

## FY 2024 Statement of Work City of Alameda

Agency Name: **Alameda Family Services**

Date: [REDACTED]

Program Name: [REDACTED]

Activity #: [REDACTED]

Prepared By: [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

### STATEMENT OF WORK

Reduce the number of students who are hospitalized as a result of mental health crises by 5%

### ACCOMPLISHMENTS

Clients Served	Annual Goal	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total	Cumulative Percentage
<b>Total Unduplicated :</b>	<b>55</b>	<b>10</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>56</b>	<b>101%</b>
<b>Persons</b>	<b>25</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>34</b>	<b>136%</b>

### DEMOGRAPHIC DATA

Unduplicated Count	Q1		Q2		Q3		Q4		Year-End Total	
	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp
White	2	2	2		2		4	1	10	3
Black/African American	2	1	5	1	5	1	3	1	15	4
Asian			3		2				5	0
Amer. Indian/Alaskan Native									0	0
Native Hawaiian/Pacific Isl.							1		1	0
Amer. Indian/White									0	0
Asian/White									0	0
Black/White	1						2		3	0
Amer. Indian/Black									0	0
Other/Decline to State									0	0
Middle Eastern or North African										
<b>TOTAL</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>10</b>	<b>2</b>	<b>34</b>	<b>7</b>

### INCOME LEVEL

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
0-30% of Median Income		3	3	1	7
31-50% of Median Income	2	2	2	4	10
51-80% of Median Income	3	5	4	5	17
Above 80% of Median Income					0
<b>TOTALS</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>34</b>

### FEMALE HEADED HOUSEHOLDS

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Female Headed Households	2	8	5	8	23

### DISABLED

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Disabled					0

Not Disabled	5	10	9	10	34
Declined to State					0
TOTALS	5	10	9	10	34

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## PROGRAM NARRATIVE

Discuss progress in meeting your goals and objectives during the reporting period.

Quarter 4 ended positively for the SBHCs, with many clients meeting their treatment goals and many graduating. Overall, students continued to be supported through individual therapy, group therapy, family collaterals, case management, screenings, and drop-in/crisis supports. We met our goal of reducing mental health hospitalization, as we have been able to effectively assess and safety plan with high risk youth and families. Additionally, May was Mental Health Awareness month where there was focused outreach on each school campus dedicated towards de-stigmatizing mental health and increasing youth access to services.

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## PROBLEMS & RESOLUTIONS

Discuss any challenges encountered by policy or program operations and describe actions taken to meet or resolve them during the report period.

No problems this quarter.

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## ORGANIZATIONAL CHANGES

Discuss any changes to staff or your organization during the report period.

We have successfully hired and shifted roles to cover all SBHC positions. No services were impacted during the transition.

### Files to be Uploaded

Program Manager Signature

Date Signed

### Currently Attached Files



07/02/2025

Approval Signature

Date Signed

Grecia Mannah-Ayon

07/16/2025

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## FY 2024 Statement of Work City of Alameda

Agency Name: **Alameda Food Bank**

Date: [REDACTED]

Program Name: [REDACTED]

Activity #: [REDACTED]

Prepared By: [REDACTED] Phone: [REDACTED]

E-mail: [REDACTED]

### STATEMENT OF WORK

Weekly free groceries distribution

### ACCOMPLISHMENTS

Clients Served	Annual Goal	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total	Cumulative Percentage
<b>Total Unduplicated :</b>	<b>3200</b>	<b>2,513</b>	<b>2,604</b>	<b>2,591</b>	<b>2,630</b>	<b>10,338</b>	<b>323%</b>

### DEMOGRAPHIC DATA

Unduplicated Count	Q1		Q2		Q3		Q4		Year-End Total	
	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp
White	505	83	551	96	538	91	525	94	2,119	364
Black/African American	242	10	248	8	250	11	259	16	999	45
Asian	855	11	865	12	867	8	887	8	3,474	39
Amer. Indian/Alaskan Native	12	2	15	3	13	2	14	5	54	12
Native Hawaiian/Pacific Isl.	46	3	42	4	43	2	42	4	173	13
Amer. Indian/White	4	0	4	0	1		1		10	0
Asian/White	2	2	24	3	25	2	30	2	81	9
Black/White	13	4	15	4	13	4	12	5	53	17
Amer. Indian/Black	5	0	4	0	3		2		14	0
Other/Decline to State	829	257	836	288	838	273	858	275	3,361	1,093
Middle Eastern or North African	0	0	0	0	0					
<b>TOTAL</b>	<b>2,513</b>	<b>372</b>	<b>2,604</b>	<b>418</b>	<b>2,591</b>	<b>393</b>	<b>2,630</b>	<b>409</b>	<b>10,338</b>	<b>1,592</b>

### INCOME LEVEL

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
0-30% of Median Income	2,387	2,473	2,461	2,498	9,819
31-50% of Median Income	101	104	105	106	416
51-80% of Median Income	25	27	25	26	103
Above 80% of Median Income		0			0
<b>TOTALS</b>	<b>2,513</b>	<b>2,604</b>	<b>2,591</b>	<b>2,630</b>	<b>10,338</b>

### FEMALE HEADED HOUSEHOLDS

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Female Headed Households	882	933	930	956	3,701

### DISABLED

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
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Disabled	2,203	333	340	355	3,231
Not Disabled	313	2,274	2,252	2,275	7,114
Declined to State					0
TOTALS	2,516	2,607	2,592	357	8,072

PROGRAM NARRATIVE

Discuss progress in meeting your goals and objectives during the reporting period.

