



Human Services Grant Program 2023-24 Year End Report

5Cities homeless coalition
resources. support. hope.

July 10, 2024

Organization: 5Cities Homeless Coalition

5Cities Homeless Coalition Board of Directors

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Jane Renahan, Vice President
Paul Jarvis, Secretary
Lisa Murdoch, Treasurer
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Program: Rapid Re-Housing & Homeless Prevention Assistance – SLO

Administrator’s Report: Resources from this grant have served low-income residents of San Luis Obispo, who do not otherwise qualify for support from other funding grants. Specifically, residents were provided financial assistance for rent or deposit to gain or retain housing, coupled with case management support, and data management (HMIS). No operational changes were made during this grant period.

Statistical Report: 5CHC was able to assist 9 households, 23 people with Homeless Prevention and Rapid Re-housing Assistance to gain or maintain their housing. 5 households were assisted with rental assistance to maintain their housing after falling behind on rent 4 households were assisted with deposit or first month’s rent to secure housing after experiencing homelessness.

Those receiving Rapid Re-housing assistance included a young individual sleeping in his car, and single father with four daughters living in their car after the father lost his job due to lack of childcare, a single adult living on the street, and a homeless youth exiting from a transitional housing placement to a home of her own.

Those receiving Homeless Prevention Rental Assistance had been financially impacted and were unable to make their rent putting them at risk of losing their housing. Several households were out of work due to illness or injury, and have since returned to work and are able to continue meeting their financial responsibilities. The other household had unexpected expenses or fell for a scam, but with rental assistance and budgeting support they were able to get their finances back on track.

All households receiving financial assistance also received case management, referrals to appropriate services, budgeting and financial literacy training and connections to community resources. All households assisted remain in their home.

Executive Director

Janna Nichols
Janna.Nichols@5chc.org

www5CHC.org

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Office (805) 574-1638
Fax (805) 668-2380

5Cities Homeless Coalition

A 501(c)(3)
Nonprofit Corporation
ID #27-0413593

Demographic Information of Households Served:

| Household Size | Race | Ethnicity | Female Head of Household | Income Level (AMI) | City of Origin | Type of Assistance |
|----------------|-------|--------------|--------------------------|--------------------|----------------|-------------------------|
| 1 | Black | Non-Hispanic | No | 50% | SLO | RRH – Rental Assistance |
| 1 | White | Non-Hispanic | No | 30% | SLO | HP – Rental Assistance |
| 2 | White | Non-Hispanic | Yes | 30% | SLO | HP – Rental Assistance |



| | | | | | | |
|---|-------|--------------|-----|-----|-----|------------------------|
| 1 | White | Unknown | No | 30% | SLO | HP – Rental Assistance |
| 2 | White | Non-Hispanic | Yes | 50% | SLO | RRH – Deposit |
| 6 | White | Hispanic | No | 50% | SLO | HP – Rental Assistance |
| 4 | White | Hispanic | No | 30% | SLO | HP – Rental Assistance |
| 5 | White | Hispanic | No | 30% | SLO | RRH- Deposit |
| 1 | White | Hispanic | No | 50% | SLO | RRH - Deposit |

Financial report:

| Use of Funds | 23-24 Proposed Budget | Actual Spent as of 12/31/2023 | HH Served as of 12/31/2023 |
|--|-----------------------|-------------------------------|------------------------------|
| RRH - Rental Assistance | \$1,000.00 | \$1,100.00 | 1 HH (1 individual) |
| RRH - Relocation/Stabilization (Staff) | \$1,500.00 | | |
| RRH - Relocation/Stabilization (Deposit) | \$2,500.00 | \$3,489.41 | 3 HH (8 individuals) |
| HP - Rental Assistance | \$4,000.00 | \$5,410.59 | 5 HH (14 individuals) |
| HP - Relocation/Stabilization (Staff) | \$1,000.00 | | |
| HMIS | \$0.00 | | |
| Admin | \$0.00 | | |
| Total | \$10,000.00 | \$10,000.00 | 9 HH (23 individuals) |

This report was prepared and submitted by:

Devon McQuade
Name

Associate Director
Title

(805)574-1638
Phone

Devon McQuade
Signature

July 10, 2024
Date

devon.mcquade@5chc.org
E-mail

Exhibit B

City of San Luis Obispo
Grant Recipient Report Template

Midyear Report Due: Date - Year-End Report Due: July 10, 2024

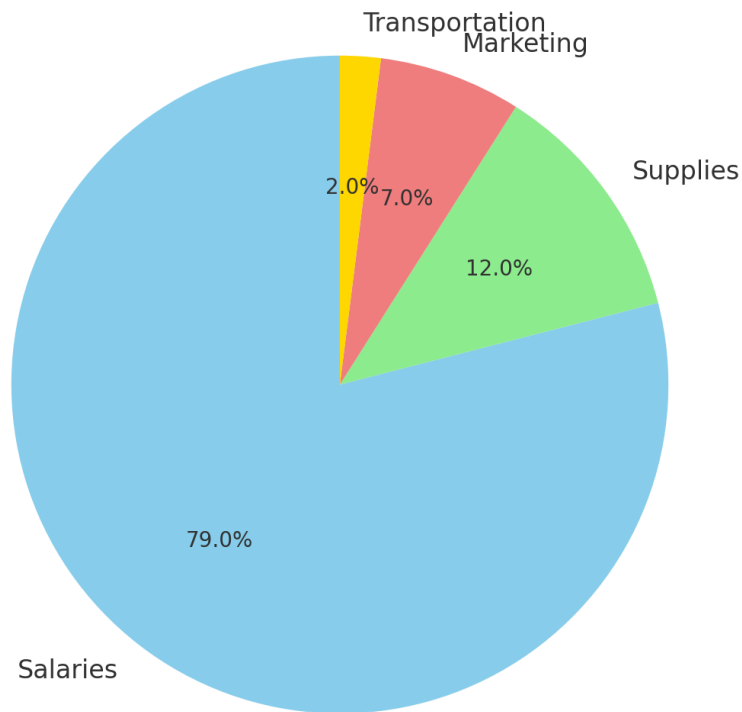
| | | | |
|--|--|--------------------------|---|
| Grant Name: | Human Services Grant | | |
| Grant Year: | 2023-2024 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | Big Brothers Big Sisters of San Luis Obispo County | | |
| Project Name: | Community- and Site-Based Mentoring | | |
| Administrator's Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. <i>If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.</i>) | | | |
| <p>For the reporting period, July 2023 to June 2024, Big Brothers Big Sisters of SLO County provided our evidence-based, adult to child mentoring program and supported unduplicated children and youth through our Community-Based program, and unduplicated children and youth at Site-Based programs at Pacheco and Hawthorne Elementary schools, all in the City of San Luis Obispo.</p> <p>No program changes have occurred during the reporting period.</p> <p>We are delighted to report that we have a new Executive Director, Stacy Salame. In addition to extensive experience in the for-profit and non-profit sectors, she has a background in teaching, which has brought critical insight into the needs of the children we serve.</p> | | | |
| Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys.) | | | |
| <p>Metrics identified in the request for the award period are that 75 City of San Luis Obispo resident children and youth will be served by June 30, 2024; however, that was for a \$12,000 award; the actual award was \$5,000 or 42% of the request. Metrics to be served for this amount are 32 (42% of 75). As of July 1, 2024, we exceeded metrics for the award amount.</p> <p>Racial Heritage: 52.38 % Latino or hispanic 25.97 % White (not of Hispanic origin) 9.98% Multi-racial 2.59 % Asian or Pacific Islander 1.72 % American Indian or Alaskan Native .43 % African American or Black (not of hispanic origin)</p> | | | |

Financial Report: (A financial statement detailing how the City’s grant funding has been or planned to be allocated.)

The grant funds were fully allocated to support our mentorship programs, both community-based and school-based.

The award allowed us to further our mission by covering essential costs associated with recruiting, training, and matching mentors with youth in need of positive role models. The community-based program supported one-on-one mentorships, while the school-based program provided structured one-to-one matches between high school students and children in local schools. The full award of \$5,000 has been utilized for these critical program operations, ensuring that we continue to provide impactful mentorship opportunities for youth in our community.

Adjusted Allocation of \$5,000 Grant Funds




| Metrics/Performance Outcomes | Results |
|--|--|
| <p>1. Number of individuals served.</p> <p><u>Served</u> refers to individuals specifically receiving any of the following:</p> <ul style="list-style-type: none"> ● Services directly provided by the grantee; ● Program/project applications, instructions, trainings, products, or concepts; ● Information (orally or in printed, in-person, virtually or over the phone); ● Any materials (flyers, brochures, pamphlets, etc.); ● Referrals (via phone, in person, electronically, etc.) | <p>In 2023/2024, there were 72 children served in our Site-Based program and 24 children served in our Community-Based program in San Luis Obispo for a total of 98 children provided with our mentorship services, supervision, support, and needed referrals. The City of SLO grant provided financial support for approximately 2 matches.</p> |
| <p>2. Number of service hours provided.</p> <p><u>Service hours</u> refer to any amount of time that is directly linked or performed as part of the work defined within the scope of the agreement signed by the grantee.</p> | <p>Service hours related to scope of the grant agreement: 185 hours</p> <p>Mentoring oversight (both community-based and school-based) Training of mentors Program coordination and support for mentors and mentees Administrative work directly tied to the programs, such as scheduling, reporting, and communication</p> |

Grant Metrics & Performance Outcomes Template

(must be reported by all grant recipients)

| | |
|---|--|
| <p>3. Number of activities.</p> <p>Activities can be defined as gatherings, events, or service provision either the grantee organizes or attends. In either case, grantee must specify if it attended or organized the activity, event, or service provision. This can be events, workshops, panel discussions, roundtable discussions, presentations, visits, consultations, advocacy on behalf of clients, etc.</p> <ul style="list-style-type: none"> • Activities include any gathering, presentation, event, service provision or activity designed to promote programs, services, or concepts related to the components within the scope of the agreement signed by the grantee. • Activities also refer to any gathering, presentation, event, service provision, or activity designed to create awareness of the programs, services, or concepts related to the components as defined within the agreement signed by the grantee. • Activities also refer to any gathering designed to outreach, engage, consult, advocate, visit, and collaborate with the community as defined within the agreement signed by the grantee. | <p>During the 2023/2024 grant period, we held numerous events and activities related to our mentorship programs in San Luis Obispo.</p> <p>High School Outreach Tabling Events: 5 events where we set up information tables to promote our mentorship programs and recruit high school mentors.</p> <p>Elementary School Outreach Tabling Events: 5 events focused on promoting our mentorship programs and encouraging younger students to participate in our school-based programs.</p> <p>High School Administration Visit: 2 visits to high school administration teams to discuss partnership opportunities and promote our mentorship programs.</p> <p>Mentorship Public Talks: 21 public talks delivered by staff and mentors to raise awareness of the impact of our mentorship programs. Held at Unitarian Universalists Church, KVEC radio, and various clubs (Rotary, etc) in SLO.</p> <p>Big Little Adventures: 5 organized outings for mentor-mentee pairs to engage in fun, educational activities, strengthening their bonds and exposing them to new experiences.</p> <p>Citywide Tabling Events: 5 tabling events around the City, including participation at the Thursday Farmers Market and REI, to promote our programs and raise community awareness.</p> |
| <p>4. Estimated number of individuals attending activities.</p> <p>Based on the scope of the agreement signed by the grantee, please provide a rough number or best estimate of individuals that 1) either attend a grantee led event or 2) approach the booth/table in which the grantee participates.</p> | <p>It's estimated that our events reached 2,000 - 3,000 individuals in SLO.</p> |

| | |
|---|---|
| <p>5. Report perception of services provided and/or engaged activities.</p> <p>Survey individuals to measure the impact of the services provided and/or engaged activities as described within the scope of the agreement signed by the grantee. Report in percent and total number of individuals served. Technical assistance can be provided to grantee in development of questions.</p> | <p>We use Youth/Child Outcomes Surveys, developed by Big Brothers Big Sisters of America updated in 2020 by internal and external research and information technology experts to ensure that outcome data is accurately reflected. In 2023/2024, no enrolled children entered the juvenile Justice system and all improved their academic performance/ school grades. In addition, those mentored for at least a year showed positive stability or improvement in the following areas:</p> <ul style="list-style-type: none"> ● Educational Expectations 85% ● Excused Absences/ Truancy 77% ● Depressive Symptoms 77% ● Emotion Regulation 90% ● Family/Parent Trust and Connectedness 93% ● Goal Setting and Pursuit Skills 90% |
| <p>6. Demographic Questions</p> <p>Demographic questions are highly encouraged to be completed by individuals that fall within the grantee’s scope of services. A current demographic survey is available and is highly encouraged for grantee to reach out for the demographic survey template.</p> | <p>To be reported by grantee in statistical section above.</p> |

| | | |
|---|---|--|
| <p>Caity McCardell</p> <hr style="width: 80%; margin: auto;"/> | <p>Development Director</p> <hr style="width: 80%; margin: auto;"/> | <p>805-781-3226</p> <hr style="width: 80%; margin: auto;"/> |
| Name | Title | Phone |
|  | <p>9/19/24</p> <hr style="width: 80%; margin: auto;"/> | <p>caity@SLObigs.org</p> <hr style="width: 80%; margin: auto;"/> |
| Signature | Date | E-mail |

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.

GRANTS-IN-AID
END-OF-YEAR REPORT 2023-2024
DUE: 7/20/2024

Organization: Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO)

Program: SAFE San Luis Obispo Family Resource Center

Administrator's Report:

Human Services Grant funds are being used to pay for a portion of a full-time SAFE San Luis Obispo Family Resource Center (SLO FRC) Family Advocate, who provides direct services to San Luis Coastal Unified School District (SLCUSD) families and unaccompanied youth in the City of San Luis Obispo when school is not in session. The SLO FRC Family Advocate is often the first point of contact for families. They act as a mobile Family Resource Center by going to individual school sites or directly to the families and unaccompanied youth rather than being solely located at one physical location. The concept of “mobile family support” has been facilitated by providing the Family Advocate with a cell phone, laptop, and portable Wi-Fi hotspot during the pandemic. The Family Advocate coordinates support services with CAPSLO’s 40 Prado Homeless Services Center and with other community agencies.

Statistical Report:

Between July 1, 2023 and June 30, 2024, the San Luis Obispo Family Resource Center staff have:

- Case managed 20 families, providing intensive services that include case planning, resource connection, and other needed assistance to stabilize the family.
- Of the case managed families that met their 90-day mark during this reporting period, 100% showed overall improvement of the family’s wellbeing based on their baseline vs. 90-day Self-Sufficiency Matrix results.
- Provided 160 families with resource and referral services. These are families that do not require intensive services but have multiple needs that can be met in a shorter period of time compared to case managed clients.
- Of the resource and referral families served, 94% reported an improvement in the family’s well-being as demonstrated in the survey results that gauged family stress, understanding of community resources, and overall connectedness to the community.

Financial report: (A financial statement detailing how the City's grant money has been expended or plan to be expended.)

| | <u>HSG Budget</u> | <u>Amount Spent</u> | <u>Amount Remaining</u> |
|-------------------------------|-----------------------|-------------------------|-----------------------------|
| Revenue | | | |
| City of SLO HSG | <u>5,000</u> | <u>5,000</u> | <u>0</u> |
| Total Revenue | 5,000 | 5,000 | 0 |
| Personnel Expense | | | |
| Family Advocate | 3,413 | 3,413 | 0 |
| Taxes/Benefits | <u>1,217</u> | <u>1,217</u> | <u>0</u> |
| Total Personnel | 4,630 | 4,630 | 0 |
| Other Program Expenses | | | |
| Indirect Expense @ 8% | <u>370</u> | <u>370</u> | <u>0</u> |
| Total Other | <u>370</u> | <u>370</u> | <u>0</u> |
| Total Expenses | <u><u>5,000</u></u> | <u><u>5,000</u></u> | <u><u>0</u></u> |

Exhibit B

City of San Luis Obispo
Grant Recipient Report Template

Midyear Report Due: DUE DATE - Year-End Report Due: 7/10/2024

| | | | |
|------------------------|---|--------------------------|---|
| Grant Name: | 2023-24 Human Services Grant (formally GIA) | | |
| Grant Year: | 2023-2024 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | Court Appointed Special Advocates (CASA) of San Luis Obispo County Inc. | | |
| Project Name: | General CASA Program Support | | |

Administrator’s Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. *If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.*)

This grant provided funding to continue our core program of ensuring that CASA volunteers provide vital one-on-one support for children and youth who are removed from their homes by a local judge for severe abuse and/or neglect. The CASA stays with the child throughout the life of their child welfare case. CASA volunteers are trained to gather information and focus their advocacy to support the needs of the whole child, including placement, physical and mental health, education, permanency, and well-being. Supporting normalcy for their CASA children is a key component of this support. CASA volunteers impact homeless rates by ensuring that teenagers and young adults in foster care have the resources and skills they need to secure safe and stable housing as they transition out of foster care.

