

**Quarterly Report to the City of Calistoga****July 01 to September 30, 2016****Submitted by UpValley Family Centers – November 3, 2016**

During the first quarter of FY2016, the following services were provided:

Community Connections Program

UVFC will provide 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 Community Services Department. Specific populations for targeted outreach include single-parenting 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.

- The School's "Open Family Day Celebration" was held on August 26th, 2016 at the Calistoga Elementary School, which attracted over 1,054 children, parents, service providers, and seniors from the community.
- Our community Volunteer "Promotora" group instructed 30 Zumba classes with an average of 18 participants per class.
- Other outreach efforts this quarter include monthly visits to Women, Infant and Children (WIC) meetings, and Ole Health 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 Palisades apartments housing complex. Flyers were also sent to local churches, post office and local businesses.

2. The UVFC 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 270 guided referrals to a variety of community resources, an average of 90 referrals each month.

3. UVFC 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 263 translation and application services, an average of 87.6 per month.

Senior Services Program

- 1. Provide seniors with individual support with scheduling appointments and completing applications to maintain their health and quality of life.**

UpValley Family Centers served 117 unduplicated seniors this quarter. The seniors served, received 317 referrals to services that enabled them to maintain their health and quality of life. Services received included Medicare and Supplemental Insurance Counseling, MediCal insurance counseling and application assistance, legal assistance including advanced directives and living trusts, wills and small estate planning and debt consolidation. Seniors were assisted in locating and contacting certified caregivers through eligibility lists through Area Agency on Aging and In-Home Supportive Services through the County. The UpValley Family Centers also provided contact information for local eligible caregivers. Clients were connected to transportation services which include the Calistoga Shuttle, Para Transit and Molly's Angels.

- 2. Coordinate services to be offered in Calistoga with local partners, including Legal Aid of Napa Valley, Family Services of Napa Valley, HICAP, Department of Health and Human Services/Medicare, Area Agency on Aging, Napa County Adult Protective Services, and Napa Valley Hospice and Adult Day Services.**

During this reporting period, UpValley Family Centers' Senior Program coordinated services with all of the agencies listed above. Seniors were able to seek free legal assistance through the Bay Area Legal Aid attorney who met with clients at our office on a monthly basis and assisted with living trusts, wills, debt consolidation, estate planning and advanced directives.

Clients were referred to Mentis as well as other mental health services to receive counseling sessions, long term therapy and in some cases, crisis intervention. Clients received various services through Health and Human Services including in-home supportive services.

We coordinated with Napa County Health & Human Services to provide a trauma debrief session with residents of Rancho de Calistoga after a police action that occurred in/near the mobile home park in July. Community Action of Napa Valley also worked with our office to provide a workshop in September on Second Hand Smoke.

Offer special programs that provide respite for seniors including educational workshops, and resource fairs.

Quarterly Report to the City of Calistoga
July 1 to September 30, 2016
Submitted by UpValley Family Centers – November 3, 2016



This period, UpValley Family Centers provided the following:

We held 3 informational "Lunch and Learn" presentations, averaging 25 people each month at the Calistoga Community Center. Topics included:

- July: "All About Calistoga" by Mayor Chris Canning, Dylan Feik, Irais Lopez
- August: "All About Nuts" by Allen Miluso, Napa NUTS Company
- September: Stop Falls Prevention, Presented by Stop Falls, Pam Marietti

We also coordinated a Senior Latino Men's Group, which met on the following topics in Spanish:

- July: Anxiety and Stress, Presented by Queen of the Valley Hospital
- August: Eating Healthy, Presented by Area Agency on Aging
- September: Men's Health and Mental Health Awareness, Presented by Christie Thomas MD., Kaiser Permanente

The Senior Women's Latina Group met on these topics:

- August: UpValley Family Centers, Presentation on Community Resources, Art Activity, Elena Mendez
- September: Healthy Eating and Nutrition, Presented by Elizabeth Iten MD. Kaiser Permanente

During the second quarter of FY2016, the following services were provided:

Community Connections Program

UVFC will provide 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 Community Services Department. Specific populations for targeted outreach include single-parenting 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, 2016 UVFC distributed information during the Mexican Consulate visit where matricula consulares and passports were processed. UVFC provided outreach and information about a variety of services to over 300 people.
- A special event that took place this quarter was the Holiday Assistance Program. 104 low-income families in Calistoga received food baskets and toys for the holidays. A total of 52 low-income seniors had food boxes delivered to their homes. In addition, 23 families were part of the "Adopt A Family" program of Grace Episcopal Church and through private individuals.
- Our community Volunteer "Promotora" group instructed 31 Zumba classes with an average of 18 participants per class.
- Other outreach efforts this quarter included monthly visits to Women, Infant and Children (WIC) meetings, and Ole Health 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 Palisades apartments housing complex. Flyers were also sent to local churches, post office and local businesses.

