



24-5512

DATE: May 7, 2024 (Item No. {{item.number}})
TO: Board of Supervisors
FROM: Daniel Little, Director, Social Services Agency
SUBJECT: Programmatic Update on the Hub

RECOMMENDED ACTION

Receive report from the Social Services Agency, Department of Family and Children's Services, relating to the programmatic services provided at the Hub.

FISCAL IMPLICATIONS

There are no fiscal implications associated with this informational report.

REASONS FOR RECOMMENDATION AND BACKGROUND

The Administration has provided the County of Santa Clara's (County) Board of Supervisors (Board) and the Children, Seniors, and Families Committee (CSFC) with periodic reports on the Hub. Through this report the Administration is providing an update on the programmatic services provided at the current Hub located at 591 King Road.

On December 12, 2023, the Board approved the removal of all of the County's Department of Family and Children's Services (DFCS) items from CSFC and to present DFCS reports to the Board.

Current Hub

The Hub is a youth center that provides on-site services to current and former foster youth ages 15 to 25 years of age and is dedicated to enhancing the life experiences of current and former foster youth on a day-to-day basis by fostering connections and developing new partnerships. Services include educational assistance, career development, employment resources, housing assistance, CalFresh application assistance, independent living case management services, and identity theft prevention. Wellness, medical, and mental health services are also available.

The Hub remains open for full utilization of services and operates its regular business hours, 9:00 AM – 6:00 PM, Monday-Friday. Per youth request, the Hub also provides a hybrid-service delivery model incorporating in-person and virtual services. The Hub provides warm meals daily to current and former foster youth, has laundry facilities and showers available, and offers clothes, backpacks, school supplies, hygiene products, baby wipes, diapers and

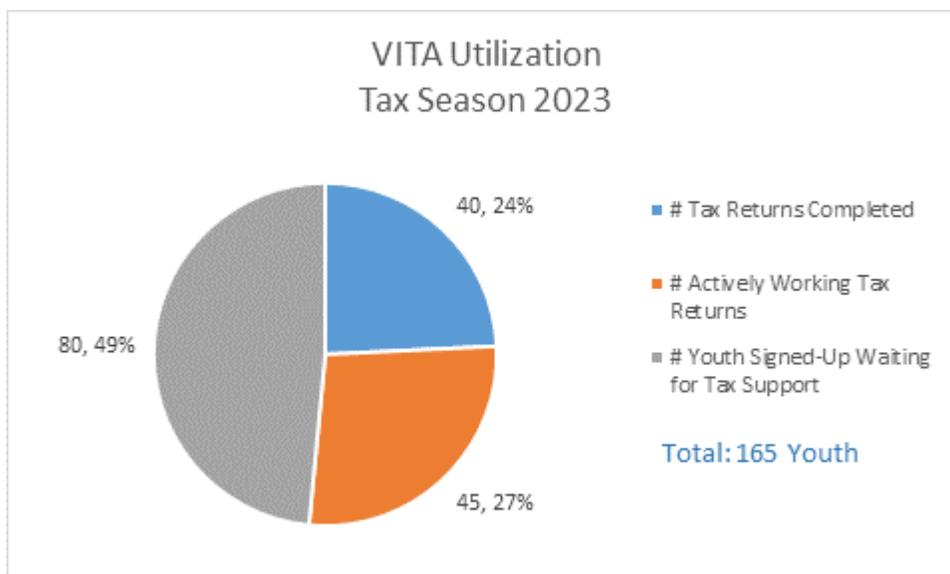
other goods to youth at no cost at its HubMart. Computers and free internet access are available to complete schoolwork, search and apply for jobs, shop, and connect with friends and family on social media. All services and supports provided at the Hub enable current and former foster youth to develop independent living skills and sustain well-being as they age out of the foster care system.