The funding from this grant helped to cover rent costs for the CASA office, providing a gathering space for collaboration and working partnerships to ensure we are coordinating services and offering the best possible support to some of the most vulnerable children in the county. Our offices provide crucial infrastructure for the training, supervision, and direct service-delivery efforts of our staff and the CASA volunteer advocates. In addition, our staff and volunteers regularly meet and collaborate with partner agencies, social workers, and department heads. Staff and CASA volunteers also utilize the office to attend court hearings, which remain on Zoom.

In this grant period 2023-2024, SLO CASA supported 167 volunteers who were assigned to 241 foster children. Approximately 24 of those children were placed in the city of San Luis Obispo, and 38 volunteers resided in the city of San Luis Obispo. In this grant period, we held 21 Information Sessions attended by 143 community members. We trained and swore-in 51 new CASA volunteers, which exceeded our goal for the grant period.

As part of our commitment to offering inclusive and equitable services for all, SLO CASA has dedicated efforts over the last 12 months to improving cultural competence and inclusivity related to our outreach efforts. As part of this effort, we completed the following activities:

- Redesigned our over-the-street banners and our brochures to feature male and Latino volunteers, and to include text in both Spanish and English languages.
- All staff, board and volunteers completed DEI training (Diversity, Equity, and Inclusion) this fiscal year in collaboration with an external trainer.
- Our Executive Director participated in an interview on a Spanish-speaking local radio station and a local news station featured a story that resulted in 18 new volunteers signing up for an information session, half of whom are men.
- Our Training Manager spoke to the Pismo Coast Association of Realtors with 87 attendees and the Retired Active Men of SLO meeting with 64 attendees.
- In April our Executive Director spoke on the “soapbox” at the Good Morning SLO event hosted by the SLO Chamber of Commerce
- In June our Advocate Supervisor who is both male and Hispanic/bilingual, along with our Training Manager spoke at Mission San Luis Obispo de Tolosa and Saint William’s Parish Church at their Spanish masses to share about the need for Latinx and bilingual volunteers, along with CASA information tables at both locations. They also tabled at the Nipomo SWAP Meet.

- Various CASA staff tabled at Pride festivals for 2 days in June and 2 days for the Makeshift Muse Markets, where they interacted with a wide range of people.
- We have diversified our social media presence to include posts in both English and Spanish
- Our Executive Director and a CASA board member attended a networking mixer organized by Diversity SLO to recruit BIPOC volunteers and board members.

During the grant period we also held 10 in-service trainings for volunteers, many in collaboration with partners. Trainings included:

- Transitions Mental Health Services
- AB12 services for transitional aged youth
- Suicide Education Prevention
- "Dealing with Difficult Teen Behaviors"
- "Cool Aunt" series: understanding human-trafficking, for which foster youth are at heightened risk.
- Motivational Interviewing
- Protective Factors
- Supporting the child through reunification
- Depression and Anxiety in foster youth
- LGBTQIA+ provided by GALA Pride Center.

We expanded our teen Mentor Program to hold 6 support groups for 24 volunteers serving teens. The support groups allow CASA volunteers to cultivate a supportive atmosphere for learning and sharing with their peers. This is particularly important and impactful for volunteers serving high-risk teens, a complex and challenging population with high needs who are likely to face homelessness when they "age out" of the foster system. CASA staff organized and held activities for teens in foster care, including:

- Job Readiness
- Teen Cooking class
- FAFSA workshop
- Basic financial literacy
- Life Coach focused on identifying positive and attainable employment/ life goals

100% of volunteers surveyed reported that the Mentor Program has increased their abilities to more effectively build relationships and advocate for teens.

Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys.

- 1) Recruitment, screening, and training: 51 New CASA Volunteers in FY 23-24; Update and improve outreach to local San Luis Obispo community, including new over-the-street banners installed on Marsh Street and increased presence at San Luis Obispo outreach opportunities; We participated in 20 new outreach activities and total reach of at least 250 city residents in FY 23-24
- 2) During the grant period, SLO CASA supported 167 volunteers who were assigned to 241 foster children. Of the 241 children: 132 were female and 109 were male; 1.24% were American Indian or Alaska Native; 2.07% were Asian; 26.97% decline to state or are unknown; 2.9% were Black or African American; 10.79% were Hispanic or Latino; 5.81% were two or more races, and 49.79% were White. Their ages are: 65 are ages 0-5; 97 are ages 6-13; 50 are ages 14-17, and 29 are ages 18-21.

Approximately 24 children, or 10% of children served, resided in the City of SLO. Regardless of age, gender or race, CASA volunteers provide one-on-one support for children and youth throughout the life of their child welfare case.

Our July 2023 training class resulted in 19 new advocates swearing-in. October 2023 training class, with 10 new advocates, was sworn-in on November 15th. Our January 2024 training class had 10 new advocates sworn-in, as well as our April training class with 12 new advocates.

Financial Report: (A financial statement detailing how the City's grant funding has been or planned to be allocated.)

The award of \$3,750 was utilized to defray the cost of rent for our San Luis Obispo office, which serves as our primary brick-and-mortar presence in the county.

TOTAL expended: \$3,750

Grant Metrics & Performance Outcomes Template

| Metrics/Performance Outcomes | Results |
|--|---|
| <p>1. Number of individuals served.</p> <p><u>Served</u> refers to individuals specifically receiving any of the following:</p> <ul style="list-style-type: none"> • Services directly provided by the grantee; • Program/project applications, instructions, trainings, products, or concepts; • Information (orally or in printed, in-person, virtually or over the phone); • Any materials (flyers, brochures, etc.); • Referrals | <ul style="list-style-type: none"> • 241 children in foster care served • 143 attendees for volunteer info sessions • 51 volunteers attended pre-service training sessions • 180 volunteers attended in-service trainings • Approximately 10-50 brochures distributed per tabling/outreach event |
| <p>2. Number of service hours provided.</p> <p><u>Service hours</u> refer to any amount of time that is directly linked or performed as part of the work defined within the scope of the agreement signed by the grantee.</p> | <p>14,744 volunteer service hours</p> |
| <p>3. Number of activities.</p> <p>Activities can be defined as gatherings either the grantee organizes or attends. In either case, grantee must specify if it attended or organized the activity. This can be events, workshops, panel discussions, roundtable discussions, presentations, etc.</p> <ul style="list-style-type: none"> • Activities refer to any gathering designed to promote programs, services, or concepts related to the components within the scope of the agreement signed by the grantee. • Activities also refer to any gathering designed to create awareness of the programs, services, or concepts related to the components as defined within the agreement signed by the grantee. • Activities also refer to any gathering designed to outreach, engage, consult, and collaborate with the community as defined within the agreement signed by the grantee | <p>CASA organized the following:</p> <ul style="list-style-type: none"> • 21 Volunteer Info Sessions for outreach to potential new volunteers • 4 pre-service trainings (40 hours each) • 24 “team gatherings” for current volunteers to engage and collaborate • 6 Mentor groups for teens in foster care and their assigned advocates • 4 Infant & Toddler Program group meetings for advocates assigned to children ages 0-5 <p>CASA attended the following:</p> <ul style="list-style-type: none"> • 25 community events to create awareness of our program and for outreach/recruitment and engagement |
| <p>4. Estimated number of individuals attending activities.</p> <p>Based on the scope of the agreement signed by the grantee, please provide a rough number or best estimate of individuals that 1) either attend a grantee led event or 2) approach the booth/table in which the grantee participates.</p> | <p>Approximately 435 individuals either attended a grantee-led event or received information (orally or in-print) at community events where CASA participated</p> |
| <p>5. Report perception of services provided and/or engaged activities.</p> <p>Survey individuals to measure the impact of the services provided and/or engaged activities as described within the scope of the agreement signed by the grantee. Report in percent and total number of individuals served. Technical assistance can be provided to grantee in development of questions.</p> | <p>51 surveys administered at the conclusion of pre-service advocate trainings (100% of individuals received surveys); At least 180 surveys were administered/received to volunteer advocates or 100% of those who attended team gatherings and volunteer support groups/meetings to ensure that those meetings are useful to the volunteers; 41 volunteer advocates were surveyed and responded to a CA CASA survey that measured impact on the youth/clients served (administered by SLO CASA).</p> |

6. Demographic Questions

Demographic questions are **highly encouraged** to be completed by individuals that fall within the grantee's scope of services. A current demographic survey is available and is highly encouraged for grantee to reach out for the demographic survey template.

To be reported by grantee in statistical section above.

(must be reported by all grant recipients)

Katrina Cathcart

Development Director

805-541-6542

Name

Title

Phone



7/17/2024

kcathcart@slocasa.org

Signature

Date

E-mail

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.

Grants-in-Aid 2022-23 Year End Report
Due July 20, 2024

Organization: Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO)

Program: Homeless Prevention/Housing Stability

Administrator's Report:

The Homeless Prevention/Stable Housing Program provides emergency financial assistance to City of San Luis Obispo households that are at risk of being evicted and need assistance with a rental payment, or who need assistance securing housing with first month's rent and/or a security deposit. Only those assessed individuals who can demonstrate their ability to maintain rent beyond the assistance and are willing to participate in case management for 6 months (to further ensure continued success) are accepted into the program. Case managers work with candidates to develop and maintain a realistic post-housed budget and connect them to community resources to obtain additional assistance (i.e., food, clothing, job training). In addition, individuals are encouraged to stretch their dollars further by utilizing services at 40 Prado, including free laundry, meals, primary medical care and other supportive services offered during the day.

Statistical Report:

5 clients were served from July 1, 2023 – June 30, 2024:

| | <u>City of Origin</u> | <u>Amount Provided from GIA</u> | <u>Purpose</u> |
|-------------------------|-----------------------|---------------------------------|------------------------------|
| Client #1 | SLO | \$ 812.00 | Deposit/1st month's rent |
| Client #2 | SLO | \$1,125.00 | Deposit/1st month's rent |
| Client #3 | SLO | \$3,123.10 | Arrears/Current month's rent |
| Client #4 | SLO | \$3,915.38 | Deposit/1st month's rent |
| Client #5 | SLO | \$238.78 | Deposit |
| Total Client Assistance | | <u>\$9,259.26</u> | |
| Indirect | | \$740.74 | |
| Total | | <u>\$10,000</u> | |

City of San Luis Obispo - Human Relations Commission
Case Management Homeless Prevention/Stable Housing Project
Year-End Grants-In-Aid Report
July 1, 2023 to December 31, 2024

REVENUE

| | | | |
|-----------------------------------|-----------|------------------|--|
| City of San Luis Obispo GIA 23-24 | | 10,000.00 | |
| Total Revenue | \$ | 10,000.00 | |

EXPENSES

Non-Personnel

| | | | |
|-------------------------------|-----------|-----------------|--|
| Financial Assistance Payments | | 9,259.26 | |
| Total Non-Personnel | \$ | 9,259.26 | |

OTHER EXPENSES

| | | | |
|-----------------------------|-----------|------------------|--|
| Indirect Expenses @ 8% | | 740.74 | |
| Total Other Expenses | \$ | 704.74 | |
| Total Expenses | \$ | 10,000.00 | |

| | | | |
|------------------------------------|-----------|----------|--|
| Excess (Shortfall) of Funds | \$ | 0 | |
|------------------------------------|-----------|----------|--|

City of San Luis Obispo Grant Recipient Report Template

Year-End Report Due: July 10, 2024

| | | | |
|------------------------|---|---|---|
| Grant Name: | City of SLO Human Services Grant Program | | |
| Grant Year: | 2023-2024 | | |
| Type of Report: | Midyear Report (check box) <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> | X |
| Organization: | Central Coast Ag Network dba City Farm SLO | | |
| Project Name: | Summer 2024 Youth Empowerment Program | | |

Administrator’s Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. ***If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.***)

City Farm SLO’s Youth Empowerment Program (YEP) helps local, underserved teens build career and college readiness skills through technical agricultural instruction, bilingual workshops, and summer internships. Workshops are led by instructors trained in youth empowerment strategies and cover these topics: health and wellness, financial literacy, goal setting, resume building, leadership, public speaking, and DE&I in agriculture. Upon graduation, students can apply for a paid summer internship at City Farm SLO.

The following activities were completed during the grant period:

- Recruited, hired, onboarded a YEP Facilitator.
- YEP Staff conducted 2023 program evaluation update including curriculum revisions and program improvements.
- 2024 YEP Communications Toolkit was developed including 2024 YEP Application form, 2024 YEP Internship Application, program fliers in English and Spanish (both digital and print), social media marketing materials, press releases, 2024 contact list, 2024 partner list, and 2024 outreach plan.
- 78 teens submitted applications for Summer 2024 YEP.
- 3 cohorts of YEP were offered during Summer 2024. 35 teens graduated from programming.
- 2 previous YEP graduates were selected as Summer 2024 YEP Interns. Interns were onboarded, trained, and worked for 7 weeks.

Participant testimonials:

- *“I learned how to speak up more, this place really made me realize that not everyone is out to get me. A lot less anxious when speaking to others.”*
- *“I definitely feel so much more confident in my time management. Coming everyday to YEP and seeing the whiteboard filled up with the schedule for the day makes me feel relaxed in knowing what to prepare for. It has made me create my own schedule at home, making it easier for me to go to bed early and get the rest I need.”*
- *“I learned about how to make effective goals that are manageable.”*

Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys.

Metrics:

- # of teens served: 37
- Individual instruction hours provided: 1,408
- % of graduates who report that they are better equipped to make healthy choices: 97%
- % of graduates who report that they are more prepared for employment: 100%
- Pounds of produce donated to SLO Food Bank:

Demographic Data:

- 74% of participants identified with one or more of the following: racial or ethnic minority, English language learner, receiving food stamps or cash assistance, homeless, foster youth, on probation or parole.
- 95% of participants indicated that live in a low-income household.
- 62% of participants identified as female
- 34% of participants identified as male
- 4% of participants identified as non-binary

Financial Report: (A financial statement detailing how the City's grant funding has been or planned to be allocated.)

| GIA Grant Funds: | Expended during grant term |
|----------------------------|----------------------------|
| Student Stipends | \$7,200 |
| Summer Intern Scholarships | \$3,600 |
| Student Food & Beverage | \$2,880 |
| Tools & Materials | \$1,320 |
| Total | \$15,000 |

Grant Metrics & Performance Outcomes Template

| <i>Metrics/Performance Outcomes</i> | <i>Results</i> |
|---|--|
| <p>1. Number of individuals served.</p> <p><u>Served</u> refers to individuals specifically receiving any of the following:</p> <ul style="list-style-type: none"> • Services directly provided by the grantee; • Program/project applications, instructions, trainings, products, or concepts; • Information (orally or in printed, in-person, virtually or over the phone); • Any materials (flyers, brochures, pamphlets, etc.); • Referrals (via phone, in person, electronically, etc.) | |
| <p>2. Number of service hours provided.</p> <p><u>Service hours</u> refer to any amount of time that is directly linked or performed as part of the work defined within the scope of the agreement signed by the grantee.</p> | |
| <p>3. Number of activities.</p> <p>Activities can be defined as gatherings, events, or service provision either the grantee organizes or attends. In either case, grantee must specify if it attended or organized the activity, event, or service provision. This can be events, workshops, panel discussions, roundtable discussions, presentations, visits, consultations, advocacy on behalf of clients, etc.</p> <ul style="list-style-type: none"> • Activities include any gathering, presentation, event, service provision or activity designed to promote programs, services, or concepts related to the components within the scope of the agreement signed by the grantee. • Activities also refer to any gathering, presentation, event, service provision, or activity designed to create awareness of the programs, services, or concepts related to the components as defined within the agreement signed by the grantee. • Activities also refer to any gathering designed to outreach, engage, consult, advocate, visit, and collaborate with the community as defined within the agreement signed by the grantee. | |
| <p>4. Estimated number of individuals attending activities.</p> <p>Based on the scope of the agreement signed by the grantee, please provide a rough number or best estimate of individuals that 1) either attend a grantee led event or 2) approach the booth/table in which the grantee participates.</p> | |
| <p>5. Report perception of services provided and/or engaged activities.</p> <p>Survey individuals to measure the impact of the services provided and/or engaged activities as described within the scope of the agreement signed by the grantee. Report in percent and total number of individuals served. Technical assistance can be provided to grantee in development of questions.</p> | |
| <p>6. Demographic Questions</p> <p>Demographic questions are highly encouraged to be completed by individuals that fall within the grantee's scope of services. A current demographic survey is available and is highly encouraged for grantee to reach out for the demographic survey template.</p> | <p>To be reported by grantee in statistical section above.</p> |

(must be reported by all grant recipients)

Kayla Rutland

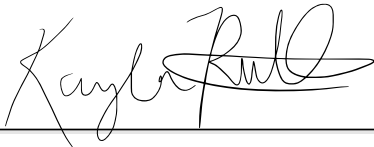
Name

Executive Director

Title

(805) 769 8344

Phone



Signature

9/19/24

Date

kayla@cityfarmslo.org

E-mail

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.



