6.28.19

Updates and information on programs and projects at the City of San Carlos.

City Manager

Community Non-Profit Grant Program Update
The City Council supports community groups and individuals who contribute to the development and well-being of the San Carlos community by setting aside funds each year for this purpose. In 2016, the City Council revised the Community Non-Profit Grant Program (“Program”) and its policies to establish an equitable evaluation process to determine which programs/services to fund. This report provides an update on the grants that were awarded in Fiscal Year (FY) 2018-19 and the grants that will be awarded in FY 2019-20.

Update on FY 2018-19 Grants
In FY 2018-19, the City awarded grant funding to nine organizations: Caring Cupboard; County of San Mateo Jobs for Youth; Healthy Cities Tutoring; Museum of San Carlos History; One Life Counseling Center; Partners and Advocates for Remarkable Children (PARCA); Peninsula Volunteers, Inc. (Meals on Wheels); San Carlos Children’s Theater; and StarVista. In early 2019, these grant recipients completed a mid-year report to update the City on their projects/programs and the progress made. The mid-year report for each recipient is included as an attachment to this newsletter.

Update on FY 2019-20 Grants
The City has recently completed the FY 2019-20 Program funding cycle. The City received eight requests for a total of $71,450 for the $40,000 in available funding. Staff reviewed each application and met with the City Council’s Non-Profit Grant Program subcommittee for recommendations. Grants have been awarded by the City Manager based on these recommendations as follows:
A brief description of the organizations that received grants for funding in FY 2019-20 and their projects/programs is provided below.

**Healthy Cities Tutoring**: Awarded $5,500 to help fund its volunteer-based tutor-mentor program for San Carlos elementary and middle schools.

**One Life Counseling Center**: Awarded $5,500 to provide San Carlos residents with no-cost counseling services for children, adults and families dealing with crises that are unable to afford payment.

**One Step Beyond**: Awarded $5,000 to implement a travel training program to assist intellectually disabled adults in learning how to use public transportation.

**Partners and Advocates for Remarkable Children (PARCA)**: Awarded $5,500 to help fund the San Carlos Cedar Street House Program operation. The Cedar Street House is a home in San Carlos for eight adults with different developmental abilities who live semi-independently in a group setting with support staff.

**Peninsula Volunteers, Inc. (Meals on Wheels)**: Awarded $5,500 to provide services for older adults so they may age in place, remain active and independent, and help families stay together with supportive services while maximizing the quality of life. This program is the sole provider of home delivered meals in San Carlos.
San Carlos Together: Awarded $5,000 to support maintenance for the Laurel Street hanging baskets and provide a mini-grant program for organizations that work to meet the City’s Core Values and Strategic Goals, but who are not incorporated nor are a 501(C) (3).

StarVista: Awarded $4,000 to help provide prevention, early intervention, education and counseling services to children, youth and families in San Mateo County.

Villages of San Mateo County (Sequoia Village): Awarded $4,000 to support senior transportation programs, home improvement and safety upgrades in senior homes, and excursions and events for San Carlos seniors.

Administrative Services

Here are some quick updates from the Human Resources Division of the Administrative Services Department on recruitments to fill vacant positions at the City.

Open Recruitments
Recreation Leader I & II (Summer Seasonal) – Recruitment open until filled
Public Works Inspector – Recruitment open until filled

Recruitments in Process
Civil Engineering Assistant – Second interviews held on June 25th
Accounting Technician I – First round of interviews to be held on July 8th
Facility Attendant (Full-time) – First round of interviews to be held on July 11th

Fire

Celebrate a Fire-Safe Independence Day
Fireworks of all kinds are illegal in San Carlos. Even a sparkler can cause a fire in dry grass. Please be aware of possible ignition sources such as barbeques, candles and fireworks. There is no such thing as a “safe and sane” firework.

The San Carlos Fire Department encourages the community to attend the fireworks show at the Port of Redwood City to celebrate the 4th of July holiday. The fireworks extravaganza will start at approximately 9:30 p.m. and can be seen from all over the mid-Peninsula.

Enjoy your 4th of July!
Police

Recovered Stolen Vehicle
On June 21st at approximately 8:30 a.m., deputies conducted a traffic enforcement stop at the intersection of Brittan Avenue and El Camino Real. A DMV check of the license plate revealed the vehicle was stolen from Enterprise Rent-A-Car in San Mateo. The vehicle was confirmed outstanding by the San Mateo Police Department and the driver also had a suspended license. The driver and passenger were placed under arrest and booked into the Maguire Correctional Facility.

Commercial Burglary
On June 21st at approximately 2:45 p.m., deputies responded to PG&E located at 275 Industrial Road on the report of a commercial burglary. Sometime overnight, suspects entered the property by cutting a hole in the chain link fence and stole approximately 500 pounds of copper wire valued at $1,250. The investigation is ongoing.

Vehicle Theft
On June 23rd at approximately 6:30 a.m., deputies responded to the 3000 block of Brittan Avenue on the report of a stolen vehicle. Sometime overnight, the victim's vehicle was stolen from the parking lot of his condominium complex. The investigation is ongoing.

Jeff Maltbie, City Manager
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600 Elm Street, San Carlos, CA 94070
(650) 802-4228

June 28, 2019
Organization: San Carlos Service Clubs for Seniors (Caring Cupboard)

Percentage of work completed: 30%

Estimated completion date: The program is ongoing. We feel the voucher program will be all year and into 2020.

Estimate of San Carlans served by the grant: All low-income seniors.

Summary of the project and purpose: To provide vouchers for restaurants, ice cream, and scholarships to the adult community center special monthly luncheon programs. Our clients are able to partake in a meal, walk our downtown and interact with all ages of our community.