During this reporting period, we made significant progress toward our goals, with a focus on sustainability, capacity-building, and preparing for our upcoming transition into a new facility. Our team has been actively updating our Standard Operating Procedures and daily workflows to reflect what service delivery will look like in the new space. As part of this transition, we've begun preparing our training materials and engaging volunteers through Quarterly Trainings that emphasize operational readiness and service excellence.

We've also invested in skill-building and leadership development among our volunteers. Notably, we hosted a CPR certification training and have begun providing targeted support to "lead volunteers" who are taking on greater responsibility in preparation for our expanded operations.

In an exciting development, two of our dedicated volunteers are currently building a custom intake and queueing system that will make our client check-in process more accessible, efficient, and equitable. This system will include printed ticketing and both audio and video call-in features to better serve clients with varying accessibility needs.

In parallel with our operational improvements, we've also launched a series of small-scale fundraising events designed to spark new conversations with potential donors and build long-term support for our mission. These efforts have helped us grow awareness and prepare financially for the scale-up that our new facility will require.

PROBLEMS & RESOLUTIONS

Discuss any challenges encountered by policy or program operations and describe actions taken to meet or resolve them during the report period.

In response to federal budget cuts to funding and SNAP programs, we have had to reassess our sourcing methods and distribution to ensure we can continue to serve our community in alignment with our mission, without any drastic changes to the quality and quantity of food offered. With the most recent developments in funding cuts to social services, we are bracing and preparing for an increase in households served at our weekly distributions.

ORGANIZATIONAL CHANGES

Discuss any changes to staff or your organization during the report period.

In June 2025, we onboarded 2 summer interns. Toby will be working closely with our Warehouse Manager to help build and facilitate systems and tracking programs for a seamless transition of our operations and inventory to our new facility. Joshua is a longtime volunteer trained in our client intake process, and will support the program Manager with the communications to volunteers and clients on new processes and the impending move.

Files to be Uploaded

Program Manager Signature  
Date Signed

Currently Attached Files

07/10/2025

Approval Signature  
Date Signed

Grecia Mannah-Ayon  
07/16/2025

Approval Modified By  
Date Signed

Yasamin Obaidy  
08/07/2025

## FY 2024 Statement of Work City of Alameda

Agency Name: **Building Futures with Women and Children**

Date: [REDACTED]

Program Name: [REDACTED]

Activity #: [REDACTED]

Prepared By: [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

### STATEMENT OF WORK

Service for homeless women and children (about 60 households) to an emergency shelter and support services for the purpose of enhancing their living environment through the continuous operation of a 24-hour a-day, service-enriched homeless shelter for women and children at the Midway Shelter, providing emergency housing and food for an annual total of the following services measures.

### ACCOMPLISHMENTS

Clients Served	Annual Goal	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total	Cumulative Percentage
<b>Total Unduplicated :</b>	<b>85</b>	<b>43</b>	<b>8</b>	<b>13</b>	<b>16</b>	<b>80</b>	<b>94%</b>
<b>Quarterly Reports</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>400%</b>

### DEMOGRAPHIC DATA

Unduplicated Count	Q1		Q2		Q3		Q4		Year-End Total	
	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp
White	10	9	7	6	2	1	5	5	24	21
Black/African American	26	0	1	1	8	0	9	0	44	1
Asian	1	0	0	0	0	0	0	0	1	0
Amer. Indian/Alaskan Native	0	0	0	0	0	0	1	0	1	0
Native Hawaiian/Pacific Isl.	2	0	0	0	0	0	0	0	2	0
Amer. Indian/White	0	0	0	0	0	0	0	0	0	0
Asian/White	0	0	0	0	0	0	0	0	0	0
Black/White	1	0	0	0	0	0			1	0
Amer. Indian/Black	1	0	0	0	2	0			3	0
Other/Decline to State	2	0	0	0	1	0	1	0	4	0
Middle Eastern or North African					0	0				
<b>TOTAL</b>	<b>43</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>13</b>	<b>1</b>	<b>16</b>	<b>5</b>	<b>80</b>	<b>22</b>

### INCOME LEVEL

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
0-30% of Median Income	43	8	13	16	80
31-50% of Median Income	0	0	0	0	0
51-80% of Median Income	0	0	0	0	0
Above 80% of Median Income	0	0	0	0	0
<b>TOTALS</b>	<b>43</b>	<b>8</b>	<b>13</b>	<b>16</b>	<b>80</b>

### FEMALE HEADED HOUSEHOLDS

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Female Headed Households	20	3	7	8	38

**DISABLED**

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Disabled	17	8	8	13	46
Not Disabled	26	0	5	3	34
Declined to State	0	0	0	0	0
<b>TOTALS</b>	<b>43</b>	<b>8</b>	<b>13</b>	<b>16</b>	<b>80</b>

**PROGRAM NARRATIVE**

Discuss progress in meeting your goals and objectives during the reporting period.