On December 15, 2023, members of the Hub Youth Leadership Council, members of the DFCS and Office of Supportive Housing (OSH) leaderships, and the County’s chief operating officer attended the Hub Ground Breaking event at 1510-1540 Parkmoor Avenue, San Jose. Foster youth were granted the opportunity to express their gratitude for the expansion of the program that has provided an array of services and support in their transition to adulthood. The Hub membership looks forward to a welcoming, high-quality youth center with a significant number of affordable housing units for single foster youth and parenting families. Facilities in the new 17,000 square foot Hub will include generous social-enrichment areas, a snack bar, a teaching kitchen, Do It Yourself (DIY) art and computer facilities, outdoor activities, and a child playground.

In the month of January 2024, the Hub, in collaboration with the Bill Wilson Center, United Way Bay Area, and the John Burton Advocates for Youth, hosted a training to recruit volunteers from the community to aid with tax preparation. Volunteer Income Tax Assistance (VITA) staff and volunteers receive Internal Revenue Service required training, along with tax preparer certification to assist with basic and advanced tax preparation and screen for tax credits, regardless of income situation.

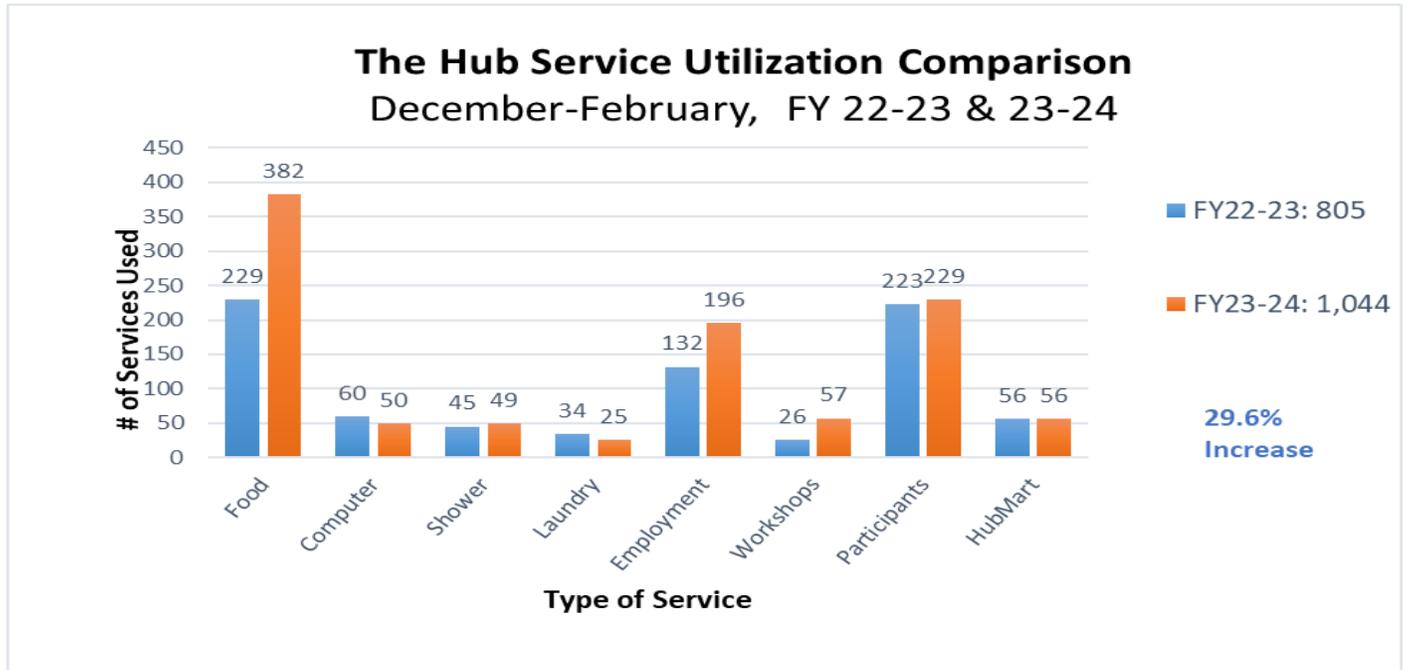
In February, the Hub kicked off its annual free VITA services with 165 youth signed up for the 2023 tax filing season. Figure 1 below shows utilization of VITA services for tax season 2023 with 40 tax returns completed, 45 tax returns actively being worked on and 80 youth pending tax return appointments. For tax year 2023, the new California Foster Youth Tax Credit (FYTC) enacted in 2022 will continue to provide eligible current and former foster youth up to \$1,083 if filing individually or up to \$2,166 if both primary taxpayer and spouse/registered domestic partner (RDP) qualify.