Accomplishments/Achievements: Our goals to launch the voucher program has just started this month (March). We have not seen the results as yet.

Setbacks, challenges or lessons learned: Our board meets once a month-skipping August. The setbacks have been attempting to develop a voucher that has the agreement of the board. Lessons learned: We should have had all the vouchers done, owners of establishments contacted and prices reached before applying for the grant!!

Variances in spending, changes in tasks or timelines: Timelines needed to be push up. We take several months to reach a decision and this puts us late in launching the program. We plan to spread out the vouchers to cover longer than a year.

Additional information or anecdotes: This is a good project and hopefully will be fully functioning in May, 2019. Our clients will be able to enjoy a nice summer and partake in our downtown area.
Organization: Healthy Cities Tutoring

Percentage of work completed: 85%

Estimated completion date: 6/30/2019. The Healthy Cities Tutoring Program follows the academic school year, spanning from August 2018 to June 2019. Most of our tutoring services occur during the school year, while some of our tutors continue with their students through the summer if it is amenable to both the tutor and the student.

Estimate of San Carlans served by the grant: 100%

Summary of the project and purpose: Healthy Cities Tutoring was founded by a committed group of elected officials and civic leaders to build community through intergenerational mentoring and established relationships between a volunteer tutor and their student. The purpose of our 2018-19 grant request was to fund a portion of our program services which provide a well-organized, convenient and rewarding volunteer opportunity for San Carlos residents age 14 - 96+ to make a difference in the life of a student struggling in school. Each year Healthy Cities Tutoring recruits, screens, fingerprints, and trains hundreds of community volunteers as tutors. We also receive, assess and process teacher referrals of hundreds of students into our program. From there, we begin the personalized process for each tutor and student to create the best match possible and provide support, monitoring, and evaluation of each pairing throughout the year.

Accomplishments/Achievements: This year Healthy Cities Tutoring is on track to match 500 students with tutors, of which 350 are San Carlos residents. From our inception as a non-profit organization 7 years ago, we have tripled the number of students we serve on an annual basis as well as the volunteer tutors we recruit and train. Our volunteers help their tutees week in and week out, ensuring a greater chance for academic achievement, engagement in learning and growth in self-esteem and confidence. Specific outcome data will be collected through our 360-degree evaluation process and reported in July 2019.

Setbacks, challenges or lessons learned: This was our 22nd year offering tutoring services to the students of San Carlos. Our program is well established, and we continue to evaluate and refine it each year. This was a year of transition, adaptation, and growth with the retirement of our founding Executive Director Donna Becht, hiring her replacement Karen Molinari, welcoming a new San Carlos School District Superintendent and five new principals, staff changes and new hires, along with budget reductions from both the San Carlos School District and our City of San Carlos funding, all while increasing the number of students and schools we serve.

Variances in spending, changes in tasks or timelines: We have responded to budget reductions from the City of San Carlos and the San Carlos School District by reducing expenses and increasing fundraising efforts and outcomes this year. We anticipate closing our funding gap to within $20,000 of our adjusted 2018-19 budget.

Additional information or anecdotes: This year we were pleased to recruit the new San Carlos Police Chief Mark Duri as a tutor at Brittan Acres, as well as increase the number of students being tutored at the San Carlos Public Library to 10% of overall students served in town. We developed and launched a Tutor Binder for each of our K-4th grade tutors to provide information, resources and help as needed during their tutoring sessions. We also provided student
internships to high school students interested in learning about non-profit organizations. We are preparing for our Volunteer Recognition Event on Tuesday, May 28th at the San Carlos Adult Community Center where we acknowledge each volunteer and the thousands of hours our tutors provide on an annual basis.
Organization: County of San Mateo Jobs for Youth

Percentage of work completed: Approximately 67%.

Estimated completion date: 12/31/2021. Scholars will receive their Scholarship award on May 16, 2019; however, they have up to two years to enroll in college and claim their Scholarship money. Most Scholars claim their money within the first 8 months after the Scholarship award ceremony/fundraiser held every May.

Estimate of San Carlans served by the grant: Less than 1%.

Summary of the project and purpose: The generous $2,000 grant from the City of San Carlos fully funds one Jobs for Youth Al Teglia Scholarship and partially funds a second for our deserving 2019 Scholar cohort.

The Scholarship was created in 2005 by former Daly City Mayor Al Teglia, who recognized that low-income Jobs for Youth program participants needed assistance in order to achieve their higher education and vocational training goals. Our Scholarship is available to all San Mateo County youth age 16-21 who have a 2.0 cumulative GPA and are at least a junior in high school, with strong preference given to those who come from low-income families and have encountered hardship. Jobs for Youth Scholars may reapply for a second award and can receive up to two full Scholarships.

To date, 190 young people have received 222 Scholarships. In total, we have provided over $259,000 to deserving individuals. On May 16, 2019, Jobs for Youth will award $1500 each to 20 new Scholars, bringing the total number of youth reached to 210. The City of San Carlos will be matched with two youth ahead of this date and will receive updates from those youth on how the Scholarship impacts their lives.

Accomplishments/Achievements: In order to be eligible for the Scholarship, youth must attend at least one 1-hour workshop on job readiness and career skills. This fiscal year (July 2018 – June 2019), the number of youth in the Sequoia Union High School District who have attended Jobs for Youth programming has increased by 87 as of the writing of this report. We have:

- Served 444 youth in the Sequoia Union High School District.
- Provided 15 workshops at Carlmont High School, East Palo Alto Academy, Redwood High School, Sequoia High School, and Woodside High School.
- Registered 50 youth (with their voluntary consent) who have residency in San Carlos as Jobs for Youth Members. Members receive ongoing access to our resources, including access to our curated job/internships board and monthly newsletter.
- Registered 240 youth (with their voluntary consent) in the Sequoia Union High School District as Jobs for Youth Members.

