



90434

**DATE:** March 20, 2018

**TO:** Board of Supervisors

**FROM:** Robert Menicocci, Social Services Agency Director

**SUBJECT:** Community Resource Navigator Pilot Program

**RECOMMENDED ACTION**

Under advisement from January 23, 2018 (Item 13): Receive report from the Social Services Agency relating to the Community Resource Navigator Pilot Program.

**FISCAL IMPLICATIONS**

Receiving this report will not have a general fund impact, however implementation of the Community Resource Navigator (CRN) Pilot Program outlined in this report will have a general fund impact. Depending on the number of positions that are added to the pilot program, the general fund cost could range from \$82,500 to \$247,500 in FY18-19.

**REASONS FOR RECOMMENDATION**

On January 23, 2018, the Board of Supervisors directed the administration to report back estimated costs of a 12-month CRN pilot program and to include program consideration in the June 2018 budget.

The goal of the CRN pilot program is to ensure community members are connected to community resources, with particular support for non-English speaking families.

Consistent with that goal, the Social Services Agency (SSA), reached out to the various offices from the County Executive, such as the Office of Immigration Relations (OIR), Office of Women's Policy (OWP), Office of Cultural Competence (OCC), and the Office of Lesbian Gay Bisexual Transgender (OLGBT) Affairs to collaborate and to help assess community needs related to the recommended CRN pilot. The various County offices voiced support and agreed to work together to address marginalized communities, sensitive issues such as immigration services, services to survivors of family violence, and to help design a program that is culturally strong. Through this collaborative approach, the OLGBT shared that they already employ a Community Worker to do resource navigation. As this program progresses, existing resources will be taken into account in order to minimize duplication in effort.

The SSA also reached out to the seven Emergency Assistance Network (EAN) community-based organizations (CBO) to further assess the alignment of a CRN with their mission, and to get preliminary budget projections. The EAN's preliminary response was overwhelming in support of this program. The preliminary budget projections included in the table below are based on full-time equivalent (FTE) roles that would assume the responsibility of the CRN and the associated operations cost.

FTE Positions	Salary	Benefits	Operations	Indirect Expense	Total
One Position	\$ 50,000	\$ 10,000	\$ 10,000	\$ 12,500	\$ 82,500
Two Positions	\$ 100,000	\$ 20,000	\$ 20,000	\$ 25,000	\$ 165,000
Three Positions	\$ 150,000	\$ 30,000	\$ 30,000	\$ 37,500	\$ 247,500
Program Cost Distribution	61%	12%	12%	15%	100%

The SSA is meeting with the EANs on March 26, 2017, to continue to discuss various program models and geographic needs. Feedback and input from the Social Justice and Equity offices will be included at the meeting to ensure representation, avoid duplication, and leverage county resources to best benefit the community. The initial recommendation of this pilot program is to recommend two to three locations/communities for a 1-year trial. The preliminary scope of the CRN is to secure a pool of volunteers to help each EAN in community resource navigation for residents of Santa Clara County, in addition to the following:

- a. Host “speed screenings” or resource fairs where residents can meet in a safe space with service provider experts to learn if they qualify for services and receive guidance on application procedures; and
- b. Run a program to help inform other community leaders about how to navigate social services, perhaps like a Promotora (peer educator) program. Under such a program, Navigators would recruit local volunteers as force multipliers—providing them with knowledge about services and resources to share with their community. The CRNs and volunteers would help weave together a community of knowledgeable folks who can help people access services. This network organizing framework engages residents and establishes various entry points for new resident participation in civic life; and
- c. Participate in relevant community events; and
- d. Receive feedback from EANs to identify pilot project locations that will serve an unserved/underserve/resource deficient area/population; and

The SSA, in collaboration with OCC, OWP, OIR, and OLGBTQ will report back to the Board of Supervisors on services delivered, outreach activities, and enrollment trends, experienced by the EAN CBOs participating in the one-year pilot, and ultimately make a recommendation regarding whether an extension of the pilot program is warranted.

## **CHILD IMPACT**

The recommended action will have a positive impact on children and youth through the **Safe and Stable Families** indicator by providing resources to low-income families to meet essential daily needs, such as stable homes and nutrition.

## **SENIOR IMPACT**

The recommended action will have a positive impact on seniors by providing resources to low-income seniors without those resources, to help them meet their essential daily needs.

## **SUSTAINABILITY IMPLICATIONS**

The recommended action supports the Board of Supervisors' sustainability objective to enhance social equity and safety by improving neighborhood access to education, health services, housing, and food by leveraging existing partnerships and creating lasting systems.

## **BACKGROUND**

The Santa Clara County EAN is a network of seven CBOs that offer support and resources to low-income individuals who are facing a crisis or unexpected hardship. Such services may include various types of emergencies such as paying bills, supporting housing stability and offering food resources for qualified individuals and families.

The EAN agencies provide a wide variety of resources and services to help pay rent, prevent homelessness, offer mortgage assistance, address utility disconnections, and otherwise provide social services. The intent of the resources is to act as a safety net to community members who need have exhausted all other options.

The Santa Clara County EAN programs provide vital financial assistance, free advice and counseling to help qualified low-income families and individuals recover when faced with unexpected hardships or emergency situations. In addition to grants and cash for the crisis, EAN agencies provide both short-term cash to pay an expense, and just as importantly access to longer-term self-sufficiency type resources, along with financial education and case management. The EANs are geographically positioned to cover the Santa Clara County geographic area, and the CRN concept aligns to their mission in that it provides another valuable resource to help residents access community service available to them to better their lives.

## **CONSEQUENCES OF NEGATIVE ACTION**

The County will not implement the CRN pilot program.

## **STEPS FOLLOWING APPROVAL**

The Clerk of the Board will notify Debra-Porchia Usher, Dana McQuary, Akhila Raman, and Jorge Montes from the SSA of the acceptance or denial of this report

## **LINKS:**

- Linked To: 89792 : 89792