We are pleased to report that during this reporting period Midway Shelter has assisted 16 unduplicated clients, providing 1,953 bed nights and 5,859 meals. In addition to providing bed nights and 3 meals a day, the staff at Midway conducts weekly meetings that cover various and vital topics such

Case management services are crucial to the work we do with our clients. Getting the clients' document ready is the case manager's main objective. We keep clients with us until they obtain housing. The case manager at Midway works with compassion, empathy, patience and love. By showing the clients, that Building Futures really cares about their future helps them with trusting the process. A housing case plan is started immediately.

Our in-house support sessions such as healthy relationships, employment and housing workshops are encouraged.

Building Futures depends on our strong collaboration with the City of Alameda, Alameda Unified, Alameda Police, Head Start, Alameda Food Bank, Alameda Family Services and other Alameda service providers to make sure our clients have the necessary tools to be successful.

**PROBLEMS & RESOLUTIONS**

Discuss any challenges encountered by policy or program operations and describe actions taken to meet or resolve them during the report period.

Midway have been experiencing a lot of garbage dumping in the driveway and near our dumpster. We have communicated with the storage company to help us monitor the problem.

The school has numerous activities that cause their guests to use the driveway as a parking lot. This problem leaves no place for clients and staff to park. We have not resolved this concern and are not sure who to speak to.

**ORGANIZATIONAL CHANGES**

Discuss any changes to staff or your organization during the report period.

Hiring and retaining great staff continues to be our biggest challenge throughout the agency. We have hired a Talent Acquisition Specialist to help us find and keep great talent in our shelters and other programs.

**Files to be Uploaded****Currently Attached Files**

Program Manager Signature

Date Signed



07/17/2025

Approval Signature

Grecia Mannah-Ayon

Date Signed

07/22/2025

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## FY 2024 Statement of Work City of Alameda

Agency Name: **Eden Council for Hope and Opportunity**

Date:

Program

Name:

Activity #:

Prepared By:

Phone:

E-mail:

### STATEMENT OF WORK

125 Total unduplicated clients served for FY 2024.2025.

### ACCOMPLISHMENTS

Clients Served	Annual Goal	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total	Cumulative Percentage
Respond to Fair Housing Inquiries (Persons)	40	14	11	11	4	40	100%
Investigate Fair Housing Complaints (Persons)	20	8	6	8	9	31	155%
Conduct Fair Housing Systemic Audits (Persons)	10	0	0	0	10	10	100%
Housing Counseling Sessions (Persons)	55	14	17	16	9	56	101%
Mediate Tenant/Property Manager (Persons)	5	1	0	0	1	2	40%

### DEMOGRAPHIC DATA

Unduplicated Count	Q1		Q2		Q3		Q4		Year-End Total	
	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp
White	23	7	22	4	20	4	13	0	78	15
Black/African American	7	0	8	0	6	0	9	0	30	0
Asian	3	0	2	0	4	0			9	0
Amer. Indian/Alaskan Native	1	0							1	0
Native Hawaiian/Pacific Isl.			2	0					2	0
Amer. Indian/White									0	0
Asian/White					1	0			1	0
Black/White									0	0
Amer. Indian/Black									0	0
Other/Decline to State	2	1			4	0			6	1
Middle Eastern or North African					0	0				
<b>TOTAL</b>	<b>36</b>	<b>8</b>	<b>34</b>	<b>4</b>	<b>35</b>	<b>4</b>	<b>22</b>	<b>0</b>	<b>127</b>	<b>16</b>

### INCOME LEVEL

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
0-30% of Median Income	8	13	7	12	40
31-50% of Median Income	23	18	28	10	79
51-80% of Median Income	5	3	0	0	8
Above 80% of Median Income	0	0	0	0	0
<b>TOTALS</b>	<b>36</b>	<b>34</b>	<b>35</b>	<b>22</b>	<b>127</b>



**FEMALE HEADED HOUSEHOLDS**

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Female Headed Households	22	25	25	18	90

**DISABLED**

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Disabled	6	6	9	13	34
Not Disabled	30	28	26	9	93
Declined to State	0	0	0		0
TOTALS	36	34	35	22	127

**PROGRAM NARRATIVE**

Discuss progress in meeting your goals and objectives during the reporting period.