Figure 1: VITA Tax Season



Overall, youth utilization of services in December through February of Fiscal Year (FY) 2024 increased 29.6%, or 239 units of service, compared to the same time-period in FY 2023 (See Figure 2 below). Food, employment services, and workshop participation accounted for most of the increase in usage while all service components remained steady. Increase in food in the month of December is notably observed during the holidays. Employment services and workshop participation increased as a result of Intern and Earn 1.0 and 2.0 enrollments.

Figure 2: The Hub Utilization Comparison



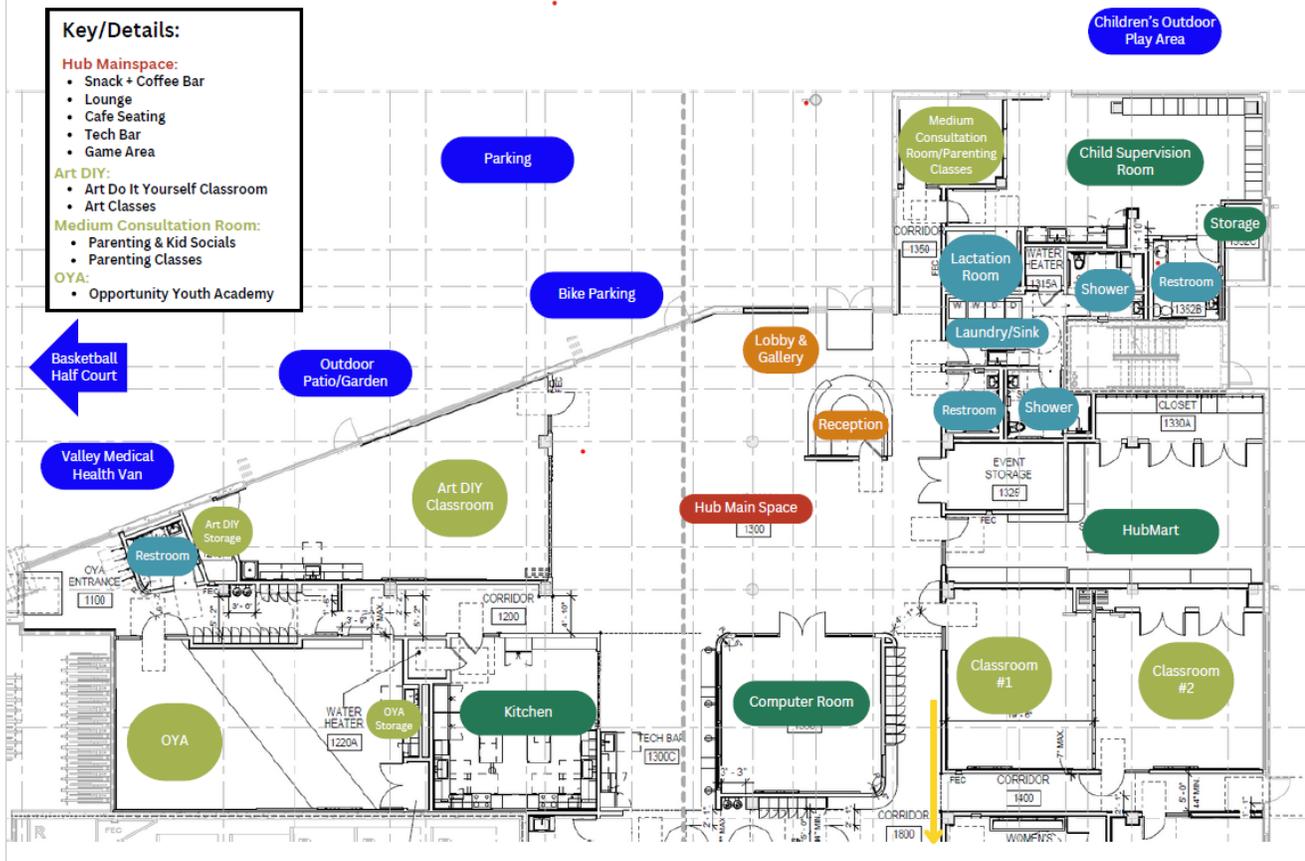
DFCS is currently considering whether keeping some services from the Hub at 591 N. King Road is feasible and can continue to serve youth once the Hub moves to Parkmoor Ave. To ascertain this, DFCS will be meeting with Hub providers to determine what minimal services would be needed, as well as engage the community to support services and resource linkages. Additionally, DFCS will re-engage the youth and young adults who utilize the Hub to determine if there are minimal services that can be offered or if a connection to community resources would be more appropriate. Lastly, DFCS will meet with the County’s Central Services and Facilities and Fleet Department to identify current logistical needs and to determine feasibility of continuing some Hub services at the current site.

