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## SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

April 27, 1982

Housing Authority of the  
City of Sacramento  
Sacramento, California

CITY MANAGER'S OFFICE  
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Honorable Members in Session:

**SUBJECT:** Community Service Division/Tenant Service  
Unit 1982 Operation Plan

### SUMMARY

The purpose of this report is to (1) provide information on the operating costs and organizational plans for the Community Service Division's Tenant Service Unit, and (2) receive and file this report.

### BACKGROUND

The United States Housing Act requires housing authorities to "provide or obtain services which are directly related to meeting tenant needs and providing a wholesome living environment." The Community Service Division is charged with maximizing and coordinating the delivery of a broad range of service and benefit opportunities for the Tenant Population and Agency sponsored program participants.

An integral part of the social management philosophy of the Authority is the (1) involvement of tenants in the development and operation of tenant programs and services, and (2) provision of programs and services that encourage self-sufficiency, well-being, and support residents in taking positive decision making roles in matters which personally affect their lives.

Under the auspices of the Community Service Division is a Tenant Service Unit which includes services and programs that are provided or obtained by the Agency and are designed to facilitate the needs and concerns of Authority residents.

4-27-82  
All Districts

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# SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

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City of Sacramento  
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April 27, 1982

The focus of this report is the operational and budgetary plan for the Tenant Service Unit directed at serving the 5,590 individuals residing in 16 elderly complexes, 4 family developments, and 306 scattered sites. Of the 2,314 occupied units, a total of these are units occupied by individuals who are predominantly minorities (57%), which requires in some instances special programming needs.

The attached Operational Plan focuses on tenant and Agency needs. Work activities have been defined and analyzed to determine the level of staffing and funding resources that need to be committed to accomplish each of these activities. Listed below are the Work Activity Categories defined in the Plan (Appendix I, A-K).

- I. Information and Referral Services
- II. Resident Participation Program (volunteer/resident council)
- III. Health Services
- IV. Safety and Security
- V. Employment Services
- VI. Nutrition Program
- VII. Socio-Recreative Programs
- VIII. Education and Consumer Programs
- IX. Communication Activities
- X. Minority Services
- XI. Alternative Housing

## FINANCIAL DATA

The total budget costs for the Tenant Service Unit are \$198,720, (Appendix II, A) which reflects \$136,085 employee services; \$50,628 services and supplies, \$5,000 equipment, and \$7,007 distributed overhead. (Appendix II, B) Costs include contracting with the Retired Senior Volunteer Program for \$14,408 for volunteer support. (Appendix II, E) Also included is \$9,900 to be contracted with the Community Services Department, (City) for food supplies (\$3,000), recreation supplies (\$5,700), and arts and crafts supplies (\$1,200).

A total of 6.00 positions are assigned to the Tenant Service Unit and the workload is distributed among the eleven work activity categories previously mentioned. All positions are in the Agency Preliminary Budget though 2.5 positions (Housing Aide and General Clerk I) were transferred from Management and a Typist

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# SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

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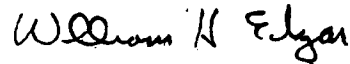
April 27, 1982

Clerk I (.5) transferred from the Community Service Division administration budget. A total of 12,480 staff housing, 24,755 RSVP volunteer hours, and 4,160 Senior Companion hours are available to residents.

## RECOMMENDATION

The staff recommends approval of this report for filing.

Respectfully submitted,



WILLIAM H. EDGAR  
Executive Director

TRANSMITTAL TO COUNCIL:



WALTER J. SLUPE  
City Manager

Contact Person: Natalie D'Agostini

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SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

COMMUNITY SERVICE DIVISION

TENANT SERVICE UNIT

OPERATION PLAN

1982 - 1983

Submitted by:

Natalie D'Agostini, Chief  
Community Service Division  
April, 1982

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COMMUNITY SERVICE DIVISION

TENANT SERVICE UNIT

I. STATEMENT OF PURPOSE

The United States Housing Act requires housing authorities to "provide or obtain services which are directly related to meeting tenant needs and providing a wholesome living environment". Successful management of Public Housing requires an awareness of, and sensitivity to, the needs and problems of low income families. These problems and needs extend well beyond housing, yet they have a direct impact on its operation and management. Due to the variety and complexity of social problems faced by low income families and elderly residents, the delivery of social and community services are often necessary to support residents, especially in time of crisis or when sustained problems arise that threaten individual or family life.

Under the auspices of the Community Service Division a Tenant Service Unit provides or obtains services which are designed to facilitate the needs and concerns of SHRA residents.

The Tenant Service Unit is the "people side" of public housing. The Division acts as a liason between management and resident. It includes the planning, organization, funding, mobilization, and oversight of services, and liason with other agencies, which will facilitate activities designed to enhance the quality of life for residents and provide assistance in "helping people to help themselves". The Tenant Service Unit is charged with:

1. Determining service needs within a development;
2. Locating and effectively utilizing community resources to help meet such needs;
3. Developing program strategies to meet needs which cannot be met by outside resources;
4. Evaluating the effectiveness of services programs; and,
5. Obtaining resources and necessary funding for needed services.

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The Housing Act states that there be "maximum feasible participation by tenants in the development and operation of such tenant programs and services".

The Tenant Service Unit has as its primary objectives (1) helping housing staff improve management/tenant relations, (2) tapping local resources to meet tenant needs and (3) encouraging and supporting tenants' involvement in meeting their own needs.

Major work activities fall into the following categories: (1) information and referral to appropriate community resources, which may include home assessments and individual counseling as deemed appropriate, (2) activities that promote a sense of community and civic responsibility, and, (3) programs that foster self-help, and relate to such concerns as unemployment, lack of vocational skills, health care, wellness promotion, lifestyle management, and safety/security.

II. SCOPE OF SERVICE (target population)

Below is a breakdown of housing units within the SHRA by family/elderly sites and bedroom size. The breakdown is useful in understanding the need and extent of services.