**FAIR HOUSING**

The Housing Counselor opened 71 FAIR HOUSING cases.

Cases are as follows:

Age: 8 cases opened - 7 cases were provided counseling

Disability: 26 cases opened - 18 cases were provided counseling; 1 cases education provided to owner; 8 cases tested without sufficient evidence of discrimination.

Familial Status: 5 cases opened - 3 cases were provided counseling; 2 cases tested without sufficient evidence of discrimination.

Gender: 6 cases opened - 2 cases was provided counseling; 4 cases tested without evidence of discrimination.

National Origin: 1 case opened -1 case was provided counseling.

Race: 4 cases opened - 4 cases were provided counseling.

Religion: 1 case opened - 1 case provided counseling, insufficient evidence of religion and education provided to landlord.

Source of Income: 22 cases opened - 9 case was provided counseling; 13 cases tested without evidence of discrimination

10 systemic audits were completed during the fiscal year. Results of the audit will be published in the Summer of 2025.

**TENANT LANDLORD**

The Housing Counselor opened 56 TENANT/LANDLORD cases.

Cases are as follows:

Eviction: 8 cases opened - 8 case was provided counseling.

Deposit: 7 cases opened - 7 cases were provided counseling; 1 case successfully mediated.

Entry: 6 cases opened - 6 cases were provided counseling.

Rent Increase: 3 cases opened - 3 cases were provided counseling.

Repairs: 5 cases opened - 5 cases were provided counseling; 1 case successfully mediated.

Rights and Responsibilities: 8 cases opened - 6 cases were provided counseling.

Other: 22 cases opened - 22 case were provided counseling.

**PROBLEMS & RESOLUTIONS**

Discuss any challenges encountered by policy or program operations and describe actions taken to meet or resolve them during the report period.

The Housing Counselor did not meet quarterly goals for conciliation/mediations. However, given that the City of Alameda offers services to the public for in person mediation the housing counselor was able to conduct 2 successful conciliation/mediations.

To address this deficit and meet the goal for the next fiscal year, Echo Housing is going to increase outreach efforts including, providing jpg flyers to funders to post on their website. The agency's goal for the upcoming fiscal year is to increase outreach efforts with the city.

ORGANIZATIONAL CHANGES

Discuss any changes to staff or your organization during the report period.

Jonathan Torres has resigned as the Housing Programs Coordinator. Raquel Gonzalez has been promoted to the new Housing Programs Coordinator.

Files to be Uploaded

Board Minutes.

Other document: Q4 FH Narrative

Currently Attached Files

[Minutes\\_03.19.2025.pdf](#)

Program Manager Signature

Date Signed

07/10/2025

Approval Signature

Date Signed

Grecia Mannah-Ayon

07/16/2025

## FY 2024 Statement of Work City of Alameda

Agency Name: **Eden I & R, Inc.**

Date: [REDACTED]

Program Name: [REDACTED]

Activity #: [REDACTED]

Prepared By: [REDACTED] Phone: [REDACTED]

E-mail: [REDACTED]

### STATEMENT OF WORK

211 will handle a minimum of 1,750 contacts and provide at least 2,500 referrals to City of Alameda clients.

### ACCOMPLISHMENTS

Clients Served	Annual Goal	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total	Cumulative Percentage
<b>Total Unduplicated :</b>	<b>350</b>	<b>167</b>	<b>122</b>	<b>62</b>	<b>92</b>	<b>443</b>	<b>126%</b>
Number of contacts	1700	504	480	482	508	1,974	116%
Number of referrals	2500	1,527	1,556	1,333	1,450	5,866	234%

### DEMOGRAPHIC DATA

Unduplicated Count	Q1		Q2		Q3		Q4		Year-End Total	
	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp
White	25	1	18	5	15	3	15		73	9
Black/African American	41		39		20		34		134	0
Asian	10		7		2		2		21	0
Amer. Indian/Alaskan Native							3		3	0
Native Hawaiian/Pacific Isl.			1						1	0
Amer. Indian/White	2	1	1						3	1
Asian/White									0	0
Black/White	5		1		1		3		10	0
Amer. Indian/Black	8		2		1				11	0
Other/Decline to State	76	21	53	12	23	5	18	17	170	55
Middle Eastern or North African										
<b>TOTAL</b>	<b>167</b>	<b>23</b>	<b>122</b>	<b>17</b>	<b>62</b>	<b>8</b>	<b>75</b>	<b>17</b>	<b>426</b>	<b>65</b>

### INCOME LEVEL

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
0-30% of Median Income	154	117	55	83	409
31-50% of Median Income	11	5	7	9	32
51-80% of Median Income	1				1
Above 80% of Median Income	1				1
<b>TOTALS</b>	<b>167</b>	<b>122</b>	<b>62</b>	<b>92</b>	<b>443</b>

### FEMALE HEADED HOUSEHOLDS

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Female Headed Households	40	36	17	21	114

### DISABLED

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Disabled	91	63	36	41	231
Not Disabled	65	56	25	45	191
Declined to State	11	3	1	6	21
TOTALS	167	122	62	92	443

## PROGRAM NARRATIVE

Discuss progress in meeting your goals and objectives during the reporting period.