Parkmoor Hub

Existing services available at the 591 N. King Road facility will continue to be provided at the new site, including the Opportunity Youth Academy (OYA) high school re-entry program, a spacious HubMart to receive large donations, multiple showers, and a laundry facility. The Independent Living Program (ILP) case management team and the Career Development team will also remain on-site to support foster youth with employment services. See Figure 3 for the proposed Parkmoor Hub floorplan. In addition, on-site housing units will be dedicated to foster youth including housing case management services.

Figure 3: Design and Programmatic Structure/Layout of the Hub

SCC Parkmoor Youth Hub



New amenities for the Parkmoor Hub include an outdoor BBQ, a basketball half-court, area for entertainment and gatherings and a quality child supervision room for family activities, and an outdoor child’s playground area. There will be a new kitchen with ample space for learning and on-site cooking demonstrations. The Parkmoor Hub will have an expanded social enrichment area with a lounge, Do-It-Yourself (DIY) art space, computers, snacks, café seating, a tech bar and a game room. New Hub services will be dedicated to serving foster youth but will also remain accessible to the community. There are a variety of ways the community will be integrated into the new Hub by developing partnerships to share space for events and activities. Services at the current and new Hub on Parkmoor are provided by County staff, County agency partnerships, and non-profit organizations. The County’s Social Services Agency (SSA) requires all partnerships serving youth to enter into a memorandum of understanding (MOU) detailing targeted services and co-location needs. See Figure 4 for a comparison of the current services available at the Hub to the new services that will be available at the future Parkmoor site.

The expected date of completion for the new Hub is scheduled for June, 2025 and the relocation process will begin mid-year of 2024. The Hub Youth Leadership Council is planning to launch an event to engage youth to be part of the relocation efforts.

Figure 4: Current and New Hub Parkmoor Services:

Service	Current Hub Services	Parkmoor Hub Services	Details
Youth Development	Youth Leadership Council		Leadership opportunity for current and former foster youth to provide input on Hub services, child welfare initiatives and public speaking.
		Foster Youth Network	Network is comprised of foster youth alumni employed in various capacities in Santa Clara County. The network convenes to connect with professionals and offer support.
Art	Pacific Art League Classes		Provides weekly art activities and workshops for youth on-site.
		Do it Yourself Art Projects	Larger space will support youth to drop-in and have art project supplies and space available.
		Art Displays	Supports youth to display their art projects.
		Opera Cultura	Supports youth connection to performative art experiences and education/careers.
		Spoken Word Poetry	Poetry that is intended for performance rather than just reading on the page. It has its roots in oral traditions and performance, and it often includes elements of rap, hip-hop, storytelling, theater, and music.
Education	Opportunity Youth Academy (OYA) – Expanded classroom in new Parkmoor site		Supports youth in completing their high school diploma.
	Post-secondary Resources		Supports youth in exploring post-secondary school information, financial aid, and connections to Foster Youth Initiative Services.
Parenting	Parent & Kid Socials		On-hand activities that parenting youth and their children can participate in, along with routine events.
		Parenting Classes/ Workshops	Parenting workshops and classes facilitated on-site.
		Parenting Supervision	Allows parenting youth attend workshops and/or participate in activities while children are supervised.
Wellness	Crisis Management Intervention		Dedicated space to support youth experiencing crisis and/or needing mental health support and connection to additional services.
		7 Challenges	Drop-in hours for group support NA and AA.
Computers & Printers	Computers and Printers	Information Technology Courses	Supports more youth being able to use the computers and print at the same time, which will support any school/job search activities or other needs.
Food		Large Kitchen	Supports for live cooking demonstrations and classes; youth will also be able to cook

