



2021-22 GIA Program Application Summary

Human Relations Commission

1. Access Support Network (ASN): Hepatitis C Project – Access to Health and Benefits & Counseling

<i>2017 Grant Award:</i>	<i>\$4,000</i>
<i>2018 Grant Award:</i>	<i>\$4,000</i>
<i>2019 Grant Award:</i>	<i>\$5,400</i>
<i>2020 Grant Award:</i>	<i>\$0</i>
2021 Grant Request:	\$5,000
2021 HRC Recommendation:	<u>\$0</u>

To maintain the highest level of health, a person living with HIV/AIDS or hepatitis C (PLWH) must have access to medical care, adequate nutrition, and, most importantly, adequate and stable shelter and living conditions. To ensure that clients maintain stable and supportive housing, the ASN established a housing program, including 13 agency-owned units. The ASN is seeking funding to support and sustain the SLO Hep C Project, which delivers essential services to people living with HCV, including increased access to medical care and connections to comprehensive care services and community resources. ASN requests \$5,000 for personnel costs of the health counselor and benefits counselor of the Program.

2. Access Support Network (ASN): HIV/HCV Homeless Prevention and Supportive Housing Program

<i>2017 Grant Award:</i>	<i>\$4,000</i>
<i>2018 Grant Award:</i>	<i>\$4,000</i>
<i>2019 Grant Award:</i>	<i>\$5,400</i>
<i>2020 Grant Award:</i>	<i>\$0</i>
2021 Grant Request:	\$6,000
2021 HRC Recommendation:	<u>\$6,000</u>

The ASN's Housing Program is a well-established and crucial aspect of the agency. The ASN requests funds to provide utility subsidies and facilities operational support to operate the 13 agency-owned low-income housing units. All units are located in the City of San Luis Obispo, thus providing a 100% City user rate. Ten of the 13 rental units are part of the Housing Authority of SLO's Housing Choice Voucher program which grants ASN residents at these 10 units a portable voucher after a year of residence. ASN is requesting \$6,000 to pay for utility costs of Agency-owned rental units for 12 months.

2021-22 GIA Program Application Summary

3. Big Brothers Big Sisters of San Luis Obispo County: Community Based Youth Mentoring

<i>2017 Grant Award:</i>	<i>\$5,000</i>
<i>2018 Grant Award:</i>	<i>\$1,875</i>
<i>2019 Grant Award:</i>	<i>\$3,000</i>
<i>2020 Grant Award:</i>	<i>\$5,000</i>
2021 Grant Request:	\$10,000
2021 HRC Recommendation:	<u>\$5,000</u>

Big Brothers Big Sisters is a donor and volunteer supported organization proven to help vulnerable children of single, low-income, and/or incarcerated parents succeed. They create one-to-one relationships that match children facing adversity with trained and supervised volunteer role models. They propose to provide positive mentors through the Community Based Program for 87 children living in the City of San Luis Obispo. They are requesting \$10,000 in funding to support 5 new matches and 35 ongoing matches within the City of SLO. Expenses include professional staff salaries to enroll and support volunteers working with at-risk youth.

4. Court Appointed Special Advocates of San Luis Obispo County, Inc. (CASA): Child Advocacy

<i>2017 Grant Award:</i>	<i>\$8,500</i>
<i>2018 Grant Award:</i>	<i>\$4,250</i>
<i>2019 Grant Award:</i>	<i>\$5,000</i>
<i>2020 Grant Award:</i>	<i>\$1,875</i>
2021 Grant Request:	\$7,500
2021 HRC Recommendation:	<u>\$3,750</u>

The CASA program recruits, trains, and supervises volunteer community members to become advocates for children who have been removed from their home due to abuse and neglect and are under the court's jurisdiction. Most of these children are placed in foster care. CASA volunteers are assigned to a child's case until it is resolved, averaging about 1.4 years. Volunteers oversee all information concerning the child, including reports from social workers, law enforcement, medical providers, mental health professionals, and school personnel. They are requesting \$7,500 to cover a portion of their rental costs for their San Luis Obispo-based office.