During Q4 of FY 24-25, 211 Alameda County was available to Alameda residents and employees in multiple languages, 24 hours per day/7 days per week. From January through March 2025, 211 handled a total of 482 calls and texts originating from the City of Alameda and provided 1,333 housing, health, and human services referrals.

We're pleased to share the following caller story (please note that we use pseudonyms):

A young mother from Alameda called 211 for rental and utility assistance. She was a PG&E customer who was behind on her bills and was worried about having her power cut off. 211 staff referred her to several resources including, Season of Sharing, Spectrum Community Services' Low-income Home Energy Assistance Program, and PG&E's energy payment assistance and billing plans for electric and gas payment assistance.

## PROBLEMS & RESOLUTIONS

Discuss any challenges encountered by policy or program operations and describe actions taken to meet or resolve them during the report period.

There are no notable problems and challenges to note during this reporting period.

## ORGANIZATIONAL CHANGES

Discuss any changes to staff or your organization during the report period.

Eden I&Rs Board of Directors is conducting a few external search for the agency's new Executive Director. Please find link below.

<https://www.cooksilverman.com/eden-ir-executive-director-opportunity-description>

## Files to be Uploaded

Program Manager Signature

Date Signed

## Currently Attached Files



07/07/2025

Approval Signature

Date Signed

Grecia Mannah-Ayon

07/10/2025

## FY 2024 Statement of Work City of Alameda

Agency Name: **Family Violence Law Center**

Program Name: [REDACTED]

Prepared By: [REDACTED]

Phone: [REDACTED]

Date: [REDACTED]

Activity #: [REDACTED]

E-mail: [REDACTED]

### STATEMENT OF WORK

Legal assistance and supportive services for survivors of domestic violence and sexual assault

### ACCOMPLISHMENTS

Clients Served	Annual Goal	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total	Cumulative Percentage
<b>Total Unduplicated :</b>	<b>32</b>	<b>15</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>33</b>	<b>103%</b>

### DEMOGRAPHIC DATA

Unduplicated Count	Q1		Q2		Q3		Q4		Year-End Total	
	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp
White	9	7	2	0	1	1	3	2	15	10
Black/African American	4	0	1	0	2	0	2	0	9	0
Asian	1	0	0	0	1	0	0	0	2	0
Amer. Indian/Alaskan Native	0	0	0	0	0	0	0	0	0	0
Native Hawaiian/Pacific Isl.	0	0	1	0	2	0	0	0	3	0
Amer. Indian/White	0	0	0	0	0	0	0	0	0	0
Asian/White	0	0	0	0	1	0	0	0	1	0
Black/White	0	0	0	0	0	0	1	0	1	0
Amer. Indian/Black	0	0	0	0	0	0	0	0	0	0
Other/Decline to State	1	0	0	0	1	0	0	0	2	0
Middle Eastern or North African					0	0	0	0		
<b>TOTAL</b>	<b>15</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>33</b>	<b>10</b>

### INCOME LEVEL

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
0-30% of Median Income	11	3	4	4	22
31-50% of Median Income	2	0	0	2	4
51-80% of Median Income	0	0	2	0	2
Above 80% of Median Income	2	1	2	0	5
<b>TOTALS</b>	<b>15</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>33</b>

### FEMALE HEADED HOUSEHOLDS

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Female Headed Households	6	2	4	2	14

### DISABLED

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Disabled	3	1	3	2	9
Not Disabled	11	2	5	3	21

Declined to State	1	1	0	1	3
TOTALS	15	4	8	6	33

## PROGRAM NARRATIVE

Discuss progress in meeting your goals and objectives during the reporting period.

During the 4th quarter of this fiscal year, FVLC's Family Violence Prevention Project provided emergency relocation, crisis counseling and safety planning, direct legal assistance and legal representation to 9 unduplicated victims of domestic violence within the City of Alameda.

Activity A: Legal services may include advice and counsel, preparing the necessary paperwork for court orders, representing the survivor in court hearings, preparing restraining orders after hearing, and assisting the client with service of the court order.

Performance: During this period, FVLC legal staff provided 6 unduplicated Alameda residents with legal services to assist them in achieving safety and avoiding homelessness. In the 4th quarter, 5 unduplicated Alameda residents also received housing legal services regarding issues such as move-out orders, eviction defense, landlord/tenant negotiations and dispute resolution to preserve or obtain access to housing, and public housing transfers and advocacy; these services are not funded by the City of Alameda but are leveraged to support Alameda survivors with concurrent housing needs.

