the caller's need directly through existing resources (including criteria important for the caller, like the hours and location of the services), the need is logged as an unmet need.

1076 unmet needs were identified during 2014.

Top Unmet Need Categories	Examples of Unmet Need Category
Emergency Shelter and Transitional Housing	Motel vouchers, homeless shelters, transitional housing
Housing Expense Assistance	Assistance for ongoing rent payments and rental deposits
Holiday Programs	Christmas basket and gift programs and Thanksgiving baskets/meals
Utility Assistance	Assistance with water, electric, gas, and phone payments
Personal Goods/Services	Diapers, Clothing
Ongoing Housing Options	Low income housing, Section 8 housing

2-1-1 Caller Stories

"Anne"

Anne, a Newbury Park resident, contacted 2-1-1 for the first time looking for resources for her friend who was just released after 18 years in prison. He had no family support and nowhere to go. He was staying with her in the meantime. Both Anne and her friend were lost and felt they had no one to turn to. Anne's mother suggested she contact 2-1-1. The Call Specialist provided many referrals such as support groups, shelters, clinics, and counseling.

During a follow up call, Anne shared that her friend was able to get "a ton of help". He is now connected with a support group that helps newly released inmates. He now has a roof over his head and continued support. He is receiving counseling support as well. Anne shared that she was surprised and extremely happy with the service she received from 2-1-1.

"Patricia"

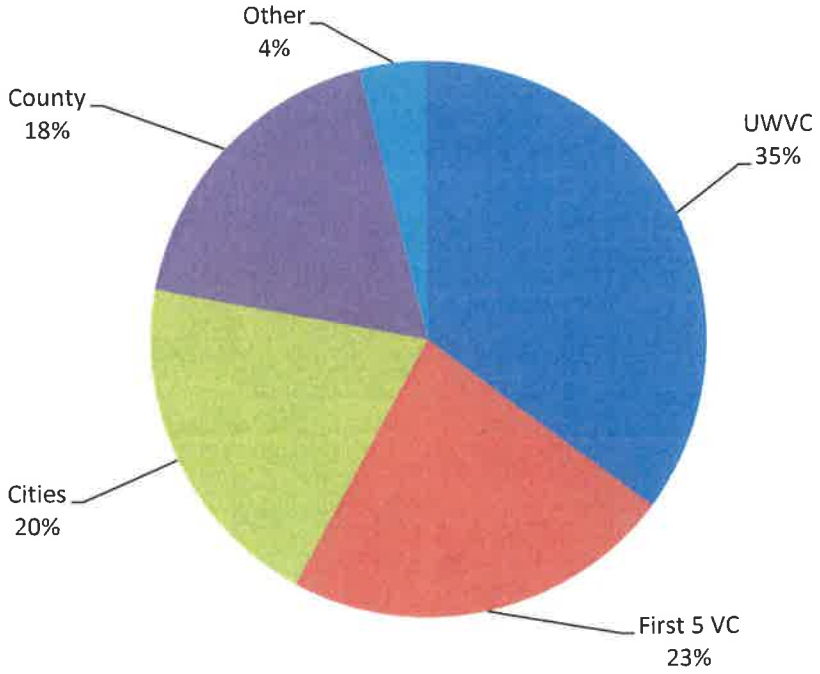
Patricia, a disabled senior who is currently staying with a family member in Port Hueneme, contacted 2-1-1 for housing assistance. She has Section 8 housing in LA County, but wanted to relocate to Ventura County. She was seeking help to make the transition. She also mentioned to the 2-1-1 Call Specialist that she needed mental health support, as she was feeling lost and overwhelmed. The 2-1-1 Call Specialist provided a variety of referrals, including connections for housing and mental health services.

During a follow up call, Patricia shared that the referrals were perfect. She said she had felt like she was "underwater and overwhelmed." She said the referrals led her on the right path. Patricia said the Section 8 program is working with her to get her voucher transferred. She was able to get in touch with Behavioral Health and they are currently providing her the support she needs. Patricia wanted us to know she feels very empowered and that she is "advocating for [herself[now". She spoke very highly of the 2-1-1 Call Specialist. She mentioned the Call Specialist helped her see things in a different light.

2-1-1 Ventura County is a program of Interface Children & Family Services in partnership with United Way of Ventura County and First 5 Ventura County and is possible through additional support from:

County of Ventura
County of Ventura Health Care Agency
County of Ventura Human Services Agency
City of Oxnard
City of Ventura
City of Simi Valley
City of Port Hueneme
City of Camarillo
City of Moorpark
City of Thousand Oaks
City of Ojai
Rabobank

2-1-1 Ventura County Funding



Ventura County

Call 2-1-1

Help Starts Here

2-1-1 is free, confidential & available 24/7.

Call or visit online at www.211ventura.org.

Email resource updates and requests for outreach material to 211@icfs.org

Scott Mitnick - Fwd: POTENTIAL BUDGET OPPORTUNITIES

From: Mina Layba
To: Chuck Rogers; Cliff Finley; Jay Spurgin; John Brooks; John Prescott;...
Date: 5/21/2015 2:51 PM
Subject: Fwd: POTENTIAL BUDGET OPPORTUNITIES
CC: Andrew Powers; John Adams; Scott Mitnick
Attachments: POTENTIAL BUDGET OPPORTUNITIES

5/21/15
Council
FYI. Staff is working on this. Scott

Good afternoon,

The Legislative Analyst's Office (LAO) just released their analysis of the Governor's May Revise and states that revenues are $2B higher than projected.

Our State Lobbyist Gonsavles and Son is requesting a list of projects for parks, water and/or transportation in the range of $250K-$1M.

Please send me your projects ASAP and I will compile and send to lobbyist on behalf of the City. Please include a short description and estimated project cost. There is current discussion about providing these revenues to districts to fund projects.

Thanks,
Mina

2015 MAY 21 PM 3:35
CITY CLERK DEPARTMENT
CITY OF THOUSAND OAKS

TO COUNCIL 5-21-15
AGENDA ITEM NO. 9.A.
MEETING DATE 5-21-15

Scott Mitnick - POTENTIAL BUDGET OPPORTUNITIES

From: "Joe A. Gonsalves & Son" <Gonsalves@gonsalvi.com>
Date: 5/21/2015 11:39 AM
Subject: POTENTIAL BUDGET OPPORTUNITIES

FROM: ANTHONY, JASON & PAUL GONSALVES

SUBJECT: POTENTIAL BUDGET OPPORTUNITIES

DATE: THURSDAY, MAY 21ST, 2015

California's General Fund revenues are coming in much higher than forecasted by the Governor and the non-partisan Legislative Analyst Office suggest that revenues will come in $2 billion higher than the Governor's May Revise projects. In addition, the State's special funds revenues, such as the Cap and Trade Program, are also exceeding projections.

In our conversations with Legislative Leadership, there is a desire to spend some of the new General Fund Revenues on small one-time projects in legislative districts. Legislators have reached out to us asking for us for a list of small projects our client Cities would like to have funded.

There are no specifics yet on how much will be allocated to each legislative district or if this will be adopted. However, knowing that this could be a possibility; **please provide our office with specifics on small projects that we can share with your Legislator so that we are prepared to move forward in the event these revenues are allocated to legislative districts.**

Should you have any questions or concerns, please feel free to contact our office at gonsalves@gonsalvi.com or (916) 441-0597.