

2021 Low-Income Residents' Needs Assessment

ADMINISTRATIVE HEARING

January 21, 2021

SUMMARY NOTES

CALL TO ORDER:

Community Development Operations Manager/Hearing Officer Marjan Behzadi called the meeting to order at 6:00 p.m. via videoconference. In addition to staff, 20 persons were present. After a brief welcome, Ms. Behzadi recognized Community Development Analyst Lynn Oshita for staff comments. Assistant City Attorney Patrick Hehir was available for questions. Staff members Office Supervisor Michelle McMurtry and Recording Secretary Lori Goor were also present.

STAFF COMMENTS:

The City of Thousand Oaks annually receives an entitlement grant from the Federal government known as the Community Development Block Grant or CDBG. These funds are provided by the U.S. Department of Housing and Urban Development or HUD. CDBG funding must be used to primarily benefit lower-income persons or households.

- The July 1, 2021 CDBG grant is estimated to be approximately \$578,000. Sixty-Five percent of this amount, \$375,000 would be available for community development projects. The City expects an approximate budget of \$86,000 for public services.
- Now through Friday, February 12, 2021, the City is soliciting CDBG funding applications from non-profit agencies seeking an award of CDBG funds to address an unmet need of the lower-income households. The application can be found on the City's website www.toaks.org on the Community Development page.
- Staff will evaluate the 2021 CDBG proposals and prepare a proposed spending plan that is expected to be available for 30 days of public review, as soon as the US Department of Housing and Urban Development advises the City of the actual dollar amount of the City's CDBG entitlement grant. The City's CDBG funding year begins in July 2021 and ends in June 2022.

In compliance with the City's "Citizen Participation Plan," under City Council Resolution 2020-013, this administrative hearing is being held to receive public comments on the needs of the City's lower-income persons. These needs may potentially be addressed by the City using CDBG funds or another funding resource.

Hearing Officer Behzadi opened the Public Hearing.

PUBLIC COMMENTS:

Community Development Operations Manager Marjan Behzadi invited those present to provide comments on the needs of low-income Thousand Oaks residents. There were six speakers whose comments are summarized below and on the following page.

Speakers:

- 1) Bud McGehee, Area Housing Authority, Ventura County, thanked the City for supporting affordable housing. They manage five properties in the City for seniors and families and they look forward to submitting their application.
- 2) Kathy Goodspeed, Senior Alliance for Empowerment (SAFE), noted many requests from low income seniors in mobile homes for new roofs, energy efficiency windows, heating and air conditioning systems, etc. Thanked the City for support.
- 3) Dr. Kanoe Naone, Boys & Girls Club of Greater Conejo Valley, provides academic and social/ emotional supportive service to youth and continued served through the pandemic for working lower-income families. Many are struggling academically because of food and housing insecurity which increased the need for more supportive services for lower-income families. The organization have been safely open as an essential service; no one is turned away due to inability to pay. Organization have not laid off any workers and have had zero cases of COVID. Organization will be submitting application.
- 4) Dichele Harris, Lutheran Social Services located in Thousand Oaks, thanked the City for support. Organization serve the homeless and low-income individuals providing a food pantry and financial assistance with gas/electric bills, and auto maintenance/registration. Short-term motel stays are paid with CDBG-CV funds.
- 5) Karen Escalante-Dalton, Westminster Free Clinic provides medical and mental health care for the uninsured and operate out of the Methodist Church in Thousand Oaks through volunteer doctors and professionals. Clinic offers



intern teen training program in the health care field. They serve those highly impacted by COVID pandemic, many clients are restaurant and hotel workers and housekeepers. Increased number of people were serviced due to pandemic. Healthy food is also provided. Thanked the City for past funding and support.

There were four items of correspondence in the Supplemental Packet representing the following agencies: Southeast Ventura County YMCA, Senior Concerns, Lutheran Social Services of Southern California/Ventura County, and Livingston Memorial VNA & Hospice.