Types of Legal Services Provided:

Advice & Counsel: 3 unduplicated clients

Paperwork Preparation: 6 unduplicated clients

Court Hearings: 2 unduplicated clients

Number of Court Orders Obtained: 6

FVLC's Crisis Services Manager continued to regularly participate in the Alameda Domestic Violence Task Force (Alameda DVTF) and the Alameda Collaborative for Children, Youth and their Families (ACCYF), both of which provide opportunities to share information on FVLC services, to learn about other resources available in Alameda, and to encourage new collaborations to improve service delivery to domestic violence victims in the City of Alameda. During the 4th quarter, FVLC staff attended the ACCYF meetings in April and May 2025. FVLC also participates in the city's domestic violence task force (DVTF) created in response to the increase in domestic violence calls during the COVID-19 pandemic, with the last biannual meeting taking place on October 30, 2024 (no meetings were held in the 4th quarter). FVLC also continued following the ACCYF's Facebook page, which provides ongoing updates and reviews of pertinent news and activities.

FVLC's Crisis Services Manager continued to work with the Alameda Police Department (APD) to streamline services. We also continued the updated referral system in which our Crisis Services Manager receives domestic violence police reports directly from APD and subsequently calls victims to offer crisis intervention and legal services. These referrals are only counted in our quarterly reports of unduplicated clients served if we can successfully contact survivors to provide further services. During this quarter, FVLC received 40 direct police report referrals from APD regarding survivors in the City of Alameda (10 in April, 14 in May, and 16 in June 2025).

### CLIENT STORY:

In the fourth quarter, FVLC's legal team supported Reina, a mother of two young children seeking help separating from her abusive husband, Jack. She had asked him to leave, but he had kicked down their door in the past and most recently, Jack came over unannounced and began to argue with Reina, slapping and pushing Reina to the ground while she held their one-year-old in her arms. When the Alameda police came, they saw Reina's red face, arrested Jack, and gave Reina a short-term Emergency Protective Order (EPO). Reina called FVLC's crisis line, where she connected with a Crisis Intervention Specialist who helped her safety plan and completed her legal intake. An FVLC staff attorney quickly met with Reina, prior to the expiration of her EPO, and completed and filed her Temporary Restraining Order (TRO) request, and when Reina served her TRO, we offered to represent her in court for her TRO and custody hearing. FVLC's Staff Attorney filed supplemental evidence of recent TRO violations by Jack and additional prior incidents of violence throughout their relationship, and we prepared Reina to testify in court. At the first hearing, Jack filed a response attacking Reina, and now FVLC is representing Reina in her long-cause evidentiary hearing to ensure Reina and her children remain safe.

**PROBLEMS & RESOLUTIONS**

Discuss any challenges encountered by policy or program operations and describe actions taken to meet or resolve them during the report period.

The current political and economic climate has detrimentally affected the health of FVLC’s clients and staff, many of whom are personally impacted by the changing federal landscape. This adds inescapable stress to individuals tasked with achieving the massive life adjustments required to exit abusive relationships and adds layers of emotional challenges in seeking and providing services. As we see client and staff needs grow, however, we have simultaneously seen and further anticipate grant reductions across the board in FY 25-26, as municipalities grapple to survive within the same political and economic environment. FVLC prioritizes direct client services and staff jobs, and this jeopardizes our fragile infrastructure; for example, we may not have funds to retain our essential Data and Operations Manager.

**ORGANIZATIONAL CHANGES**

Discuss any changes to staff or your organization during the report period.

FVLC’s Legal Team and Family Violence Intervention Unit remain fully staffed. In June 2025, FVLC’s Legal Team welcomed 2 full-time summer legal interns who are supported by the State Bar’s Legal Aid Leader’s Fellowship, which provides stipends to enable law students to participate in previously unpaid public interest internship experiences. We are saddened to report that because of lost funding and absent a new funding stream, we will be forced to discontinue our 0-5 Dyadic Therapy Program, which supports the healing of children ages 0-5 and their survivor parents, in September 2025.

**Files to be Uploaded**

**Currently Attached Files**

Program Manager Signature  
Date Signed

  
07/08/2025

Approval Signature  
Date Signed

Grecia Mannah-Ayon  
07/17/2025

## FY 2024 Statement of Work City of Alameda

Agency Name: Legal Assistance for Seniors

Date:

Program Name:

Activity #:

Prepared By:

Phone:

E-mail:

### STATEMENT OF WORK

Legal assistance clients

### ACCOMPLISHMENTS

Clients Served	Annual Goal	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total	Cumulative Percentage
<b>Total Unduplicated :</b>	<b>44</b>	<b>17</b>	<b>9</b>	<b>5</b>	<b>11</b>	<b>42</b>	<b>95%</b>
Persons	296	42	83	178	13	316	106%
Persons	49	25	50	35	22	132	269%