	<u>Studio</u>	<u>1BR</u>	<u>2BR</u>	<u>3BR</u>	<u>4BR</u>	<u>5BR</u>	<u>Total Units</u>	<u>Handi-capped (under 62)</u>
<u>FAMILY UNITS</u>								
Dos Rios	-	52	85	58	19	4	218	3
Kennedy Estates	-	24	32	24	20	0	100	9
New Helvetia	-	86	176	80	14	4	360	33
River Oaks	-	44	158	150	39	0	391	18
Scattered Sites	-	4	39	202	56	5	306	3
Sub-total (fam.)	0	210	490	514	148	13	1375	66
<u>ELDERLY UNITS</u>								
Alkali Flat	-	40	-	-	-	-	40	14
Big Trees	-	29	-	-	-	-	29	1
Capitol Terrace	-	84	-	-	-	-	84	11
Colonial Heights	-	80	-	-	-	-	80	6
Comstock	-	80	-	-	-	-	80	4
Gibson Oaks	-	80	-	-	-	-	80	11
Gran Casa Linda	-	40	-	-	-	-	40	16
Lincoln Manor	9	9	-	-	-	-	18	6
Pine Knoll	-	30	-	-	-	-	30	4
Ping Yuen	18	39	13	2	-	-	72	6
Riverview	-	108	-	-	-	-	108	11
Sherman Oaks	16	16	-	-	-	-	32	9
Sierra Vista	-	78	-	-	-	-	78	8

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	<u>Studio</u>	<u>1BR</u>	<u>2BR</u>	<u>3BR</u>	<u>4BR</u>	<u>5BR</u>	<u>Total Units</u>	<u>Handi- capped (under 62)</u>
Sutters View	-	77	-	-	-	-	77	5
Washington Plaza	-	76	-	-	-	-	76	11
William Land Villa	-	28	-	-	-	-	28	6
Sub-total (Eld.)	43	894	13	2	0	0	952	129
Sub-total (fam.)	0	210	490	514	148	13	1375	66
<b>COMBINED TOTAL</b>	<b>43</b>	<b>1104</b>	<b>503</b>	<b>516</b>	<b>148</b>	<b>13</b>	<b>2327</b>	<b>195</b>

There are an estimated 5,590 tenants residing in public housing units managed by SHRA. These individuals reside in 16 elderly complexes, 4 family developments and 306 scattered sites. Fifty-seven percent (57%) of these persons are minorities: Black -(25%), Hispanic-(16%), Oriental/Asian-(13%), American Indian-(1%), Other-(2%), which necessitates special efforts in the areas of oral and written translations, information and referral, and in some instances, programming. For this reason special emphasis has been placed on minorities in a Work Activities Category. A total of 195 individuals under 62 years of age (3.5%) require special consideration to assist them in mainstreaming activities.

### III. NEEDS ASSESSMENT

The statement of purpose can be expressed in greater detail by describing the needs of SHRA residents which have significance in shaping their social environment. The Authority also has needs which must be met if the purpose of enhancing the social environment is to be accomplished. Such needs which are within the scope of the Tenant Service Unit are listed below.

#### A. Tenant Needs

1. Information regarding:
  - a. the surrounding community
  - b. the SHRA
  - c. resident responsibilities
  - d. community agencies and facilities
  - e. safety and security
  - f. employment
  - g. educational/vocational training
2. Assistance in resolving individual social and family problems.
3. Opportunities to contribute to, participate in, and effect improvements in their living environment.



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4. Opportunities to express and work toward the satisfaction of their needs.
5. Supplemental nutrition
6. Check on well-being
7. Opportunities for social inter-action
8. Availability of health services
9. Assistance in obtaining "life needs" (personal care, housekeeping, shopping, transportation, etc.)
10. Availability of recreational services
11. Supplemental learning/educational assistance

B. Housing Authority Needs

1. Information concerning residents, their concerns, problems, etc.
2. Assistance in resolving individual social problems
3. Activities to divert persons from acts of vandalism
4. Capacity to recognize/identify and validate residents' points of view.

The needs of residents must be viewed as dynamic rather than static and a need for and provision of, programs and services varies as a result of the national economy and availability of supplemental services and support programs (i.e. Aid to Families with Dependent Children, CETA, Food Stamps, Vocational and Adult Education, and Medicare/Medicaid Coverage).

IV. WORK ACTIVITIES

In order to meet the needs identified above, work activities have been defined and analyzed to determine the level of resources that need to be committed to accomplish each of the activities. Listed below are the activities defined in this process. Next to each activity are the target populations and numbers corresponding to the needs in the previous section (III, A,B). It should be noted that some needs are addressed by more than one activity and that some activities serve more than one need.

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<u>Category</u>	<u>Target Population</u>	<u>Work Activities</u>	<u>Tenant Needs</u> (refer to III A,B)
I		<u>Information &amp; Referral Services</u>	
A	All Residents	New Home Visits	Ala,b,d,e, A2, A6, B1, B2,
B	Residents with multi-problems	Routine Home Visits	A2, A6, A8, A9, B1, B2
C	All Residents	In-House referrals	Ala,b,c,d, A2, A5, All, B1, B2, B4
D	All Residents	Referrals to outside Agencies	A2, A4-All, B1, B2, B4,
E	All Residents	Telephone & office assistance, "open Line"	Alb,c,d,f,g, A2, A4-All, B1, B2, B4,
II	All Residents	<u>Resident Participation Programs (councils)</u>	Alb,c, A3, A4, A6, A7, B1, B3, B4,
III	All Residents	<u>Health Services</u>	Ala,d, A8, B1, B2,
IV	All Residents	<u>Safety &amp; Security</u>	Ale, A3, B1, B3, B4,
V	All Residents	<u>Employment Services</u>	Alf,g, A4, All, B1, B2
VI	All Residents	<u>Nutrition Programs</u>	Ald, A5, A7, A9, B1, B2,
VII	children, Youth, Elderly	<u>Socio-Recreative Programs</u>	Ala,b,d, A2, A3, A4, A7, A10, B1, B3, B4,
VIII	All Residents	<u>Educational and Consumer Programs</u>	Ald,g, A2, A4, All, B1, B2, B4,
IX	All Residents	<u>Communication Activities</u>	Ala-g, A3, A4, A7, B1, B4,
X	Monolingual Residents	<u>*Minority Services</u>	Ala-g, A2-All, B1-B4,
XI	Elderly Adults	<u>Alternative Housing</u>	Ala,b,d, A2, A3, A4, A6, A7, A9, B1, B2, B4

\*(Targeted population through a special category in an effort to support specific needs; all categories are available with emphasis on I&R.)

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Work activities have been defined in addition to: (1) staffing ratio per category, (2) projected RSVP and SCP volunteer hours, (3) Inter/Intra agency resources, and (4) accomplishments (actual to-date/annual projections). (Appendix I A-K)



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# SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY

April 26, 1982

Ms. Lorraine Magana  
City Clerk  
City Hall  
Sacramento, California

SUBJECT: April 27th City Council Agenda

Dear Lorraine:

This will confirm my conversation with Mike Miller that the following items will be withdrawn from the above Agenda.

Item No. 38 - Agency Resolution Authorizing Execution of Agreements with the State Department of Parks and Recreation and Sacramento Job Corps Center - McDowell Bldg. - Old Sacramento

Item No. 41 - Community Services Division/Tenant Service Unit 1982 Operation Plan

Thank you.