Additionally, in the 2017-18 fiscal year (July 2017 – June 2018), we:

- Served 357 youth in the Sequoia Union High School District.
- Provided 12 workshops at Carlmont High School, East Palo Alto Academy, Menlo-Atherton High School, Sequoia High School, and Woodside High School.
- Registered 230 youth (with their voluntary consent) in the Sequoia Union High School District as Jobs for Youth Members.
The number of Scholarships that we are awarding to Sequoia Union High School District youth has similarly increased. This year, we will be awarding Scholarships to three Sequoia Union High School District students who attend Carlmont High School (one Scholar) and Sequoia High School (two Scholars). In the 2017-18 fiscal year, we awarded Scholarships to two Sequoia Union High School District students who attended Sequoia High School and Woodside High School.

We have also set and achieved goals this fiscal year for our Scholarship marketing, application processing, and fundraising, with marked improvements over last year. For instance, one of our goals this year was to increase the total number of Scholarship applications received to 45 from the 2017-18 number of 31. We far exceeded this goal, receiving 83 applications total, a 2.7x increase over last year’s number.

**Setbacks, challenges or lessons learned:** In meeting the above-described goals, we learned the following lessons, which we plan on using to further improve our program in the next fiscal year and Scholarship cycle.

**NUMBER OF APPLICATIONS FROM SUHSD:** The highest volume of Scholarship applications this fiscal year came from schools where teachers or counselors made our Scholarship application an assignment or coached youth through the application process. This lesson can be applied to our school partnerships more broadly, including in SUHSD—by encouraging our school partners to hold workshops and provide support to their students who are interested in applying, we may see an increase in the number of applications we receive from this district.

**NUMBER OF WORKSHOPS IN SUHSD:** The increase in the number of workshops that we provided to SUHSD students correlated, as expected, with an increase in the number of successful Scholarship applications from that group. This is a best-practice that we plan on continuing in future fiscal years.

**Variances in spending, changes in tasks or timelines:** No, we are on track with our spending, tasks, and timelines.

**Additional information or anecdotes:** Our 2018-19 Scholars hail from throughout San Mateo County. Their interests are diverse: They plan to enter the fields of journalism, firefighting, medicine, and law, among others. They represent a wide array of institutions as well, including Cañada College, Pescadero High School, and Cal State East Bay. Please see the attached Al Teglia Scholarship Program Overview for further information on our fiscal year 2017-18 and fiscal year 2018-19 accomplishments to date.
JOBS FOR YOUTH

Al Teglia Scholarship
Program Overview
April 2019

2017-18: We Impacted 20 Deserving Youth

Recent Scholar Update

"Without this scholarship, I couldn’t have attended the classes I registered for."

"As a recipient of the 2018 Al Teglia Jobs for Youth Scholarship, I want to update you on my progress here at [college]. My first semester is over and it was a very challenging experience because I was taking 4 classes at a time and it became very overwhelming and a lot of work was handed to me, but I was managing all my classes quite well and I was up to 19 units. I was enrolled in English, Ethnic Studies, Math, and COMM. It was a challenge to manage all of the classes but I got it done and I’m thankful for you, for funding this scholarship to me.

I’m still striving towards studying in psychology next semester and getting my AA degree and possibly going out of state for college. Without this scholarship, I couldn’t have attended the classes I registered for. I have the opportunity to continue on with my education. Thank you for what you’ve provided me."

Spotlight on Three 2017-18 Scholars

Elizabeth

Elizabeth enrolled at Cañada College in the Fall of 2018. During her first semester, she took an English class on college-level writing, a library class on research skills, introduction to macroeconomics, and a communications course. Elizabeth did well in all of her classes, achieving top marks. She credits the scholarship with allowing her to spend more time on her studies.

Elizabeth claimed the second half of her scholarship in January. She plans on using the remaining funds for textbooks and campus parking fees.

Rafael

Rafael got a head-start on his college education in 2017, enrolling in summer courses at the College of San Mateo. Rafael challenged himself with a calculus course, introduction to engineering, and an English course on composition and literature.

In the Fall of 2018, Rafael began at Cañada College, where he took a second calculus course, digital audio production, and an early US history class. Rafael claimed his scholarship in 2018 and continues to work hard in school.

Hur (Luna)

Luna began a demanding course of study in the Fall of 2018 at the University of San Francisco, enrolling in four courses plus a lab. Luna studied a wide-range of subjects, taking courses in chemistry, public speaking and rhetoric, transcendence film and fiction, and a writing course.

Luna looks forward to claiming the second half of her scholarship. She has already received $750 of her $1500 for enrolling in her courses. She has until 2020 to receive the remainder.
2018-19: Our Program Continues to Grow

We've hired two new staff members

Sara Townsend, our new Program Coordinator, comes to Jobs for Youth with ten years of experience in youth development and education. She is a Fulbright alum and is deeply invested in expanding opportunities for youth.

Auxiliadora Trejos-Machado joined Jobs for Youth as the new workshop Counselor in August of last year. Auxi has interned with multiple government entities and is passionate about youth and social work.

Our Scholarship program continues to grow and thrive

This year, we have improved our marketing and fundraising efforts in order to increase the number of applications received as well as the amount of money raised for the Scholarship by the end of the fiscal year.