Hearing Officer Behzadi closed the public hearing in receiving comments on identifying low-income residents' needs, then reopened it to receive one further speaker.

Speaker:

6) Susan Murata, Hospice of the Conejo, stated they have been in the community for 44 years and provide hospice services free of charge and thanked the City for their support.

The public hearing was closed.

It was noted that written comments on the needs of low-income Thousand Oaks residents may also be submitted to Lynn Oshita in the Community Development Department any time by February 12, 2021.

CDBG WORKSHOP:

Ms. Oshita provided a presentation on the CDBG Application Workshop, followed by a question and answer period.

There were several questions from the audience to which staff responded.

The following organizations were represented via the webinar registration as follows:

- Ellen Muscarella and Rick Schroeder, Many Mansions
- Lee Sherman, Livingston Memorial Visiting Nurse Association
- Jim Wolf, Kathy Goodspeed and Gayle Heningler, Senior Alliance for Empowerment (SAFE)



- Jacqueline Jimenez, Habitat for Humanity of Ventura County
- Bud McGehee, Area Housing Authority of the County of Ventura
- Dr. Kanoe Naone, Boys & Girls Club of Greater Conejo Valley
- Janet Young, Conejo Valley Senior Concerns
- Karen Escalante-Dalton, Westminster Free Clinic
- Susan Murata, Hospice of the Conejo
- Dichele Harris, Lutheran Social Services of Southern California
- Amy Simons, United Cerebral Palsy of Los Angeles, Ventura & Santa Barbara Counties
- Roel Briones and Denise Ledesma, City of Oxnard
- Evelyn Schultz, Conejo, Simi, Moorpark Association of Realtors
- Denise Bickerstaff, Cabrillo Economic Development Corporation
- Rosalinda Vint, Women of Substance & Men of Honor
- Michael Williams, Grey Law of Ventura County

ADJOURNMENT:

There being no further business, Community Development Operations Manager/ Hearing Officer Marjan Behzadi closed the public hearing and adjourned the meeting at 6:41 p.m.

Summary notes approved on February 8, 2021 by:

Marjan Behzadi

 Marjan Behzadi, Hearing Officer
 Community Development Department

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Administrative Hearing

SUPPLEMENTAL

Dated January 21, 2021

Meeting of

January 21, 2021

(Memo and Correspondence)



Community Development Department
MEMORANDUM

2100 Thousand Oaks Boulevard • Thousand Oaks, CA 91362
Planning Division • Phone 805/449.2323 • Fax 805/449.2350 • www.toaks.org
Building Division • Phone 805/449.2500 • Fax 805/449.2575 • www.toaks.org

To: Kelvin Parker, Community Development Director
From: Lynn Oshita, Community Development Analyst
Date: January 21, 2021
Subject: **Correspondence Received for Low Income Residents' Needs Assessment/
CDBG**

Attached is correspondence received for the subject case.

Attachment: Correspondence

From: Megan Glynn
Sent: Friday, January 8, 2021 2:42 PM
To: Lynn Oshita <LOshita@toaks.org>
Subject: CDBG Needs Assessment

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Lynn,

On behalf of the Southeast Ventura County YMCA, I would like to highlight the increased demand for educational programming supporting underprivileged youth in our community. The extended period of distance learning is significantly impacting our youth and their learning. Underprivileged youth are particularly at risk of falling behind their peers. The local YMCA provides a summer academic and enrichment program to assist underprivileged youth who are not reading at grade level. In 2020, this program took place in person, with all COVID safety guidelines in place. The children on average gained 3+ months in both reading and math. Funding from the City's CDBG would ensure CVUSD children continue to have access to this program for Summer 2021.

Thank you, Lynn. Please let me know if there is anything else you may need.

Have a great weekend!

