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) 2019-20 and the grants that are now being awarded in FY 2020-21.

FY 2019-20 Grants
In FY 2019-20, the City awarded grant funding to eight organizations: Healthy Cities Tutoring; One Life Counseling Center; One Step Beyond, Inc.; Partners and Advocates for Remarkable Children (PARCA); Peninsula Volunteers, Inc. (Meals on Wheels); San Carlos Together; StarVista; and Villages of San Mateo County. In early 2020, 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, with the exception of Healthy Cities Tutoring, as its report has not been submitted to the City.

FY 2020-21 Grants
The City has recently completed the FY 2020-21 Program funding cycle. The City received 11 grant requests totaling $104,500 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.
A brief description of the organizations that were selected for grant funding in FY 2020-21 and their projects/programs is provided below.

**Healthy Cities Tutoring:** Awarded $2,500 to help fund its volunteer-based tutor-mentor program for San Carlos elementary and middle schools.

**Museum of San Carlos History:** Awarded $3,000 to support the development of mobile exhibits to help educate San Carlos youth about the City of Good Living’s history.

**One Life Counseling Center:** Awarded $4,500 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 $4,000 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 $4,000 to help fund the San Carlos Cedar Street House Program operation, 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 $5,000 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 Children’s Theater:** Awarded $4,000 to support professional development for Teaching Artists and staff, specifically on virtual programing to support online programs during COVID-19.

**San Carlos Rotary Club:** Awarded $4,000 to support the Rotary Club’s annual scholarship program that provides support to San Carlos students looking to advance their education and career.

**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 $5,000 to support senior services that promote social connection, independence, community engagement, and safety.
Fire

CZU August Lightening Complex Fire Update

Evacuation. The San Mateo Event Center Evacuation Center has been closed but Half Moon Bay High School Evacuation Center remains open with new hours of 8:00 a.m. to 10:00 p.m. A total of 1,585 large animals have been evacuated to outlying areas including the Cow Palace in South San Francisco, as well as 80 pets and 31 wild animals still being held at the Peninsula Humane Society.

Statics. The total area for the fire is at 80,137 acres. For San Mateo County, the area is estimated at 10,000-12,000 acres. As of Friday morning, containment is at 26%. With several good weather days and aircraft water drops of more than 200,000 gallons of water (to date, a total of 1.2 million gallons of water has been used for this fire) fire containment is increasing. A total of 11 structures in San Mateo County have been destroyed. Cal Fire damage assessment teams are making progress surveying some sections of the County, which will inevitably increase the structure damage count. There have been no deaths, no injuries and no missing persons for San Mateo County.

The San Carlos & Redwood City Fire Department. Our staff continues to support this incident with two pieces of equipment and seven firefighters. Assigned personnel remain healthy and have been working on extinguishing small fires along the fire line to ensure containment. The department also has two additional firefighters supporting management of the Deer Fire in Santa Clara County and the North Complex Fire in Plumas County.

Parks & Recreation

San Carlos Farmer’s Market Resuming September 6th

The San Carlos Farmer’s Market will resume operations on Sunday, September 6th from 10:00 a.m. – 2:00 p.m. The Market has been relocated to Bayport Avenue, between Washington Street and Bing Street and Varian Street between Bayport Avenue and Old County Road. All County Health Orders will be observed, including providing hand washing stations and enforcing new sanitization practices and the proper use of masks.

Youth Advisory Council (YAC) Recruiting New Members

The Youth Advisory Council (YAC) is now accepting applications for the 2020-2021 school year. Are you interested in representing the San Carlos youth population? This program is geared for middle school and high school students looking to make a difference in the community. Let your voice be heard and join a group of passionate youth who are making our community great! For more information and to submit an application, visit: cityofsancarlos.org/yac. Applications are due by Sunday, September 6th.
Write a Note to Seniors in San Carlos
During these uncertain times of COVID-19, seniors can become isolated and lonely, especially if they don’t have family close by. The Adult Community Center (ACC) has started a “Notes to Seniors” program where community members can write encouraging cards and letters to our Seniors and drop them off at the ACC. In recent weeks, a few local Girl Scouts troops have drawn pictures with their notes to send off to our seniors. For those who are interested in participating, there is a drop box in front of the door at the ACC. For more information, contact the ACC at (650) 802-4384.