2021-22 GIA Program Application Summary

5. Central Coast Veterans Helping Veterans – Veteran Caregiving Program

<i>2020 Grant Award:</i>	<i>\$0</i>
2021 Grant Request	\$10,000
2020 HRC Recommendation:	<u>\$6,500</u>

CCVHV's mission is to provide assistance for homebound veterans (household support and companionship), and to provide mentorship *to veterans from veterans* (for navigating Veterans Court and for procuring needed services). CCVHV relies on our network of volunteer vets as well as a partnership with a caregiving service based in SLO. CCVHV is requesting a \$10,000 GIA grant from the City of San Luis Obispo to fund their Veteran Caregiving Program. Any funds received from the City will be designated to pay for services for homebound veterans, provided by a local caregiving organization under a negotiated, reduced rate.

6. Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO): Homeless Prevention and Stable Housing Program

<i>2017 Grant Award:</i>	<i>\$7,500</i>
<i>2018 Grant Award:</i>	<i>\$6,750</i>
<i>2019 Grant Award:</i>	<i>\$9,000</i>
<i>2020 Grant Award:</i>	<i>\$12,000</i>
2021 Grant Request:	\$20,000
2021 HRC Recommendation:	<u>\$20,000</u>

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 need assistance securing housing with first month's rent and/or security deposit. They are requesting \$20,000 to fund the Program, thus providing financial assistance payments to cover rent or security deposits for low-income City households.

7. Community Counseling Center (CCC): Affordable, Professional and Transformative Counseling for the Low Income and Uninsured

<i>2018 Grant Award:</i>	<i>\$4,500</i>
<i>2019 Grant Award:</i>	<i>\$4,000</i>
<i>2020 Grant Award:</i>	<i>\$3,600</i>
2021 Grant Request:	\$5,000
2021 HRC Recommendation:	<u>\$2,500</u>

Community Counseling Center (CCC) is a mental health safety net contributor and preventative care provider of premium, affordable counseling for individuals, children, couples, and families who are financially constrained and underinsured. Clients pay sliding scale fees based on their net household monthly income and are never refused services due to an inability to cover cost. They are requesting \$5,000 total to increase virtual access for teletherapy by providing better technology and equipment to therapists and clients.

2021-22 GIA Program Application Summary

8. Diversity Coalition SLO County: 2020 Community Diversity Education and Training Program

<i>2019 Grant Award:</i>	<i>\$0</i>
<i>2020 Grant Award:</i>	<i>\$2,500</i>
2021 Grant Request:	\$5,000
2021 HRC Recommendation:	<u>\$0</u>

The Diversity Coalition provides programs and resources promoting the inclusion and affirmation of diversity in San Luis Obispo County to prevent any acts of prejudice or bias against community residences. The GIA funds will be used to support the furtherance of their education and training program. The Education Program is composed of school speakers that talk about importance of diversity in our lives and community, as well as teacher training to infuse the awareness of human rights in their daily instruction and curriculum. The Diversity Coalition is requesting \$5,000 dollars; \$4,000 to be spent on Speaker Fees, \$500 for American Sign Language Interpreters, and \$500 for Room Rentals for Community Forums.

9. Family Care Network, Inc.: Transitional Age Youth Household Needs

<i>2019 Grant Award:</i>	<i>\$4,000</i>
<i>2020 Grant Award:</i>	<i>N/A</i>
2021 Grant Request:	\$10,000
2020 HRC Recommendation:	<u>\$5,000</u>

Family Care Network, Inc. provides Housing and Support Services to youth ages 18-24 who are emancipating from the foster care system, commonly referred to as Transitional Age Youth (TAY), and are homeless or at-risk of homelessness. FCNI owns and operates five properties for TAY who are homeless or at-risk of becoming homeless as they emancipate from the foster care system. These units house up to 43 youth at a time, and any dependents they may have. FCNI has requested \$10,000 dollars to ensure that Transitional Age Youth are able to support the cost of daily living so that they may take full advantage of the supportive services that FCNI provides.

10. Food Bank Coalition of San Luis Obispo County: Fresh Produce and No-Cook Bags

<i>2018 Grant Award:</i>	<i>\$8,182</i>
<i>2019 Grant Award:</i>	<i>\$12,000</i>
<i>2020 Grant Award:</i>	<i>\$9,600</i>
2021 Grant Request:	\$12,000
2021 HRC Recommendation:	<u>\$12,000</u>

The SLO Food Bank prioritizes programs that most efficiently and effectively connect hungry people with food in a safe way. This funding request will provide continued funding to the new No-Cook Bags program, bags of portable foods designed for homeless residents who do not have access to a kitchen and cannot benefit from typical Food Bank distribution items.

