



Annual Report to the City of Calistoga

July 01, 2015 to June 30, 2016

Submitted by UpValley Family Centers – July 13, 2016

During the fiscal year 2015-2016, the following services were provided through our Programs:

1. Outreach Efforts: UVFC provides broad education and outreach to families with children to inform them of all of the services provided locally by UVFC, its partner agencies and the City of Calistoga. Specific populations for targeted outreach include single parenting families, seniors and monolingual Spanish speakers. Outreach efforts during FY2015-2016 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 UVFC'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 apartments housing complexes. Flyers were also sent to local churches, post office and local businesses.

- Over 800 people attended the 2015 Back to school event at the Calistoga Elementary School

2. Guided Referrals: 1030 Families received Guided Referrals 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.

3. Translation and Application Assistance: 914 Families received translation and application assistance for rental and employment issues, food and shelter programs.

4. VITA Program: During FY2015-2016 UVFC operated the Volunteer Tax Assistance Clinic in coordination with United Way of the Bay Area and the Internal Revenue Service. As a result we completed 245 Tax returns that grossed \$335,061.00 back to the community.

5. Emergency Assistance (Valley Fire): UVFC received \$357,628 in donations from individuals, businesses, community groups, schools, and foundations to provide emergency assistance to victims of the Valley Fire. We provided emergency financial assistance to 377 households reaching 1,543 individuals affected by the fire (1,166 adults and 377 children under age 18). From September 2015 through April 2016, we issued \$307,500 in direct emergency assistance (86% of donations received). A total 135 households received financial assistance in the range of \$1,000-\$2,500 for housing related items like security deposits and rental assistance. We assisted 242 households with essential basic support items including food, gas, transportation, medical bills and utility bills. Additionally, 14% funds supported our increased staff time required to accommodate the sudden influx of families who needed help, beyond our routine services. Most households we served had

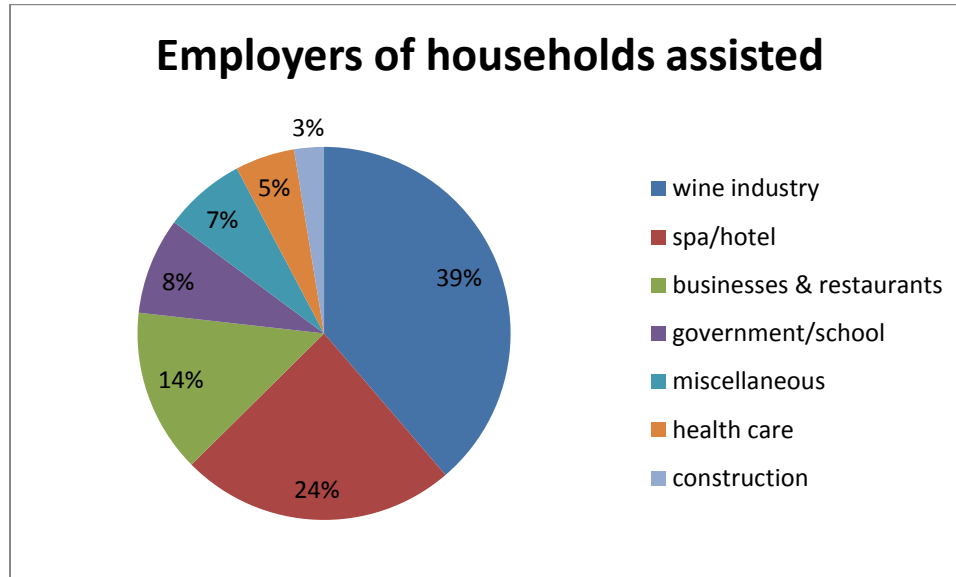
Annual Report to the City of Calistoga

July 01, 2015 to June 30, 2016

Submitted by UpValley Family Centers – July 13, 2016



working adults who were employed in the following sectors noted in the chart below (the vast majority employed in Napa County):



6. Senior Services: 225 seniors received services at UVFC. 810 referrals were made to the following services: Health Insurance Counseling and Advocacy Program for Medicare insurance and supplemental coverages, MediCal and Food Stamp application and eligibility requirements. Legal Services, transportation services, falls prevention program, in-home support services, Veterans Administration and Veteran’s Home, Napa County Ombudsman Program regarding skilled Nursing Facilities information, among others. Examples of the services include:

- 19 seniors received financial assistance in the amount of 4,489.35 through the Upvalley Family Centers Emergency Aid Fund and food cards and through Season of Sharing (San Francisco Emergency Aid Fund) applications
- 9 Lunch and Learn Workshops were provided to seniors 1 time a month which included Lunch. Topics covered included the following educational and social activities: Health Screenings Brain Fitness and Exercise activities, Holiday Crafts and Music, Exploring Art and Collage, Elder Abuse and Fraud and Scams and Heart Health Music and Movement