Very truly yours,

JOAN ROBERTS  
Agency Clerk

**FILED**  
By the City Council  
Office of the City Clerk

*withdrawn*

APR 27 1982

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APPENDIX I

ANALYSIS OF WORK ACTIVITIES

- A. Information and Referral Service
- B. Resident Participation Program
- C. Health Services
- D. Safety and Security Services
- E. Employment Services
- F. Nutrition Services
- G. Socio-Recreative Programs
- H. Educational and Consumer Programs
- I. Communications Activities
- J. Minority Support Programs
- K. Alternative Housing Programs

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A - INFORMATION AND REFERRAL ACTIVITIES

(In-House Component)

I. SUMMARY

- A. New Home Visits are made as each new resident moves into Authority-owned property. Staff provides orientation related to the roles of the Authority and the residents. Information is provided about available services and the resident's new neighborhood. Observations are made by staff of potential problems for possible follow-up activity. Contact is made within tenants first 15-30 days.
- B. Routine Home Visits are made to residents with "multiple needs" on a scheduled basis. Staff contacts resident to determine if there are immediate needs for which there are available community resources.
- C. Intradepartmental Referrals are received from other SHRA departments. These referrals are acted upon within 3-7 days, depending on the priority of the referral.
- D. Referrals to Outside Agencies are made for those residents in need of specialized services or programs that the Authority does not provide which are provided by other agencies or resources.
- E. Open Line (Telephone Assistance). Residents may contact the Community Service office and speak with Information and Referral staff in order to identify appropriate resources to meet their needs or to request an appointment for more in-depth needs clarification assessments.
- F. Telephone Reassurance. The Community Service Division will interface with St. Paul's Center Telephone Reassurance Program by encouraging frail and vulnerable elderly residents to become involved in the program in order to receive a daily call to identify their well-being and to allow St. Paul's staff an Agency contact should problems arise.

II. STAFFING

A. Agency Staff

Program Manager/I&R	(.50)
Typist Clerk I/II (bilingual)	(.50)
Community Services Specialist II (I&R)	(1.00)
CS Specialist II (Alt. Housing)	(.10)

TOTAL                      2.10

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B. Volunteer Support

RSVP

750 manhours

III. INTER/INTRA AGENCY RESOURCES

A. Intra-Agency Resources

1. Community Service Division
2. Housing Management Division
3. Client Services (Section 8 & Conventional)

B. Inter-Agency Resources

1. Welfare Department
  - a. eligibility issues (AFDC, Medi-cal, Food Stamps)
  - b. social services problems (CPS, APS, INSS)
2. Health Department
  - a. County Aging Program
  - b. Public Health Services
  - c. Mental Health Services
  - d. Alcoholism Division
3. Social Security
4. Legal Aide Services
5. Church Affiliated Service Program
  - a. Episcopal Community Services
  - b. Catholic Social Services
  - c. Lutheran Social Services
  - d. United Christian Centers of Greater Sacramento
  - e. St. Vincent de Paul Society
6. Employment Development Department
7. Volunteers of America
8. Senior Job Mart
9. Senior Community Services Employment Program
10. Child Action Inc.
11. Family Service Agency
12. Volunteer Bureau of Sacramento
13. Retired Senior Volunteer Program (RSVP)



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- 14. Traveler's Aide Society
- 15. Diogenes Services
- 16. Paratransit

IV. ACCOMPLISHMENTS

	<u>1st Quarter Actual</u>	<u>Annual Projected</u>
New Home Visits	0	360
Routine Home Visits	11	90
Intra-departmental Referrals	42	168
Referrals to Outside Agencies	79	320
Telephone Assistance (contacts)	93	1200

B - RESIDENT PARTICIPATION PROGRAMS

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(Resident Council & Volunteer Activities)

I. SUMMARY

- A. Resident Councils - Provide on-going staff support to build elected resident organizations in order to create an opportunity for Authority residents to contribute and/or participate in meaningful programs and activities that would affect the quality of their immediate neighborhoods and their community.
- B. Volunteer Opportunities/Support Services - A part-time RSVP Volunteer Coordinator is assigned to work with staff to (1) encourage residents to become involved in providing volunteer services to meet Agency, resident and community needs and (2) locate volunteers from the community to provide support not available through residents (i.e. yoga instruction, tax counseling, etc.). Some of the activities being implemented with the use of volunteers include the following: (Appendix II E)

- \* telephone reassurance
- \* blood pressure testing
- \* resident newsletter
- \* recreation specialists (ceramics, dancing, etc)
- \* skill banks
- \* public relations (outreach)
- \* soup day
- \* "Whistle Stop" (crime prevention)
- \* arm chair cruises
- \* auto/energy conservation program
- \* senior car assistance program
- \* tax assistance
- \* entertainment groups
- \* community based volunteer opportunities (agency sponsored grant programs)
- \* information and referral
- \* bingo games for residents

II. STAFFING

1. Agency staff

Program Manager/Tenant Services	(.40)
CS Specialist (family)	(.25)
CS Specialist (elderly)	(.25)
Typist Clerk I/II (bilingual)	(.10)
TOTAL	1.00

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2. Volunteer Support

RSVP - 400 man hours

III. INTER/INTRA AGENCY RESOURCES

A. Intra-Agency Resources

- 1. Housing Management Division
- 2. Housing Maintenance Division
- 3. Finance Division

B. Inter-Agency Resources

- 1. City of Sacramento-Community Services Dept.
- 2. Retired Senior Volunteer Program (RSVP)

IV. ACCOMPLISHMENTS

A. Residents Council

	<u>1st Quarter Actual</u>	<u>Annual Projected</u>
No. of Council Representatives	0	33
No. of Site Meetings	0	240
No. of General Council Meetings	0	24
No. of General Council Meetings- (combined)	0	1 (annual)

B. RSVP (Appendix II, E)

1. Volunteer Manhours (total: 24,755)

a. Comm. Serv. Division/Grant Programs

Golden Era Handicrafts	433	1,350
Elderly Nutrition Prgrm.	4500	18,000
Information & Referral	172	705

b. Tenant Service Unit 272 4,700

2. Volunteer Support

a. Administration	48	208
b. Volunteer Coordinator	24	832

C - HEALTH SERVICES

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I. SUMMARY

Link-up Authority residents to health services provided by Sacramento County and other agencies/organizations and develop programs to promote well-being (i.e. Healthy Lifestyles for Seniors Workshops, blood pressure testing).

