



# Calistoga Family Center

Healthy Families. Strong Community.

April 21, 2100

Richard Spitler, City Manager  
City of Calistoga  
1232 Washington Street  
Calistoga, Ca 94515

Re: Agreement with Calistoga Family Center  
Quarterly Report for January – March 2011

Dear Mr. Spitler:

In a recent email, I wrote that Calistoga Family Center (“CFC”) is responsible for providing the City with Quarterly Reports. Pursuant to the Professional Services Agreement entered into with the City of Calistoga on July 20, 2010, CFC is responsible for providing the City with the services outlined in the attached report. Additionally, CFC is paid \$2500 each quarter for these services. I have attached the one page Quarterly Report as well as an Invoice for Services.

For the last several years, the City has renewed this contract. In light of state and county cuts, I believe CFC’s services are more valuable than ever. CFC is the only social service agency serving the residents of Calistoga. Through our partnerships with other nonprofit agencies, we provide over \$400,000 in free services to the Calistoga community. These services include valuable safety net services. Without your funding, it would be difficult for CFC to continue its work. I would be interested in meeting with you to discuss this renewal of our Professional Services Agreement. In particular, CFC will be attempting to secure grants in order to serve the Senior population in Calistoga. I would also be willing to present a summary of CFC’s services to the City Council. I hope we can meet soon in order to discuss this matter.

Sincerely,

Victoria Li  
Executive Director  
Calistoga Family Center

Cc: Su Sneddon, City Clerk



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## City of Calistoga Quarterly Report October 2010 to December 2010

During the second quarter of FY2010, the following services were provided:

### ▪ Strong Community Program

1. **CFC will provide broad education and outreach to families with children to inform them of all of the services provided locally by CFC, its partner agencies and the City of Calistoga Community Services Department. Specific populations for targeted outreach include single-parenting families, kin caregiver families, seniors and monolingual Spanish speakers. Outreach will include distribution of a monthly calendar through the schools, information on local television and radio stations, community presentations and personal phone calls.**

On November, 2010 CFC distributed information during the Mexican Consulate visit at which *matricula consulares* and passports were processed. CFC provided outreach and information about a variety of services to over 400 people. Other outreach efforts this quarter included monthly visits to the Women, Infant and Children (WIC) meetings, and Clinic Ole visits to distribute information. Other activities included distribution of flyers at Calistoga Elementary School, the three local preschools, Palisades Apartment housing complex, local churches, the post office and local businesses. The CFC community Liaison was also interviewed at the local Spanish language community radio station KBBF.

2. **The CFC Community Liaison will provide guided referrals for 75 families each month to recreation services, medical and dental services, prenatal care, health insurance, community resources, legal assistance, housing, preschool and childcare opportunities, and other family supports. The Community Liaison will meet with families individually to select the appropriate local service.**

During the second quarter, the Community Liaison provided 235 guided referrals to a variety of community resources, an average of 78 referrals each month.

3. **CFC will provide translation and application assistance for 25 families each month for rental and employment issues, food and shelter programs. The Community Liaison will assist to complete applications and to translate and explain documents.**

During the second quarter, the community liaison provided 344 translation and application services, an average of 114 per month.



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## City of Calistoga Quarterly Report January 2011 to March 2011

During the third quarter of FY2010, the following services were provided:

### ▪ Strong Community Program

1. **CFC will provide broad education and outreach to families with children to inform them of all of the services provided locally by CFC, its partner agencies and the City of Calistoga Community Services Department. Specific populations for targeted outreach include single-parenting families, kin caregiver families, seniors and monolingual Spanish speakers. Outreach will include distribution of a monthly calendar through the schools, information on local television and radio stations, community presentations and personal phone calls.**

During this quarter, Calistoga Family Center's outreach efforts focused on its Volunteer Tax assistance Program (VITA). Calistoga Family Center, in coordination with the IRS, UWBA and other Family Resource Centers in Napa County, assisted qualifying families in filing their income taxes. CFC also distributed VITA information at different locations, farm workers housing, gas stations, mailings and phone calls. We outreached to approximately 500 individuals.

A special event that took place in Calistoga during March was the "Bienvenidos a Calistoga Amigos Mayores" event. The event's focus was to provide information, resources and an opportunity for the Latino Seniors, living in Calistoga, to socialize. Over 20 Latino seniors attended the program.

Other outreach efforts this quarter include monthly visits to Women, Infant and Children (WIC) meetings, and Clinic Ole visits to distribute information. Other activities include the distribution of flyers, describing CFC's services and activities, to families whose children attend the Calistoga Elementary School and three local preschools, as well as to families who reside at the Palisades apartments housing complex. Flyers were also sent to local churches, post office and local businesses.

2. **The CFC Community Liaison will provide guided referrals for 75 families each month to recreation services, medical and dental services, prenatal care, health insurance, community resources, legal assistance, housing, preschool and childcare opportunities, and other family supports. The Community Liaison will meet with families individually to select the appropriate local service.**



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During the third quarter, the Community Liaison 239 provided guided referrals to a variety of community resources, an average of 79 referrals each month.

- 3. CFC will provide translation and application assistance for 25 families each month for rental and employment issues, food and shelter programs. The Community Liaison will assist to complete applications and to translate and explain documents.**

During the second quarter, the community liaison provided 316 translation and application services, an average of 105 per month.