Human Services Grant Program FINAL REPORT

Organization: FAMILY CARE NETWORK, INC.

Program: FAMILY SUPPORT SERVICES/THERAPEUTIC FOSTER CARE

Administrator's Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit B (your grant application) using the Grants-In-Aid provided, and any changes that have occurred during the reporting period.)

As of Dec 31, 2023, FCNI has expended the entire \$5,000 funded through the SLO City GIA. Grant dollars were used to support seven foster care clients residing in the City of San Luis Obispo, and their respective foster parents, with placement stability.

The SLO City GIA funded supported youth in the following programs: Wraparound Therapeutic Parent (WTP), Wraparound Foster Care (WFC), and Intensive Services Foster Care (ISFC). These programs serve high-needs, at-risk youth in their transition from a higher level of care (e.g., juvenile justice placement, hospital, group home, or a more restrictive placement) back to family, to independent living, or to a long-term placement option. To help them be successful in returning to a lower level of care, these youth are first placed within one of these programs to receive support in adjusting to family-living, developing stronger life skills, and stabilizing their behaviors in preparation for reunification or independent living. Foster parents who serve in these programs work as part of a larger treatment team and are highly skilled in providing trauma-informed care to support the healing, stability, skills development, and mental health wellbeing of the youth entrusted into their care.

Your grant funding directly assisted these foster parents to care for seven local youth in need of safety and stability, helping to transform their lives, and improving their chances of living healthier, more productive futures.

Statistical Report: (This section should include the number of clients served, their cities of origin, the nature of services provided, as well as any other statistics which are kept by the agency. The total number of clients served also should be broken down by the type of service received.)

The grant funds were expended on seven foster care clients and their foster parents all living within the City of San Luis Obispo. Funding covered critical housing and placement costs associated with caring for these youth, including home and transportation needs and

repairs; critical supplies for the overall health of youth; increased access to enrichment and mental health activities and experiences; basic needs including clothing, school supplies/materials/fees, and safe childcare when needed, and anything else a youth would need to feel safe, cared for, and in a position to move forward from difficult circumstances. For further details, see the financial breakdown included in the Financial Report below.

Financial report: (A financial statement detailing how the City's grant money has been expended or plan to be expended.)

To date (12/31/23) all SLO CITY GIA funds have been expended. The following includes a breakdown of how funding was applied:

| Expense | Program |
|------------------|---|
| \$2603.26 | Probation-WTP foster parent (three clients) |
| \$78.00 | SLO FC respite (one client) |
| \$400.00 | WTP respite (one client) |
| \$250.00 | WFC respite (one client) |
| \$1168.74 | ISFC foster parent & placement support (one client) |
| TOTAL: \$5000.00 | |

Name: Sarah Davenport

Title: Director of Corporate Affairs

Phone: (805) 234-3496 (c); (805) 781-3535 (office)

Signature: 

Date: July 8, 2024

E-mail: sdavenport@fcni.org

Please limit to no more than 2 pages. Once signed, please scan and e-mail to Nestor Veloz-Passalacqua,

City of San Luis Obispo Grant Recipient Report Template

Year-End Report Due: July 10, 2024

| | | |
|------------------------|-----------------------------------|---|
| Grant Name: | Human Services Grant (HSG) | |
| Grant Year: | FY 2023-24 | |
| Type of Report: | Year-End Report | x |
| Organization: | Hospice of San Luis Obispo County | |
| Project Name: | Caregiver Support Program | |

Administrator's Report: *(A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) using the business grant provided, and any changes that have occurred during the reporting period. If operations or service provisions have changed, please disclose and explain the reasoning and response to changes here.)*

Herein is our Year-End Report for the \$10,000 Human Services Grant (HSG) (Services for Seniors and/or People with Disabilities in Need) that began on 7/1/2023. Our mid-year report included data from July 1- Dec 31, 2023. This current report includes data from January 1-June 30, 2024.

As a result of the grant we received, Hospice of SLO County's Caregiver Support program continues to train and sustain more in-home volunteers to provide support for caregivers in our community, serve more people from low- income and underserved populations, reduce the wait time for receiving our services, and realize financial support to continue our services. Our Caregiver Support program offers a variety of services to help keep home caregivers healthy and well as they care for a loved one with a life-limiting diagnosis. Our volunteers visit clients' homes for up to four hours per week to provide short-term relief or respite care to primary caregivers while also lending compassionate support to loved ones with dementia or other life-limiting illnesses.

Statistical Report: *(This section should include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the survey shared by the City.)*

We offered two specific support groups during the specified timeframe: Caregiver Support Group (42 hours) Dementia and Anticipatory Grief Support Group (13 hours).

We supported 57 in-home clients during the specified timeframe, as well as 6 end-of-life vigil clients and 6 pet peace of mind clients. 13 of these clients live specifically in the City of SLO (1 pet peace of mind and 1 end of life). The age range of human clients was 47-99 and 39 clients had cognitive impairment. There were 6 veterans, 38 females and 26 males. Of these clients 18 had their adult child as their main caregiver; 26 had their spouse; 11 were alone or had hired caregivers; 5 had either a parent, sibling, grandchild or niece supporting them.

Overall, a total of 1,420 hours of in-home support were provided by 58 volunteers. This includes in-home respite support, pet peace of mind, end-of-life vigil support, reiki, and bedside singing by Threshold Singers. In addition to in-home volunteers, comprehensive Care Management is provided to clients with Alzheimer's or other forms of dementia and their caregivers and families. Overall, there were 90 clients that came through Care Management; of these, 24 were specific to the City of SLO. An additional 15 SLO residents contacted our agency to inquire about out-of-area services for loved ones living elsewhere; this shows that people in SLO turn to our organization as a trusted advisor in the community and rely on us for information, education, and referrals as well as direct services.

Some of the diagnosis of the City of SLO Clients include CHF/AFIB; CHF/COPD; Dementia; Dementia/end stage end of life; Diffuse Large B-cell Lymphoma; Epilepsy; Muscular dystrophy/parkinsonian tremors/mild cognitive decline; Old age/post COVID complications; stroke/mild cognitive impairment; Severe back pain/osteoporosis/genetic hip & spine issues; Stage 4 Breast Cancer.

Financial Report: (A financial statement detailing how the City's grant funding has been or planned to be allocated.)

Early in the grant cycle our part-time Volunteer Coordinator resigned, and we consequently hired a full-time Volunteer Services Manager with an increased salary and increased hours.

The Volunteer Services Manager is responsible for the recruitment, training, supervision, support, motivation, and recognition of volunteers. They conceive, develop, present and coordinate information for our 30-hour in-home volunteer training program. They assess in-home and specialty program client needs for the optimal volunteer placement and fit for services offered. We allocated the entire grant amount to their salary; please see the budget below.

Volunteer Services Manager (Full Time): \$10,000

**2023-24 Human Services Grant, City of San Luis Obispo
Program Budget: Caregiver Support
Hospice of San Luis Obispo County**

| | Program Expense | Grant Budget | Grant Allocation | Matching/Source |
|--|----------------------|---------------------|---------------------|--|
| I. Personnel Expenses | | | | |
| Volunteer Coordinator (part-time) Volunteer Manager (Full Time) | \$ 43,700.00 | \$ 10,000.00 | \$ 10,000.00 | Fundraising, donations, bequests, other grants |
| Volunteer Director/Executive Director (full-time) | \$ 85,000.00 | \$ - | \$ - | Fundraising, donations, bequests, other grants |
| Care Manager (part-time) | \$ 48,500.00 | \$ - | \$ - | Rupe Grant - fully funded |
| Training Materials/Background checks (50 volunteers x \$175 ea.) | \$ 8,750.00 | \$ 8,750.00 | \$ - | Fundraising, donations, bequests, other grants |
| Subtotal - Personnel Expenses | \$ 185,950.00 | \$ 18,750.00 | \$ 10,000.00 | |
| II. Operating Expenses | | | | |
| Volunteer Dept Materials/supplies | \$ 1,000.00 | \$ 500.00 | \$ - | Fundraising, donations, bequests, other grants |
| Technology Expenses | \$ 500.00 | \$ 250.00 | \$ - | Fundraising, donations, bequests, other grants |
| Marketing & Outreach Expenses | \$ 1,000.00 | \$ 500.00 | \$ - | Fundraising, donations, bequests, other grants |
| Subtotal - Operating Expenses | \$ 2,500.00 | \$ 1,250.00 | \$ - | |
| Total Program Expenses | \$ 188,450.00 | \$ 20,000.00 | \$ 10,000.00 | |

Shannon McOuat

7-5-2024

Signature

Date

Shannon McOuat, Executive Director
805-544-2266
shannonmcouat@hospiceslo.org

City of San Luis Obispo Grant Recipient Report Template

Midyear Report Due: Date - Year-End Report Due: July 20, (YEAR)

| | | | |
|------------------------|--------------------------------|--------------------------|---|
| Grant Name: | Grants-in-Aid | | |
| Grant Year: | 2023-24 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | Literacy for Life Organization | | |
| Project Name: | Literacy Program | | |

Administrator's Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. ***If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.***)

Our tutors assist their learners to set and meet their individual literacy learning goals. Learners achieve at least one goal per FY. Most learners achieve more than one. Together our learners and tutors logged 9,238.00 tutoring/learning hours.

| | In City of SLO | Outside City of SLO limits | Total |
|--|---|--|--|
| The top three literacy learning goals already set in 2023-2024 are: | Model conversation (29) | Learn new vocabulary (44) | Model conversation (70) |
| | Learn new vocabulary (22) | Model conversation (41) | Learn new vocabulary (66) |
| | Read a book (17) | Read a book (35) | Read a book (52) |
| | Read a more difficult book (17) | Learn the alphabet, letters, and sounds (34) | |
| | Read news or Magazine (17) | | |
| The top three literacy learning goals already met in 2023-2024 are: | Read a book (10) | Read a book (26) | Read a book (36) |
| | Write a note, message, or text (7) | Learn the alphabet, letters, and sounds (25) | Learn the alphabet, letters, and sounds (31) |
| | Learn the alphabet, letters, and sounds (6) | Greeting in English, identifying yourself (21) | Greeting in English, identifying yourself (26) |
| | Fill out a form or application (6) | | |
| | | | |

Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys.

Literacy For Life served in FY 2023-2024:

Adult Learner Gender

| | In City of SLO | Outside City of SLO limits | Total |
|--------------|----------------|----------------------------|-------|
| Women | 27 | 45 | 72 |
| Men | 11 | 25 | 36 |
| Total | 38 | 70 | 108 |

Adult Learner Ethnicity

| | In City of SLO | Outside City of SLO limits | Total |
|-----------------|----------------|----------------------------|-------|
| Asian | 19 | 9 | 28 |
| White | 7 | 5 | 12 |
| Hispanic | 8 | 52 | 60 |
| Black | 3 | 1 | 4 |
| Unknown | 1 | 3 | 4 |
| Total | 38 | 70 | 108 |

Adult Learner Age

| | In City of SLO | Outside City of SLO limits | Total |
|------------------|----------------|----------------------------|-------|
| Age 16-19 | 0 | 0 | 0 |
| Age 20-29 | 6 | 5 | 11 |
| Age 30-39 | 9 | 18 | 27 |
| Age 40-49 | 5 | 19 | 24 |
| Age 50-59 | 11 | 18 | 29 |
| Age 60-69 | 2 | 2 | 4 |
| Age 70 plus | 3 | 3 | 6 |
| Unknown Age | 2 | 5 | 7 |
| Total Age | 38 | 70 | 108 |

Number of Adult Learner Children

(if both parents are in "Literacy For Life" program, only one record of the children is taken)

| | In City of SLO | Outside City of SLO limits | Total |
|------|----------------|----------------------------|-------|
| 0-5 | 7 | 17 | 24 |
| 5-12 | 10 | 35 | 45 |
| | 17 | 52 | 69 |

Adult Learner Prior Education

| | In City of SLO | Outside City of SLO limits | Total |
|---------------------|----------------|----------------------------|-------|
| US educ | | | |
| 0-4th grade | 28 | 54 | 82 |
| 9th-12th | 1 | 1 | 2 |
| High school diploma | - | 1 | 1 |
| Some college | - | 3 | 3 |

| | | | |
|----------------------------|-----------|-----------|------------|
| College Graduate | - | 1 | 1 |
| Unknown | 9 | 10 | 19 |
| Total | 38 | 70 | 108 |
| native country educ | | | |
| K-4 | 1 | 8 | 9 |
| 5-8 | 0 | 6 | 6 |
| 9-12 | 8 | 30 | 38 |
| High school graduate | 2 | 4 | 6 |
| Some college | 2 | 8 | 10 |
| College graduate | 12 | 5 | 17 |
| Unknown | 13 | 9 | 22 |
| Total | 38 | 70 | 108 |

Tutors (FY 2023-2024)

Tutor Gender

| | In City of SLO | Outside City of SLO limits | Total |
|--------------|----------------|----------------------------|-----------|
| Women | 17 | 43 | 60 |
| Men | 8 | 15 | 23 |
| Total | 25 | 58 | 83 |

Tutor Ethnicity

| | In City of SLO | Outside City of SLO limits | Total |
|---|----------------|----------------------------|-----------|
| Asian | 1 | 3 | 4 |
| American Indian or Alaska Native | 1 | | 1 |
| Caucasian | 22 | 52 | 74 |
| Hispanic | 1 | 2 | 3 |
| Unknown | | 1 | 1 |
| Total | 25 | 58 | 83 |

Tutor Age

| | In City of SLO | Outside City of SLO limits | Total |
|------------------|----------------|----------------------------|-----------|
| Age 16-19 | - | - | - |
| Age 20-29 | 3 | - | 3 |
| Age 30-39 | 2 | - | 2 |
| Age 40-49 | - | 1 | 1 |
| Age 50-59 | 2 | 6 | 8 |
| Age 60-69 | 11 | 33 | 44 |
| Age 70 plus | 7 | 17 | 24 |
| Unknown Age | - | 1 | 1 |
| Total Age | 25 | 58 | 83 |

Tutor Prior Education

| | In City of SLO | Outside City of SLO limits | Total |
|--|----------------|----------------------------|-------|
|--|----------------|----------------------------|-------|

| | | | |
|---------------------|-----------|-----------|-----------|
| 0-4th grade | - | - | - |
| 9th-12th | - | - | - |
| High school diploma | - | - | - |
| Some college | 1 | 5 | 6 |
| College Graduate | 24 | 51 | 75 |
| Unknown | - | 2 | 2 |
| Total | 25 | 58 | 83 |

Financial Report: A financial statement detailing how the City's grant funding has been or planned to be allocated.