Megan Glynn
Chief Development Officer
SOUTHEAST VENTURA COUNTY YMCA
31105 Thousand Oaks Blvd.
Westlake Village, CA 91362

The Y: We're for youth development, healthy living, and social responsibility.

From: Janet Young
Sent: Wednesday, January 20, 2021 11:18 AM
To: Lynn Oshita <LOshita@toaks.org>
Subject: FW: CDBG Needs Assessment

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Hi Lynn,

I sent this with a note. Sorry. Attached are our comments to be put into the public record regarding the CDBG Needs Assessment.

I will be on the call tomorrow evening, but will not be speaking.

Thanks.

Janet

Janet Young
Director of Development

Senior Concerns
401 Hodencamp Road
Thousand Oaks, CA 91360
www.seniorconcerns.org

Join us for Senior Concerns' Neftin Westlake Mazda Virtual Love Run the entire month of February 2021. Go to www.LoveRunWestlake.com to register or learn more. This year we have a Doggie Dash too, only \$15 registration.

See a day in the life of Senior Concerns here: <http://bit.ly/SeniorConcerns>

From: Janet Young
Sent: Wednesday, January 20, 2021 11:16 AM
To: 'loshita@toaks.org' <loshita@toaks.org>
Subject: CDBG Needs Assessment

Janet Young
Director of Development

Senior Concerns
401 Hodencamp Road

Thousand Oaks, CA 91360
www.seniorconcerns.org

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COMMENTS FOR CITY OF THOUSAND OAKS CDBG NEEDS ASSESSMENT HEARING

When we look at the needs of lower income residents of Thousand Oaks, in particular our senior community we now must do so through the lens of the COVID-19 pandemic.

The contagious nature of COVID-19 has resulted in stay at home orders and social distancing policies that have an incredible impact on seniors' day-to-day lives and activities, and will impact their lives for most of 2021, and perhaps beyond. Older adults in our community are staying home, having significantly reduced interaction with the outside world.

Loneliness and social isolation for older adults can have a deep psychological impact, sometimes leading to depression and anxiety. Maybe less well known is the profound impact loneliness has on physical health. One study found loneliness had similar health effects on older adults as smoking 15 cigarettes a day.

It is important that as a city we work in partnership to ensure the basic needs of older adults are met during a pandemic, during a natural disaster, such as fire, and on an ongoing basis. This means having programs in place that can deliver meals, food and supplies for seniors sheltered at home. It means ensuring connectedness for seniors who may live alone. It means, having programs that can help seniors remain in community as they age, and providing accurate and timely information related to the virus and vaccines.

Food insecurity is a major problem impacting our low-income seniors. According to the Ventura County Area Agency on Aging 39% of all seniors age 65+ in our community do not have enough income to meet their most basic needs, such as healthy food, as measured by the Elder Economic Security Standard Index.

Programs such as Senior Concerns' Meals On Wheels Program are vital, both in addressing food insecurity, as well as in providing vital social connections to homebound seniors. The pandemic has truly shown how vital Senior Concerns' Meals On Wheels Program is to the seniors in Thousand Oaks. Senior Concerns is also the only local coordinating agency for the State's Great Plates Program. By serving as the coordinating agency, we are able to sign seniors up for this program, access their needs, provide daily check ins, and link them to other supportive programs.

In mid-March 2020, Senior Concerns was delivering approximately 800 meals per week through the Meals On Wheels Program. Today, January 2021, Senior Concerns is delivering more than 4,000 meals per week.

To further ensure seniors have access to food and supplies, Senior Concerns' launched a pantry in April 2020 that provides non-perishable food items, paper goods, cleaning supplies and personal care items to low income seniors throughout the Conejo Valley. We are making about 100 deliveries of pantry items per week, and will continue this program for as long as is needed.

There are additional challenges for seniors who are living alone during the pandemic. How can they access support and medical care? How do they access the vaccine? How do they combat isolation, and communicate with family and friends?