### DEMOGRAPHIC DATA

Unduplicated Count	Q1		Q2		Q3		Q4		Year-End Total	
	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp
White	11	0	6	0	4	0	6	0	27	0
Black/African American	3	0	3	0	0	0	1	0	7	0
Asian	3	0	0	0	0	0	1	0	4	0
Amer. Indian/Alaskan Native	0	0	0	0	0	0	0	0	0	0
Native Hawaiian/Pacific Isl.	0	0	0	0	0	0	0	0	0	0
Amer. Indian/White	0	0	0	0	0	0	0	0	0	0
Asian/White	0	0	0	0	0	0	0	0	0	0
Black/White	0	0	0	0	0	0	0	0	0	0
Amer. Indian/Black	0	0	0	0	0	0	0	0	0	0
Other/Decline to State	0	0	0	0	1	0	3	1	4	1
Middle Eastern or North African					0	0	0	0		
<b>TOTAL</b>	<b>17</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>42</b>	<b>1</b>

### INCOME LEVEL

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
0-30% of Median Income	14	8	3	9	34
31-50% of Median Income	1	0	0	2	3
51-80% of Median Income	2	1	2	0	5
Above 80% of Median Income	0	0	0	0	0
<b>TOTALS</b>	<b>17</b>	<b>9</b>	<b>5</b>	<b>11</b>	<b>42</b>

### FEMALE HEADED HOUSEHOLDS

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Female Headed Households	4	5	0	9	18

### DISABLED

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
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Disabled	10	5	4	3	22
Not Disabled	7	4	1	8	20
Declined to State	0	0	0	0	0
TOTALS	17	9	5	11	42

## PROGRAM NARRATIVE

Discuss progress in meeting your goals and objectives during the reporting period.

Legal Assistance for Seniors program scope of work for FY 2024-2025 is to provide free legal services to 44 seniors in the City of Alameda in the areas of health law, public benefits, guardianship, naturalization, housing and general legal services for those that may need assistance in other areas of law. Also, LAS is to reach 296 or more individuals through our Community Education Program by providing community education presentations and outreach events geared towards the senior community of the City of Alameda. Lastly, 49 seniors are to be provided with free, unbiased health insurance counseling through Alameda County's Health Insurance Counseling and Advocacy Program (HICAP).

During quarter four of FY 2024-2025, LAS reached a total of 11 seniors through the legal program which means that 95% of our legal services projected goal has been met. We assisted clients with elder abuse, housing, health law, naturalization and consumer law related matters. HICAP Program counseled a total of 22 individuals, allowing LAS to have met over 269% of our contracted goal. The Community Education department held three presentations at the Mastick Senior Center and reached a total of 13 individuals.

The Community Education department has reached a total of 316 seniors, caregivers and senior service providers which means that LAS has met over 107% of its CE goal. The HICAP department has reached a total of 132 Medicare recipients, which means we have met and surpassed our contract goal by 269%.

## PROBLEMS & RESOLUTIONS

Discuss any challenges encountered by policy or program operations and describe actions taken to meet or resolve them during the report period.

As discussed in the Q3 report, the legal department was short staffed during parts of Q2 and Q3 due to multiple staff members going on medical leave and one staff departure. We were more fully staffed in Q4 which enabled us to catch up and meet our legal goals. We also had significant community education and outreach activity in Q3 and Q4, which may also have led to increased legal clients.

## ORGANIZATIONAL CHANGES

Discuss any changes to staff or your organization during the report period.

During Q4, we implemented a restructuring of our office operations due to both changing organizational needs and budgetary constraints. Unfortunately, we had to lay off the Office Manager, and two Administrative Assistants. Our part time IT Specialist retired, and a Legal Advocate II left the organization to attend law school, and these two positions will not be backfilled. The core responsibilities from these 4 fulltime positions and 1 part time position have been reorganized into two new positions, an Operations Coordinator and a Legal Program Assistant, which we are in the process of hiring. The remaining responsibilities from the eliminated positions have been redistributed within the organization.

## Files to be Uploaded

[Board Minutes.](#)

## Currently Attached Files

[2025-06-09\\_LAS\\_Board\\_Meeting\\_Minutes.pdf](#)

Program Manager Signature

Date Signed



07/16/2025

Approval Signature

Grecia Mannah-Ayon

Date Signed

07/16/2025

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## FY 2024 Statement of Work City of Alameda

Agency Name: [Alameda Point Collaborative](#)

Date:

Program  
Name:

Activity #:

Prepared By:

Phone:

E-mail:

### STATEMENT OF WORK

APC will operate a variety of workforce development services with the intent of preparing and placing formerly homeless residents into employment or otherwise increasing their earned income.