Use of GIA award

Program Coordination: \$2,000

Books & Materials Learners: \$1,500

Books and Materials Volunteer Tutors: \$1,500

Total: \$5,000

Bernadette Bernardi

CEO

805-541-4219


Signature

Date: July 29, 2024

bernadette@literacyforlifeslo.org

City of San Luis Obispo Grant Recipient Report Template

Year-End Report Due: July 20, 2024

| | | | |
|--|---|--------------------------|---|
| Grant Name: | Human Services Grant Program | | |
| Grant Year: | July 1, 2023 – June 30, 2024 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | Long Term Care Ombudsman Services of San Luis Obispo County | | |
| Project Name: | Ombudsman Services | | |
| Administrator’s Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. <i>If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.</i>) | | | |
| <p>During the grant year, Ombudsman provided significant services to care facility residents. Services included: facility monitoring visits, complaint investigations and resolutions, information and assistance, individual and systemic advocacy and witnessing advanced health care directives in skilled nursing facilities. Residents and their families frequently reported that they were very pleased with our services and deeply appreciated the help we provide to them.</p> <p>We have been able to train and retain six new volunteers Ombudsman. These Ombudsman will help us provide services in a timely manner to clients. Since COVID, this is the first significant increase in our Ombudsman volunteers. We are very happy to have these new volunteers join our program.</p> <p>We have not had any changes in our program staff. We have five paid staff, 3-full time and 2-part time. The staff have 71 years of combined Ombudsman experience. This significantly exceeds the state and national average for Ombudsman staff retention.</p> <p>In September 2023, the State Ombudsman office performed a Program Review of the San Luis Obispo County Long Term Care Ombudsman Program. The 50-page Review report is extensive and shows that we meet or exceed every Ombudsman program standard/requirement. More importantly, we were the first program in California to have no negative findings, or areas to improve or a plan of correction.</p> <p>Members of the HRC, HRC Staff and City Council are welcome to visit the Ombudsman office for more information about our program. Members may also join an Ombudsman in a “Ride-along” to a care facility to see first-hand the condition of facilities in San Luis Obispo and to see how our services are delivered. Please contact Karen Jones, Executive Director/Program Manager to set up a visit (805-785-0132).</p> | | | |

Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys.

LTC Ombudsman Services is under the authority of the State Long Term Care Ombudsman Office at the CA Department of Aging (CDA). We are a single purpose non-profit agency that has the contracts to provide the services in San Luis Obispo County. We are mandated by Federal Rules and the Older American's Act to follow the policies and procedures of the State Ombudsman. In 2018, due to AB 959 which required CDA programs to collect demographics regarding LGBTQ clients, the State Ombudsman office provided verbal and written direction stating that Ombudsman programs, including our program, do NOT to collect any demographic data on our clients. Here is an excerpt from the email we received on February 2, 2018, from the State Ombudsman's office:

"The Department of Aging and local area agencies on aging are moving to come into compliance with AB 959, which requires the collection of voluntary self-identification information pertaining to sexual orientation and gender identity of clients. However, because the Ombudsman Program does not collect demographic data for the residents we serve, the bill does not apply to us."

As a result of this directive from the State Ombudsman office, we have not been able to collect demographic data since 2018. This is very challenging for grant requirements, and we appreciate the HRC, HRC staff and City Council's understanding of this issue.

Financial Report: (A financial statement detailing how the City's grant funding has been or planned to be allocated.)

See Attached.

Grant Metrics & Performance Outcomes Template

| Metrics/Performance Outcomes | Results |
|---|--|
| <p>1. Number of individuals served.</p> <p><u>Served</u> refers to individuals specifically receiving any of the following:</p> <ul style="list-style-type: none"> • Services directly provided by the grantee; • Program/project applications, instructions, trainings, products, or concepts; • Information (orally or in printed, in-person, virtually or over the phone); • Any materials (flyers, brochures, pamphlets, etc.); • Referrals (via phone, in person, electronically, etc.) | <p>2,108 Clients Served</p> <p>820 City of San Luis Obispo Residents Served</p> |
| <p>2. Number of service hours provided.</p> <p><u>Service hours</u> refer to any amount of time that is directly linked or performed as part of the work defined within the scope of the agreement signed by the grantee.</p> | <p>Services by Volunteers: 53.65</p> <p>Services by Program Staff: 8,320</p> |
| <p>3. Number of activities.</p> <p>Activities can be defined as gatherings, events, or service provision either the grantee organizes or attends. In either case, grantee must specify if it attended or organized the activity, event, or service provision. This can be events, workshops, panel discussions, roundtable discussions, presentations, visits, consultations, advocacy on behalf of clients, etc.</p> <ul style="list-style-type: none"> • Activities include any gathering, presentation, event, service provision or activity designed to promote programs, services, or concepts related to the components within the scope of the agreement signed by the grantee. • Activities also refer to any gathering, presentation, event, service provision, or activity designed to create awareness of the programs, services, or concepts related to the components as defined within the agreement signed by the grantee. • Activities also refer to any gathering designed to outreach, engage, consult, advocate, visit, and collaborate with the community as defined within the agreement signed by the grantee. | <p><u>Ombudsman Services:</u></p> <p>Facility Monitoring Visits: 2,235</p> <p>Complaint Investigated/Resolved: 436</p> <p>Information and Assistance Contacts: 494</p> <p>Community Education Sessions: 18</p> |
| <p>4. Estimated number of individuals attending activities.</p> <p>Based on the scope of the agreement signed by the grantee, please provide a rough number or best estimate of individuals that 1) either attend a grantee led event or 2) approach the booth/table in which the grantee participates.</p> | <p>NA</p> |
| <p>5. Report perception of services provided and/or engaged activities.</p> <p>Survey individuals to measure the impact of the services provided and/or engaged activities as described within the scope of the agreement signed by the grantee. Report in percent and total number of individuals served. Technical assistance can be provided to grantee in development of questions.</p> | <p>We resolved 67% of complaints to the resident's (client's) satisfaction.</p> <p>28% of complaints remained partially resolved to the resident's (client's) satisfaction.</p> <p>5% of complaints require a regulatory or systemic advocacy response to resolve.</p> |
| <p>6. Demographic Questions</p> <p>Demographic questions are highly encouraged to be completed by individuals that fall within the grantee's scope of services. A current demographic survey is available and is highly encouraged for grantee to reach out for the demographic survey template.</p> | <p>To be reported by grantee in statistical section above.</p> |

(must be reported by all grant recipients)

Karen Jones

Executive Director

805-785-0132

Name

Title

Phone



July 18, 2024

Karenjones@ombudsmanslo.org

Signature

Date

E-mail

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.

LTC Ombudsman
Profit & Loss
 July 2023 through June 2024

| | Jul '23 - Jun 24 |
|------------------------------------|------------------|
| Ordinary Income/Expense | |
| Income | |
| AAA Grant | 236,213.00 |
| Donations | 2,347.59 |
| Grants | |
| City of SLO | 2,500.00 |
| County of SLO | 27,175.00 |
| SLO Com Fndtn | 18,000.00 |
| Total Grants | 47,675.00 |
| In-Kind Match | 1,907.90 |
| Program Income | -65.38 |
| Total Income | 288,078.11 |
| Expense | |
| Accounting | 17,457.90 |
| Advertising | 4,059.21 |
| CLTCOA Reim | 0.00 |
| Dues & Subscriptions | 3,099.31 |
| Equipment R & M | 6,181.97 |
| Insurance | 8,901.32 |
| Office Expense | 3,398.34 |
| Personnel | |
| Benefits | 25,129.03 |
| In-Kind Personnel | 1,907.90 |
| Payroll Taxes | 20,367.40 |
| Salaries | 255,625.41 |
| Total Personnel | 303,029.74 |
| Program Supplies | 492.64 |
| Rent | 34,941.40 |
| Taxes | 125.00 |
| Telephone | 7,419.66 |
| Travel & Training | |
| Staff Training | 452.00 |
| Staff Travel | 18,944.36 |
| Total Travel & Training | 19,396.36 |
| Uncategorized Expenses | 0.00 |
| Utilities | 189.78 |
| Volunteer Expense | 817.07 |
| Total Expense | 409,509.70 |
| Net Ordinary Income | -121,431.59 |
| Other Income/Expense | |
| Other Income | |
| Gain/Loss on Investments | 58,675.28 |
| Investment Income | 20,259.05 |
| Total Other Income | 78,934.33 |
| Other Expense | |
| Investment Fees | 4,937.89 |
| Total Other Expense | 4,937.89 |
| Net Other Income | 73,996.44 |
| Net Income | -47,435.15 |

Human Services Grant Program

YEAR-END REPORT

Due: July 10, 2024

Organization: Lumina Alliance

Program: Emergency Shelter Operating Program

Administrator's Report: *(A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit B (your grant application) using the Grants-In-Aid provided, and any changes that have occurred during the reporting period. If operations have changed due to COVID-19, please disclose briefly here.)*

Lumina Alliance provided no-cost shelter and crisis intervention services to survivors during the reporting period with designated staff providing bilingual services. Clients receiving shelter services have access to all other Lumina Alliance advocacy, therapy, and referrals to SLOLAF for legal assistance.

Clients staying in our shelters often utilize our case management and therapy services. Lumina Alliance Advocates, staff who are assigned to work with shelter clients, help survivors achieve secure housing and connect them to therapy services and any further case management necessary including legal referrals. All of our services are carried out with a lens of cultural sensitivity and language diversity to best empower survivors in achieving self-sufficiency.

Statistical Report: *(This section should include the number of clients served, their cities of origin, the nature of services provided, as well as any other statistics which are kept by the agency. The total number of clients served also should be broken down by the type of service received.)*

Shelter Clients:

City of Residence, Profile Count

Atascadero, 12 ; Arroyo Grande, 5 ; Grover Beach, 4; Los Osos, 1; Morro Bay, 4; Nipomo, 2; Oceano, 2; Paso Robles, 14; Pismo, 1; San Luis Obispo, 30 ; San Miguel, 2; Shandon, 3; Templeton, 2; Other, 2;

Total 83

Service, # of Clients, # of times provided

Bilingual Services, 7 clients, 29 services; Advocacy, 8 clients, 9 services; Food & Clothing (Pantry), 25 clients; 29 services, Housing - Follow Up, 40 clients, 157 services; Help Applying, 21 clients, 36 services; Housing Intake, 39 clients, 54 services; Case Management, 8 clients, 8 services; Information, 53 clients, 504 services; Phone Contact, 45 clients, 214 services; Safety Planning, 34 clients, 64 services; Individual Therapy, 6 clients, 80 services; Group Therapy, 3 clients, 5 services

Financial report: *(A financial statement detailing how the City's grant money has been expended or plan to be expended.)*

Lumina Alliance HRC-HSG FY23/24

01/01/2024 to 06/30/2024 Expenses

Shelter - Operating Costs


Repairs & Maintenance \$2,527.91

Utilities \$962.13

Small Equipment and Decor \$192.66

Food & Supplies \$231.02

Total Year-end Expenses \$3,911.39

| | | |
|---|----------------|--|
| Kaitlin Goodpaster | Grants Manager | 805-781-6400 |
| Name | Title | Phone |
|  <small>Kaitlin Goodpaster (Jul 10, 2024 20:04 PDT)</small> | 07/10/2024 | kgoodpaster@luminaalliance.org |
| Signature | Date | E-mail |

Please limit to no more than 2 pages. Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager, (nveloz@slocity.org)

City of San Luis Obispo Grant Recipient Report Template

Midyear Report Due: 9/23/24 Year-End Report Due: July 10, 2024

| | | | |
|------------------------|----------------------------|--------------------------|---|
| Grant Name: | 2023 HSG GIA Grant | | |
| Grant Year: | 2023 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | Middle House | | |
| Project Name: | Alumni Housing Grant | | |

Administrator’s Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. ***If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.***)

Middle House received a \$5,000 grant to assist residents with deposit money to move into their own place. This grant was titled “2022 GIA GRANT: Grant for Alumni Housing”. We provided \$1,000 checks to individuals in need who completed our one-year program.

Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys.)

Statistical Report: Our sober living facility in San Luis Obispo has 14 residents and 2 staff that live on site. We provide 24-hour testing for the use of alcohol and other drugs. Residents are provided with one hot meal per day thanks to our partnership with the SLO county food bank. Additional free food is provided along with free laundry facilities, wi-fi, gym membership at the YMCA and group activities. Residents and staff frequently volunteer to assist other local non-profits such as Operation Surf, SLO Symphony and the NAACP. Our sober living facility is considered temporary emergency shelter contingent on the residents being sober. Testing and oversight are performed around the clock. Thousands of SLO county residents have begun their journey to long term sobriety at Middle House.

Financial Report: (A financial statement detailing how the City’s grant funding has been or planned to be allocated.)

The recipients of this grant were:

| Name | Amount | Check# | Date |
|-----------------|---------|--------|----------|
| Corey Fredrick | \$1,000 | 3110 | 10/19/23 |
| Stephen Thewlis | \$1,000 | 3116 | 11/19/23 |
| Khalif Greene | \$1,000 | 3123 | 12/15/23 |
| James Taylor | \$1,000 | 3133 | 1/14/24 |
| Not yet awarded | \$1,000 | ----- | ----- |

Grant Metrics & Performance Outcomes Template

| Metrics/Performance Outcomes | Results |
|---|---|
| <p>1. Number of individuals served.</p> <p><u>Served</u> refers to individuals specifically receiving any of the following:</p> <ul style="list-style-type: none"> • Services directly provided by the grantee; • Program/project applications, instructions, trainings, products, or concepts; • Information (orally or in printed, in-person, virtually or over the phone); • Any materials (flyers, brochures, pamphlets, etc.); • Referrals (via phone, in person, electronically, etc.) | 320 |
| <p>2. Number of service hours provided.</p> <p><u>Service hours</u> refer to any amount of time that is directly linked or performed as part of the work defined within the scope of the agreement signed by the grantee.</p> | 40 hours weekly |
| <p>3. Number of activities.</p> <p>Activities can be defined as gatherings, events, or service provision either the grantee organizes or attends. In either case, grantee must specify if it attended or organized the activity, event, or service provision. This can be events, workshops, panel discussions, roundtable discussions, presentations, visits, consultations, advocacy on behalf of clients, etc.</p> <ul style="list-style-type: none"> • Activities include any gathering, presentation, event, service provision or activity designed to promote programs, services, or concepts related to the components within the scope of the agreement signed by the grantee. • Activities also refer to any gathering, presentation, event, service provision, or activity designed to create awareness of the programs, services, or concepts related to the components as defined within the agreement signed by the grantee. • Activities also refer to any gathering designed to outreach, engage, consult, advocate, visit, and collaborate with the community as defined within the agreement signed by the grantee. | <p>Annual 12 step Meetings: 260</p> <p>Annual BBQs and free food events: 312</p> <p>Annual Community outreach and volunteering with other non-profits: 12</p> <p>Annual Community Clean up events: 52</p> |
| <p>4. Estimated number of individuals attending activities.</p> <p>Based on the scope of the agreement signed by the grantee, please provide a rough number or best estimate of individuals that 1) either attend a grantee led event or 2) approach the booth/table in which the grantee participates.</p> | 32 |
| <p>5. Report perception of services provided and/or engaged activities.</p> <p>Survey individuals to measure the impact of the services provided and/or engaged activities as described within the scope of the agreement signed by the grantee. Report in percent and total number of individuals served. Technical assistance can be provided to grantee in development of questions.</p> | This grant had an outstanding positive impact on the recipients. It helped homeless recovering addicts afford housing. |
| <p>6. Demographic Questions</p> <p>Demographic questions are highly encouraged to be completed by individuals that fall within the grantee's scope of services. A current demographic survey is available and is highly encouraged for grantee to reach out for the demographic survey template.</p> | To be reported by grantee in statistical section above. |

(must be reported by all grant recipients)

Jason Main

Name

Executive Director

Title

(805) 544-8328

Phone

Jason Main

Signature

9/23/24

Date

jasonmain180@gmail.com

E-mail

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.