II. STAFFING

A. Agency Staff

Program Manager/Tenant Service	(.05)
CS Specialist II (Elderly)	(.15)
CS Specialist II (Family)	(.05)
TOTAL	(.25)

B. Volunteer Support

RSVP -	2,155 man-hours
SCP -	<u>4,160</u> man-hours
TOTAL -	6,315 man-hours

III. INTER/INTRA AGENCY RESOURCES

A. Intra-Agency Resources

B. Inter-Agency Resources

1. Sacramento Visual Services Center
2. Alta California Regional Center
3. Red Cross
4. Retired Senior Volunteer Program
5. Visting Nurse Association
6. Department of Social Services
7. St. Paul's Center
8. Senior Companion Program
9. In-Home Supportive Services
10. Easter Seals

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- 11. Local Hospitals within unit's area
  - a. Sutter Community Hospitals
  - b. Mercy General
  - c. Eskaton
- 12. Health Department
  - a. Public Health Services
  - b. Mental Health Services
  - c. County Aging Program

IV. ACCOMPLISHMENTS

	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
A. <u>Healthy Lifestyles for Seniors</u>			Elderly
1. Number of Sessions	2	12	
2. Number of Participants	14	84	
B. <u>Blood Pressure Testing</u>			Elderly
1. Number of Volunteers	0	8	
2. Number of Sessions	0	80	
3. Number of Participants	0	800 (duplicated)	
C. <u>Health Screening Clinics</u>			All
1. Number of Sessions	0	210	
2. Number of Participants	0	400	
D. <u>Lifestyle Management Session</u>			All
1. Number of Sessions	0	2	
2. Number of Participants	0	25	

D - SAFETY AND SECURITY SERVICES

(41)

I. SUMMARY

Provide programs for residents centered around fire safety, earthquake safety, personal safety, special problems, and general concerns.

II. STAFFING

A. Agency Staff

Program Manger/Tenant Services	(.05)
CS Specialist II (Elderly)	(.10)
CS Specialist II (Family)	<u>(.10)</u>
TOTAL	.25

B. Volunteer Support

RSVP - 65 man-hours

III. INTER/INTRA AGENCY RESOURCES

A. Intra-Agency Resources

B. Inter-Agency Resources

1. Fire Department
2. Police Department/Sheriff's Department
3. Asian Legal Services Outreach
4. Fixed Income Consumer Counseling
5. RSVP
6. State Department of Consumer Affairs

IV. ACCOMPLISHMENTS

	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
A. <u>Fire &amp; Earthquake Drills</u>			Elderly
1. Number of Sessions	0	16	
2. Number of Participants	0	450	
3. Number of Volunteers	0	32	
B. <u>Home Alert Programs</u>			All
1. Number of Sessions	4	16	
2. Number of Participants	60	240	
C. <u>Property Identification</u>			All
Number of Participants	60	240	

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	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
D. <u>Telephone Reassurance</u>			Elderly
Number of Participants	0	150	
E. <u>Whistle Stop</u>			Elderly
1. Number of Sessions	0	8	
2. Number of Participants	0	80	

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E - EMPLOYMENT SERVICES

I. SUMMARY

Provide information related to source of employment, employment counseling, types of employment, skills required, and training opportunities.

II. STAFFING

A. Agency Staff

Program Manager/Tenant Services	(.05)
CS Specialist II (Elderly)	(.05)
CS Specialist II (Family)	(.10)

TOTAL	.20
-------	-----

B. Volunteer Support

RSVP - 0 Man hours

III. INTER/INTRA AGENCY RESOURCES

A. Intra-Agency Resources

1. Foster Grandparent Program
2. Senior Companion Program

B. Inter-Agency Resources

1. Employment Development Department
2. Senior Community Services Employment Program
3. Job Resource Center
4. Purple Heart Veterans Rehabilitation
5. Sacramento Senior Job Mart
6. Department of Social Services
7. Center for Employment Training of Yolo-Sacramento Counties
8. Experience Unlimited
9. Sacramento Rehabilitation Facility

IV. ACCCOMPLISHMENTS

	<u>1st Quarter</u> <u>Actual</u>	<u>Annual</u> <u>Projected</u>	<u>Target</u> <u>Group</u>
A. <u>Workshops</u>			Family
1. Number of Sessions	0	3	
2. Number of Participants	0	60	



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	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
B. <u>Job/Skill Bank</u>			All
1. Number Positions Listed	0	0	
2. Number Participants	0	0	
C. <u>Volunteer Benefit Programs</u>			Elderly
Number of Participants (residents)			
1. Foster Grandparent/Senior Companion Program	unknown	30	
2. Golden Era Handicrafts	unknown	20	
D. <u>Senior Community Services Employment Program</u>			Elderly
Number Program Participants	20	30	

F - NUTRITION SERVICES

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I. SUMMARY

Provide food baskets and surplus food commodities when available for residents with need. Work with community groups to establish food cooperatives. Coordinate with appropriate community agencies to implement summer lunch programs for children/youth at Family housing developments. Encourage and assist elderly residents with soup programs, pot lucks, barbeques, and picnics. Assist in securing home-delivered meals for residents with need.

II. STAFFING

A. Agency Staff

Program Manager/Tenant Services	(.05)
CS Specialist II (Elderly)	(.10)
CS Specialist II (Family)	(.05)
TOTAL	.20

B. Volunteer Support

RSVP - 0 man hours

III. INTER/INTRA AGENCY RESOURCES

A. Intra-Agency Resources

Sacramento Elderly Nutrition Program (SENP)

B. Inter-Agency Resources

1. Senior Gleaners
2. St. Paul's Center
3. Food Banks
4. Surplus food distributions
5. Salvation Army
6. Churches
7. Serve Our Seniors
8. LULAC
9. Concilio
10. Meals a la Car
11. Arms of Mercy Feeding Program

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IV. ACCOMPLISHMENTS

	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
A. <u>Food Baskets/Surplus Food</u>			All
Number of Residents receiving support	0	80	
B. <u>Pot Lucks/Picnics</u>			All
1. Number of Activities	20	80	
2. Number of Participants	200	800	
C. <u>Community Gardens</u>			Family
1. Number of Gardens	3	4	
2. Number of Participants	175	250	
D. <u>Food Cooperatives</u>			Family
1. Number of programs	0	1	
2. Number of Participants	0	30	

G - SOCIO-RECREATIVE PROGRAMS

(family & elderly)

I. SUMMARY (elderly)

Provides programs, services and special events for the elderly. The activities may include but are not limited to:

- 1. social services
- 2. recreational activities/square dancing
- 3. educational activities
- 4. seasonal events
- 5. trips/tours
- 6. picnics
- 7. parties
- 8. bingo

SUMMARY (family)

Provide residents of family developments the opportunity to participate in organized sports, socio-recreative programs and collaborative activities provided by other community agencies and organizations.