2021-22 GIA Program Application Summary

11. Hospice of SLO County – Free Hospice Services

<i>2020 Grant Award:</i>	<i>\$5,225</i>
2021 Grant Request:	\$15,000
2021 HRC Recommendation:	<u>\$7,500</u>

Hospice provides in-home support, respite support, and care management to those with a life-limiting illness who have a greater than 6 months prognosis, are continuing to pursue curative care regardless of diagnosis or have been discharged from Medicare-reimbursed hospice agencies. Hospice will use grant funds to offset expenses for volunteer services personnel and volunteer training costs.

12. Jack's Helping Hand: Jack's Helping Hand Assistance Program

<i>2017 Grant Award:</i>	<i>\$7,000</i>
<i>2018 Grant Award:</i>	<i>\$2,500</i>
<i>2019 Grant Award:</i>	<i>\$0</i>
<i>2020 Grant Award:</i>	<i>\$1,000</i>
2021 Grant Request:	\$5,000
2020 HRC Recommendation:	<u>\$0</u>

Jack's Helping Hand (JHH) helps children with special needs and their families whose resources have been exhausted. The JHH Assistance Program provides a range of services, therapies, medical products, transportation and lodging costs to qualified children with special needs in the County; however, the majority of grant recipients, staff, and volunteers of JHH live in the City of San Luis Obispo. The GIA grant, will be used entirely for services for children and their families, including: \$1,500 for food (out of town trips to specialists), and \$3500 for transportation (air, train, bus fares or gasoline for out-of-area trips).

13. Literacy for Life: Literacy Program

<i>2017 Grant Award:</i>	<i>\$3,500</i>
<i>2018 Grant Award:</i>	<i>\$2,500</i>
<i>2019 Grant Award:</i>	<i>\$1,000</i>
<i>2020 Grant Award:</i>	<i>\$2,500</i>
2021 Grant Request:	\$5,000
2021 HRC Recommendation:	<u>\$3,750</u>

Literacy for Life teach adults sixteen and older to read, write, and speak English. Their one-on-one instruction is free to all and provides a non-threatening learning environment which empowers individuals to learn English communication skills. They are requesting 5,000 to continue their program.

2021-22 GIA Program Application Summary

14. LTC Ombudsman Services of SLO County: Ombudsman Services

<i>2018 Grant Award:</i>	<i>\$2,500</i>
<i>2019 Grant Award:</i>	<i>\$3,000</i>
<i>2020 Grant Award:</i>	<i>\$1,500</i>
2021 Grant Request:	\$3,000
2021 HRC Recommendation:	<u>\$3,000</u>

The Long-Term Care Ombudsman Services are requesting funds to provide Ombudsman services, including resident advocacy, facility monitoring visits, complaint investigation and resolution, information and consultation and systemic advocacy for residents of long term care facilities located within the City of San Luis Obispo. Their advocacy services include preventing low income/low asset nursing facility residents from eviction to homelessness or to inappropriate or inadequate levels of care. They are requesting \$3,000 to cover staff salaries for the Ombudsman and Program Manager to resolve inappropriate facility discharges, and to recruit, train and supervise volunteers who provide the majority of facility visits in the City.

15. One Cool Earth: Growing Happy, Health, Smart Youth

<i>2019 Grant Award:</i>	<i>\$3,000</i>
<i>2020 Grant Award:</i>	<i>\$4,000</i>
2021 Grant Request:	\$7,000
2021 HRC Recommendation:	<u>\$3,500</u>

One Cool Earth provides school garden education at San Luis Obispo's Pacheco Elementary School and C.L. Smith Elementary. The Earth Genius program provides a weekly garden educator who teaches lessons and improves the school garden, using it as a platform to promote healthy eating, learning, and well-being. The organization also provide materials, maintenance, and training to empower teachers to utilize the garden beyond our program. They are requesting \$7,000 to help cover the salary of a qualified garden educator.