2. The UVFC 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 148 guided referrals to a variety of community resources, an average of 49 referrals each month.

**Quarterly Report to the City of Calistoga
October 1 to December 31, 2016
Submitted by UpValley Family Centers - January 30, 2017**



3. UVFC 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 259 translation and application services, an average of 86 per month.

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Senior Services Program

1. Provide seniors with individual support with scheduling appointments and completing applications to maintain their health and quality of life.

UpValley Family Centers served 112 unduplicated seniors this quarter. A total of 51 seniors received holiday food/gift baskets in December. Of the seniors served, 214 referrals were made for health, social and legal services. Referrals included Medicare and Supplemental Insurance Counseling, MediCal insurance counseling and application assistance, legal assistance including advanced directives and living trusts, wills and small estate planning and debt consolidation. Seniors were assisted in locating and contacting certified caregivers through eligibility lists through Area Agency on Aging and In-Home Supportive Services. UVFC also provided contact information for local eligible caregivers. Clients were connected to transportation including the Calistoga Shuttle, Para Transit and Molly's Angels.

2. Coordinate services to be offered in Calistoga with local partners, including Legal Aid of Napa Valley, Family Services of Napa Valley, HICAP, Department of Health and Human Services/Medicare, Area Agency on Aging, Napa County Adult Protective Services, and Napa Valley Hospice and Adult Day Services.

During this reporting period, UpValley Family Centers' Senior Program coordinated services with all of the agencies listed above. Seniors were able to seek free legal assistance through the Bay Area Legal Aid attorney who met with clients at our office on a monthly basis and assisted with living trusts, wills, debt consolidation, estate planning and advanced directives.

Clients were referred to Mentis as well as other mental health services to receive counseling sessions, long term therapy and in some cases, crisis intervention. Clients received various services through Health and Human Services including in-home supportive services.

We coordinated with local churches, service clubs and individuals to provide holiday food and gift baskets to seniors in December. UVFC also worked with Seasons of Sharing to assist local seniors access financial resources to prevent a crisis. One of our clients agreed to be interviewed for a story in the San Francisco Chronicle. A link to the story is here: <http://www.sfchronicle.com/bayarea/article/Season-of-Sharing-keeps-longtime-Napa-Valley-10809618.php?cmpid=email-premium#photo-12043723>

**Quarterly Report to the City of Calistoga
September 1 to December 31, 2016
Submitted by UpValley Family Centers – January 30, 2017**



Offer special programs that provide respite for seniors including educational workshops, and resource fairs.

This period, UpValley Family Centers provided the following:

We held 3 informational "Lunch and Learn" presentations, averaging 25 people each month at the Calistoga Community Center. Topics included:

- October: presentation on shared housing, Napa Valley Housing Authority
- November: presentation on loss of vision, Earl Baum Center
- December: music with Maxine, holiday celebration

The Senior Latina Women's Group met two times this quarter. The Senior Latino Men's Group met one time this quarter.

UVFC accompanied 20 seniors via bus to participate in a countywide Senior Celebration in the City of Napa in October.

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During the third quarter, the following services were provided:

Community Connections Program

UVFC will provide 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 Community Services Department. Specific populations for targeted outreach include single-parenting 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 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 over 245 Tax returns that will gross an approximate \$332,443.00 back to the Calistoga community.
- This quarter we partnered with Calistoga Pool Project to begin the distribution of discounted pool passes to low-income local residents. To date we have distributed 50 coupons.
- Our community Volunteer "Promotora" group instructed 35 Zumba classes with an average of 17 participants per class.
- 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 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 Palisades apartments housing complex. Flyers were also sent to local churches, post office and local businesses.

2. The UVFC 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 third quarter, the Community Liaison provided 278 guided referrals to a variety of community resources, an average of 92 referrals each month.

**Quarterly Report to the City of Calistoga
January 1 to March 31, 2017
Submitted by UpValley Family Centers - May 1, 2017**



3. UVFC 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 third quarter, the community liaison provided 264 translation and application services, an average of 88 per month.