We saw a 2.7x increase in the number of applications received
We far exceeded our goal of 45 applications

Finances

We are $13,536 ahead of where we were this time last year

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We continue to provide increasing numbers of youth with workshops

All Al Teglia Scholarship recipients are Jobs for Youth Members. In order to become members, each Scholar attends at least one workshop on job readiness and career skills.

In March, we reached 178 more youth than in January
We anticipate reaching 555 youth in March

In this fiscal year, we further developed our curriculum to offer workshops on soft skills like workplace communication, interviewing, and emotional intelligence. We offer these workshops in addition to our more traditional hard skills programming on topics like resume-writing, completing job applications, and networking. Our new workshops have been enormously popular, and we are currently experiencing exponential growth in the number of workshops we offer each month.
**Organization**: Museum of San Carlos History

**Percentage of work completed**: Work is completed, we are awaiting billing for one item.

**Estimate of San Carlans served by the grant**: 100% of San Carlans could be served by visiting the Museum.

**Summary of the project and purpose**: We requested funds to purchase and put up a kiosk outside of the museum so that we can notify neighbors of San Carlos and Museum happenings. We also hired a local artist to paint a mural on our garage door that reflects the Museum. Additionally, we requested funds to pay for the program that assists us with searching the newspapers we had digitized the year before.

**Accomplishments/Achievements**: The kiosk is up and installed, the fee for the software program has been paid and the mural is complete. We had the anti-graffiti coating put on per the city’s request and we are awaiting the billing for that.

**Setbacks, challenges or lessons learned**: The anti-graffiti coating was far more expensive than we thought, but the city staff helped us by finding a less expensive kiosk and installing it for us. In this way, we were able to save some of the grant money to pay for the coating.

**Variances in spending, changes in tasks or timelines**: No.

**Additional information or anecdotes**: The City staff has been extremely helpful to us during this beautification project.
Organization: One Life Counseling Center

Percentage of work completed: 75%

Estimated completion date: 7/31/2019

Estimate of San Carlos served by the grant: 100%

Summary of the project and purpose: One Life cares for San Carlos residents who need it most by providing low-cost mental health counseling to children, adults and families dealing with crises who would not otherwise be able to afford it. People undergoing significant stress, when left unattended, can turn into community safety concerns. Alternatively, when addressed appropriately and compassionately, times of crises can also be opportunities for positive growth and change.

Most full fee therapist bill $150-$200 an hour for therapy. We are able to see clients for as low as $10 per session, and in some cases do not charge. We do not turn away anyone in need of therapy, regardless of the ability to pay. 100% of the grant funds have gone to supporting the costs of therapy for those who are unable to pay, as will the remaining $1,500 of the grant funds.

Accomplishments/Achievements: For the low-cost counseling program, we are providing approximately 400 low-cost counseling sessions every month, serving families and individuals in crises in San Carlos with linguistically and culturally competent counseling. We also offer evening, weekend and daytime appointments to remove any barriers to access. The low-income San Carlos residents we serve are dealing with issues ranging from previously undiagnosed mental health conditions, to unstable housing conditions and related stress and anxiety, to debilitating deportation fears, to support with transitions including divorce and child custody changes.

Setbacks, challenges or lessons learned: There is a significant and growing need for the low-cost counseling program. To meet this need, One Life has continued to add new therapists, 40 now in total. We plan to continue to grow the program to meet the community’s needs.

Variances in spending, changes in tasks or timelines: No, there has not been any significant variances in these areas.

Additional information or anecdotes: One Life received the 2018 Chamber Member of the Year from the San Carlos Chamber of Commerce for their work in the community, photo attached. Additionally, One Life will soon be featured in as a nonprofit spotlight in San Carlos Living Magazine.

From an anecdotal perspective, we would also like to share the story of Karen, one of the many people who were supported through the Low-Cost Counseling Program. Her photo is attached.
Karen’s story:

“I lost my home in Santa Rosa in the Tubbs fire,” shares Karen, her voice filled with emotion. “I was pretty bad after the fire. I was in shock...I was pretty frozen. I used to be a really good cook, but I couldn’t cook. I couldn’t drive. It was such a dark time. I was so full of fear.” “We moved in with my daughter in San Carlos who goes to church with Suzie Hughes. Suzie assured her that they would get someone to help me. Maybe a week later I met Audrey. At the very beginning, I said how much is this going to cost and she said, ‘I’m not charging you anything.’ And I said, ‘How can this be?’; and she said ‘I am choosing to charge you nothing.’ “Audrey was a great listener. Anything I said, it was like nothing shocked her. She met with me two times per week, and then one time a week for three and a half months. Audrey was there always, through the whole time and she said she would continue to see me.” “Before the fire, I was a chaplain at Kaiser. Months after the fire, one of the other chaplains was getting an award for community involvement and doing all kinds of great things. We received an invitation to attend the event where he was being honored and I said to my husband there is just no way I could go. My husband said he would sit in the parking lot and I could come out if I was overwhelmed. I went. I stood in the back, and all the volunteers were getting their picture taken and they said ‘Karen you’re one of us, come get your picture taken.’ The following week I started back as a volunteer chaplain. “And earlier this year a friend said, ‘Is there anything I can do, can I bring a meal?’ All my recipes got burned up, but I asked her to help me learn how to cook again, so we got recipes together and I learned to cook again. “It’s now been over a year since the fire. I am functioning. Today I baked a pie. And we’re having friends over...A year ago I could never have done this. I really can’t say enough about One Life and Audrey – how she led me through the dark times. It was so dark. I was so full of fear. My fear is gone.”
Organization: Partners and Advocates for Remarkable Children and Adults (PARCA)

Percentage of work completed: 100%/ongoing

Estimate of San Carlos served by the grant: .026%

Summary of the project and purpose: PARCA has been enriching the lives of people with developmental disabilities since 1952. Our programs are designed to create a feeling of extended family to help people live as independently as possible and enjoy all that life has to offer. PARCA provides residential programs, support for those living independently, respite care, before- and after-school child care, and family support and advocacy services.