To help ensure seniors have the tools available to monitor their health and stay healthy, Senior Concerns developed and has delivered to date 1,000 COVID-19 Tool Kits. These Tool Kits contain such needed items as a thermometer, pulse oximeter, disposable and cloth masks, and gloves, antiseptic wipes and hand sanitizer, along with a Tool Kit booklet that talks about the signs and symptoms of COVID-19, and what to do if one is feeling sick. We are grateful to the City of Thousand Oaks for their support of this important project.

Our Senior Advocates have proven to be a tremendous and valuable resource for the senior community, especially during the pandemic. Our phones are ringing off the hook with seniors asking about the vaccine – how can they sign up, where can they go to get vaccinated, what are the rules about who is eligible? For seniors who don't have computer access, our Advocates are signing the seniors up and providing them with all the necessary information to ensure they can quickly and easily take advantage of the vaccine.

Our specially trained Senior Advocates also advise and counsel seniors in a variety of areas including housing, transportation, Medicare, Social Security, food programs, legal and financial services, homeless resources, Veteran's benefits, and elder abuse. Seniors are not charged for this service.

While the Goebel Center has remained closed except for drive up meals and tax preparation, Senior Concerns Advocates remain accessible full time via phone and Zoom.

We also need to ensure there are programs and supports in place for seniors with dementia and their family caregivers.

Today in Ventura County there are 14,000 people living with Alzheimer's disease. By 2050, there will be 40,000 people living with the disease and 100,000 people caring for them (Alzheimer's Association). Most people with dementia will be cared for at home by a family member, who themselves may experience a variety of physical, emotional, financial, and social burdens associated with the caregiving role.

The number of family caregivers will not keep pace with the growing number of frail, older people. The caregiver support ratio is calculated as the number of potential caregivers aged 45-64 for every person age 80+. In 2010, the ratio was 7 potential caregivers for every senior age 80+. By 2030, that number is expected to fall to 3:1.

Senior Concerns has become a recognized expert and resource to help seniors and family caregivers as they age. Our programs – including an Adult Day Program for seniors with cognitive or physical impairment, Meals On Wheels for homebound seniors in Thousand Oaks and Newbury Park, and Senior Advocacy/Case Management – are helping guide our aging community and their caregivers to age successfully.

As you consider how to allocate the city's grant funding this year, please consider the needs of our growing senior population at this time and, in particular, those with low income, to help ensure they can continue to age in place and in this beautiful community.

From: [Dichele Harris](#)
To: [Community Development Department](#)
Cc: [Lynn Oshita](#)
Subject: CDBG Needs Assessment
Date: Thursday, January 21, 2021 7:03:51 AM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

I apologize for just getting this to you today. Here are my public comments for tonight's needs assessment meeting. This is based on comments and opinions of staff, volunteers, and clients at LSS.

- The city of Thousand Oaks needs a year-round homeless shelter program. As a city, we are not doing our part in sheltering our homeless neighbors/residents. The nearest shelters are in Oxnard and we can't keep sending people who become homeless in Thousand Oaks to other cities for shelter or housing. We're doing exactly what we don't want other cities to do to us.
 - The need for shelter will only increase after the pandemic ends. Many families and individuals will find themselves without homes as they will not be able to pay their back rent.
 - A shelter will help prevent or reduce the number of homeless individuals sleeping and living around local businesses. This should be a comprehensive program that not only includes shelter but also case management, mental health services, and transitional housing services. Concerns about people migrating from other areas can be addressed by having residential limits/requirements to stay at the shelter.
- We need more affordable housing. In searching for places for our homeless clients to rent we've found the average studio or 1-bedroom apartment to be between \$1,700 to \$1,900 and landlords require that individuals who apply for these apartments to have incomes that are 2 to 3 times the amount of rent that they're asking for (i.e. \$3,400 to \$5,700 a month). This is a huge barrier to finding homes for individuals who are on fixed incomes (e.g. senior adults, those with disabilities, and those who make minimum wage). Either there needs to be more incentives offered to landlords to increase the number of affordable/low-cost units. Or the city needs to increase the required number of affordable housing units before approving the building of a new multi-family home.
- Public Restrooms/Porta Potties during the pandemic, or other potential states of emergency. We've heard complaints about those experiencing homelessness using the restroom outside. This is due to public restrooms being unavailable. We can't expect people to "hold-it" forever, or walk a mile a more just to use the restroom.
- We need more mental health clinics and inpatient substance abuse treatment options.