II. STAFFING

A. Agency Staff

Program Manager/Tenant Services	(.15)
CS Specialist II (Elderly)	(.20)
CS Specialist II (Family)	<u>(.20)</u>

TOTAL .55

B. Volunteer Support

RSVP - 200 man hours

III. INTER-AGENCY RESOURCES

- 1. City of Sacramento. Community Services Department
- 2. Adult Education
- 3. Community Colleges
- 4. United Christian Center
- 5. University/Colleges
- 6. RSVP
- 7. Voluntary Action Center
- 8. YMCA, YWCA
- 9. County Parks and Recreation
- 10. Senior Centers throughout Sacramento
- 11. Big Brothers/Big Sisters Program
- 12. Scouting (boy/girl)

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IV. ACCOMPLISHMENTS

	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
A. <u>Special Events (holidays)</u>			Elderly/ Youth
1. Events	0	30	
2. Participants	0	1,800	
3. Volunteer support (hours)	0	120	
B. <u>Tours</u>			Elderly/ Youth
1. Events	0	3	
2. Participants	0	120	
3. Volunteer Support (hours)	0	12	
C. <u>Entertainment Groups</u>			All
1. Activities	0	18	
2. Participants	0	180	
3. Volunteer Support (hours)	0	4	
D. <u>Monthly Birthday Parties</u>			Elderly
1. Events	5	40	
2. Participants	50	400	
3. Volunteer Support	5	80	
E. <u>Youth Programs</u>			Youth
1. Programs	unknown	72	
2. Participants	unknown	720	
F. <u>Teen Centers (Dos Rios, New Helvetia, River Oaks)</u>	3	3	Youth
G. <u>Senior Center (New Helvetia)</u>	1	1	Elderly

H - EDUCATIONAL AND CONSUMER PROGRAMS

I. SUMMARY

The tutorial and educational programs are designed to reinforce the educational experiences of youngsters and to assist in the broadening of educational experiences for adults.

II. STAFFING

A. Agency Staff

Program Manager/Tenant Services	(.05)
CS Specialist II (Family)	(.10)
CS Specialist II (Elderly)	(.05)
TOTAL	.20

B. Volunteer Support

RSVP - 1,000 man hours

III. INTER-AGENCY RESOURCES

1. Community Colleges
2. Adult Education
3. Colleges/Universities
4. State Department of Consumer Affairs
5. Fixed Income Consumer Counseling
6. Thrift Shops
7. Legal Center
8. Better Business Bureau
9. Adult/Child Protective Services
10. Crime Prevention Unit/Attorney General's Office
11. Legal Center for the Elderly and Handicapped
12. Consumer Credit Counselors

IV. ACCOMPLISHMENTS

	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
A. <u>Arm Chair Cruises</u> (movies, slides etc)			Elderly
1. Events	0	10	
2. Participants	0	100	
3. Volunteers	0	20	
B. <u>Tax Assistance</u>			Elderly
1. Participants	480	480	
2. Volunteers	10	10	

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	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
C. <u>Mobile Library</u>			Elderly Handi- capped
1. Visits	45	180	
2. Participants	unknown	unknown	
D. <u>Senior Car Assistance</u>	0	30	Elderly
E. <u>Auto/Emergency Care Program</u>	0	30	Elderly
F. <u>English for Speakers of Other Languages</u>			Minorities
1. Number of classes	48	192	
2. Number of Participants	42	60	
G. <u>Homework Help</u>			Youth
1. Number of Programs	0	4	
2. Number of Participants	0	48	
H. <u>Reading is Fun</u>			Youth
1. Number of Programs	0	4	
2. Number of Participants	0	48	

I - COMMUNICATIONS ACTIVITIES

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I. SUMMARY

- A. Resident Newsletter - "Keynotes": produce, publish, and distribute a quarterly resident newsletter in an effort to (1) announce new management policies, (2) invite resident participation in new or existing programs and activities, and (3) foster a sense of community pride, feeling of self-worth, self-help and accomplishment.
- B. Communication Centers (bulletin boards): Bulletin boards will be attractively maintained at each of the family and elderly complexes with information updated as appropriate.

II. STAFFING

A. Agency Staff

Program Manager/Tenant Service	(.10)
CS Specialist II (Elderly)	(.05)
CS Specialist II (Family)	(.05)
Typist Clerk I/II (bilingual)	(.10)

TOTAL .30

B. Volunteer Support

RSVP - 200 man hours

III. INTER/INTRA AGENCY RESOURCES

- A. River City Information Center
- B. City of Sacramento, Department of Community Services
- C. Volunteer Services

IV. ACCOMPLISHMENTS

	<u>1st Quarter</u> <u>Actual</u>	<u>Annual</u> <u>Projected</u>	<u>Target</u> <u>Group</u>
A. <u>Resident Newsletter</u>			All
1. Number of issues	1	4	
2. Number of recipients	2300	2300	



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	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
B. <u>Communications Center</u>			All
1. Number of Bulletin Boards	0	20	
2. Update sessions (quarterly)	0	60	
C. <u>Flyers/Brochures</u>	1	2	All

J - MINORITY SUPPORT PROGRAMS

I. SUMMARY

Special programs will be conducted to provide assistance to monolingual residents:

- \* English for Speakers of Other Languages (ESOL)
- \* Information and Referral Assistance
- \* Coordination Meetings
- \* Translation/Interpretation

II. STAFFING

A. Agency Staff

Program Manager/TS	(.10)
CS Specialist (Family)	(.10)
CS Specialist (Elderly)	(.05)
Typist Clerk I/II (bilingual)	(.30)
TOTAL	.55

B. Volunteer Support

RSVP - 0 man hours

III. INTER-AGENCY RESOURCES

1. Catholic Social Services
2. Asian Legal Services, Outreach
3. Clinical Tepati, Inc.
4. Eagle, Child, Indian Child, and Family Services
5. Indochinese Assistance Center
6. Sacramento Concilio
7. Community Colleges
8. Adult Education

IV. ACCOMPLISHMENTS

	<u>1st Quarter</u> <u>Actual</u>	<u>Annual</u> <u>Projected</u>	<u>Target</u> <u>Group</u>
A. <u>English for Speakers of Other Languages</u>			Minority
1. Number of Sessions	48	192	
2. Number of Participants	42	60	
B. <u>Community Agency Coordination</u>			Minority
1. Number of meetings	2	6	
2. Number of Participants	5	18	

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	<u>1st Quarter Actual</u>	<u>Annual Projected</u>	<u>Target Group</u>
C. <u>Interpretation/Translations (I&amp;R)</u>			Minority
1. Number of Interpretations	300	1200	
2. Number of Translations	120	480	
D. <u>Workshops</u>			Minority
1. Number of Workshops	1	2	
2. Number of Participants	40	80	
E. <u>Socio-Recreative Programs</u>			Minority
1. Number of Programs	0	3	
2. Number of Participants	0	90	

K - ALTERNATIVE HOUSING PROGRAMS

(Shared Housing/Congregate Housing)

I. SUMMARY

The Alternative Housing Program is designed to provide older persons an alternative to remain in their own home, maintain a living environment supportive to ones needs, remain as independent as possible, and to help defray their costs, thus assisting their survival on fixed and inadequate incomes.