City of San Luis Obispo Grant Recipient Report Template

Midyear Report Due: Year-End Report Due: July 10, 2024

| | | | |
|---|--|--------------------------|---|
| Grant Name: | Human Services Grant Program | | |
| Grant Year: | FY 2023-24 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | Senior Nutrition Program of SLO County, DBA Meals That Connect | | |
| Project Name: | Meals That Connect | | |
| Administrator's Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. <i>If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.</i>) | | | |
| <p>Meals That Connect – Senior Nutrition Program of SLO County (MTC) is dedicated to supporting the senior population (Aged 60+) in San Luis Obispo County. Operating every weekday, the program annually ensures that 1600+ seniors receive nutritious, noontime meals free of charge. The Congregate Meals Program fosters a sense of community by providing 9 dining sites throughout the county where seniors can gather, share stories, and build friendships. The dining site serving SLO residents is located at United Church of Christ on Los Osos Valley Road.</p> <p>For those seniors who are unable to leave their homes, volunteer drivers play a crucial role in delivering meals, offering regular companionship, and conducting safety checks during their frequent visits. This personalized approach not only addresses nutritional needs but also contributes to the overall well being of the senior recipients. A total of 81% of clients participate in the Home Delivery Program. Clients receive nutrition education, quarterly health assessments, home visits, and daily check-ins M-F. All staff and volunteers are mandated to report any suspected abuse.</p> <p>During the period of July 1, 2023 – June 30, 2025, Meals That Connect provided a total of 42,845 meals to 279 City of SLO Senior residents. Each senior client received on average 154 meals each. All meals met 1/3 of the recommended daily nutritional intake for a person aged 70+ and all meals were designed by a registered dietitian.</p> | | | |
| Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys. | | | |
| | | | |

FY 2023-24 Meal/Client Data

| Dining Site Location | Congregate Meals | | Home Delivered Meals | | Total | |
|----------------------|------------------|---------|----------------------|---------|--------|---------|
| | Meals | Clients | Meals | Clients | Meals | Clients |
| San Luis Obispo | 6,854 | 58 | 36,041 | 223 | 42,845 | 276 |

FY 2023- 24 Client Survey Results: Annually, Meals That Connect distributes a survey to all program participants assessing quality of meals, staff and volunteer performance, and requesting suggestions on how to improve the program. Below is a snapshot of information gathered from the survey:

- 98.4% of clients surveyed stated that Volunteers/Staff were either friendly, on time, or helpful
- 95.9% of clients surveyed stated they were satisfied with the variety of meals
- 86.8% of clients surveyed stated that they were satisfied with the portion size of the meal.

FY 2023-24 Client Demographics for City of SLO clients:

Gender

- Female - 56%
- Male - 44%

Age

- Aged (75 +) – 65%
- Aged (85 +) – 31%

Race/Ethnicity

- White/Hispanic – 34%
- White – 95%
- Two or more races – 33%

Other

- Low Income – 41%
- Lives Alone – 60%
- Veteran – 12%
- Frail/Disabled – 66%

Financial Report: (A financial statement detailing how the City's grant funding has been or planned to be allocated.)

The \$10,000 Human Services Grant was used to cover food costs, labor to prepare and deliver food, equipment/maintenance, gas and maintenance of refrigerated van, rent at the SLO Dining Site, and Liability & Business insurance for FY 2023-24.

The \$10,000 grant was matched by a Federal Grant for the SLO Location.

Total dollars spent during this period for the City of SLO Meal Program is \$214,225.

| Metrics/Performance Outcomes | Results |
|---|---|
| <p>1. Number of individuals served.</p> <p><u>Served</u> refers to individuals specifically receiving any of the following:</p> <ul style="list-style-type: none"> • Services directly provided by the grantee; • Program/project applications, instructions, trainings, products, or concepts; • Information (orally or in printed, in-person, virtually or over the phone); • Any materials (flyers, brochures, pamphlets, etc.); • Referrals (via phone, in person, electronically, etc.) | <ul style="list-style-type: none"> • 254 City of SLO Senior Residents were served during this grant period. • On average each senior received 154 noontime meals. • A total of 42,845 meals were served. |
| <p>2. Number of service hours provided.</p> <p><u>Service hours</u> refer to any amount of time that is directly linked or performed as part of the work defined within the scope of the agreement signed by the grantee.</p> | <ul style="list-style-type: none"> • 65 volunteers provided 7,017 service hours serving City of SLO Seniors. |
| <p>3. Number of activities.</p> <p>Activities can be defined as gatherings, events, or service provision either the grantee organizes or attends. In either case, grantee must specify if it attended or organized the activity, event, or service provision. This can be events, workshops, panel discussions, roundtable discussions, presentations, visits, consultations, advocacy on behalf of clients, etc.</p> <ul style="list-style-type: none"> • Activities include any gathering, presentation, event, service provision or activity designed to promote programs, services, or concepts related to the components within the scope of the agreement signed by the grantee. • Activities also refer to any gathering, presentation, event, service provision, or activity designed to create awareness of the programs, services, or concepts related to the components as defined within the agreement signed by the grantee. • Activities also refer to any gathering designed to outreach, engage, consult, advocate, visit, and collaborate with the community as defined within the agreement signed by the grantee. | <ul style="list-style-type: none"> • 249 days of Congregate Lunches/Home Delivered Lunches M-F. |
| <p>4. Estimated number of individuals attending activities.</p> <p>Based on the scope of the agreement signed by the grantee, please provide a rough number or best estimate of individuals that 1) either attend a grantee led event or 2) approach the booth/table in which the grantee participates.</p> | <p>On average:</p> <ul style="list-style-type: none"> • 164 meals served daily M-F • 824 meals served weekly • 3,570 meals served monthly |
| <p>5. Report perception of services provided and/or engaged activities.</p> <p>Survey individuals to measure the impact of the services provided and/or engaged activities as described within the scope of the agreement signed by the grantee. Report in percent and total number of individuals served. Technical assistance can be provided to grantee in development of questions.</p> | <p>FY 2023- 24 Client Survey Results: Annually, Meals That Connect distributes a survey to all program participants assessing quality of meals, staff and volunteer performance, and requesting suggestions on how to improve the program. Below is a snapshot of information gathered from the survey:</p> <ul style="list-style-type: none"> • 98.4% of clients surveyed stated that Volunteers/Staff were either friendly, on time, or helpful • 95.9% of clients surveyed stated they were satisfied with the variety of meals |

| | |
|--|--|
| | <ul style="list-style-type: none"> 86.8% of clients surveyed stated that they were satisfied with the portion size of the meal. |
| <p>6. Demographic Questions</p> <p>Demographic questions are highly encouraged to be completed by individuals that fall within the grantee's scope of services. A current demographic survey is available and is highly encouraged for grantee to reach out for the demographic survey template.</p> | <p>To be reported by grantee in statistical section above.</p> |

Brandee Puett

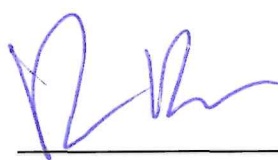
 Name

Deputy Director

 Title

805-541-3312 ext. 103

 Phone



 Signature

9/20/24

 Date

Brandee@mealsthatconnect.org

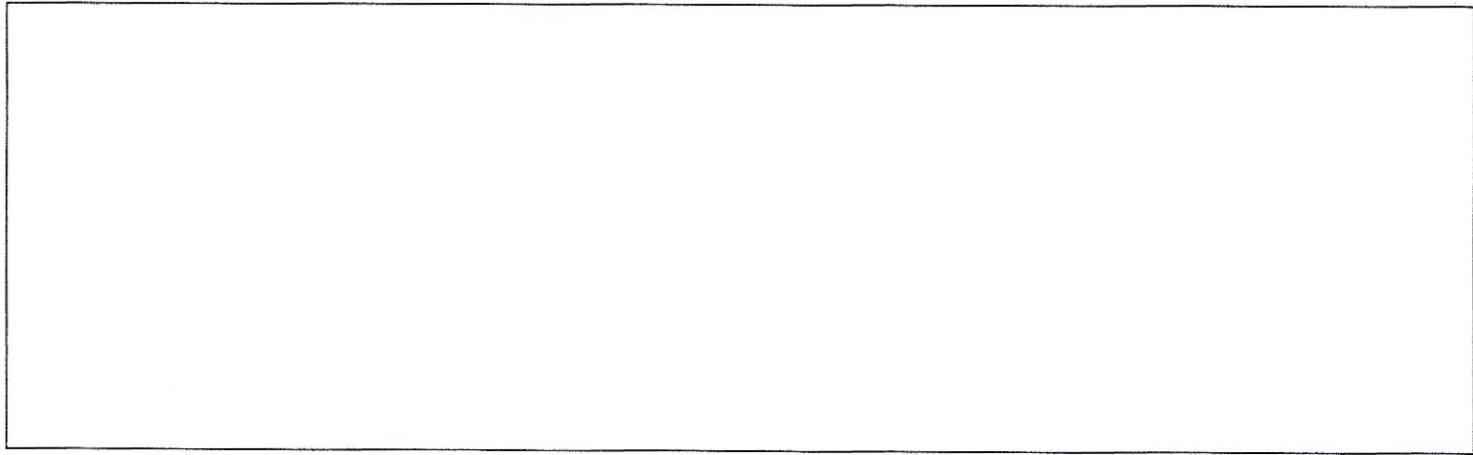
 E-mail

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.

City of San Luis Obispo Grant Recipient Report Template

Midyear Report Due: Date - Year-End Report Due: July 10, (YEAR)

| | | | |
|--|----------------------------|--------------------------|---|
| Grant Name: | Human Services Grant | | |
| Grant Year: | FY2023-24 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | SHOWER THE PEOPLE (STP) | | |
| Project Name: | SHOWER THE PEOPLE (STP) | | |
| Administrator's Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. <i>If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.</i>) | | | |
| <p>Shower the People is an all-volunteer mobile shower program that has provided free hot showers to the homeless in San Luis Obispo since 2019. We continue to maintain 4 active shower sites, 4 days a week in San Luis. In July of 2024, to accommodate the number of homeless wanting showers, Shower the People has opened a fifth shower site in San Luis.</p> | | | |
| Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys. | | | |
| <p>Shower the People captures data on number of showers provided, gender of our shower guests, veteran's status, and age range. STP also notes the number of supplies we have handed out for inventory purposes.</p> <p>In FY2023-24 STP provided shower for 7,771 homeless, including 494 Veterans, 5952 males/1819 females, 3,421 between the ages of 25-49 and 3,437 between the ages of 50-64.</p> <p>STP provided an 11% increase in the number of showers we provided over our Grant estimate which was to provide 7,000 showers to the homeless during this fiscal year.</p> <p>FY 2023-24 data attached.</p> | | | |



Financial Report: (A financial statement detailing how the City's grant funding has been or planned to be allocated.)

Showers the People received \$20,000 in funding from the Human Services Grant for our shower operations during FY2023-24. All of the Grant money received was used as directed for the ongoing operations of our mobile shower unit at 4 sites, 4 days a week in San Luis Obispo. STP's final cost for operations was \$60,980.

Financial Statement attached:



Grant Metrics & Performance Outcomes Template

| <i>Metrics/Performance Outcomes</i> | <i>Results</i> |
|---|--|
| <p>1. Number of individuals served.</p> <p><u>Served</u> refers to individuals specifically receiving any of the following:</p> <ul style="list-style-type: none"> • Services directly provided by the grantee; • Program/project applications, instructions, trainings, products, or concepts; • Information (orally or in printed, in-person, virtually or over the phone); • Any materials (flyers, brochures, pamphlets, etc.); • Referrals (via phone, in person, electronically, etc.) | <p>7,771 individuals were provided with showers and supplies.</p> |
| <p>2. Number of service hours provided.</p> <p><u>Service hours</u> refer to any amount of time that is directly linked or performed as part of the work defined within the scope of the agreement signed by the grantee.</p> | <p>3.5 hours per day, 4 days per week. STP operates all sites rain or shine and on all holidays.</p> |
| <p>3. Number of activities.</p> <p>Activities can be defined as gatherings, events, or service provision either the grantee organizes or attends. In either case, grantee must specify if it attended or organized the activity, event, or service provision. This can be events, workshops, panel discussions, roundtable discussions, presentations, visits, consultations, advocacy on behalf of clients, etc.</p> <ul style="list-style-type: none"> • Activities include any gathering, presentation, event, service provision or activity designed to promote programs, services, or concepts related to the components within the scope of the agreement signed by the grantee. • Activities also refer to any gathering, presentation, event, service provision, or activity designed to create awareness of the programs, services, or concepts related to the components as defined within the agreement signed by the grantee. • Activities also refer to any gathering designed to outreach, engage, consult, advocate, visit, and collaborate with the community as defined within the agreement signed by the grantee. | <p>Shower the People operates showers for the homeless at 4 sites in San Luis, 4 days per week.</p> <p>KSBY TV did a segment on our shower program in June.</p> <p>STP had a table at the City of SLO Homeless Response Forum</p> <p>STP had a table at the SLO City Community Resource Fair</p> |
| <p>4. Estimated number of individuals attending activities.</p> <p>Based on the scope of the agreement signed by the grantee, please provide a rough number or best estimate of individuals that 1) either attend a grantee led event or 2) approach the booth/table in which the grantee participates.</p> | <p>7,771 individuals were provided with showers.</p> |
| <p>5. Report perception of services provided and/or engaged activities.</p> <p>Survey individuals to measure the impact of the services provided and/or engaged activities as described within the scope of the agreement signed by the grantee. Report in percent and total number of individuals served. Technical assistance can be provided to grantee in development of questions.</p> | <p>STP does not document feedback from our shower guests but as a guess, 90% of our guests thank us for the service as they exit their shower. Many of our guests are “regulars”.</p> |
| <p>6. Demographic Questions</p> <p>Demographic questions are highly encouraged to be completed by individuals that fall within the grantee’s scope of services. A current demographic survey is available and is highly encouraged for grantee to reach out for the demographic survey template.</p> | <p>STP does not collect demographic information from our homeless shower guests.</p> |

(must be reported by all grant recipients)

Gwen Watkins

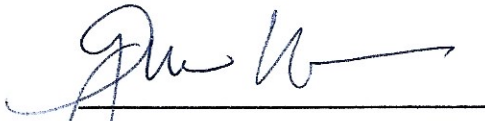
President

408-914-8080

Name

Title

Phone



Signature

9/17/24

Date

gwn.watkins@gmail.com

E-mail

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.