Especially for those experiencing homelessness. Most substance abuse treatment facilities only take private insurance, which many low-income individuals cannot afford. Additionally, Ventura County Behavioral health is overburdened and is only taking on new clients who threaten to harm themselves.

- o The city attorney's office, TOPD, and the DA will be starting a homeless court program for individuals who are homeless and have persistent, ongoing interactions with our county justice system. And they want the local nonprofit agencies to help with these individuals and find solutions. From what we heard, people are constantly being ticketed or arrested for things like camping, public urination/defecation, loitering/trespassing, and drug possession/possession of drug paraphernalia. We have also seen and heard of people with severe mental illness being arrested because of the combative behaviors that are directly linked to their illness. If we are ever going to reduce the number of homeless individuals and reduce the number of individuals interacting with the justice system for these reasons then the city needs a year-round shelter program, mental health clinics, and substance abuse treatment options.

That's all I have for now. Will our comments make it? And what are the next steps? Please let me know if you need anything else from me.

Thank You,

Dichele

Dichele Harris, MPPA
Area Director, Ventura County
Lutheran Social Services of Southern California

80 E. Hillcrest Drive, Suite 101
Thousand Oaks, CA, 91360



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From: [Lee Sherman](#)
To: [Community Development Department](#)
Subject: Public Comments for 1.21.2021
Date: Thursday, January 21, 2021 10:31:42 AM
Attachments: [Public Comments LMVNA 1.21.2021.docx](#)

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Hello, and greetings from Livingston Memorial,

I would like to submit the attached written comments for tonight's meeting for agenda item number 4. I do not need to speak at the meeting.

City of Thousand Oaks – 2021 Livingston VNA & Hospice

Livingston would like to thank the City of Thousand Oaks for its previous and continued support of our Subsidized Care Program. This program covers the cost of care for low-income patients who reside in Thousand Oaks and are certified by their doctors as home-bound. Many of these patients lack adequate insurance to cover the cost of their care, and as the only non-profit home healthcare agency in the county, it is part of our mission to care for them, regardless of their ability to pay. So far we have served 7 patients as part of our current FY 20-21 CDBG contract.

We expect the number of patients needing this care to rise significantly due to the effects of COVID-19 pandemic. The unemployment rate for Ventura County was 4.6% in March 2020 and is now 7.1%, down from a record high of 13.9% in April 2020. Many people have lost employer sponsored health insurance in the past year, with COBRA benefits running out or being unaffordable. This may result in a higher number of patients in need of this program.

We have also had to adapt to new ways of providing care in order to comply with best practices for communities in the purple tier of COVID-19 infection, including the increased use of PPE. The good news is that treating patients in their homes is the safest way possible for them to recover and avoid a visit to the emergency room, easing the burden on our County's already overwhelmed healthcare system. We provided care to 153 COVID-19 patients as of the end of 2020, and over a dozen of these patients remain in our care. We have not only provided vital health services to these patients, but have been a link for families unable to visit their loved ones due to social distancing guidelines. Livingston is proud and grateful to be of such service to our community in this difficult time. We once again thank you for your support in caring for our most vulnerable community members.

Thanks,

Lee Sherman
Grants Writer
Livingston Memorial VNA & Hospice
1996 Eastman Ave., Suite 101
Ventura, CA 93003

www.lmvna.org

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