Fall Activity Guide – Online Monday
Fall may look a little (okay, a lot) different this year, but we still have classes for you! Parks and Recreation is posting a Fall Activity Guide with many virtual class options on Monday, August 31st. Registration will open the following day on September 1st. Residents can check out all of our class offerings and special virtual events this fall by visiting our website at www.cityofsancarlos.org/pr. For registration inquiries, contact Parks and Recreation at recreation@cityofsancarlos.org or by calling (650) 802-4382.

NBA 2K20 E-Sports League
San Carlos’ first E-Sports Tournament began on Wednesday, August 5th. Children ages 10-13 years old are signed up to play NBA 2K20 on Mondays and Wednesday at 7:00 p.m. to determine the ultimate gamer. The championship game will be held on September 9th.

Youth Programs in Partnership with Legarza at Laureola Park
Parks and Recreation has partnered with Legarza Sports to offer morning care, afternoon sports classes and an all-day school-support program for youth this fall. Legarza coaches and staff will help youth navigate distance learning and check schoolwork each day. For those that just need an afternoon option, PE and basketball classes will be taught by coaches to promote active and outdoor play. There are currently 85 youth enrolled in these programs at Laureola Park. All programs are structured to align with the current San Mateo County Health Order and follow recommendations by the San Mateo County Pandemic Recovery Framework. For more information or to register your child, visit www.legarzasports.org.

Police
COVID-19 Health Order Enforcement
All complaints from the public regarding Health Order violations should be directed to San Carlos’ non-emergency line (650) 802-4321. Prior to calling and reporting violations, please consider whether a report is truly necessary.

The San Mateo County Sheriff’s Office continues to seek voluntary compliance with local Health Orders. A Deputy encountering a violation will prioritize education first. If this approach is unsuccessful, the Deputy will advise the offending persons that failure to comply with the Health Orders could result in a written warning or citation for the misdemeanor offense. Further, the Deputy can advise that the District Attorney’s Office has formally stated that when a
person willfully fails to adhere to the directions of the Health Orders, criminal charges will be filed.

The San Mateo County Sheriff's Office wants to thank everyone for doing their best to understand and follow the County’s Health Orders. Please continue to practice social distancing, limit travel to essential activities, and wear a face covering when outside of the home. We are all in this together, and we must do our part to stay healthy and safe.

The entire text of the Health Orders and additional information can be found on the San Mateo County Health website: https://www.smchealth.org/coronavirus.
City of San Carlos
Community Non-Profit Grant Program Mid-Year Report Summary
2019-2020
(Submitted March 9, 2020)

1. Healthy Cities Tutoring
   a. To date, a 2019-20 Mid-Year Report has not been received from Healthy Cities Tutoring.
2. One Life Counseling Center
3. One Step Beyond
4. Partners and Advocates for Remarkable Children and Adults (PARCA)
5. Peninsula Volunteers, Inc.
6. San Carlos Together
7. StarVista
8. Villages of San Mateo County
Organization: One Life Counseling Center

Award Amount: $5,500

Percentage of work completed: 100%

Estimated completion date: Ongoing program.

Estimate of San Carlos served by the grant: 100%

Summary of the project and purpose: The purpose of the grant is to care for San Carlos residents who need it most, by providing free and low-cost counseling to children, adults and families dealing with crises who would otherwise not 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.

One Life has 46 therapists who provide low-cost counseling, offering flexible schedules including evenings and weekends. The therapy is offered in 7 different language, and in 10 different treatment modalities that address over 30 issue areas including grief, trauma, depression, anxiety and relationship challenges. Our goal is to ensure that everyone in need of mental health support receives it.

Accomplishments/Achievements: Through the support of this grant, we were able to provide 75 sessions of free and low-cost mental health therapy to residents of San Carlos who are in crises and who would otherwise be unable to receive therapy.