Cedar Street House is PARCA’s group home in San Carlos for eight adults with developmental disabilities who live semi-independently in a group setting with staff support. The program has a staff-to-client ratio of one to three on weekdays from 3 pm to 10 pm and onsite overnight staff. There is 24-hour supervision on weekends. Cedar Street residents participate in off-site day programs or individual employment on weekdays. Residents receive independent living skills training in order to learn how to:

- perform personal care tasks
- perform household duties in a group living setting
- use public transportation
- find recreational opportunities
- find employment or an appropriate day program

All Cedar House residents are extremely low-income according to the County Department of Housing’s Income and Rent limit matrix for 2018. Residents are referred by state regional centers, with whom PARCA collaborates to provide services and supports to individuals with developmental disabilities in San Mateo County. The purpose of the 2018-19 Community Non-Profit grant was help defray the program’s general operating expenses.

Accomplishments/Achievements:
Program and Client Background
Cedar House currently has eight residents: four females and four males between 33 to 57 years old. All clients get along very well and regard one another as brothers and sisters. There is always at least one professional counselor on-site.

All clients either have a job or volunteer in the community. Two of the female clients perform janitorial work in South San Francisco for biotech companies, one male client works at Safeway, another male client works at the Marriott Hotel and one client substitutes at three different job sites. The remaining three clients attend a day program for adults with developmental disabilities and do volunteer work. Six out of the eight are able to go out independently; two need some supervision, because they can’t always be counted upon to look both ways before crossing the street. All eight Cedar House clients volunteer for clean-up duty at the San Carlos Farmers Market every Sunday and have been doing so for the past five years.

Goals, Accomplishments and Outcomes
A critical component of the Cedar Street program is independent living skills training, supervised by professional counselors, who take each resident’s personal goals and abilities into consideration to create a plan for growth with the ultimate aim of greater independence and more
fulfilling lives. These goals usually relate to hygiene and self-care, employment, money management, household duties, recreation and socialization.

The following are the goals set and methods employed for increasing self-sufficiency and quality of life for Cedar House’s residents for 2018-2019:

*Develop better eating habits:* Clients participated in gardening classes and learned to plant and grow vegetables last summer, including cherry tomatoes, cucumbers, zucchini, strawberries, bell peppers, parsley, basil, thyme and oregano. Once the garden started growing and the clients were able to pick vegetables for the dinner and salads, they discovered how delicious freshly-picked produce tasted. This resulted in their taking an interest in healthier eating, which we had set as a primary goal for all eight of them. The clients recently pulled up their winter crop and planted vegetables and fruits for spring.

*Improve meal planning and preparation skills:* From the beginning of 2019, each client has been assigned the responsibility of helping to prepare dinner each night for the whole house under staff supervision. Assignments are set up on a rotating schedule, so that everyone helps out at least twice a week. On weekends, the clients assist staff with making breakfast for the group.

*Learn First Aid, CPR and how to deal with emergency situations:* Clients took a “First Aid/ How to Handle An Emergency” class, where they learned basic first aid and what to do in case of a natural disaster, such as an earthquake, fire, flood, etc. After the class, the clients felt better prepared and more confident that they would know how to react in an emergency situation. Each left the class with an emergency disaster “go bag” to keep underneath their bed. The Cedar House staff received CPR training, in which some of the clients chose to participate. The clients who did so were very attentive and enthusiastic about learning the proper steps and Red Cross’ protocols.

*Develop and maintain a regular exercise plan:* All clients are on an exercise schedule; they either workout on the stationary bike, elliptical trainer or take walks in the community. All have a very active; five are part of a Bowling League and a Square Dancing group.

*Learning to exercise their rights and demonstrate good citizenship:* All Cedar Street House residents voted in the November 2018 elections to exercise their rights and fulfill their civic duty.

*Improving socialization skills:* The clients hosted five events over the holidays and continue to actively and enthusiastically participate in events sponsored by other PARCA programs and outside groups. On the weekends, the clients typically go out to malls and movies, or have lunch with friends. They are allowed to go out independently, as long as they coordinate with their counselors, who need to know where they are and who they're with, to ascertain the clients’ safety and wellbeing.

*Setbacks, challenges or lessons learned:* Cedar House’s kitchen was remodeled last year and the clients had to learn how to adjust to preparing meals and cooking in a different environment, which was initially daunting to some. However, with extra effort and guidance from their counselors, all of the clients were able to adjust fairly quickly. To show off their new kitchen, they invited their families and the general contractors and their wives to a home-cooked meal they helped to prepare. In fact, the clients’ cooking skills are now improving at a more rapid pace than before, because they enjoy spending time in their newly-remodeled kitchen.

*Variances in spending, changes in tasks or timelines:* No
**Additional information or anecdotes:** For the last 10 years the clients have baked special desserts to bring to their families for their Thanksgiving meals. It has developed into an annual Cedar House tradition and the clients really look forward to their annual Thanksgiving dessert-making day, which has become a highlight of the Thanksgiving season. The clients take great pride in their baking skills and for the last two years have worked on perfecting their peach cobbler.