SHOWER THE PEOPLE

July 2023 - June 2024 ANNUAL DATA

| PEOPLE'S KITCHEN | | | | | | | | | | | | | | | | | | | | | | |
|------------------|--------------|--------------------|----|-----|-----|------|-------|-------|-------|-----|-------|--------|-----|-----|------|------|--------|-----|-------|--------|--------------|---------------|
| DATE | TOTAL GUESTS | TOTAL FIRST TIMERS | V | M | F | AGE | | | | | SOCKS | BOXERS | | | | | TSHIRT | | WIPES | SHOWER | LEFTURN AWAY | SUPPLIES ONLY |
| | | | | | | < 18 | 18-24 | 25-49 | 50-64 | 65+ | | M | L | XL | 2 XL | 3 XL | L | XL | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |
| JULY | 85 | 8 | 7 | 68 | 17 | 2 | 6 | 37 | 35 | 5 | 69 | 12 | 14 | 27 | 6 | 1 | 27 | 40 | 0 | 77 | 0 | 8 |
| AUGUST | 129 | 9 | 13 | 94 | 35 | 11 | 8 | 63 | 43 | 4 | 77 | 11 | 23 | 31 | 10 | 1 | 36 | 47 | 0 | 119 | 2 | 8 |
| SEPTEMBER | 90 | 6 | 6 | 68 | 22 | 0 | 1 | 45 | 40 | 4 | 55 | 10 | 9 | 14 | 10 | 0 | 21 | 29 | 0 | 80 | 1 | 9 |
| OCTOBER | 111 | 5 | 4 | 83 | 28 | 8 | 5 | 52 | 41 | 5 | 81 | 15 | 24 | 18 | 15 | 0 | 26 | 52 | 0 | 103 | 2 | 6 |
| NOVEMBER | 141 | 12 | 11 | 108 | 33 | 4 | 3 | 61 | 65 | 8 | 105 | 22 | 25 | 23 | 7 | 3 | 46 | 42 | 0 | 128 | 3 | 10 |
| DECEMBER | 87 | 4 | 7 | 65 | 22 | 0 | 0 | 32 | 51 | 4 | 62 | 20 | 13 | 15 | 3 | 1 | 30 | 23 | 0 | 80 | 2 | 5 |
| JANUARY | 122 | 9 | 9 | 93 | 29 | 0 | 1 | 50 | 67 | 4 | 94 | 24 | 36 | 24 | 2 | 1 | 39 | 40 | 0 | 107 | 4 | 11 |
| FEBRUARY | 103 | 8 | 6 | 81 | 22 | 0 | 2 | 40 | 58 | 3 | 82 | 26 | 33 | 14 | 2 | 1 | 49 | 19 | 0 | 92 | 6 | 5 |
| MARCH | 108 | 6 | 7 | 82 | 26 | 0 | 0 | 34 | 66 | 8 | 74 | 16 | 25 | 26 | 3 | 1 | 33 | 36 | 0 | 98 | 2 | 8 |
| APRIL | 119 | 8 | 6 | 87 | 32 | 7 | 2 | 42 | 59 | 9 | 96 | 12 | 31 | 25 | 9 | 0 | 43 | 37 | 0 | 108 | 8 | 3 |
| MAY | 110 | 6 | 7 | 78 | 32 | 1 | 4 | 22 | 71 | 12 | 89 | 15 | 20 | 30 | 8 | 1 | 51 | 25 | 0 | 107 | 2 | 1 |
| JUNE | 100 | 11 | 4 | 76 | 24 | 1 | 0 | 26 | 68 | 5 | 82 | 16 | 20 | 27 | 8 | 0 | 45 | 23 | 0 | 97 | 0 | 3 |
| TOTAL | 1305 | 92 | 87 | 983 | 322 | 34 | 32 | 504 | 664 | 71 | 966 | 199 | 273 | 274 | 83 | 10 | 446 | 413 | 0 | 1196 | 32 | 77 |

| SLO LIBRARY | | | | | | | | | | | | | | | | | | | | | | |
|-------------|--------------|--------------------|----|------|-----|------|-------|-------|-------|-----|-------|--------|-----|-----|------|------|--------|-----|-------|--------|--------------|---------------|
| DATE | TOTAL GUESTS | TOTAL FIRST TIMERS | V | M | F | AGE | | | | | SOCKS | BOXERS | | | | | TSHIRT | | WIPES | SHOWER | LEFTURN AWAY | SUPPLIES ONLY |
| | | | | | | < 18 | 18-24 | 25-49 | 50-64 | 65+ | | M | L | XL | 2 XL | 3 XL | L | XL | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |
| JULY | 174 | 11 | 12 | 141 | 33 | 0 | 2 | 90 | 67 | 15 | 113 | 20 | 17 | 31 | 20 | 3 | 60 | 68 | 0 | 150 | 4 | 20 |
| AUGUST | 166 | 9 | 5 | 135 | 31 | 0 | 3 | 109 | 40 | 14 | 109 | 19 | 10 | 46 | 24 | 1 | 66 | 59 | 0 | 145 | 5 | 16 |
| SEPTEMBER | 128 | 4 | 10 | 109 | 19 | 2 | 2 | 76 | 40 | 8 | 81 | 18 | 13 | 16 | 24 | 1 | 51 | 34 | 0 | 108 | 3 | 17 |
| OCTOBER | 161 | 13 | 11 | 131 | 30 | 1 | 3 | 81 | 63 | 13 | 115 | 28 | 31 | 28 | 16 | 2 | 54 | 63 | 0 | 138 | 9 | 14 |
| NOVEMBER | 139 | 11 | 12 | 114 | 25 | 2 | 7 | 85 | 37 | 8 | 111 | 38 | 23 | 31 | 5 | 2 | 43 | 50 | 0 | 117 | 8 | 14 |
| DECEMBER | 157 | 6 | 8 | 119 | 38 | 1 | 7 | 85 | 55 | 9 | 98 | 15 | 56 | 27 | 3 | 0 | 52 | 39 | 0 | 137 | 9 | 11 |
| JANUARY | 146 | 10 | 10 | 110 | 36 | 0 | 7 | 83 | 51 | 5 | 126 | 21 | 44 | 35 | 7 | 2 | 58 | 56 | 0 | 117 | 10 | 19 |
| FEBRUARY | 118 | 4 | 3 | 91 | 27 | 0 | 10 | 77 | 27 | 4 | 105 | 17 | 29 | 30 | 13 | 1 | 33 | 49 | 0 | 88 | 7 | 23 |
| MARCH | 141 | 7 | 4 | 114 | 27 | 0 | 4 | 78 | 52 | 7 | 124 | 17 | 23 | 41 | 16 | 5 | 44 | 50 | 1 | 115 | 3 | 23 |
| APRIL | 124 | 2 | 6 | 97 | 27 | 0 | 7 | 72 | 37 | 8 | 130 | 22 | 28 | 31 | 13 | 6 | 44 | 46 | 0 | 101 | 3 | 20 |
| MAY | 130 | 5 | 4 | 100 | 30 | 0 | 3 | 78 | 42 | 6 | 117 | 25 | 26 | 35 | 16 | 11 | 43 | 44 | 1 | 103 | 4 | 23 |
| JUNE | 167 | 6 | 2 | 132 | 35 | 0 | 4 | 103 | 52 | 8 | 141 | 30 | 52 | 40 | 19 | 5 | 79 | 55 | 0 | 128 | 1 | 38 |
| TOTAL | 1751 | 88 | 87 | 1393 | 358 | 6 | 59 | 1017 | 563 | 105 | 1370 | 270 | 352 | 391 | 176 | 39 | 627 | 613 | 2 | 1447 | 66 | 238 |

| SLO UNITARIAN UNIVERSALISTS | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|--------------|--------------------|-----|------|-----|------|-------|-------|-------|-----|-------|--------|-----|-----|------|------|--------|------|-------|--------|--------------|---------------|
| DATE | TOTAL GUESTS | TOTAL FIRST TIMERS | V | M | F | AGE | | | | | SOCKS | BOXERS | | | | | TSHIRT | | WIPES | SHOWER | LEFTURN AWAY | SUPPLIES ONLY |
| | | | | | | < 18 | 18-24 | 25-49 | 50-64 | 65+ | | M | L | XL | 2 XL | 3 XL | L | XL | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |
| JULY | 301 | 13 | 19 | 221 | 80 | 1 | 2 | 115 | 152 | 31 | 205 | 39 | 39 | 60 | 33 | 5 | 78 | 103 | 0 | 253 | 28 | 20 |
| AUGUST | 297 | 9 | 16 | 227 | 70 | 1 | 5 | 123 | 133 | 35 | 175 | 31 | 49 | 62 | 19 | 3 | 80 | 104 | 0 | 234 | 38 | 25 |
| SEPTEMBER | 323 | 12 | 23 | 263 | 60 | 0 | 1 | 124 | 168 | 30 | 242 | 32 | 52 | 37 | 48 | 17 | 110 | 112 | 0 | 247 | 36 | 40 |
| OCTOBER | 371 | 18 | 25 | 307 | 64 | 0 | 3 | 151 | 177 | 40 | 276 | 49 | 63 | 52 | 37 | 7 | 108 | 143 | 0 | 281 | 49 | 41 |
| NOVEMBER | 342 | 13 | 38 | 265 | 77 | 0 | 1 | 142 | 158 | 41 | 269 | 66 | 41 | 39 | 20 | 14 | 104 | 115 | 0 | 268 | 37 | 37 |
| DECEMBER | 231 | 6 | 12 | 172 | 59 | 1 | 1 | 113 | 108 | 8 | 194 | 28 | 38 | 64 | 11 | 3 | 76 | 98 | 0 | 196 | 19 | 16 |
| JANUARY | 303 | 9 | 19 | 243 | 60 | 0 | 3 | 143 | 136 | 21 | 266 | 46 | 87 | 57 | 12 | 9 | 125 | 104 | 0 | 241 | 23 | 39 |
| FEBRUARY | 288 | 8 | 16 | 234 | 54 | 0 | 5 | 128 | 138 | 17 | 261 | 41 | 52 | 58 | 43 | 5 | 102 | 117 | 2 | 237 | 11 | 40 |
| MARCH | 254 | 4 | 13 | 199 | 55 | 1 | 2 | 93 | 138 | 20 | 223 | 36 | 44 | 58 | 33 | 1 | 97 | 81 | 0 | 214 | 10 | 30 |
| APRIL | 290 | 10 | 26 | 220 | 70 | 0 | 6 | 127 | 128 | 29 | 253 | 54 | 42 | 71 | 29 | 6 | 118 | 97 | 7 | 238 | 26 | 26 |
| MAY | 298 | 7 | 15 | 224 | 74 | 0 | 4 | 125 | 129 | 40 | 260 | 44 | 47 | 56 | 45 | 4 | 122 | 98 | 0 | 247 | 20 | 31 |
| JUNE | 257 | 8 | 13 | 203 | 54 | 0 | 3 | 104 | 119 | 31 | 209 | 28 | 30 | 60 | 37 | 1 | 88 | 105 | 9 | 218 | 10 | 29 |
| 2023 TOTAL | 3555 | 117 | 235 | 2778 | 777 | 4 | 36 | 1488 | 1684 | 343 | 2833 | 494 | 584 | 674 | 367 | 75 | 1208 | 1277 | 18 | 2874 | 307 | 374 |

| SLO - UNITED CHURCH OF CHRIST | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------|--------------|--------------------|----|-----|-----|------|-------|-------|-------|-----|-------|--------|-----|-----|------|------|--------|-----|-------|--------|--------------|---------------|
| DATE | TOTAL GUESTS | TOTAL FIRST TIMERS | V | M | F | AGE | | | | | SOCKS | BOXERS | | | | | TSHIRT | | WIPES | SHOWER | LEFTURN AWAY | SUPPLIES ONLY |
| | | | | | | < 18 | 18-24 | 25-49 | 50-64 | 65+ | | M | L | XL | 2 XL | 3 XL | L | XL | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |
| JULY | 137 | 4 | 15 | 91 | 46 | 0 | 0 | 44 | 67 | 26 | 89 | 11 | 16 | 36 | 10 | 10 | 42 | 36 | 0 | 131 | 3 | 3 |
| AUGUST | 95 | 2 | 10 | 67 | 28 | 2 | 2 | 22 | 47 | 22 | 39 | 8 | 14 | 30 | 7 | 0 | 19 | 26 | 0 | 94 | 1 | 0 |
| SEPTEMBER | 117 | 3 | 7 | 84 | 33 | 1 | 2 | 38 | 60 | 16 | 92 | 17 | 22 | 17 | 24 | 1 | 41 | 41 | 0 | 113 | 1 | 3 |
| OCTOBER | 80 | 1 | 8 | 60 | 20 | 0 | 0 | 26 | 43 | 11 | 59 | 6 | 7 | 10 | 14 | 3 | 19 | 29 | 0 | 77 | 0 | 3 |
| NOVEMBER | 73 | 6 | 5 | 48 | 25 | 0 | 0 | 17 | 45 | 11 | 54 | 8 | 4 | 14 | 17 | 0 | 19 | 41 | 0 | 70 | 0 | 3 |
| DECEMBER | 98 | 1 | 6 | 74 | 24 | 1 | 0 | 40 | 49 | 8 | 76 | 21 | 10 | 16 | 8 | 3 | 31 | 38 | 0 | 94 | 0 | 4 |
| JANUARY | 73 | 1 | 2 | 55 | 18 | 2 | 3 | 27 | 34 | 7 | 55 | 8 | 17 | 24 | 3 | 0 | 23 | 28 | 0 | 71 | 0 | 2 |
| FEBRUARY | 88 | 0 | 6 | 62 | 26 | 0 | 2 | 25 | 41 | 20 | 76 | 14 | 9 | 30 | 16 | 0 | 25 | 39 | 0 | 80 | 0 | 8 |
| MARCH | 98 | 2 | 11 | 64 | 34 | 4 | 0 | 36 | 45 | 13 | 81 | 22 | 7 | 38 | 2 | 0 | 33 | 42 | 0 | 90 | 0 | 8 |
| APRIL | 72 | 0 | 5 | 50 | 22 | 0 | 2 | 26 | 24 | 20 | 66 | 7 | 11 | 25 | 3 | 3 | 24 | 38 | 0 | 65 | 0 | 7 |
| MAY | 95 | 4 | 5 | 54 | 41 | 0 | 4 | 45 | 34 | 12 | 86 | 14 | 13 | 38 | 11 | 1 | 44 | 34 | 0 | 85 | 2 | 8 |
| JUNE | 134 | 2 | 5 | 89 | 45 | 1 | 3 | 66 | 37 | 27 | 125 | 17 | 16 | 52 | 29 | 4 | 37 | 81 | 0 | 121 | 6 | 7 |
| TOTAL | 1160 | 26 | 85 | 798 | 362 | 11 | 18 | 412 | 526 | 193 | 898 | 153 | 146 | 330 | 144 | 25 | 357 | 473 | 0 | 1091 | 13 | 56 |

| TOTALS FOR ALL SITES | TOTAL GUESTS | TOTAL FIRST TIMERS | V | M | F | AGE | | | | | SOCKS | BOXERS | | | | | TSHIRT | | WIPES | SHOWER | LEFTURN AWAY | SUPPLIES ONLY |
|----------------------|--------------|--------------------|-----|------|------|------|-------|-------|-------|-----|-------|--------|------|------|------|------|--------|------|-------|--------|--------------|---------------|
| | | | | | | < 18 | 18-24 | 25-49 | 50-64 | 65+ | | M | L | XL | 2 XL | 3 XL | L | XL | | | | |
| TOTAL | 7771 | 323 | 494 | 5952 | 1819 | 55 | 145 | 3421 | 3437 | 712 | 6067 | 1116 | 1355 | 1669 | 770 | 149 | 2638 | 2776 | 20 | 6608 | 418 | 745 |



SHOWER THE PEOPLE

Detailed Expenses

July 2023 - June 2024

| Expenditures | Total |
|--|---------------------|
| 3000 Tshirts | 13,223.20 |
| 3010 Boxers / Underwear | 11,672.09 |
| 3020 Socks | 172.78 |
| 3030 Toothbrush/Toothpaste/Comb/Razor/Feminine | 811.54 |
| 3040 Propane | 1,006.34 |
| 3050 Cleaning Supplies / Gloves | 1,897.06 |
| 3060 Soap/Shampoo/Toilet Paper | 999.20 |
| 3070 Van/Trailer Maintenance and Repairs | 9,144.79 |
| 3080 Gasoline | 2,681.10 |
| 3110 Van / Trailer Insurance | 4,623.00 |
| 3120 Cleaning Towels, Washcloths and Rags | 790.45 |
| 3130 Volunteer Recognition / Training | 2,035.61 |
| 3140 Volunteer Tshirts | 1,805.63 |
| 3150 General Liability Insurance | 3,832.00 |
| 3160 Communications / Internet / Software | 3,030.48 |
| 3170 Office/General Administrative Expenditures | 3,254.65 |
| Total Expenditures | \$ 60,979.92 |

**Human Services Grant Program
YEAR-END REPORT
DUE JULY 10, 2024
Organization: SLO Food Bank
Program: No-Cook Bags for Homeless Residents**

Administrator's Report: *(A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit B (your grant application) using the Grants-In-Aid provided, and any changes that have occurred during the reporting period.*

No-Cook Bags are food packages prepared specifically for people experiencing homelessness. All foods provided in a No-Cook Bag can be eaten without a kitchen to heat or refrigerate. Food items are offered in individual servings and bags are limited to one day's supply of food to ensure bags are lightweight and easy to carry, especially for individuals on foot, bicycle or using public transportation.

The SLO Food Bank works with our community partners to design and refine No-Cook Bag contents to meet certain caloric and nutrient requirements necessary to sustain an individual for at least one day, with at least five servings of protein, four of grains, and four of fruit/veg. These bags are distributed by community partners throughout the city who work directly with unhoused individuals including nonprofits, faith-based organizations, law enforcement agencies, and social service providers. These agencies keep a supply of food bags on hand to distribute as needed and take bags with them when conducting outreach.

Every organization interested in distributing No-Cook Bags completes an application and brief interview process to understand their program's interface with the county's homeless population and detail the appropriate use and distribution of the bags. Once approved, distributing organizations typically visit our warehouse weekly or monthly to access multiple SLO Food Bank services, including the No-Cook Bags. Many of these groups also pick up other essentials to distribute alongside the No-Cook Bags, including fresh fruit, bread, and water bottles. Each order is packed, weighed, and invoiced in advance of the arrival of the organization's representative.