Setbacks, challenges or lessons learned: There continues to be a very high level of demand for free and low-cost counseling. Currently, One Life receives a minimum of 15 referrals per week from schools, medical professionals and other community agencies for people in need of low-cost counseling. We provide approximately 500 low-cost counseling sessions every month, which includes free and low-cost counseling services at four San Carlos schools.

Variances in spending, changes in tasks or timelines: Not applicable.

Additional information or anecdotes: One of our clients served through this program, a 12-year-old girl attending Central Middle School, was experiencing debilitating panic attacks that were negatively impacting her school performance and nearly every aspect of her daily life. She began therapy at our offices, walking over from school to our nearby location once each week. We are very happy to report that she no longer suffers from these attacks thanks to her therapy. Her therapy was possible because her family could only afford $25 per session, which is what we were able to provide if for thanks to the support of the City of San Carols and other supporters.
Organization: One Step Beyond  

Award Amount: $5,000  

Percentage of work completed: 100%  

Estimated completion date: Project has been completed.

Estimate of San Carlans served by the grant: All the adults with disabilities who participated in this program are frequent members of the San Carlos Community, having engaged in the One Step Beyond Community Integration Program located within the City of San Carlos for the past year. A total of thirty (30) of these individuals participated in the travel/transit training program, of which one (1) is a living resident of the City of San Carlos, and two (2) are employed in local San Carlos businesses.

Summary of the project and purpose: The One Step Beyond Employment Training Program implemented a travel/transit training program that ran from September 23, 2019, to February 3, 2020. This twenty (20) week program aimed to teach thirty (30) adults with disabilities how to utilize public transit systems safely and independently. With one (1) staff member per even three (3) program participants, the groups practiced how to access community resources such as parks, libraries, shopping centers, recreation events, community college campuses, and employment sites. The participants learned about the different bus routes and which ones could take them where they needed or wanted to go, how to pay for their ride using a clipper card, proper bus passenger behaviors and etiquette, and other community safety skills. The money provided to our organization with this grant helped to pay for transit fees for staff members and participants engaged in this program.

Accomplishments/Achievements:  
- Over the twenty (20) week period, we were able to provide fifteen (15) community safety workshops for fifteen (15) of the individuals enrolled in the transit program. With the support of One Step Beyond Program staff, these workshops provided the program participants time to research/explore different transit systems, plan routes to and from locations they were familiar with, and practice/role play different community safety scenarios related to taking public transportation.
- Over the twenty (20) week period, One Step Beyond assisted fifteen (15) individuals to obtain Para-Transit cards to utilize on Sam Trans and Cal Train transit systems.
- Over the twenty (20) week period, One Step Beyond participants rode the Sam Trans Bus system to local community activities on sixty-one (61) different occasions.
- Over the twenty (20) week period, thirty (30) program participants and (15) staff members used Cal-Train to ride from the San Carlos Train Station to the San Francisco Station to attend a Baseball game at AT&T Park.
- Of the thirty (30) individuals enrolled in the program, fifteen (15) participants showed improvement in their abilities to ride Sam Trans Bus to a known community location with 90% independence.

Setbacks, challenges or lessons learned: We want to consider this project a success, having provided travel/transit training to thirty (30) individuals, increasing their knowledge and abilities to travel independently within our community utilizing services located right here in the City of San Carlos. Occasional setbacks in day to day training activities due to inadequate staffing to maintain a 3 to 1 participant to staff ratio occurred on occasion. We saw this impact on our ability to provide
site-based and community-based training to specific groups on an occasional basis. However, this did not impact our ability to meet our overall program objectives.

**Varrantes in spending, changes in tasks or timelines:** One Step Beyond was able to accomplish all of our goals within the proposed initial 20-week timeline. Therefore, we did not experience any significant variances between proposed spending and actual spending, changes in tasks, or deadlines.

**Additional information or anecdotes:** One Step Beyond plans to continue the travel/transit training program past the grant cycle. Through the program, we have been able to see the tremendous value in providing this kind of training to adults with disabilities, especially in tandem with our Employment Programs and services. For many, one's career defines who we are, and adults with disabilities are no different; they want to work and contribute to their community. A primary component of being successful in the workplace is access to reliable transportation, and very few individuals with disabilities can drive/have access to a vehicle. They must learn to use public transport safely to maintain employment independently. This objective is what our Travel Training Program will continue to achieve.