**Cedar House Images July 2018-April 2019**
Organization: Peninsula Volunteers, Inc.

Percentage of work completed: On-going

Estimated completion date: Delivery of Meals on Wheels is an on-going program. PVI Meals on Wheels has been ensuring older adults receive at least one third of the recommended daily nutritional intake for 42 years.

Estimate of San Carlans served by the grant: 45 persons.

Summary of the project and purpose: Meals on Wheels is a safety net service, directly meeting the basic human need for food not just to survive, but for good health and injury/disease prevention. PVI Meals on Wheels is the sole provider of home delivered meals to eligible seniors and adults with disabilities in San Mateo County, from Daly City through East Palo Alto. Meals on Wheels helps keep program participants well-nourished and healthy, living independently in their own homes. Eligibility is based on being primarily homebound, not being able to shop and cook for oneself, or having little or no help to do those tasks.

Accomplishments/Achievements: The three primary goals of the PVI Meals on Wheels program are:

1. Food Security and Healthy Food. PVI Meals on Wheels delivers hot, nutritious meals to program participants 252 days during the grant year, with additional meals provided for holidays and weekend meals to eligible recipients. Each meal provides at least one third of an adult's recommended daily nutritional intake (2015 Dietary Guidelines for Americans).

2. Safety Check. Daily safety and wellness checks are provided by the delivery personnel; the daily check is vital to the safety and well-being of participants. It has proven to be a literal life-saver on many occasions every year!

3. Assessment and Referral. Each participant is visited in their homes shortly after they begin receiving meals and then re-assessed every six months. The face-to-face and telephone interaction reduces isolation and loneliness of the older adults.

Setbacks, challenges or lessons learned: A constant challenge for the Meals on Wheels program is finding an adequate number of volunteers to deliver meals. On a daily basis 15-20 San Carlos residents receive the meals. Although the city is only about six square miles, clients live in every corner of the city. We are very grateful to the seven - ten volunteers that deliver meals 252 days per year.

Variance in spending, changes in tasks or timelines: No, the actual cost of providing meals to San Carlos participants is $75,000; the funding gap is $32,500. The grant of $2,500 from the city of San Carlos reduces the funding gap to $30,000.

Additional information or anecdotes: Born in San Francisco nearly 100 years ago, Lois lives in San Carlos where she grew up, just down the hill from her childhood home. As a young girl, Lois explored the rolling hills on horseback. Riding from the stable of her parents' home, Lois visited cousins in nearby towns. In those days, she could ride from one side of Menlo Park to the other without ever going on a paved road. Lois' active life continued into adulthood. She snow-skied well into her 70's and hunted pheasant and duck with her husband and their Irish Setters.
Today Lois is 99 years old and lives with her dog in the modest, tidy cottage that she and her husband purchased 71 years ago. Widowed, and never having had children, Lois is on her own. Her closest relative lives 5 hours away, and she has no caregiver. The meals from Meals on Wheels provide Lois with the nutrition she needs, as Lois doesn't drive, has nobody to shop for her and has difficulty preparing meals. "Oh, I like them all," Lois says when asked to name her favorite meal. She also loves the daily visits from the delivery drivers. She recalls sharing old photographs of her hometown with a friendly driver. On many days, the Meals on Wheels meal is Lois's main source of food and the driver her only visitor.
**Organization:** San Carlos Children’s Theater

**Percentage of work completed:** 59%

**Estimated completion date:** 7/1/2019. We are planning and looking forward to upcoming events, including performances at Hometown Days, the San Carlos Farmers Market and The Elms.

**Estimate of San Carlans served by the grant:** We can’t be sure what percentage of San Carlans attend events such as the Farmers Market, Hometown Days and the Art & Wine Faire, but the live entertainment at these venues is available to anyone in San Carlos and surrounding communities at no cost. Estimated attendance for our other community events: Sing a long 200, Scavenger Hunt 110, Library performance 50, The Elms 25.

**Summary of the project and purpose:** The purpose of this grant is to provide funding that will allow SCCT to participate in San Carlos Community Events such as Hometown Days (Parade and Booth/Games), Farmers’ Market and the Art and Wine Faire, and to allow our students to provide complimentary performances in our community at the library and local retirement home. Grant funds will cover costs of the project, including staff to oversee actors, and for costuming, set building, marketing and administration, as well as materials, costumes, building supplies, prizes and marketing supplies.

**Accomplishments/Achievements:** SCCT entertained at the Art & Wine Faire in the fall. The cast from our summer musical, Honk JR., reconvened and performed on the children’s stage. Through this experience, our actors were given another opportunity to practice their performing skills while entertaining audiences made up of adults and children. Performing at the Art & Wine Faire is a great chance for SCCT to introduce San Carlans, as well as residents of surrounding communities to our program. Without support from this grant, we would be unable to pay our directors to work at this event. Our Broadway Rising Stars troupe performed at The Elms for seniors living in San Carlos and The Reading Bug Children’s Book store, and will be performing at Hometown Days in May. SCCT and The Elms have created a partnership in order to bring entertainment to residents that are not able to go out and see it otherwise. Performing at The Reading Bug allows SCCT to reach out to new, young families and let them know about SCCT and all that it offers. We held a scavenger hunt in November and a movie night with a sing-a-long in February. These events were provided to the community free of charge. In addition to enriching our community with family friendly activities, holding these events allows SCCT a chance to engage with community members and promote our classes, camps and productions.

**Setbacks, challenges or lessons learned:** We received less funding than requested, so we have cut back on a few programs including entertaining at the library and supporting Save the Music in Belmont.