16. Peoples' Self-Help Housing: Homelessness Prevention & Housing Special Needs Groups in SLO

<i>2017 Grant Award:</i>	<i>\$10,000</i>
<i>2018 Grant Award:</i>	<i>\$13,500</i>
<i>2019 Grant Award:</i>	<i>\$13,000</i>
<i>2020 Grant Request:</i>	<i>\$5,850</i>
2021 Grant Request:	\$25,000
2021 HRC Recommendation:	<u>\$3,750</u>

Peoples' Self-Help Housing (PSHH) is requesting funding to assist with moving low-income San Luis Obispo individuals and families (including homeless placements) into permanent affordable housing, stabilizing these households, and preventing homelessness for those at risk. Free clinical case management services include counseling, job search assistance, coordinating medical, dental, and mental health services, as well as linkage to benefits, transportation, and emergency financial assistance. They are requesting \$25,000 to help cover salaries and benefits for social workers that provide direct clinical case management services to residents living in local PSHH rental properties.

2021-22 GIA Program Application Summary

17. Pregnancy and Parenting Support of San Luis Obispo County: A Healthy Start, Bright Future

<i>2017 Grant Award:</i>	<i>\$5,000</i>
<i>2018 Grant Award:</i>	<i>\$4,282</i>
<i>2019 Grant Award:</i>	<i>\$7,000</i>
<i>2020 Grant Award:</i>	<i>\$2,000</i>
2021 Grant Request:	\$10,000
2021 HRC Recommendation:	<u>\$5,000</u>

Pregnancy & Parenting Support of San Luis Obispo County (ALPHA) is an essential resource for parents and provides an important safety net for women during pregnancy and through their child's second year. Pregnancy & Parenting Support distributes infant formula to low and very low-income families and nutritional supplements to pregnant women. As part of a countywide network aiding with infant nutrition to families alongside their agency partner, WIC (Women Infants & Children), their barrier-free services are available to all families with infants and toddlers. They are requesting \$10,000 to be used to buy infant formula and nutritional supplements for these families. Additionally, funds will be used to supplement the salaries of staff providing emotional support and distributing basic needs.

18. RISE San Luis Obispo County: Sexual Assault & Domestic Violence Programs

<i>2017 Grant Award:</i>	<i>\$2,000</i>
<i>2018 Grant Award:</i>	<i>\$3,000</i>
<i>2019 Grant Award:</i>	<i>\$4,000</i>
<i>2020 Grant Award:</i>	<i>\$3,000</i>
2021 Grant Request:	\$6,000
2021 HRC Recommendation:	<u>\$3,000</u>

RISE is an organization created from the merger of two longstanding agencies operating in San Luis Obispo County. Over the years, both the SARP Center of SLO County and the North County Women's Shelter & Resource Center expanded their services, and in 2013 merged in an effort to better serve victims of sexual and domestic violence and their loved ones. RISE maintains two office locations, one of which is in the City of San Luis Obispo. They are requesting \$6,000 to help pay for Salary and Wages for an Associate Marriage & Family Therapist and a Bilingual Shelter Advocate.

2021-22 GIA Program Application Summary

19. The SLO Child Development Resource Center: Early Childhood Development and Therapeutic Mental Health Services

<i>2019 Grant Award:</i>	<i>\$5,000</i>
<i>2020 Grant Award:</i>	<i>\$7,000</i>
2021 Grant Request:	\$20,000
2021 HRC Recommendation:	<u>\$6,000</u>

The SLO Child Development Resource Center provides therapeutic early childhood education and mental health programs that focus on protecting children in San Luis Obispo County for the prevention and treatment of child abuse. The agency is requesting \$10,000 towards the salary of their Intern Therapist and \$10,000 towards the salary of the Behavioral Rehabilitation Specialist, since these services are not covered by the CA Department of Education.

20. The SLO County YMCA: Youth Programs Financial Assistance

2021 Grant Request:	\$5,000
2021 HRC Recommendation:	<u>\$0</u>

The SLO County YMCA provides high quality youth programs such as summer camps, after school care, and school day childcare for families and essential workers. The funding requested will provide financial assistance (scholarships) to enable elementary school children living in San Luis Obispo to participate in all YMCA programs. GIA Grant funds will be used to provide Financial Assistance to families from San Luis Obispo, based on a sliding scale of assistance, determined by income.

21. San Luis Obispo Legal Assistance Foundation: Senior Legal Services Project

<i>2017 Grant Award:</i>	<i>\$2,000</i>
<i>2018 Grant Award:</i>	<i>\$1,750</i>
<i>2019 Grant Award:</i>	<i>\$2,500</i>
<i>2020 Grant Request:</i>	<i>\$2,500</i>
2021 Grant Request:	\$6,000
2021 HRC Recommendation:	<u>\$5,000</u>

The Senior Legal Services Project is one of the few programs in the County providing free legal services to residents aged 60 years and older. The Project sees clients out of their main office in San Luis Obispo, makes home visits to homebound and institutionalized clients, and provides community outreach and education throughout the City. They are requesting \$6,000 for matching funds for the Project's grant from the Area Agency on Aging, for outreach staff, office administration staff, and bilingual staff. Some funds would also be reserved for outreach and salary for their Office Administrator.