Our organization feels a strong appreciation for the City of San Carlos for providing this grant to allow our programs to start up this critical program/service. This grant opportunity not only represents a source of financial support for our program but also for recognizing the importance of providing a more inclusive community to individuals with disabilities living and working in our city.
Organization: Partners and Advocates for Remarkable Children and Adults (PARCA)

Award Amount: $5,500

Percentage of work completed: 100%

Estimated completion date: Ongoing program.

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

Summary of the project and purpose: PARCA is a private, nonprofit organization that serves people with developmental disabilities and their families in San Mateo County. Developmental disabilities include mental retardation, cerebral palsy, autism and epilepsy, and it estimated that there are about 14,000 San Mateo County residents affected by such disabilities. Since 1952, it has been PARCA's mission to enrich their lives and those of their families.

PARCA's programs and services are designed to create a feeling of extended family and we work in tandem with parents, siblings, teachers and supporters in the community to help people with developmental disabilities reach their greatest potential for happiness and independence by boosting their self-confidence and skill development, achieving their goals and creating opportunities for full and satisfying lives.

PARCA's goals are to:
- Support our clients and their families by working together to achieve common goals;
- Be responsible and accountable to our constituency;
- Act as a liaison between clients and their families and schools, state agencies and city and county programs;
- Achieve excellence in the design and delivery of specialized programs and services;
- Meet or exceed client service expectations;
- Adapt to new and different needs within the communities we serve;
- Provide a continuum of care for people with developmental disabilities.

As PARCA achieves its goals successfully, anticipated outcomes are that the majority of those served will:
1. Demonstrate increased self-sufficiency
2. Experience greater inclusion
3. Experience increased ability to exercise their rights and fulfill their responsibilities

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 allows its residents, all of whom have special needs and are considered either "Very Low"* or "Extremely Low"** income, to live independently in their own home at a fraction of market rent.

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 House 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.

California State regional centers, with whom PARCA collaborates to provide services and supports to individuals with developmental disabilities in San Mateo County, helps PARCA fill any program vacancies however, the turnover rate is extremely low and there have been no vacancies for over nine years. The stated purpose of the 2019-20 Community Non-Profit grant was help defray the program’s general operating expenses.

Accomplishments/Achievements: PARCA’s overarching goal with respect to all of our housing facilities is to provide safe, supportive, affordable housing for an underserved, low-income population where residents can enjoy maximum independence and quality of life. Accordingly, PARCA designs residential programs to help clients increase their chances of achieving greater economic self-sufficiency and more fulfilling lives to the maximum of their capabilities. This facet of our work addresses the community’s need for affordable housing for low-income people with disabilities by offering services and supports tailored to those with special needs.

Without programs like Cedar Street House Residence, adults with developmental disabilities in Silicon Valley would either be:
• Obligated to live with relatives, where responsibility for their care places significant stress on other family members or;
• Relocated to more expensive, less independent group homes, where they would neither enjoy the same quality of life nor as many opportunities to grow and thrive.

Program and Client Background

Cedar House currently has eight residents: four females and four males between 34 to 58 years old who all get along very well and regard one another as “brothers and sisters.” There is always at least one professional counselor onsite.

All Cedar Street House clients either have a job or participate in an off-site day program on weekdays. Four of the eight residents are employed; two perform janitorial services for biotech companies, one works at Safeway and another works at the Marriott Hotel. The 50% rate of employment for residents compares favorably to the 13.6% statewide average employment rate for adults with developmental disabilities according to the State Council of Developmental Disabilities.

Six out of the eight residents are able to go out independently. The other two require some supervision, since they occasionally need prompting to look both ways before crossing the street. All eight Cedar House residents volunteer in the community and for the past six years have performed weekly clean-up duty at the City of San Carlos’ Farmer Market.

Goals, Accomplishments and Outcomes

A critical component of the Cedar Street House program is independent living skills training 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.
These goals usually relate to domestic duties, health, hygiene and self-care, employment, money management and recreation. The training they receive and the activities they participate in are designed to emphasize skill acquisition, community integration, and independence.