II. STAFFING

A. Agency Staff

CS Specialist (Alternative Housing)      (.40)

TOTAL      .40

B. Volunteer Support

RSVP - 500 man hours

III. INTER/INTRA AGENCY RESOURCES

A. Intra-Agency Resources

- 1. Housing Management Division
- 2. Client Services
- 3. Community Development Dept.
- 4. Loans Department

B. Inter-Agency Resources

- 1. Churches
- 2. Nutrition Programs
- 3. Senior Housing Sites
- 4. RSVP
- 5. Hospitals/Discharge
- 6. Colleges/Universities
- 7. Resources for Independent Living

IV. ACCOMPLISHMENTS (Shared Housing)

	<u>1st Quarter</u> <u>Actual</u>	<u>Annual</u> <u>Projected</u>
A. <u>Client Support</u>		
1. Tenant Applications	0	45
2. Group Client Meetings	0	36
3. Match Tries	0	29
4. Placements	0	20

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	<u>1st Quarter Actual</u>	<u>Annual Projected</u>
<b>A. <u>Client Support (cont.)</u></b>		
5. Referred to Other Agencies	0	6
6. Oral Presentations	0	16
7. Flyers/Information disseminated	0	3
<b>B. <u>Administrative Functions</u></b>		
1. Mail surveys to potential clients	104	104
2. Oral Presentations to providers	2	21
3. Visits to other shared housing programs	4	6
4. Information requests from other agencies	5	20

CONGREGATE HOUSING is an assisted independent group living environment that offers the elderly who are functionally impaired or socially deprived, but otherwise in good health, the residential accommodations and supporting services they need to maintain a return to a semi-independent lifestyle and prevent premature or unnecessary institutionalization as they grow older. This concept is being studied by staff as to the appropriateness and potential of the Authority's involvement.

APPENDIX II

BUDGET ANALYSIS OF COMMITTED RESOURCES

- A. Budget Summary - Tenant Services Unit
- B. Annual Budget 1982-83
- C. Staffing Allocations
- D. Chart of Activities, Distributed Costs
- E. Contracted Services
  - 1. Retired Senior Volunteer Program  
(volunteer services)
  - 2. City Department of Community Services  
(socio-recreative activities)

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A - BUDGET SUMMARY-TENANT SERVICE UNIT

EMPLOYEE SERVICES	\$136,085
OTHER SERVICES	50,628
EQUIPMENT	5,000
DISTRIBUTED OVERHEAD	<u>7,007</u>
TOTAL REQUIRED FUNDING	\$198,720

SOURCE OF FUNDS:

HUD - \$198,720

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B - ANNUAL BUDGET 1982-83

I. EMPLOYEE SERVICES	<u>Annual</u>
Program Manager/Tenant Services <sup>1/</sup>	(1.00) \$33,114
Program Manager/Information & Referral <sup>2/</sup>	( .50) 7,759
Community Services Specialist (Family) <sup>3/</sup>	(1.00) 12,503
Community Services Specialist (Elderly) <sup>4/</sup>	(1.00) 16,489
Community Services Specialist (I&R) <sup>3/</sup>	(1.00) 12,503
Community Services Specialist (Alt. Hous) <sup>4/</sup>	( .50) 8,244
Clerk I/II (bilingual) <sup>5/</sup>	(1.00) 13,270
	6.00 \$103,882

Total Payroll                \$103,882  
Fringe Benefits                32,203  
TOTAL STAFF EXPENSES \$136,085

Titles prior to classification study:

- 1/ Project Coordinator
- 2/ Director, Information and Referral
- 3/ Housing Aide (transferred from Management Division)
- 4/ Community Services Coordinator
- 5/ General Clerk I/II (transferred from Management Division (.5)  
and Community Services Administration (.5))

II. OTHER SERVICES AND SUPPLIES

A. <u>Printing and Binding</u>	
Resident Newsletter - 4 editions x \$750	3,000
B. <u>Volunteer Expenses</u> (RSVP)	14,408
Volunteer Coordinator (16 hrs/week)	
Administration ( 4 hrs/week)	
Volunteer Benefits	
C. <u>Stipends-Resident Council</u>	7,920
33 members x \$20/mo. x 12 mos. = \$7,920	
D. <u>Tenant Recreation</u>	16,000
Contract with City Com. Serv. Dept.	5,700
Tenant Council - \$3.00 x 2259 units	6,777
Special Events/Tours	3,523
(Note: \$2.86 per x 5,590 residents = 16,000)	



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II. OTHER SERVICES AND SUPPLIES (cont.)

E. Trophy and Awards 300

Resident/Civic Awards  
 33 reps x \$5.00 = \$165  
 4 Civic Awards x 33.75 = \$135

F. Food Services Supplies 6,000

Contract with City Dept. of Com. Serv. \$3,000  
 Special Events 2,500  
 Refreshments 500  
 Resident Council Awards banquet  
 \$10 x 50 residents 500

G. Arts and Crafts 2,000

Contract with City CS Dept. \$100 x 12 mos. = 1200  
 Decorations and art supplies

H. Training and Counseling 1,000

4 resident workshops at \$250 each  
 1. Resident Council  
 2. Employment  
 3. Fixed Income counseling  
 4. Minority Workshop

TOTAL OTHER \$50,628

III. COMMUNITY SPACE/EQUIPMENT \$ 5,000

Need for equipment to be discussed with Residents Councils and City Dept. of Parks and Rec, and Housing Management.