**Quarterly Report to the City of Calistoga
January 1 to March 31, 2017
Submitted by UpValley Family Centers – May 1, 2017**



Senior Services Program

1. Provide seniors with individual support with scheduling appointments and completing applications to maintain their health and quality of life.

UpValley Family Centers served 93 unduplicated seniors this quarter. Of the seniors served, 227 referrals were made for health, social and legal services. Referrals included Napa County services including MediCal, SNAP Program, Napa Umbudsmen Program, Napa County District Attorney's Office and Adult Protective Services, Comprehensive Services for Older Adults. Seniors were assisted in locating and contacting certified caregivers through eligibility lists through Area Agency on Aging and In-Home Supportive Services. UVFC also provided contact information for local eligible caregivers. Clients were connected to transportation including the Calistoga Shuttle, Para Transit and Molly's Angels.

Application assistance was provided for Housing: Section 8 Housing Program, Local Real Estate Agencies (Rentals) and Affordable Housing, Burbank Housing applications, Napa Valley Housing Authority and the NVHA (Shared Housing Program). Emergency Aid application assistance and Seasons of Sharing applications assisted seniors with rental assistance, medical and dental bills, eye exams, emergency assistance for food vouchers and gift cards to local grocery stores

2. Coordinate services to be offered in Calistoga with local partners, including Legal Aid of Napa Valley, Family Services of Napa Valley, HICAP, Department of Health and Human Services/Medicare, Area Agency on Aging, Napa County Adult Protective Services, and Napa Valley Hospice and Adult Day Services.

During this reporting period, UpValley Family Centers' Senior Program coordinated services with all of the agencies listed above. Seniors were able to seek free legal assistance through CA Rural Legal Assistance and the Bay Area Legal Aid attorney who met with clients at our office on a monthly basis and assisted with living trusts, wills, debt consolidation, estate planning and advanced directives.

Clients were referred to Mentis as well as other mental health services to receive counseling sessions, long term therapy and in some cases, crisis intervention. Clients received various services through HICAP Health Insurance Counseling Advocacy Program (Medicare), Covered California Health Plans and AARP Health and Dental Insurance Plans. Additional referrals were made to Collabria Care and Hospice Programs, Area Agency on Aging, Stop Falls Prevention and Healthy Minds and Healthy Aging, Alzheimer's Respite Care Fund,

Quarterly Report to the City of Calistoga
January 1 to March 31, 2017
Submitted by UpValley Family Centers – May 1, 2017



referrals to transportation services included Para Transit application assistance, referrals to Molly's Angels, Calistoga Shuttle information. Referrals were made to Meals on Wheels and Food Bank and USDA

Offer special programs that provide respite for seniors including educational workshops, and resource fairs.

We held three informational "Lunch and Learn" presentations, averaging 25 people each month at the Calistoga Community Center. Lunch & Learn presentations are led in collaboration with Rianda House Senior Activity Center, City of Calistoga Recreation Department and St. Helena Hospital. Topics included:

January: Lunch & Learn: Long Term Care, Skilled Nursing Facilities, Area Agency on Aging (English)

February: Lunch & Learn: Heart Health , Monica Divakaruni MD, St Helena Hospital (English)

March: Lunch & Learn, Wills, Estate Planning, Advanced Directives, Bay Area Legal Aid (English)

Additional workshops/support groups that we coordinated:

- 6 week class on Diabetes Management, Area Agency on Aging (Spanish)
- Healthy Mind Healthy Body Workshop, Collabria Care, (Spanish)
- Advanced Directives Workshop, Bay Area Legal Aid, (Spanish)
- Latina Women's Group (4th Wednesday of the Month)
- Latino Men's Group (3rd Thursday's of the month)

During the fourth quarter, the following services were provided:

Community Connections Program

UVFC will provide 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 Community Services Department. Specific populations for targeted outreach include single-parenting 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 UVFC continued to operate the Volunteer Tax Assistance Clinic in coordination with United Way of the Bay Area and the Internal Revenue Service. As a result we completed over 251 Tax returns that will gross an approximate \$332,598.00 back to the Calistoga community. We also assisted 11 clients with applications for Individual Taxpayer Identification Numbers (ITIN).
- This quarter we partnered with the Calistoga Pool Project to begin the distribution of discounted pool passes to low income local residents. We have distributed a total of 110 coupons.
- Our community Volunteer "Promotora" group instructed 36 free Zumba classes with an average of 18 participants per class.
- Other outreach efforts this quarter include monthly visits to Women, Infant and Children (WIC) meetings, and Ole Health 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 Palisades Apartments housing complex. Flyers were also sent to local churches, post office and local businesses.
- Through UVFC's Immigrant Integration Program we served a record 404 Calistoga residents with citizenship applications, U Visas, general consultations, educational workshops, and support completing family preparedness plans.