The following are the goals set and methods employed for increasing self-sufficiency and quality of life for Cedar House’s residents for 2019-2020:

Maintain and improve Healthy Eating habits
- Clients planted and grew vegetables, fruits in herbs in their vegetable garden last summer, including cherry tomatoes, cucumbers, zucchini, strawberries, bell peppers, parsley, basil, thyme and oregano which they used to prepare their meals. Now that they’ve discovered and appreciate how delicious freshly grown and picked produce tastes, all eight residents have taken a greater interest in developing healthier eating habits. So much so, in fact that several have lost weight and one resident, who has struggled with obesity for years, has been able to lose 35 pounds over the last six months.

Improve meal planning and preparation skills
- Residents take turns helping to prepare dinner each night for the whole house under staff supervision with each resident assigned to helping at least twice a week. They enjoy trying new recipes and the most successful ones are incorporated into their regular rotation. On weekends, all of the residents help staff prepare breakfast for the group.

Maintain First Aid, CPR skills and Dealing with emergencies
- Clients took refresher courses in First Aid and CPR in order to maintain their certifications. Staff also reviews what to do in emergencies, including natural disasters, such as an earthquake, fire, flood, etc., with the residents periodically. Each resident maintains an emergency disaster “go bag” underneath their bed and replaces items when expired with fresh ones.
- Clients are aware of the Covid-19 Virus and have been trained in which measures to take both individually and collectively to mitigate the risk of catching and spreading the disease, such as washing hands thoroughly, using disinfecting wipes, avoiding hand shaking and touching their faces, maintaining a 6-foot distance from others, etc.

Maintain a regular exercise plan
- All clients have successfully maintained a regular exercise schedule; they either workout on the stationary bike, elliptical trainer or take walks in the community. PARCA is also currently exploring converting the Cedar Street House garage into a home gym so that the residents can maintain a varied and consistent exercise regimen throughout the year. All of the residents remain active; over half participate in a Bowling League and a Square Dancing group.

Learning to exercise their rights and demonstrate good citizenship
- All residents are registered to vote, voted in the March 2020 primary and look forward to voting in the November 2020 elections to exercise their rights and fulfill their civic duty.
- Residents regularly volunteer in the community and at the Aid Stations for annual Devil’s Slide Ride and Run, a fundraiser for PARCA. Many event participants tell PARCA that interacting with the clients is the highlight of the event.
Improve socialization skills
  • The clients hosted three events over the holidays and continue participate in events sponsored by other PARCA programs and outside groups.
  • On the weekends, the clients typically go to local malls, 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 are with, to ascertain the clients’ safety and wellbeing.

Setbacks, challenges or lessons learned: One of the residents was hospitalized three times over the last year for a serious, but non-life-threatening issue from which they have fully recovered. The other residents were initially alarmed to learn of their housemate’s hospitalization as many equated being in the hospital with grave illness and death, but subsequently learned that this is not the case in most instances. From this experience, they are now better equipped to cope with the illness of a close friend or relative and understand that hospital stays can oftentimes lead to improved health and positive outcomes.

Variances in spending, changes in tasks or timelines: None.

Additional information or anecdotes: The Cedar Street House residents, well known by their neighbors and around the City of San Carlos for their positive, upbeat presence and active involvement in the community, have earned admiration and praise from City Council members and several community-based organizations. Last May, the residents once again took part in the San Carlos Hometown Days Parade, where they shared an award with Arbor Bay School for their entry, “Hands Down Best in Town.” The residents take great pride in their well-maintained home and yard, and love to plant grow, pick and eat the harvest from their vegetable garden, which last year included lettuce, cucumbers, zucchini and strawberries, and are looking forward to planting this year’s crop soon.
Organization: Peninsula Volunteers, Inc.

Award Amount: $5,500

Percentage of work completed: On-going.

Estimated completion date: Although the grant award has been expended, delivery of Meals on Wheels is an ongoing program. PVI Meals on Wheels has been ensuring older adults receive at least one third of the recommended daily nutritional intake for 43 years.

Estimate of San Carlans served by the grant: 40 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 20-25 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.