			more self-made meals on site; the kitchen will have a stocked pantry and fridge.
		Cal-Fresh	Supports youth in applying for Cal Fresh and accessing Second Harvest.
		Martha's Kitchen	Delivers warm meals daily.
		Culinary cooking	Provide on-site cooking demonstrations to assist youth to increase independent living by preparing daily meals.
Hub Mart	Free new and donated items	Larger space to make available free items	Supports for more items (clothing, shoes, toiletries, school supplies, and home goods) to be displayed and available to youth.
Laundry	Single washer and dryer	Additional washers/dryers	Supports more youth being able to wash/dry at the same time.
Showers	Single Shower	Additional Showers	Support more youth to be able to shower at the same time.
Employment Services		Career Development Unit	Provides on-site employment, workshops, and connection to internships/jobs.
		Work to Future (W2F)	Provides onsite enrollment for W2F services and connection to new employment programs.
Housing		Housing Navigator	On-site support in locating housing services and options for youth at risk or experiencing homelessness.
		THP+After Care	Drop-in hours for enrollment, referrals, and questions for transitional housing after care (THP+AC) services.
		Housing Choice Voucher	Provides access to Tennant Protection Vouchers to former foster youth in need of housing. Case managers are on-site to work directly with youth and link to services.
		Housing Units	New housing units dedicated to foster youth in the housing section
Independent Living Program (ILP)		Case Management and ILP Workshops	Stationed on site to provide in-person workshops and support to youth with case management services who are receiving ILP services.
Legal Advice		LACY	Drop-in hours for support with legal questions/consultation and credit checks.
LGBTQ+		Resources and Information	Provides contraceptives and safer sex/healthy relationship information;
		Adding co-location of Youth Acceptance Project services	Drop-in hours around connection to additional support around questioning/LGBTQ+ supports.
Public Health		Vaccines	Routine vaccine availability provided on-site based on the public health need identified.

		Nurse Family Partnership	Drop-in support to parenting youth with infants and children 0-5.
		Medi-Cal	Provide support in applying for Medi-cal and/or accessing low-income services for needs not covered by Medi-Cal.
Tax Support	VITA (voluntary income tax assistance)		Drop-in support in answering tax questions and filing tax returns for free.
Health	Valley Medical Health Van		Provides on-site medical services, consultation, exams, and referrals to needed services.
Outdoor Space		BBQ Area	Supports youth socialization and prepping of food for events.
		Children's Play Area	Provides a safe space children can play with supervision.
		Basketball Area	Supports youth health and recreation activities.
Charging Spaces		Additional chargers	Supports more youth to charge their devices around the different areas of the Hub.

CHILD IMPACT

The recommended action would have a positive impact on children and youth through the **Youth Feel Valued by the Community, Access to Health Care, Food Insecurity and Hunger, and Safe and Stable Families** indicators by providing information on the Hub and considering foster youth’s requests for a larger Hub space, access to affordable housing, and other co-located resources and services.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

CONSEQUENCES OF NEGATIVE ACTION

The Board would not receive the report.

STEPS FOLLOWING APPROVAL

The Clerk of the Board will follow the usual process for this type of legislative file.

ATTACHMENTS:

- Programmatic Hub Update Presentation