2. The UVFC 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 fourth quarter, the Community Liaison provided 136 guided referrals to a variety of community resources, an average of 45 referrals each month.

**Quarterly Report to the City of Calistoga
April 1 to June 30, 2017
Submitted by UpValley Family Centers – July 17, 2017**



3. UVFC 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 fourth quarter, the community liaison provided 239 translation and application services, an average of 79 per month.



Senior Services Program

- 1. Provide seniors with individual support with scheduling appointments and completing applications to maintain their health and quality of life.**

UpValley Family Centers served 86 unduplicated seniors this quarter. Of the seniors served, 179 referrals were made for health, social and legal services. Referrals were made to County services including Comprehensive Services for Older Adults covering In-Home Support Services, Adult Protective Services, Veteran's Services, District Attorney's Office, Medi-Cal and Food Stamp Facilitation and appointments with county eligibility workers, and Napa County Umbudsmen Program. Legal services included Bay Area Legal Aid appointments, and Bay Area Legal Advice Line (advanced directives, elder abuse, estate planning, consumer debt, public benefits regarding social security benefits, and disability benefit issues. Medicare and HICAP referrals were made regarding insurance coverage and costs of individual plans and supplemental insurance, as well as information regarding extra help assistance for low income clients through Social Security Administration. Referrals were made to County Mental Health Services, Mentis, and private therapists, Healthy Minds Healthy Aging, UVFC's Community Connections Program, and spiritual advisors. Referrals made to Meals on Wheels and the local food banks (St Helena/Calistoga).

Seniors also were assisted with resources and application assistance to the following:

- Calistoga Affordable Housing (home repair program).
 - Napa Valley Community Housing and Home Sharing Program.
 - Local Real Estate Agencies (rental property applications)
 - Burbank Housing
 - Napa County Housing Authority
 - Share the Care resources and volunteers
- 2. Coordinate services to be offered in Calistoga with local partners, including Legal Aid of Napa Valley, Family Services of Napa Valley, HICAP, Department of Health and Human Services/Medicare, Area Agency on Aging, Napa County Adult Protective Services, and Napa Valley Hospice and Adult Day Services.**

During this reporting period, UpValley Family Centers' Senior Program coordinated services with all of the agencies listed above. Seniors were able to seek free legal assistance through CA Rural Legal Assistance and the Bay Area Legal Aid attorney who met with clients at our

Quarterly Report to the City of Calistoga
April 1 to June 30, 2017
Submitted by UpValley Family Centers – July 17, 2017



office on a monthly basis and assisted with living trusts, wills, debt consolidation, estate planning and advanced directives.

Clients were referred to Mentis as well as other mental health services to receive counseling sessions, long term therapy and in some cases, crisis intervention. Clients received various services through HICAP Health Insurance Counseling Advocacy Program (Medicare), Covered California Health Plans and AARP Health and Dental Insurance Plans. Additional referrals were made to Collabria Care and Hospice Programs, Area Agency on Aging, Stop Falls Prevention and Healthy Minds and Healthy Aging, Alzheimer's Respite Care Fund, referrals to transportation services included Para Transit application assistance, referrals to Molly's Angels, Calistoga Shuttle information. Referrals were made to Meals on Wheels and Food Bank and USDA

Offer special programs that provide respite for seniors including educational workshops, and resource fairs.

Health & Social Service workshops:

- 4 week mental health support group for English speaking seniors with Kaiser Insurance provided by Catherine Mahler PHD (Mentis).
- 8 week mental health support group for Latina Elder Women's Group (provided by (Healthy Minds Healthy Aging, Susan Carreon, MSW).
- Community Presentation: Public Transportation provided by Napa Valley Transportation Authority (Spanish).

Lunch and Learn events at the Calistoga Community Center:

- April: Senior Health and Nutrition (provided by Area Agency on Aging).
- May: Diabetes and you (provided by Catherine Haas MS, RD, St. Helena Hospital).
- June: Summertime Pool Party (provided by Parks and Rec).

Coordination of a Latina Women's Group for older adults:

- April: Susan Carreon MSW, (Healthy Minds Healthy Aging)
- May: Geoffrey Winder (Kaiser)
- June: Bread Making