Variances in spending, changes in tasks or timelines: No, the actual cost of providing meals to San Carlos participants is $73,000; the funding gap is $39,456. The grant of $5,500 from the city of San Carlos reduces the funding gap to $33,956.

Additional information or anecdotes: Born in Los Angeles to an American father and a French mother, F spent her childhood in France. Growing up, F attended French schools, spoke only French and was even crowned Miss France. At nineteen years old, her life took an unexpected turn. Escaping Germany's advances on France, F fled to Los Angeles to live with her father, a
Hollywood manager. F resisted her father’s suggestions to become an actress but did enter the beauty pageant circuit. Today F proudly displays a framed newspaper article from 1940 announcing her as the winner of the International Beauty Queen pageant at the Ambassador Hotel in Hollywood. Her talent, she recalls, was reciting lines from plays and poetry. F’s jobs have ranged from working at the International World’s Fair in San Francisco to a bank teller. Her proudest accomplishment, however, is raising her two children. F will celebrate her 100th birthday in the home she has lived in for sixty-five years. The highlight of the celebration will be having her son and daughter by her side. Both children live far away, and visits are rare. F has received home delivered meals from PVI since 1998. Nearly blind, F says that “not see people’s eyes is a very difficult thing to go through.” She is unable to drive, shop or cook for herself. In addition, Faye suffers from isolation and loneliness since she can’t see to read or watch TV. Daily visits from her Meals on Wheels driver combat the isolation and gives F something to look forward to. The meals also provide F with the nutrition she needs to remain in her own home. She loves the spaghetti and meat balls, especially since it is easy to eat despite F’s dental problems. After nearly a century of living a very full life, F offers this advice: “Be good to other people. Be a giver. You can’t just be a taker.”
**Organization:** San Carlos Together

**Award Amount:** $5,000

**Percentage of work completed:** 50% for community projects. 18% for the flower baskets.

**Estimated completion date:** 100% complete on June 30, 2020.

**Estimate of San Carlans served by the grant:** All adults in the city benefit from the vibrant core of our downtown area. The year around flowers in bloom are part of the upscale message we pass on to our shoppers, diners and visitors from surrounding peninsula cities.

**Summary of the project and purpose:** San Carlos Together serves as a financial partner to assist community groups not approved for tax exempt funding. Examples are Week of the Family, San Carlos Day of Service, and the Hiller Air Museum Runway Fun Run. The flower baskets on Laurel St. is another example how community members and non-profit organizations (such as our local garden club) show their civic pride.

**Accomplishments/Achievements:** In addition to the financial partnerships noted above, SCT sponsors the annual City Wide Garage Sale in October.

**Setbacks, challenges or lessons learned:** Our projects are established and have been operating since 2009. During the first seven or eight years all of our projects were financed by local businesses and residents --a rather difficult and unpleasant task as the years went by. Now, with funding from the city grant program we can work with local groups such as Day of Service to help them serve our community. Our challenge for the future is to join SCT with our new community foundation to continue the goal of keeping San Carlos the "City of good living".

**Variances in spending, changes in tasks or timelines:** We haven't had any issues regarding proposed and actual spending. For projects and programs offered by community groups, SCT requires that at least half of the budget is gifted by the participants.
Organization: StarVista

Award Amount: $4,000

Percentage of work completed: We estimate that our Crisis Intervention and Suicide Prevention Center (CISPC) staff will take 13,500 calls this fiscal year, and so far, 8,332 calls (62% of the goal) have been taken and appropriate referrals made. CISPC staff are aiming to present to 3,500 youth and adults this year and have presented to 1,135 (32%) youth so far.

Estimated completion date: 6/30/2020. 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 Carlos served by the grant: While many callers do not disclose their location, we estimate approximately 2% are San Carlos residents.