2021-22 GIA Program Application Summary

22. SLO Noor Foundation: SLO Noor Clinics: Healthcare for the Uninsured City Residents

<i>2017 Grant Award:</i>	<i>\$10,000</i>
<i>2018 Grant Award:</i>	<i>\$7,500</i>
<i>2019 Grant Award:</i>	<i>\$12,000</i>
<i>2020 Grant Award:</i>	<i>\$5,250</i>
2021 Grant Request:	\$15,000
2021 HRC Recommendation:	<u>\$9,625</u>

The SLO Noor Foundation provides free healthcare to uninsured adult residents of SLO and northern Santa Barbara Counties. Their free clinics and volunteer medical providers prioritize working with these populations, which requires a high level of patient engagement to ensure that more patients finish treatments and advance to prevention and well care status instead of crisis care. They are asking for GIA funds to assist in the expenses for a bilingual Medical Assistant, and for laboratory and radiology diagnostics.

23. Senior Nutrition Program of SLO County: Meals that Connect

<i>2017 Grant Award:</i>	<i>\$10,000</i>
<i>2018 Grant Award:</i>	<i>\$5,682</i>
<i>2019 Grant Award:</i>	<i>\$9,000</i>
<i>2020 Grant Award:</i>	<i>\$7,500</i>
2021 Grant Request:	\$10,000
2021 HRC Recommendation:	<u>\$7,000</u>

Meals That Connect serves free, hot, noontime meals, Monday through Friday, to seniors aged 60 or older at two community sites in San Luis Obispo in congregate dining. They also deliver meals, with frozen meals for Saturday and Sunday, to qualified seniors who are homebound. They are requesting \$10,000 total, \$3,000 to purchase food and supplies, \$4,000 for labor and personnel costs, \$500 for cost of equipment maintenance, \$500 for gas and maintenance on refrigerated trucks, \$500 for liability and business insurance, and \$1,000 for rent to maintain lunch sites.

24. Senior Volunteer Services, Inc.: Healthy Futures

<i>2019 Grant Award:</i>	<i>\$3,000</i>
<i>2020 Grant Award:</i>	<i>\$1,250</i>
2021 Grant Request:	\$3,000
2021 HRC Recommendation:	<u>\$3,000</u>

Senior Volunteer Services (SVS) is the largest volunteer recruitment network in San Luis Obispo County and has initiated a program called Healthy Futures that has been designed to target volunteer recruitment for agencies that are focused on assisting the homeless, providing in-home services for homebound seniors, and distribution of food. SVS is requesting funding to support the Healthy Futures volunteer recruitment campaign in the City of San Luis Obispo. They are requesting \$3,000 to be used for paying insurance premiums for volunteers, providing mileage reimbursements to volunteers, update their website to assist in streamlining the volunteer application process, and a volunteer recognition event.

2021-22 GIA Program Application Summary

25. SmartShare Housing Solutions: HomeShare and YardShare

<i>2017 Grant Award:</i>	<i>\$6,385</i>
<i>2018 Grant Award:</i>	<i>\$7,650</i>
<i>2019 Grant Award:</i>	<i>\$10,400</i>
<i>2020 Grant Award:</i>	<i>\$13,690</i>
2021 Grant Request:	\$17,300
2021 HRC Recommendation:	<u>\$4,325</u>

Homeshare and tiny house YardShare provide affordable housing for seekers and enable providers to afford the cost of basic needs while providing companionship and security. The program fills a gap, provides income for lower-income seniors, avoids duplication of services by partnering with local government and service organizations while leveraging and expanding the use of existing housing and “free land” available in the backyards of interested and qualifying city homeowners. They are requesting \$17,300 total, \$11,000 for staff hours, \$4,200 for outreach & education, and \$2,100 for technical support such as maintenance and consulting.