**Variances in spending, changes in tasks or timelines:** None so far. None expected.

**Additional information or anecdotes:** Thank you for your support! We are excited to participate in similar community enriching activities next year! Our staff and board of directors are dedicated to providing excellent theater education and family friendly entertainment to residents in and around San Carlos.
Organization: StarVista

Percentage of work completed: We estimate that our Suicide Prevention Center (CISPC) staff will take 13,000 calls this fiscal year, and so far, 9,248 calls (71% of the goal) have been taken and appropriate referrals made. CISPC staff are also aiming to present to 5,000 youth and adults this year, and has so far has presented to 4,289 youth (85% of the goal). CISPC has specific events coming up in May for Mental Health Awareness Month and will be collaborating with San Carlos Library in hosting a film screening of The S-Word, a documentary that follows the lives of individuals who have been affected by suicide. CISPC staff will be on a panel speaking at that event. Additionally, in May, CISPC staff plans to do a self-care workshop at the San Carlos Library for adults. CISPC has also been providing presentations at StarVista’s Elm Street location both for didactic and in collaboration with other organizations, including partnering with Friends for Youth.

Estimated completion date: 6/30/2019. CISPC is an ongoing program that operates 365 days per year, 24 hours per day. The above date is the end of our current fiscal year, but services will continue into the new fiscal year.

Estimate of San Carlans served by the grant: Of the callers who disclosed their location, approximately 2% were San Carlos residents.

Summary of the project and purpose: StarVista’s Crisis Intervention and Suicide Prevention Center (CISPC) provides vital, life-saving services for our neighbors who are in crisis, contemplating suicide and seeking crucial help for referrals to social services. Our overarching goal at CISPC is to provide critical resources to help people who are feeling depressed, suicidal, or simply need someone to talk to about problems they’re facing. We seek to intervene with people of all ages who are experiencing crisis and/or suicidal ideation, and help them to obtain the resources they need to resolve the crisis. Grant funds are supporting the vital, life-saving services CISPC staff provide, including our 24-hour crisis hotline, website and teen chat room, clinical services, and educational presentations to youth and parents.

Accomplishments/Achievements: So far this fiscal year, CISPC has answered 9,248 calls, approximately 178 of which were from San Carlos residents. As not all callers disclose where they are calling from, the number of calls is likely to be higher. In addition, our staff provided public QPR (Question, Persuade, Refer) suicide prevention training at the San Carlos Library in November, which was attended by 15 people. CISPC’s volunteer program was also highlighted in the December issue of San Carlos Living magazine.

Looking towards the future, we have planned two San Carlos CISPC events in May for Mental Health Awareness Month. CISPC will be collaborating with San Carlos Library in hosting a film screening of The SWord, a documentary that follows the lives of individuals who have been affected by suicide, and CISPC staff will be on a panel speaking at that event. Additionally, CISPC staff plan to do a self-care workshop at the San Carlos Library for adults.

Setbacks, challenges or lessons learned: The demand for our services is at an all-time high and currently exceeds our capacity. In the short term, we have been trying to respond to all requests using other staff (especially our volunteer coordinator), however this practice is not sustainable in the long run. We anticipate that this increase in demand is in response to recent youth suicides in the County, which have been higher in the last couple of years than the previous
multiple years combined. It also appears that more people in the community are open to having discussions around mental health and suicide prevention than in previous years.

Additionally, our requests for presentations have increased over the years and we are presenting to more youth, adults, parents, and community members. Education around mental health and suicide prevention is so important for the community, and we are finding some challenges in providing support to the community with the limited number of CISPC staff we have.

**Variance in spending, changes in tasks or timelines:** There have been no significant variances between proposed spending and actual spending, changes in tasks or timelines.

**Additional information or anecdotes:** We would love to share a few recent client success stories to illustrate the impact of CISPC’s respective services.

**Youth Intervention:** A mother was connected to CISPC expressing concern about her adolescent son who was chronically suicidal, and wanted to have him assessed by one of the CISPC clinicians. The mother had exhausted all other options when a school partner directed her to our services. After determining that there was not an immediate danger to self, the clinician began working with the family for short term therapy. It became apparent that a large factor for the student's suicidal ideation was school. The client reported that he felt as though he had not been able to learn “the right way” due to what the clinician observed as symptoms of a possible neurodevelopmental disorder. His mother reported having attempted to get educational assessments done in the past but felt as though the language and cultural barriers (they immigrated to the US over 8 years ago) had prevented the school from following through. In addition to providing short term therapy, the clinician worked very closely with the mother and son to draft a formal letter of request for an Individualized Education Plan (IEP) assessment for the client. Both the Mother and client expressed extreme gratitude for the support that they have received through our services. The client has since begun the IEP assessment process and reports that he has not had suicidal thoughts in over a month.

**Hotline:** A first time caller contacted CISPC's crisis hotline in need of grief support after her adult son died from an overdose. One of CISPC’s hotline volunteers provided many different referrals but felt as though she may benefit from a follow-up call as well. When CISPC staff reached out to her, she was shocked that "someone cared enough to call". The caller went on to say how grateful she was for the resources she was given and had been in contact with Kara (a local grief support agency) for a grief support group in the area. CISPC staff phoned the caller a week later to do one more follow up she stated that she was feeling much better and that she was planning on attending the Kara support group.

**OnYourMind Teen Chat:** One of the youth volunteers was chatting with a sophomore in high school who was struggling with depression. The student disclosed to the volunteer that their depression started in 6th grade and they have been feeling worse now in high school. The youth volunteer provided immense support to the chatter, reminding them of how cared about the individual is and how their wellness mattered to her. Throughout the chat, the volunteer elicited more information from the chatter, including how they had thoughts of suicide but did not have a plan to follow through. The youth volunteer validated the chatter's feelings and came up with a “safety plan” for the chatter to talk with their school counselor to obtain additional resources for
them and the parents. The chatter was incredibly thankful to the volunteer for listening, caring, and being there for them in a time of need.