SLO Food Bank staff are responsible for ordering No-Cook Bag contents, receiving and storing the product, overseeing the building of bags, and ensuring the responsible distribution of bags through careful recruitment and advisement of distributing agencies. Volunteers pack the bags and distributing agencies then pick up the bags from the warehouse.

Statistical Report: *(This section should include the number of clients served, their cities of origin, the nature of services provided, as well as any other statistics which are kept by the agency. The total number of clients served also should be broken down by the type of service received.)*

Between July 1, 2023 and June 30, 2024:

12654 NCBs were distributed directly to participants by **16 non-profit Agency Partners:**

Grace Central Coast, CAPSLO 40 Prado, Arise, Salvation Army SLO, Unitarian Universalists SLO, Hope's Village of SLO, St. Stephen's Episcopal Church, Zion Lutheran Church, Veterans

Affairs Supportive Housing, Pantry at SLO Food Bank, TMHA, First Presbyterian Church, TMHA Homeless Outreach Team, Saint Vincent de Paul Society, CAPSLO Supportive Services for Veteran Families, Goodwill Central Coast

4169 NCBs were distributed directly to participants by **8 County agencies** that operate in the City of SLO:

DSS San Luis Obispo, SLO Co. Behavioral Health-Drug & Alcohol Services, SLO County Sheriff Community Action Team, SLO Co. Probation-Casa Loma, SLO Co. Behavioral Health-Justice Services, SLO Co. Probation-Prado, Oklahoma Ave Parking Site, SLO Co. Behavioral Health – FSP program.

430 NCBs were distributed directly to participants by **2 City of SLO agencies**:
SLO Fire Department Mobile Crisis Unit, SLO Police Department Community Action Team

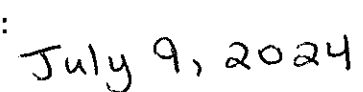
In total, 17253 NCBs were distributed in the City of SLO during this grant period, **44% of the total NCBs distributed in SLO County** during this time. No-Cook Bags are requested and distributed at a much higher rate in the City of San Luis Obispo than in any other part of SLO County.

Financial report: *(A financial statement detailing how the City's grant money has been expended or plan to be expended.)*

Please see attached report.

Name: Tara Davis
Title: Senior Manager for Community Services
Phone: 805.238.4664
E-mail: tdavis@slofoodbank.org

Signature: 

Date: 

Please limit to no more than 2 pages. Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager, (nveloz@slocity.org)

Food Bank Coalition of SLO County
Profit & Loss Detail
July 2023 through June 2024

| Ordinary Income/Expense | Type | Date | Num | Name | Memo | Class | Debit | Credit | Balance |
|--|---------|------------|----------|--|------|---------------------------------|----------|----------|----------|
| Income | | | | | | | | | |
| 4 - CONTRIBUTIONS, SUPPORT | | | | | | | | | |
| 4500 - REVENUE - GOVERNMENT GRANTS | | | | | | | | | |
| 4540-00 - Local Government Grants | Deposit | 09/07/2023 | | 4500- Govt Grants:4540 - CITY / COUNTY Deposit | | Restricted | | 6,000.00 | 6,000.00 |
| Total 4540-00 - Local Government Grants | | | | | | | 0.00 | 6,000.00 | 6,000.00 |
| Total 4500 - REVENUE - GOVERNMENT GRANTS | | | | | | | 0.00 | 6,000.00 | 6,000.00 |
| Total 4 - CONTRIBUTIONS, SUPPORT | | | | | | | 0.00 | 6,000.00 | 6,000.00 |
| Total Income | | | | | | | 0.00 | 6,000.00 | 6,000.00 |
| Gross Profit | | | | | | | 0.00 | 6,000.00 | 6,000.00 |
| Expense | | | | | | | | | |
| 8 - NON-PERSONNEL RELATED EXPENSES | | | | | | | | | |
| 8200 - WAREHOUSE OPERATIONS | | | | | | | | | |
| 8230-00 - Food Inventory Purchases | Bill | 01/11/2024 | 1-8-24.1 | 4500- Govt Grants:4540 - CITY / COUNTY Tuna Salad Kits | | PROGRAMS:AGENCY PARTNERS:NO-COC | 6,002.16 | 0.00 | 6,002.16 |
| Total 8230-00 - Food Inventory Purchases | | | | | | | 6,002.16 | 0.00 | 6,002.16 |
| Total 8200 - WAREHOUSE OPERATIONS | | | | | | | 6,002.16 | 0.00 | 6,002.16 |
| Total 8 - NON-PERSONNEL RELATED EXPENSES | | | | | | | 6,002.16 | 0.00 | 6,002.16 |
| Total Expense | | | | | | | 6,002.16 | 6,000.00 | -2.16 |
| Net Ordinary Income | | | | | | | 6,002.16 | 6,000.00 | -2.16 |
| Net Income | | | | | | | 6,002.16 | 6,000.00 | -2.16 |

Grants-in-Aid 2022-23 Year-End Report

Due July 31, 2024

Organization: San Luis Obispo Legal Assistance Foundation

Program: Senior Legal Services

Administrator's Report: *(A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit B (your grant application) using the Grants-In-Aid provided, and any changes that have occurred during the reporting period.)*

Senior Legal Services Project (SLSP) continues to provide legal advice, representation and community outreach throughout the City and County of SLO. SLSP continues to prioritize seniors at risk of losing safety, housing, and independence. Primary areas of assistance were housing, consumer finance, elder abuse, and planning for incapacity (statutory wills, powers of attorney for finances and advance health care directives).

SLOLAF staffed the SLSP program part-time with a Staff Attorney, along with our Legal Director of Civil Law Services (who functions as the project Directing Attorney). SLSP also had three attorney volunteers who typically see clients by appointment in the SLO office, in senior centers around the county, or by phone.

Thanks to some additional funding from our main funder, Area Agency on Aging, we've been able to increase outreach efforts, holding monthly seminars in county senior centers on topics of interest for seniors. Our volume of cases has increased as a result, and we are also able to devote more hours to assisting seniors with this additional funding.

Statistical Report: *(This section should include the number of clients served, their cities of origin, the nature of services provided, as well as any other statistics which are kept by the agency. The total number of clients served also should be broken down by the type of service received.)*

SLSP provided direct legal services ranging from advice and consultation to full representation to 328 clients last year who reside in the County of San Luis Obispo, 82 of whom were residents of SLO City (25% of SLSP's total caseload). Of the 328 clients served, ages are:

- Age 60-64: 45
- Age 65-74: 140
- Age 75-84: 106
- Age 85+: 37

71% of SLSP's clients last year were female, 29% were male. 34 clients were veterans. 186 clients lived alone.

SLSP provided legal services to clients with the following legal issues:

- Housing: 129
- Elder Abuse/Domestic Violence: 8
- Powers of Attorney/Advance Health Care Directives/Wills: 146
- Bankruptcy/Debt Collection/Consumer Finance: 34
- Other (elder abuse, individual rights, family, health care, employment, misc.): 11

In addition, we provided limited advice and referrals to approximately 332 seniors during the fiscal year. Many additional seniors received education through multiple community outreach events and six presentations at senior residential facilities, and several community partners learned about our services. 2,421 hours of legal services were devoted to SLSP this year.

Financial report: *(A financial statement detailing how the City's grant money has been expended or plan to be expended.)*

The City's grant of \$7,000 was deposited into the organization's general operating account, earmarked for SLSP (we use QuickBooks and segregate programs by class code). Each month those monies are used to assist in covering the cost of our bilingual employees that work on this program, as designated by the City of SLO for this grant funding.

Donna Jones
Name

Executive Director
Title

(805) 548-0796
Phone



Signature

July 31, 2024
Date

donna@slolaf.org
E-mail

Please limit to no more than 2 pages. Please email to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.

City of San Luis Obispo Grant Recipient Report Template

Midyear Report Due: January 10, 2024 - Year-End Report Due: July 10, 2024

| | | | |
|---|--|--------------------------|---|
| Grant Name: | Human Services—affordable housing production | | |
| Grant Year: | FY 2023-24 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | Smart Share Housing Solutions, Inc. | | |
| Project Name: | Affordable housing production assistance program support | | |
| Administrator’s Report: <i>(A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) using the business grant provided, and any changes that have occurred during the reporting period. If operations or service provisions have changed, please disclose and explain the reasoning and response to changes here.)</i> | | | |
| <p>Smart Share Housing has continued creative affordable housing production activities with Human Services grant funding. While all three program activities have continued, focus and \$8400 expenditure during this period has been on areas 2 and 3, below. The agency has used state and private donor funding during this period to fund the program 1, HomeShareSLO operating activities. The state (Cal Home funding) ended during this period, so City funding will be essential for future program operations:</p> <ol style="list-style-type: none"> 1) Provision of HomeShareSLO housing services to residents in the city of SLO, assisting mostly lower income single seniors to age in place through renting their extra bedroom. Added rooms at below market rents add to housing stock and prevent homelessness. 2) Educational support toward increased production of affordable accessory dwelling units (ADUs) and tiny houses on wheels (THOWs) in City resident backyards. These can provide affordable, energy efficient housing without public subsidy. Development and construction is daunting, however. Community workshops in Smart Share's new demonstration tiny house on wheels (THOW) in San Luis Obispo educated and inspired residents and City staff and policy makers on how this efficient, affordable housing can work. 3) Development of the Waterman Village, twenty 100% affordable homes around a restored historic adobe on Dana St. which will house vulnerable lower income residents. | | | |
| Statistical Report: <i>(This section should include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the survey shared by the City.)</i> | | | |
| <p>11 partially City funded workshops between July 1-December 15, 2023, with 39 SLO City residents attending have helped residents understand options for accessory dwelling units and tiny houses on wheels in their backyards. Because the process is cumbersome and often takes years to complete, it is difficult to assess the outcome of these efforts in the short term. As noted in the mid-year report, workshop attendance numbers were lower than anticipated. As such, workshops in 2024 will be reduced and SSHS seeks no City funding for workshops this year.</p> | | | |

Waterman Village Development included production of architectural renderings & drainage and engineering reports. The development application was deemed complete by the City in Spring 2024, and SSHS anticipates bringing the project to public hearings at CHC, ARC and PC in fall 2024, in anticipation of construction commencing in 2025 in partnership with the City of SLO. The Waterman Village will bring 20 permanent homes to the City's affordable housing stock, with a minimum 55 year affordability period, along with renovation of an existing boarded up, vacant historic resource and neighborhood accessible garden.

Financial Report: *(A financial statement detailing how the City's grant funding has been or planned to be allocated.)*

The Human Service Grant award totaled \$8,400. This total amount was spent in the first 6 month period of the project term, as reported in the half-year report:

11 ADU Workshops total

Outreach/PR 3 hrs/event@ \$35/hr=\$105

Planning/coordination: 3 hrs/event@ \$35/hr=\$105

Materials/supplies: \$100/event

Site prep & Event costs: 2 staff/total 8 hrs@ \$35/hr=\$280

Total: \$590/event x 11 events=\$6490 x 50% of total event costs

ADU workshops total: \$3245.

During this period, Waterman Village architectural rendering and civil engineering fees have exceeded \$25,000.

Waterman total billed to this Human Services Grant: \$5155.

Total grant funds expended during period: \$8400

Thank you for City support, and please let us know what other information may assist.

Signed: Viruki van den Eskhof Date: 6/26/24 _____

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.

City of San Luis Obispo Grant Recipient Report Template

Midyear Report Due: Date - Year-End Report Due: July 10, (YEAR)

| | | | |
|--|--------------------------------------|--------------------------|---|
| Grant Name: | HRC Human Services Grant | | |
| Grant Year: | FY 2023-2024 | | |
| Type of Report: | Midyear Report (check box) | <input type="checkbox"/> | End-year Report (check box) <input checked="" type="checkbox"/> |
| Organization: | United Way of San Luis Obispo County | | |
| Project Name: | 211 SLO County | | |
| Administrator’s Report: (A brief synopsis of the activities of the reporting period, including a statement of the activities, service or programs provided as described in Exhibit A (your grant application) and any changes that have occurred during the reporting period. <i>If operations or service provision have changed, please disclose, and explain the reasoning and response to changes in this section.</i>) | | | |
| <p>In the period from July 1, 2023 to December 31, 2023, 211 SLO County continued to provide information and referrals for health and human service agencies and programs throughout San Luis Obispo County. Callers were given three referrals, when possible, for each request they presented, and callers in crisis or with immediate mental health needs were transferred to appropriate support lines, where trained volunteers and staff are prepared to give more personal help. Services are available in multiple languages, offered 24 hours a day, seven days a week and are confidential and free. Calls are answered by trained call specialists at a call center in Ventura County, operated by Interface Children and Family Services. UWSLOC managed or participated in all other operational, fundraising, and marketing efforts for 211 in partnership with current partners. A 211 Database Manager housed at the United Way of San Luis Obispo County office maintains the database and helps agencies verify and update their resources regularly to provide the most current information to clients. 211 resource data remained available through an online searchable public database, available at www.211slo.org. 211 data is also available via text message. Users can text their zip code to 898211 to receive text referrals.</p> | | | |
| Statistical Report: (This section must include 1) the metrics reported as described in Exhibit A (your grant application) and 2) the demographic data collected through the surveys. | | | |
| <p>From January 1, 2024 – July 1st, 2024 211 SLO County received 1,875 calls. 1,246 calls contained location data, of which 20% (254) were received from known zip codes in the City of San Luis Obispo or Cal Poly (some callers decline to give their zip code). From July 1, 2023 – December 31, 2023, 211 SLO County received approximately 4,000 Calls, texts, and clicks to our 211 helpline. 1,246 calls contained location data, of which 20% (254) were received from known zip codes in the City of San Luis Obispo or Cal Poly (some callers decline to give their zip code). 211 SLO County was contacted via 2-way text 100 times. 8% of calls came from Arroyo Grande, 10% came from Atascadero, 6% of calls came from Grover Beach, 6% came from Morro Bay/Los Osos, 16% from Paso Robles, and 25% came form San Luis Obispo. The surrounding areas where less than 5% each. The calls needs were categorized by Housing & Shelter 26.8%, Food 8.3%, Utilities 10.2%, Healthcare & COVID-</p> | | | |

19 5.4%, Mental Health & Addictions 7.4%, Employment & Income 6.3%, Clothing & Household 2.6%, Child Care & Parenting 1%, Government & Legal 6.9%, Transportation Assistance, and 7.4% Education.

For this time period, 3,024 unique IP Addresses (increase of 35% over same period last year) visited the public resource database online at 211slo.org viewing 8,102 agency and program resources.

Financial Report: (A financial statement detailing how the City's grant funding has been or planned to be allocated.)