### ACCOMPLISHMENTS

Clients Served	Annual Goal	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total	Cumulative Percentage
<b>Total Unduplicated :</b>	<b>60</b>	<b>12</b>	<b>18</b>	<b>19</b>	<b>6</b>	<b>55</b>	<b>91%</b>
<a href="#">Enrollments in on the job training opportunities</a>	<a href="#">30</a>	<a href="#">5</a>	<a href="#">6</a>	<a href="#">6</a>	<a href="#">6</a>	<a href="#">23</a>	<a href="#">76%</a>
<a href="#">Participants in workforce development workshops</a>	<a href="#">40</a>	<a href="#">7</a>	<a href="#">10</a>	<a href="#">8</a>	<a href="#">9</a>	<a href="#">34</a>	<a href="#">85%</a>
<a href="#">Bus Passes</a>	<a href="#">20</a>	<a href="#">0</a>	<a href="#">7</a>	<a href="#">7</a>	<a href="#">6</a>	<a href="#">20</a>	<a href="#">100%</a>

### DEMOGRAPHIC DATA

Unduplicated Count	Q1		Q2		Q3		Q4		Year-End Total	
	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp	# Served	Hisp
White	<a href="#">3</a>		<a href="#">6</a>		<a href="#">4</a>	<a href="#">2</a>			<a href="#">13</a>	<a href="#">2</a>
Black/African American	<a href="#">7</a>		<a href="#">9</a>		<a href="#">10</a>		<a href="#">3</a>		<a href="#">29</a>	<a href="#">0</a>
Asian					<a href="#">1</a>				<a href="#">1</a>	<a href="#">0</a>
Amer. Indian/Alaskan Native	<a href="#">2</a>		<a href="#">3</a>		<a href="#">2</a>	<a href="#">2</a>	<a href="#">1</a>	<a href="#">1</a>	<a href="#">8</a>	<a href="#">3</a>
Native Hawaiian/Pacific Isl.									<a href="#">0</a>	<a href="#">0</a>
Amer. Indian/White					<a href="#">2</a>	<a href="#">2</a>			<a href="#">2</a>	<a href="#">2</a>
Asian/White							<a href="#">1</a>	<a href="#">1</a>	<a href="#">1</a>	<a href="#">1</a>
Black/White					<a href="#">0</a>	<a href="#">0</a>	<a href="#">1</a>	<a href="#">1</a>	<a href="#">1</a>	<a href="#">1</a>
Amer. Indian/Black									<a href="#">0</a>	<a href="#">0</a>
Other/Decline to State									<a href="#">0</a>	<a href="#">0</a>
Middle Eastern or North African										
<b>TOTAL</b>	<b><a href="#">12</a></b>	<b><a href="#">0</a></b>	<b><a href="#">18</a></b>	<b><a href="#">0</a></b>	<b><a href="#">19</a></b>	<b><a href="#">6</a></b>	<b><a href="#">6</a></b>	<b><a href="#">3</a></b>	<b><a href="#">55</a></b>	<b><a href="#">9</a></b>

### INCOME LEVEL

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
0-30% of Median Income	<a href="#">12</a>	<a href="#">18</a>	<a href="#">15</a>	<a href="#">5</a>	<a href="#">50</a>
31-50% of Median Income			<a href="#">3</a>	<a href="#">1</a>	<a href="#">4</a>
51-80% of Median Income			<a href="#">1</a>		<a href="#">1</a>
Above 80% of Median Income					<a href="#">0</a>
<b>TOTALS</b>	<b><a href="#">12</a></b>	<b><a href="#">18</a></b>	<b><a href="#">19</a></b>	<b><a href="#">6</a></b>	<b><a href="#">55</a></b>

### FEMALE HEADED HOUSEHOLDS

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Female Headed Households	<a href="#">6</a>	<a href="#">8</a>	<a href="#">14</a>	<a href="#">3</a>	<a href="#">31</a>

**DISABLED**

Unduplicated Count	Q1 # Served	Q2 # Served	Q3 # Served	Q4 # Served	Year-End Total
Disabled	5	12	12	1	30
Not Disabled	7	6	7	5	25
Declined to State					0
<b>TOTALS</b>	<b>12</b>	<b>18</b>	<b>19</b>	<b>6</b>	<b>55</b>

**PROGRAM NARRATIVE**

Discuss progress in meeting your goals and objectives during the reporting period.

The summer OJT program began with six new trainees - four at the farm, one at Ploughshares, and one in our property management department

In Q4, one participant was able to take her first formal job experience at APC and resume to get employed at a local restaurant before the end of the program. She has stayed in contact with the workforce team to get support with enrolling in college and reviewing her prerequisites for her desired career path in radiology.

**PROBLEMS & RESOLUTIONS**

Discuss any challenges encountered by policy or program operations and describe actions taken to meet or resolve them during the report period.

**ORGANIZATIONAL CHANGES**

Discuss any changes to staff or your organization during the report period.

In June this year, APC's Workforce Development Manager accepted a new role as the agency's Senior Program Manager. In addition, Q4 saw the agency hire on a new Director of Finance, a Director of Programs, and a new Senior Manager of QA and Data. Workforce Development is now housed within our Support Services department under the Director of Programs.

**Files to be Uploaded****Currently Attached Files**

Program Manager Signature

Date Signed



07/07/2025

Approval Signature

Date Signed

Grecia Mannah-Ayon

07/16/2025