Total Employee Services	\$103,882
Total Other Services & Supplies	50,628
Total Community Space/Equipment	5,000
Total Distributed Overhead	<u>7,007</u>
GRAND TOTAL	\$198,720

C - STAFFING ALLOCATION

\*Categories

Position	Total	A	B	C	D	E	F	G	H	I	J	K	L
Program Manager/Tenant Service	1.00	*	.40	.05	.05	.05	.05	.15	.05	.10	.10	*	
Program Manager/ I&R	.50	.50	*	*	*	*	*	*	*	*	*	*	
CS Specialist (I&R)	1.00	1.00	*	*	*	*	*	*	*	*	*	*	
CS Specialist (Elderly)	1.00	*	.25	.15	.10	.05	.10	.20	.05	.05	.05	*	
CS Specialist (Family)	1.00	*	.25	.05	.10	.10	.05	.20	.10	.05	.10	*	
Typist Clerk I/II (bilingual)	1.00	.50	.10	*	*	*	*	*	*	.10	.30	*	
CS Specialist I/II (Alt. Housing)	.50	.10	*	*	*	*	*	*	*	*	*	.40	
<b>TOTAL STAFF</b>	<b>6.00</b>	<b>2.10</b>	<b>1.00</b>	<b>.25</b>	<b>.25</b>	<b>.20</b>	<b>.20</b>	<b>.55</b>	<b>.20</b>	<b>.30</b>	<b>.55</b>	<b>.40</b>	
<b>** TOTAL VOLUNTEER HOURS</b>	<b>28,915</b>	<b>705</b>	<b>400</b>	<b>6,315</b>	<b>65</b>	<b>0</b>	<b>0</b>	<b>200</b>	<b>1,000</b>	<b>200</b>	<b>0</b>	<b>500</b>	<b>19,530</b>

- \* Categories:
- |  |                               |                                    |
|--|-------------------------------|------------------------------------|
| A - I&R Activities                                       | D - Education & Safety        | H - Educational/Consumer Programs  |
| B - Resident Participation<br>(Res. Councils/Committees) | E - Employment Services       | I - Communications Activities      |
| C - Health   | F - Nutrition                 | J - Minority Support Programs      |
|  | G - Socio-Recreative Programs | K - Alternative Housing            |
|  |                               | L - RSVP Support to Grant Programs |

\*\*VOLUNTEER HOURS:

Tenant Services  
 RSVP - 5405  
 SCP - 4160

Grant Programs (RSVP Support)  
 Golden Era - 1350  
 Nutrition Program - 18,000

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D - CHART OF ACTIVITIES, DISTRIBUTED COSTS

Category	Work Activity	Employee Services (Salaries/Benefits)	Services & Supplies	Equipment	Distributed Overhead
A	Information & Referral	Program Manager/I&R 10,164 CS Spec. (I&R) 16,379 Typist Clerk (biling) 8,692 CS Spec. (Alt. Hous) 2,160 <u>37,395</u>	---	---	\$1,925
B	Resident Participation Program	Program Manager/TS 17,352 CS Spec. (Elderly) 5,400 CS Spec. (Family) 4,095 RSVP Coordinator *(5,150) Typist Clerk (biling) 1,738 <u>28,585</u>	Volunteer Services 14,408 (contract RSVP) Stipends 7,920 Recreation budget 6,777 Awards 300 Workshops 250 total <u>29,655</u>	\$5,000 Equip.	\$1,471
C	Health Services	Program Manager/TS 2,169 CSS (Elderly) 3,240 CSS (Family) 819 <u>6,228</u>	---	---	\$ 321
D	Safety & Security	Program Manager/TS 2,169 CSS (Elderly) 2,160 CSS (Family) 1,638 <u>5,967</u>	---	---	\$ 307
E	Employment Services	Program Manager/TS 2,169 CSS (Elderly) 1,080 CSS (Family) 1,638 <u>4,887</u>	Workshop \$250	---	\$ 252
F	Nutrition Services	Program Manager/TS 2,169 CSS (Elderly) 2,160 CSS (Family) 819 <u>5,148</u>	Contract, City CSD \$3,000 Special Events 2,000 Refreshments 500 Res. Council Awards 500 <u>6,000</u>	---	\$ 265

\*(5150) for contract services, not included in total Employee Services costs

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Category	Work Activity	Employee Services (Salaries/Benefits)	Services & Supplies	Equipment	Distributed Overhead
G	Socio-recreative Activities	Program Manager/TS 6,507 CSS (Elderly) 4,320 CSS (Family) 3,276 <u>14,103</u>	Contract, City CSD: recreation 5,700 arts & crafts 1,200 TSU, recreation 3,523 <u>10,423</u>	---	\$ 726
H.	Educational/ Consumer Program	Program Manager/TS 2,169 CSS (Elderly) 1,080 CSS (Family) 1,638 <u>4,887</u>	Workshops \$250	---	\$ 252
I	Communication Activities	Program Manager/TS 4,338 CSS (Elderly) 1,080 CSS (Family) 818 Typist Clerk (biling) 1,738 <u>7,974</u>	Newsletter \$3,000 Art Supplies 800 <u>\$3,800</u>	---	\$ 410
J	Minority Support Programs	Program Manager/TS 4,338 CSS (Elderly) 1,080 CSS (Family) 1,638 Typist Clerk (biling) 5,215 <u>12,271</u>	Workshops \$250	---	\$ 632
K	Alternative Housing	CS Spec. (Alternative Housing) 8,640	---	---	\$ 445
TOTALS		\$136,085	\$50,628	\$5,000	\$7,007

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**Retired Senior Volunteer Program**  
**"Seniors in ACTION"**

To: Natalie D'Agostini  
 From: Gail Madsen  
 Date: 4-8-82

Subject: RSVP Volunteer Services to SHRA

**I. Administrative Support**

1. Volunteer Coordinator P/T	
salary 16hrs./ x 4.29 x 52 wks =	3,569.00
benefits workman compensation .91%=	32.00
	<hr/>
Total	\$3,601.00

Responsibilities: Recruit and place volunteers within SHRA's programs. This position is located at SHRA's Community Services Department office.

2. Administrative Assistant	
salary 4 hrs./x6.16 x 52 wks =	1,281.00

Responsibilities: Provide basic supervision and direction to the Volunteer Coordinator. Process required correspondence, publicity and general assistance obtained from the Volunteer Coordinator. Acts as a liaison between SHRA and RSVP.

3. <u>Staff Travel</u> - Volunteer Coordinator	
25.00mo. x 12 mos. =	300.00

Grand Total = 

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\$5,182.00

**II. Volunteer Services**

Volunteer Services will encompass:

1. Information and Referral

RSVP volunteers will provide 705 hours of service to I & R by December 30, 1982. Example of services: clerical assistance, driving / delivery service, publicity, outreach, phoning etc.

2. Resident Participation Program

RSVP volunteers will provide 400 hours of service to the Resident Participation Program. Examples of services: soup day, council representatives, general activities, transportation etc.