United Way of SLO County
211 SLO County Budget FY 2023-2024

| Revenue: | | Budget |
|--|----------------------------|-----------------------|
| SLO County PHG Grant | | \$ 30,000.00 |
| SLO County Sheriff's Office | | \$ 10,000.00 |
| City of Pismo Beach | | \$ 7,500.00 |
| City of SLO HRC Grant | | \$ 10,000.00 |
| United Ways of CA - CDPH Grant | | \$ 10,965.63 |
| Total Revenue (anticipated) | | \$ 68,465.63 |
| Expenses: | | |
| United Ways of CA - 211 Call Center Contract | | \$ 42,299.40 |
| UWSLO Program Staff | | \$ 42,690.00 |
| UWSLO Program Supervisor | | \$ 7,250.00 |
| UWSLO Admin Staff | | \$ 2,184.00 |
| Benefits & Taxes | | \$ 11,853.64 |
| | Sub-Total Personnel | \$ 106,277.04 |
| Mileage, Parking, Citrix, Rent, Office Supplies, Tabling Event fees (Direct Expenses) | | \$ 5,440.00 |
| Dues, conferences and travel | | \$ 1,000.00 |
| Marketing Collateral | | \$ 1,500.00 |
| Phone Companies Connection/Transfer Fees | | \$ 1,464.00 |
| iCarol Software Maintenance | | \$ 6,254.44 |
| | Sub-Total Operating | \$ 15,658.44 |
| Indirect @ 10% of Personnel Expenses | | \$ 10,627.70 |
| Total | | \$ 132,563.18 |
| | | \$ (64,097.55) |

Grant Metrics & Performance Outcomes Template

(must be reported by all grant recipients)

| Metrics/Performance Outcomes | Results | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|-------------|--------------|-------------|-------------|-----------------|--|--|--------|------|-----|------|--|--|--|---------|------|------------|-----|--|--|--|-------|------|------------|------|--|--|--|------|--|----|-----|--|--|--|--------|---------|---------|---------|--|--|--|------------|------|-----|------|--|--|--|--|--------------|-------|--|--|--|--|--|--|--|--|--|--|--|--|---------------|-------|-------|-------------|----------|-----------------|--|-------------|-------------|--------------|-------------|-------------|-------------|
| <p>1. Number of individuals served.</p> <p>Served refers to individuals specifically receiving any of the following:</p> <ul style="list-style-type: none"> • Services directly provided by the grantee; • Program/project applications, instructions, trainings, products, or concepts; • Information (orally or in printed, in-person, virtually or over the phone); • Any materials (flyers, brochures, pamphlets, etc.); • Referrals (via phone, in person, electronically, etc.) | <ul style="list-style-type: none"> • 211 SLO has received 3,813 calls this year alone. The calls were regarding the areas of concerns as listed: • Housing & Shelter: 27.1% • Food: 8.6% • Utilities: 10.0% • Healthcare & COVID-19: 5.0% • Mental Health & Addictions: 8.1% • Employment & Income: 7.2% • Clothing & Household: 2.9% • Child Care & Parenting: <1% • Government & Legal: 6.9% • Transportation Assistance: 7.8% • Education: <1% • Disaster: <1% • Other: 14.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>2. Number of service hours provided.</p> <p><u>Service hours</u> refer to any amount of time that is directly linked or performed as part of the work defined within the scope of the agreement signed by the grantee.</p> | <p align="center">United Way of SLO County 211 SLO County Budget FY 2023-2024</p> <table border="1"> <thead> <tr> <th></th> <th>Rent</th> <th>211/mo</th> <th>211 annual</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>per mo</td> <td>1625</td> <td>325</td> <td>3900</td> <td></td> <td></td> <td></td> </tr> <tr> <td>parking</td> <td>1360</td> <td>85 per QTR</td> <td>340</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Andar</td> <td>8700</td> <td>120.833333</td> <td>1450</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Upic</td> <td></td> <td>38</td> <td>456</td> <td></td> <td></td> <td></td> </tr> <tr> <td>iCarol</td> <td>1563.51</td> <td>1563.61</td> <td>6254.44</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Office sup</td> <td>1200</td> <td>100</td> <td>1200</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Salary Total</td> <td>52124</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Admin Support</td> <td>Linda</td> <td>Riley</td> <td>211 Support</td> <td>Benefits</td> <td>P/R Taxes (11%)</td> </tr> <tr> <td></td> <td>\$ 2,184.00</td> <td>\$ 7,250.00</td> <td>\$ 37,440.00</td> <td>\$ 5,250.00</td> <td>\$ 6,120.00</td> <td>\$ 5,733.64</td> </tr> </tbody> </table> | | Rent | 211/mo | 211 annual | | | | per mo | 1625 | 325 | 3900 | | | | parking | 1360 | 85 per QTR | 340 | | | | Andar | 8700 | 120.833333 | 1450 | | | | Upic | | 38 | 456 | | | | iCarol | 1563.51 | 1563.61 | 6254.44 | | | | Office sup | 1200 | 100 | 1200 | | | | | Salary Total | 52124 | | | | | | | | | | | | | Admin Support | Linda | Riley | 211 Support | Benefits | P/R Taxes (11%) | | \$ 2,184.00 | \$ 7,250.00 | \$ 37,440.00 | \$ 5,250.00 | \$ 6,120.00 | \$ 5,733.64 |
| | Rent | 211/mo | 211 annual | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| per mo | 1625 | 325 | 3900 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| parking | 1360 | 85 per QTR | 340 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Andar | 8700 | 120.833333 | 1450 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Upic | | 38 | 456 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| iCarol | 1563.51 | 1563.61 | 6254.44 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office sup | 1200 | 100 | 1200 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Salary Total | 52124 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Admin Support | Linda | Riley | 211 Support | Benefits | P/R Taxes (11%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | \$ 2,184.00 | \$ 7,250.00 | \$ 37,440.00 | \$ 5,250.00 | \$ 6,120.00 | \$ 5,733.64 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>3. Number of activities.</p> <p>Activities can be defined as gatherings, events, or service provision either the grantee organizes or attends. In either case, grantee must specify if it attended or organized the activity, event, or service provision. This can be events, workshops, panel discussions, roundtable discussions, presentations, visits, consultations, advocacy on behalf of clients, etc.</p> <ul style="list-style-type: none"> • Activities include any gathering, presentation, event, service provision or activity designed to promote programs, services, or concepts related to the components within the scope of the agreement signed by the grantee. | <p>The following are activities where 211 as promoted through United Way, but were not necessarily exclusive to 211, meaning our other programs were also discussed and promoted.</p> <p>EXPO at the EXPO Boys and Girls Club Day of the Child North County Library Volunteer Fair My Free Taxes Program in North and South County Stuff the Bus Locations – 6 Locations Countywide Our Various Corporate Campaigns</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

- Activities also refer to any gathering, presentation, event, service provision, or activity designed to **create awareness** of the programs, services, or concepts related to the components as defined within the agreement signed by the grantee.
- Activities also refer to any gathering designed to **outreach, engage, consult, advocate, visit, and collaborate** with the community as defined within the agreement signed by the grantee.

4. Estimated number of individuals attending activities.

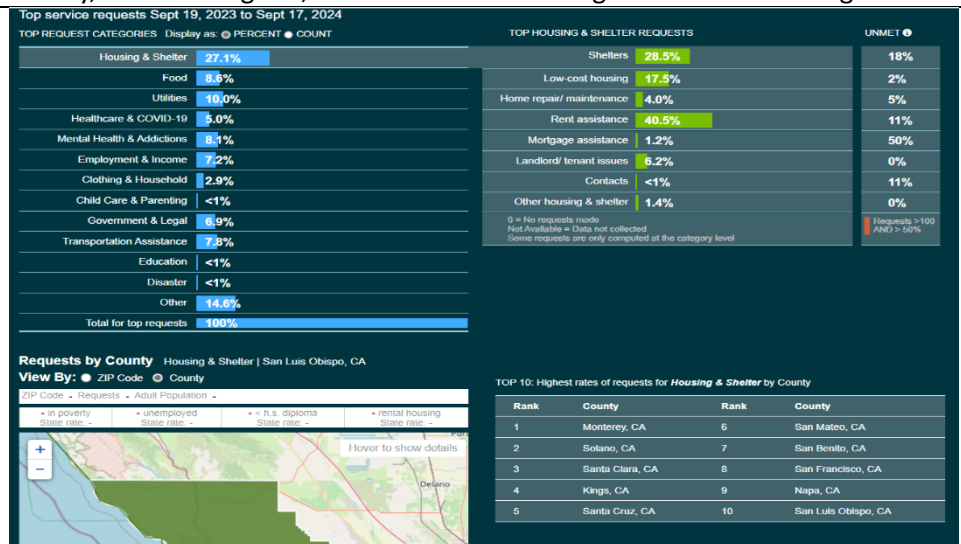
Based on the scope of the agreement signed by the grantee, **please provide a rough number or best estimate** of individuals that 1) either attend a grantee led event or 2) approach the booth/table in which the grantee participates.

The goal for the number of residents served directly by UWSLOC’s 211 is approximately 7,000 for the city of SLO and 15,5000 for the surrounding areas. Although everyone in SLO County has access to 211.

From Jun 01, 2023 to Jul 31, 2024 211 received 81,029 total calls, and 140,886 requests for San Luis Obispo County, CA. Overall, our agency provides direct services to over 44,000 City of SLO and surrounding areas outside of the city through our other various programs, including Dolly Parton’s Imagination Library, Our Tax Program, Financial Education Programs and VOAD Program.

5. Report perception of services provided and/or engaged activities.

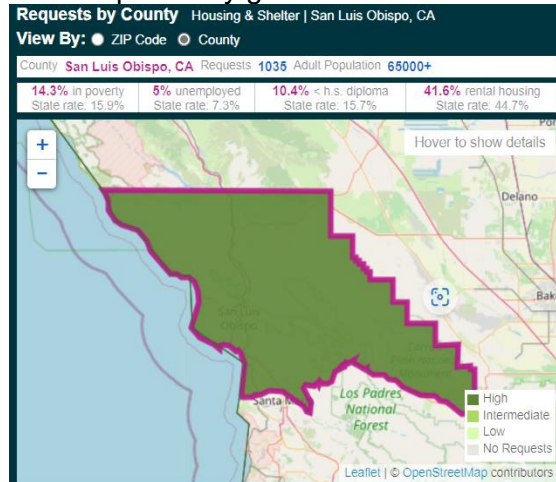
Survey individuals to **measure the impact** of the services provided and/or engaged activities as described within the scope of the agreement signed by the grantee. Report in percent and total number of individuals served. Technical assistance can be provided to grantee in development of questions.



6. Demographic Questions

Demographic questions are **highly encouraged** to be completed by individuals that fall within the grantee’s scope of services. A current demographic survey is available and is highly encouraged for grantee to reach out for the demographic survey template.

To be reported by grantee in statistical section above.



Rachel Edwards

Name

Resource Development Director

Title

805-541-1234 x3

Phone

Rachel Edwards

Signature

9/19/2024

Date

Redwards@unitedwayslo.org

E-mail

Once signed, please scan and e-mail to Nestor Veloz-Passalacqua, DEI Manager (nveloz@slocity.org) and to dei@slocity.org.



2-1-1 CA
Jun 01, 2023 to Jul 31, 2024
TOTAL CALLS **81,029**
TOTAL REQUESTS **140,886**
FOR COUNTIES: San Luis Obispo, CA



Top Request Categories

| | |
|----------------------------|---------------|
| Housing & Shelter | 26.8% |
| Food | 8.3% |
| Utilities | 10.2% |
| Healthcare & COVID-19 | 5.4% |
| Mental Health & Addictions | 7.4% |
| Employment & Income | 6.3% |
| Clothing & Household | 2.6% |
| Child Care & Parenting | <1% |
| Government & Legal | 6.9% |
| Transportation Assistance | 7.4% |
| Education | <1% |
| Disaster | <1% |
| Other | 17.0% |
| Total for top requests | 100% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

| Housing & Shelter | 26.8% | UNMET |
|------------------------------|---------------|--------------|
| Shelters | 29.7% | 20% |
| Low-cost housing | 18.5% | 4% |
| Home repair/ maintenance | 4.0% | 9% |
| Rent assistance | 37.7% | 12% |
| Mortgage assistance | 1.4% | 50% |
| Landlord/ tenant issues | 6.4% | 0% |
| Contacts | <1% | 0% |
| Other housing & shelter | 1.6% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

| Food | 8.3% | UNMET |
|-----------------------------|--------------|---------------|
| Help buying food | 18.6% | 2% |
| Food pantries | 59.3% | <1% |
| Soup kitchens & Meals to-go | 10.8% | 11% |
| Feeding children | 0% | 0% |
| Home-delivered meals | 6.4% | 18% |
| Holiday meals | 2.3% | 13% |
| Contacts | 0% | 0% |
| Other food | 2.6% | 11% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

| Utilities | 10.2% | UNMET |
|----------------------------|---------------|--------------|
| Electric | 50.2% | 2% |
| Gas | 15.4% | 2% |
| Water | 8.8% | 14% |
| Trash collection | <1% | 100% |
| Utility payment plans | <1% | 0% |
| Utility deposit assistance | 0% | 0% |
| Disconnection protection | 0% | 0% |
| Phone/internet | 11.4% | 6% |
| Contacts | <1% | 50% |
| Other utilities | 12.6% | 4% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

Healthcare & COVID-19

5.4%

UNMET

| | | |
|----------------------------|---------------|------------|
| Health insurance | 21.1% | 0% |
| Medical expense assistance | 10.3% | 9% |
| Medical providers | 10.3% | 17% |
| Dental & eye care | 9.9% | 27% |
| Prescription medications | 2.7% | 0% |
| Nursing homes & adult care | 28.3% | 2% |
| Death related | 2.2% | 60% |
| Public health & safety | <1% | 0% |
| COVID testing | 1.3% | 0% |
| COVID vaccination | <1% | 0% |
| All other COVID | 0% | 0% |
| Other health services | 7.2% | 13% |
| Contacts | 4.5% | 0% |
| Other healthcare | 1.3% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

Mental Health & Addictions

7.4%

UNMET

| | | |
|----------------------------------|---------------|------------|
| Substance abuse & addictions | 23.1% | 8% |
| Marriage & family | <1% | 50% |
| Crisis intervention & suicide | 29.2% | 4% |
| Mental health services | 42.2% | 8% |
| Mental health facilities | 4.9% | 40% |
| Other mental health & addictions | 0% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

Employment & Income **6.3%**

UNMET

| | | |
|---------------------------|--------------|------------|
| Job search | 17.6% | 7% |
| Job development | 0% | 0% |
| Unemployment benefits | 1.5% | 50% |
| Tax preparation | 21.5% | 0% |
| Financial assistance | 54.4% | 6% |
| Money management | 3.4% | 11% |
| Contacts | 1.5% | 50% |
| Other employment & income | 0% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

Clothing & Household **2.6%**

UNMET

| | | |
|----------------------------|--------------|------------|
| Clothing | 52.3% | 5% |
| Personal hygiene products | 11.0% | 33% |
| Appliances | 4.6% | 40% |
| Home furnishings | 10.1% | 9% |
| Thrift shops | 8.3% | 0% |
| Seasonal/ holiday | 11.0% | 0% |
| Contacts | 0% | 0% |
| Other clothing & household | 2.8% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

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TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

Child Care & Parenting

<1%

UNMET

| | | |
|------------------------------|--------------|------------|
| Child care | 54.2% | 15% |
| Parenting | 25.0% | 17% |
| Family support services | 20.8% | 0% |
| Other child care & parenting | 0% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

| Government & Legal | 6.9% | UNMET |
|-------------------------------|--------------|--------------|
| Legal assistance | 41.8% | 4% |
| Child & family law | 11.2% | 16% |
| Immigration assistance | 2.1% | 17% |
| Government | 23.9% | 12% |
| Contacts | 18.9% | 20% |
| Other government & legal | 2.1% | 17% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

Transportation Assistance

7.4%

UNMET

| | | |
|---------------------------------|---------------|------------|
| Medical transportation | 6.5% | 35% |
| Public transportation | 26.6% | 15% |
| Automobile assistance | 45.1% | 5% |
| Long-distance travel | <1% | 0% |
| Ride share services | 21.4% | 8% |
| Bike programs | 0% | 0% |
| Contacts | 0% | 0% |
| Other transportation assistance | 0% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

| Education | <1% | UNMET |
|---------------------------|---------------|--------------|
| Early childhood education | 8.3% | 0% |
| Adult education | 16.7% | 0% |
| Literacy | 0% | 0% |
| ESL/ citizenship | 16.7% | 0% |
| Tutoring | 0% | 0% |
| School supplies | 25.0% | 33% |
| Scholarships & aid | 8.3% | 100% |
| Other education providers | 25.0% | 0% |
| Contacts | 0% | 0% |
| Other education | 0% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

| Disaster | <1% | UNMET |
|--------------------------|---------------|--------------|
| Food/ water | 3.0% | 0% |
| Housing/ shelter | 30.3% | 10% |
| Transportation/ fuel | 0% | 0% |
| Health/ safety | 3.0% | 0% |
| Financial assistance | 18.2% | 17% |
| Disaster relief services | 0% | 0% |
| Contacts | 0% | 0% |
| Other disaster | 45.5% | 0% |



2-1-1 CA

Jun 01, 2023 to Jul 31, 2024

TOTAL CALLS **81,029**

TOTAL REQUESTS **140,886**



FOR COUNTIES: San Luis Obispo, CA

| Other | 17.0% | UNMET |
|------------------------------------|--------------|--------------|
| Agency & other contact information | 2.1% | 0% |
| Community development & enrichment | 2.4% | 35% |
| Volunteering & donations | 2.6% | 6% |
| Support & advocacy | 8.1% | 12% |
| Complaints | <1% | 0% |
| Special population services | 19.3% | 7% |
| Special populations | 2.0% | 0% |
| All other requests | 62.8% | 2% |