Summary of the project and purpose: The overarching goal of the 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 from the City of San Carlos supported the vital, life-saving services provided by CISPC staff, including the 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 8,332 calls, with approximately 166 (2%) from San Carlos residents. As not all callers disclose where they are calling from, the number of calls is likely to be higher.
- The youth-focused website “onyourmind.net” has had 12,811 page views and 198 live chat sessions with trained volunteer peer mentors.
- 97% of youth who received a classroom presentation scored 100% on a survey with questions around their understanding of mental health challenges, suicide prevention, and local resources.
- Community presentations: CISPC staff presented to the California Clubhouse on Suicide Prevention, hosted a two-day training on ASIST for StarVista hotline volunteers and also provided an additional training on suicide risk assessment/safety planning for StarVista interns and volunteers. Additionally, CISPC staff provided a Question, Persuade, Refer (QPR) training to Caltrain staff.
- CISPC staff provided brief therapy for 40 students in crisis, including on-site visits to an at-risk student’s school to conduct suicide risk assessments.

CISPC is also looking forward to Mental Health Awareness Month which takes place in May. Tentative events surrounding mental health awareness will include a panel on women in mental health (CISPC’s Program Manager will speak on the panel), movie screenings, and tabling events at local libraries.
Setbacks, challenges or lessons learned: At the end of 2019, the former CISPC program manager moved on from the agency. Their replacement was hired and started in their position at the beginning of 2020. As a returning StarVista staff member, the new program manager has smoothly transitioned into their new role, bringing energy and enthusiasm to their position. The challenge we face is that the former program manager was one of two CISPC employees certified to be a trainer in ASIST (Applied Suicide Intervention Skills Training). In order to continue providing this training to volunteers, employees, and providers throughout the county, at least one CISPC employee will need to become certified in the curriculum as an ASIST trainer. We aim to accomplish this before the next cohort of volunteers attend training in May.

Variances 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 believe there is no better way to convey the impact of our program than to share success stories of CISPC participants served this last year. Please see below:

Hotline: A mother called seeking emotional support for her adult son, who is a recovering addict. She explained that her son is often able to maintain his sobriety for months at a time but struggles with relapse. The hotline volunteer provided psychoeducation on the cycle of recovery and offered active listening while this mother discussed fears and worries for her son. She shared that she has not had contact with her son in over two months, despite her efforts by phone and email. This mother shared that she fears for his safety and wellbeing. The hotline volunteer assisted this mother in brainstorming alternative methods of communication so that she could share her feelings directly with her son. This mother determined she would write a letter to her son, and would mail it to his place of work, as she believed he was still employed and working part time. Afterward, the hotline volunteer provided the mother with resources and referrals to Al-Anon groups and others that support family members who have a loved one in recovery. At the end of the call, this caller shared she was thankful for the resources and to have another option that she had not thought of before.

OnYourMind Teen Chat: A youth initiated an OnYourMind chat session by asking to discuss unhealthy patterns she was facing with her romantic partner. While the relationship started out great, over time their partner became more controlling. The peer counselor supported the chatter through their story by validating how difficult and horrible that experience must have been. The chatter then revealed they started to hide their phone and social media from their partner in order to prevent any arguments. The chatter also shared feelings of confusion and ambivalence towards the relationship (as she still loved him but felt betrayed by his behavior). The peer counselor validated that is a common feeling for people who leave abusive relationships in order to help normalize the chatter's experience and acknowledged the chatter's willingness to be open and vulnerable about her experience. The chatter said that coming onto the chat had helped them more than they thought it would. After encouraging self-care for afterwards, the peer counselor wrapped up the chat. The chatter left a review, saying that the service was very helpful.

Presentations: A presentation on stress reduction and healthy coping skills was recently offered to students at a middle school in East Palo Alto. This was an especially significant presentation, as the presenter had planned not only to provide psychoeducation to the students, but also to share her experience as a member of this community. The CISPC facilitator noticed that one
student, who was sitting separate from the others, became tearful during her share. After she completed her share, she instructed the group to write down their own self care plan. During this activity, the CISPC staff asked this student if she needed additional assistance. This student quickly shared she didn't know how to complete the assignment because she didn't believe she had any ability to manage feelings of stress or difficult emotions. Shortly after, this student opened about difficulties with substance use, arguments with her father and legal issues. CISPC listened without judgement and offered positive regard. Afterward, this student thanked CISPC staff for listening. She reported that she had never met an adult that would listen to her and could understand her in the same way that CISPC staff had in this moment. A few months later, CISPC staff returned to this school for another presentation, and this student recognized the staff member and thanked her again for her support.
Organization: Villages of San Mateo County (Sequoia Village)

Award Amount: $4,000

Percentage of work completed: 100%

Estimated completion date: Completed. Even though this grant funding is spent, the work continues with other funding as we serve our local Seniors in many ways.