- 3. Health Activities  
RSVP will provide 2,155 hours of volunteer services in the health area. Example of services: volunteers to do blood pressures, health fact sheets, tel-a-care, speakers on health issues, etc.
- 4. Consumer Education  
RSVP will provide 1,000 hours of volunteer services in the Consumer Education area. Example of services: provide Income Tax & Homeowner/Renter Assistance, Auto Energy Conservation lectures, arm chair travel, Skilled Bank, etc.
- 5. Community Based Programs
  - a. RSVP will provide 18,000 hours of service to the Sacramento Elderly Nutrition Program and housing units where needed. Example of services: volunteer assistance within the various nutrition site (kitchen helpers, servers, reservations etc) and nutrition lectures and fact sheets.
  - b. RSVP will provide 1,350 hours of volunteer service to Golden Era Boutique. Example: sales, inventory, quality control, publicity etc.
  - c. RSVP will provide 180 hours of service to community agencies by placing residents in volunteer assignments.
- 6. Safety  
RSVP will provide 65 hours of volunteer services. Examples: fire and burn prevention presentations, crime prevention "WhistleSTOP", household appliances safety tips etc.
- 7. Recreation Programs  
RSVP will provide 200 hours of volunteer services. Examples: entertainment groups, travel logs, field trips, arts & crafts, bingo etc.
- 8. Communication Activities  
RSVP will provide 200 hours of volunteer services. Examples: newsletters, bulletin boards, surveys and phoning.
- 9. Alternative Housing  
RSVP will provide 500 hours of volunteer services. Examples: clerical, placement counselors, transportation, publicity etc.

Summary

RSVP will provide an estimated 24,755 hours of volunteer service for SHRA's co-sponsorship of \$14,408.00 during 1982. That breaks down to .58 cents per volunteer hour.

The nine categories listed above may vary according to need. RSVP will concentrate on providing a well rounded volunteer service system for SHRA.

RSVP's STATISTICS FOR AUGUST 1981 THROUGH MARCH 1982

This report includes statistics for seven months. Once RSVP was notified of SHRA's intention of co-sponsorship, RSVP actively started providing volunteer services to SHRA. Since services was requested by SHRA before the actual contract began, RSVP feels their hours should be recognized.

<u>Program Service Areas</u>	<u>Hours</u>	<u>Nos. of Vols.</u>
I & R	172	2
Resident Participation (crafts program)	3	1
Health Activities (healthy lifestyles)	33	11
Consumer Education (tax assistance)	202	6
Community Based Programs (Nutrition - servers, meal delivery, receptionists)	15,739	108
(Golden Era - sales, displays, cashiers)	433	10
(volunteer placement in community)	0	0
Safety (WhistleSTOP, car clinic & lectures)	17	4
Recreation (entertainment groups & travel logs)	5	8
Communication	no request	no request
Alternative Housing	no request	no request
Grand Total	16,604	150

7 mos. ÷ 16,604 = 2,372 hours, monthly average

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RSVP's successful participation will depend upon the needs expressed by the SHRA's Community Services staff. RSVP's function will be to assist SHRA by providing volunteer manpower; but program development, implementation, and site supervision will be the responsibility of the Community Services Department.

All volunteers will receive "on the job" insurance coverage, assistance, if needed, with meals and transportation costs and opportunities to participate in various volunteer activities. There are no membership dues associated with the Retired Senior Volunteer Program.



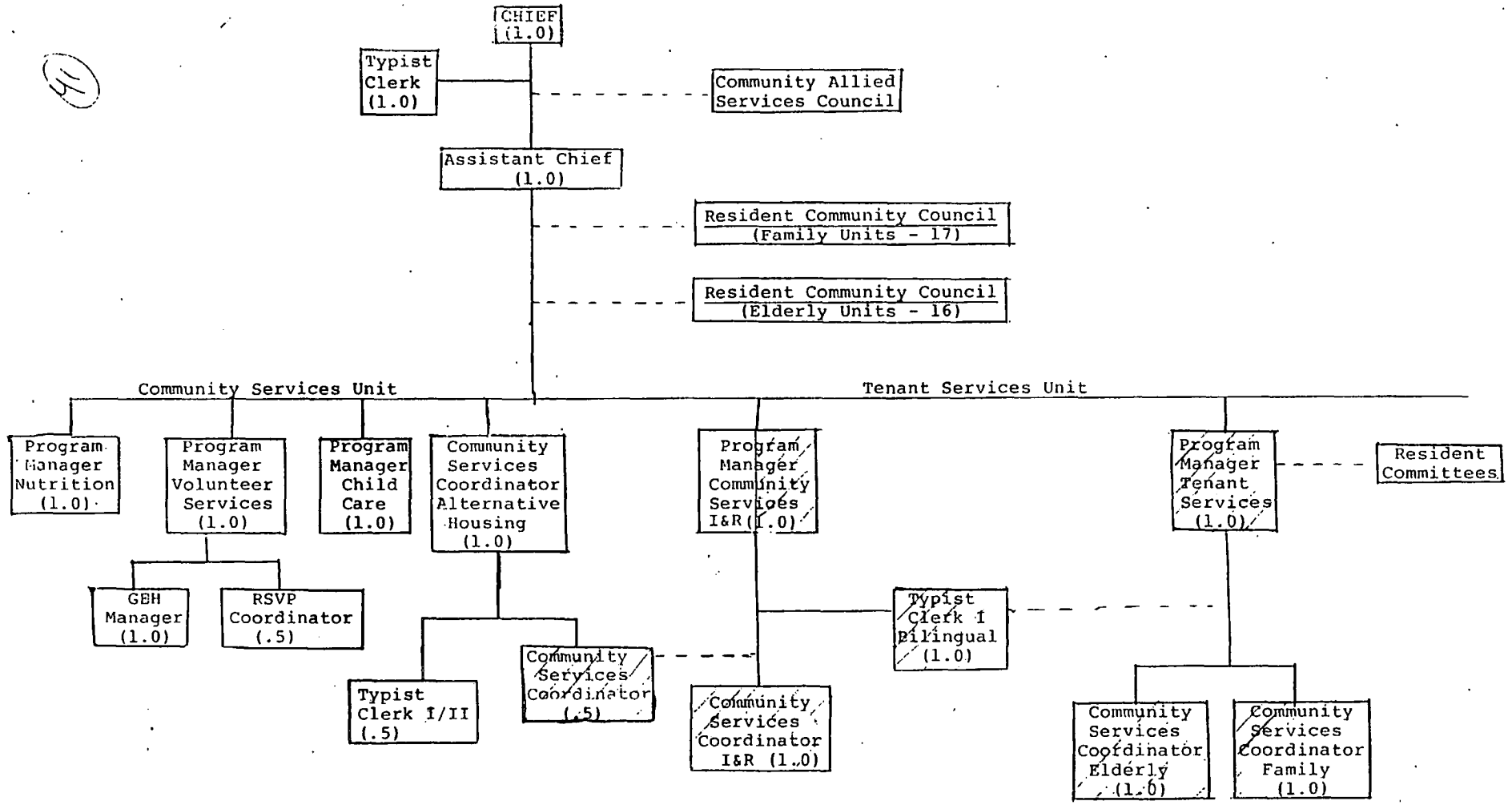
(41)


APPENDIX IV

ORGANIZATIONAL CHART

Community and Tenant Service Division

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 = positions assigned to Tenant Service Unit (6.0)