26. Stand Strong (formerly the Women’s Shelter Program): Homeless Prevention & Self-Sufficiency Program for DV Survivors

<i>2018 Grant Award:</i>	<i>\$10,800</i>
<i>2019 Grant Award:</i>	<i>\$10,000</i>
<i>2020 Grant Award:</i>	<i>\$11,250</i>
2021 Grant Request:	\$15,000
2021 HRC Recommendation:	<u>\$7,500</u>

Stand Strong is requesting GIA funds to supplement pay for bilingual essential staff to provide Domestic Violence survivor counseling services and to advance organization-wide Diversity, Equity, and Inclusion. The project will seek to address unmet needs of homeless domestic violence victims by providing weekly case management services that focus on clients’ individualized self-sufficiency goals, including obtaining employment, vocational training, financial planning, and ultimately the acquisition and retention of housing. The request of \$15,000 in GIA monies will be used for salaries of direct client service staff working in the Program.

2021-22 GIA Program Application Summary

27. Tolosa Children's Dental Center (TCDC): Tolosa Children's Dental Center – San Luis Obispo

<i>2017 Grant Award:</i>	<i>\$5,500</i>
<i>2018 Grant Award:</i>	<i>\$5,000</i>
<i>2019 Grant Award:</i>	<i>\$8,500</i>
<i>2020 Grant Award:</i>	\$5,000
2021 Grant Request:	\$10,000
2021 HRC Recommendation:	<u>\$5,000</u>

TCDC-SLO delivers dental services to children age infant to 18. TCDC-SLO remains the only dental provider in San Luis Obispo County focused solely on dental care for the underserved children in our communities. TCDC is requesting \$10,000 to cover a portion of the unreimbursed costs associated with providing quality dental services. TCDC is a Medi-Cal provider making it difficult to raise prices and provide competitive salaries for experienced dentists. They rely on public funds to pay licensed dentists to provide low-cost, free, and sliding scale cash appointments for children.

28. Transitional Food and Shelter, Inc.: Temporary, Emergency Shelter for the Medically Fragile Homeless

<i>2020 Grant Award:</i>	<i>\$13,950</i>
2021 Grant Request:	\$22,000
2021 HRC Recommendation:	<u>\$6,300</u>

TFS provides temporary, emergency, around-the-clock shelter, food, and extensive supportive services for medically fragile homeless people in San Luis Obispo City and County. TFS defines “medically fragile” as clients whom are too ill or injured for their needs to be adequately served in an overnight-only shelter. Every client is referred by a hospital or social services agency and has a letter from a doctor documenting need for around-the-clock shelter. TFS is requesting \$22,000 of GIA funds to provide temporary emergency shelter and supportive services to medically fragile homeless clients in the City, which would specifically be used to pay for rental of temporary apartments, motel vouchers, and the fees of their contracted caseworker.

29. Transitions-Mental Health Association (TMHA): Central Coast Hotline (Formerly SLO Hotline)

2021 Grant Request:	\$4,000
2021 HRC Recommendation:	<u>\$1,000</u>

TMHA provides innovative mental health services in San Luis Obispo County and is requesting funds for their Central Coast Hotline Program. Central Coast Hotline is a 24-hour, free and confidential call center serving the entire county of San Luis Obispo since 1970. In the last two years, the Hotline has received over 10,000 calls. THMA is requesting \$4,000 dollars to expand their Hotline to be more accessible to the adolescents in our community.

2021-22 GIA Program Application Summary

30. United Way of San Luis Obispo County: 2-1-1 SLO County

<i>2017 Grant Award:</i>	<i>\$3,000</i>
<i>2018 Grant Award:</i>	<i>\$1,500</i>
<i>2019 Grant Award:</i>	<i>\$4,500</i>
<i>2020 Grant Award:</i>	<i>\$3,000</i>
2021 Grant Request:	\$10,000
2021 HRC Recommendation:	<u>\$5,000</u>

The 2-1-1 SLO County Program of the United Way is a free, confidential way to get timely access to health and human services information and referrals 24 hours a day, seven days a week. Calls and text messages are answered by knowledgeable, bilingual contract specialists who provide 24-hour referrals and support to those in need of health and human services. When possible, callers are given three referrals for each need they present; this could include shelter, housing, food, health care, transportation, or information pertaining to a local disaster. In the past year, the contracted cost of United Way's relationship with Interface Children and Family Services (ICFS) increased due to the increased call volume and system improvements. The United Way is requesting funding of \$10,000 for personnel expenses to administer the program.