Estimate of San Carlosans served by the grant: 2019 ended with 203 VSMC members, spanning an area from Redwood City to Burlingame, and 64 of those members were San Carlos residents. The $4,000 grant funding was 100% used for those 64 members, and for other residents of San Carlos through a portion of the grant funding described below.

Summary of the project and purpose: The grant purpose is to provide services to Seniors that will help them to have healthy, safe and vibrant lives in their own homes in this community they love. The grant project included transportation, home safety improvements, and excursions to cultural and educational events.

Accomplishments/Achievements: In 2019 VSMC had its fifth year of steady growth in membership and services, finishing with 203 members (up 8% from 2018) and with delivery of 7,247 service units (up 22% from 2018). The San Carlos portion was 41% of the total, or just over 3,000 service units delivered to 64 San Carlos resident members. That included over 2,300 rides, 144 home improvements mostly safety related, 129 misc other services in the home, and several hundred social event participations. Those services allowed us to support the San Carlos City goals of (1) alternative transportation modes, (2) safety services to the community, (3) fostering a safe and healthy environment, and (4) creating greater community involvement.

Setbacks, challenges or lessons learned: An unexpected opportunity was the major fund-raising event for the Friends of the San Carlos Adult Community Center. They have always been an important partner of Sequoia Village, and we saw a $500 donation to them as an excellent opportunity to serve an even greater group of San Carlos Seniors than those who are Village members.

Another unexpected opportunity came to light when our Executive Director identified a San Carlos resident of very low income who was in serious need of Village services. We decided to use $400 of this grant as a scholarship for his Village membership fees, and we quickly began delivering services to this individual. We also set him up for grocery items from the Caring Cupboard at the San Carlos Adult Community Center. We believe this has made a big difference in his life, and we anticipate providing additional living condition improvements for him.

Variances in spending, changes in tasks or timelines: We proposed spending $1,000 for transportation, specifically Lyft rides to supplement the vast majority of rides that are provided by our volunteer drivers. Actual spend was $1,170 for approximately 100 Lyft rides for San Carlos residents. We proposed spending $1,000 for excursions to cultural and educational events. Actual spend was $1,054 for excursions to SF City Hall in July and Mission Delores in August. Also in this category we donated $500 to the Friends of San Carlos Adult Community Center to support the many excursions and educational opportunities they provide to San Carlos Seniors.
We proposed spending $2,000 for home safety improvements. Actual spend was much lower in this category, with $877 going to home safety. $400 was used to provide a low-income membership scholarship for a longtime San Carlos resident who was in serious need of services offered by the Village. So the overall spending of $4,000 was on target, though we did have variances between categories, nevertheless all for related excellent causes for San Carlos Seniors.

Plans and goals for the period subsequent to the grant: We envision VSMC as becoming a leading nonprofit and community partner in San Mateo County for programs and services for Seniors. The Village program is unique in that it is almost entirely volunteer driven. As our Village membership grows we are challenged to grow our volunteer base accordingly in order to continue our high level of services. We must also continually develop our leadership team and succession plan in order to build for the future. We are grateful for the support that has been provided by the City of San Carlos, and look forward to continuing this partnership on projects and services that will benefit our local Seniors.

**Additional information or anecdotes:** While this anecdote did not involve any funds from the grant, it's worth relating a wonderful Village project that was completed on the San Carlos Day of Service in September. We partnered with the Young Men’s Service League (YMSL, high school boys and their moms), in which we outlined projects at the homes of our members, and the YMSL provided volunteers to complete the projects under our supervision. It was a heart-warming intergenerational activity that created great community involvement while accomplishing some significant improvements in the yards and homes of San Carlos Seniors. In addition, note two anecdotes in the “special opportunities” section above.