Presentations: During a classroom presentation to a group of 6th graders, the Crisis Center staff began going over mental health, stress, and coping skills. The CISPC staff noticed that students were apprehensive in opening up, and one student had begun crying. As the CISPC staff continued to openly discuss these topics, they were better able to support the student through her feelings, which encouraged other classmates to also step in and support the student who had begun crying. After completing the presentation, multiple students approached the CISPC staff, thanking them for being so "real, honest, and caring!" One of the students said "I am going to work for StarVista when I get older. I want to do great things like you are!"
STARVISTA’S CRISIS INTERVENTION CENTER
BY KARINA CHAPA, VOLUNTEER COORDINATOR

StarVista’s Crisis Intervention and Suicide Prevention Center offers counseling, support and referrals to callers 24 hours a day, seven days a week. The Crisis Center also runs onyourmind.net’s Teen Chat Services, where teens can connect with trained peer counselors to discuss things that are going on for them.

Volunteers take calls from individuals dealing with issues that include: family stress, relationships, suicide, substance abuse, and mental illness. Counselors are fully trained by our professional staff before they volunteer.

Volunteering with StarVista is an excellent opportunity to learn more about yourself and receive valuable training while making an important contribution to your community. As a non-profit organization, StarVista depends on thousands of hours of volunteer work each year to serve our clients. All volunteer positions receive training and ongoing support from StarVista staff.

“I felt that the training was effective in preparing me to support the multitude and diversity of needs of crisis center hotline clients. The concepts and techniques introduced in the training also enabled me to better support my family and friends and gave me tools to address challenge in my life as well.”

~ Crisis Center Volunteer

For more information on how to volunteer with StarVista’s Crisis Center, please contact Karina Chapa at karina.chapa@star-vista.org, or call 650.489.1559.

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January 2019
As a junior at Redwood City's Design Tech High School, Vladislav Morozov knows from experience teenagers are faced with a wide array of challenging situations, whether it's working through homework or adjusting to a new school.

When Morozov began volunteering at a peer-to-peer Teen Chat Room provided by the San Carlos-based nonprofit StarVista some two years ago, he could relate to many of the situations teens logging into the chat room described. Trained to listen to and respond to teens struggling with stress or, in rare cases, crisis situations, Morozov said he's learned many of his peers feel they don't have someone to talk to, whether it's about their day or a problem they are facing.

“To me, a normal answer would be I would go to my parents,” he said. “But in a lot of cases that is not an option, because either their parents don’t understand or they don’t care ... that’s really surprised me, that that’s the situation in which so many people have to live.”
In offering resources like the Teen Chat Room, StarVista is aiming to help individuals across the county navigate issues that might lead to crisis or work through them when they happen. From driving under the influence programs to providing a place where homeless youth can stay, the family resource nonprofit’s services span the county at some 30 locations and are designed to meet clients where they are, said StarVista’s Chief Program Officer Stephanie Weisner.

“It’s really all stages and ages of a person’s life,” she said.

Weisner said the nonprofit’s wide array of programs have brought clients into the services StarVista provides, but calling a suicide prevention hotline is one way many have been introduced to the nonprofit’s network of resources. Fielding 12,000 to 14,000 calls a year, those who volunteer for the hotline have helped callers describing suicidal thoughts as well as those concerned about a friend or family member’s behavior.

Weisner said San Mateo County has one of the highest suicide ideation rates in the state, meaning an increasing number of callers are telling volunteers they have thought about what ending their lives would look like. She added the numbers have been rising across age groups, with students as young as third-graders showing signs of depression and anxiety and senior citizens logging the highest rate of death by suicide.

What has been encouraging to Weisner and the nonprofit’s 215 staff members, though, is the rise in individuals reaching out with their own concerns or those about loved ones. She said StarVista has expanded outreach into schools to help students understand what challenges with mental health issues can feel like and how they can get help. To reach seniors and those for whom English is not their first language, she said staff members are also in touch with community and faith leaders and spread the word about its programs in community meetings.

From her work as a mental health clinician and program manager at StarVista’s Crisis Intervention and Suicide Prevention Center, Islam Hassanein knows how important it has been to reach those in need of support with mental health resources through channels they are accustomed to using. Having worked with school counselors and teachers to help students access mental health resources, Hassanein said a recent upgrade of the Teen Chat Room’s interface so it’s accessible to mobile phones has resulted in an uptick of teens using the service.

She added that by giving presentations on student stress, depression, anxiety and suicide prevention in schools and providing young people transitioning into adulthood with training on mental health issues, staff have noticed the stigma often associated with mental health issues has lessened.

“We’re noticing that the more that we’re able to talk about mental health — not that it’s easier to talk about — we’re starting to see more people come out in a sense and say, ‘I am struggling with this,’” she said.

For StarVista’s CEO Sara Larios Mitchell, helping their clients work through difficult situations or conditions is one of the most fulfilling parts about the nonprofit’s work. She acknowledged the work isn’t without its challenges, and that staff members practice self-care strategies to manage their workloads.

In the 12 years she’s worked with the nonprofit, Mitchell said she’s seen clients she’s worked with previously thriving in their communities months or years after they were able to access the resources they needed to move forward, a phenomenon that keeps her rooted in its work.

“You see a lot of pain but you also see people live the lives they want to lead,” she said. “It’s such an honor to hold people’s stories and help them.”

Visit star-vista.org for more information.