



24-5578

**DATE:** May 7, 2024 (Item No. {{item.number}})

**TO:** Board of Supervisors

**FROM:** Rocio G. Luna, Deputy County Executive  
Sera Fernando, Office of LGBTQ Affairs Manager

**SUBJECT:** First Amendment for LGBTQ+ Older Adult-focused Community Volunteer Registry Pilot Program

### **RECOMMENDED ACTION**

Approve First Amendment to Agreement with TurnOut, Inc., relating to developing and implementing a community Volunteer Registry Pilot Program focused on benefiting the well-being of LGBTQ+ older adults, increasing the maximum contract amount by \$50,000 from \$50,000 to \$100,000, and extending the agreement for a 12-month period through May 3, 2025, that has been reviewed and approved by County Counsel as to form and legality. (LA-1)

### **FISCAL IMPLICATIONS**

There would be no additional impact to the County General Fund. There are sufficient funds budgeted in the Office of LGBTQ Affairs (OLGBTQA), Office of the County Executive, Fiscal Year 2024-2025 projected budget to cover the augmented contract amount of \$50,000.

### **CONTRACT HISTORY**

Pursuant to an exemption to competitive procurement for pilot projects, the original agreement with TurnOut, Inc. (Contractor) was approved by the Procurement Department for the period of May 1, 2023, through May 3, 2024, and a maximum contract amount of \$50,000.

Amendment 1 would retroactively extend the term for a 12-month period through May 3, 2025, and increase the maximum contract amount by \$50,000 to \$100,000.

### **REASONS FOR RECOMMENDATION AND BACKGROUND**

Pursuant to Board Policy Manual Section 5.6.5.1(D)(1)(m), the Board of Supervisors is the only body that may extend a pilot project agreement beyond a 12-month term and increase the maximum contract value above \$50,000.

Impacts from staffing changes and challenges with volunteer outreach have delayed the Contractor's plans to fully implement a community Volunteer Registry Pilot Program (Pilot)

and programming designed to increase the quality of life and well-being of LGBTQ+ older adults in Santa Clara County. This includes effectively recruiting, training, and onboarding volunteers who are willing and able to provide culturally-competent services to program participants, in alignment with recommendations outlined in the LGBTQ+ Older Adults in Santa Clara County Report (Report)<sup>1</sup> and the County's LGBTQ Health and Wellness Initiative.<sup>2</sup>

The additional \$50,000 in funding for the Pilot would be used toward:

- Expanding marketing, outreach, and recruitment efforts to increase the pool of potential volunteers and LGBTQ+ older adult participants;
- Increasing the number of volunteer training workshops to yield a higher number of available volunteers;
- Exploring the feasibility and test utilization of volunteer-led group outings and field trips for program participants; and
- Securing the adequate levels of dedicated staff resources to manage these increased efforts.

Within 90 days after execution of the Amended Agreement, the Contractor would submit a workplan that further details activities and timelines.

### *Background*

In spring 2021, the County sponsored the above-mentioned Report to better understand the health, well-being, and experiences of diverse subgroups of LGBTQ+ adults, age 50 and older, living and/or working in Santa Clara County. Led by researcher Dr. Karen Goldsen, in collaboration with more than 20 local community organizations, agencies, and government offices, the community-based Report was created to identify the unmet needs of LGBTQ+ older adults and inform future priorities, programs, and policies. Recommendations from the Report include supporting an existing community-based organization to develop a community volunteer registry to identify community members who are available to perform services to benefit the well-being of LGBTQ+ older adults.

For this work, OLGBTQA, part of the Division of Equity and Social Justice in the Office of the County Executive, executed an agreement with the Contractor in May 2023. Based in Oakland, the Contractor has expertise connecting thousands of volunteers to more than 100 LGBTQ+ nonprofits, providing training, resources, and support to help people make an impact in mental health, LGBTQ+ history, LGBTQ+ arts, and more. The Contractor began the process of implementing the Pilot to test a new service intended to address the unmet interpersonal and in-home services needs of LGBTQ+ older adults highlighted in the Report.

In fall 2023, the Contractor designed programmatic elements of the Pilot, expanding on engagement opportunities focused on reducing social isolation; confronting racial, ethnic, and age inequities; and building bridges across generations of LGBTQ+ older adults.

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<sup>1</sup> 2021 (<https://files.santaclaracounty.gov/migrated/LGBTQ%2B%20Older%20Adults%20in%20Santa%20Clara%20County%202021%20Final%20Report%20%281%29.pdf>).

<sup>2</sup> The last update on this initiative was provided to the Health and Hospital Committee on November 15, 2023 (Item No. 18).

Volunteer and program participant recruitment efforts have included adding information to the Contractor’s newsletter, making posts on volunteer matching websites such as Volunteer Match,<sup>3</sup> and continued community-based organization outreach.

In winter 2024, the Contractor hired a program manager to lead the Pilot. Also, the name of the Pilot was updated to “Thriving Together.” Thriving Together is the first Santa Clara County program to connect LGBTQ+ older adults, who may experience isolation, with volunteers to receive help with everyday duties/errands and opportunities for community building and social enrichment. As of February 2024, the Contractor has onboarded six Pilot volunteers and six program participants. The target numbers under the amended agreement are 40 volunteers and 40 program participants.

### **CHILD IMPACT**

The recommended action would have a positive impact on LGBTQ+ children and youth—as measured by the County indicators under “**Every Child Safe**” and “**Every Child Healthy**”—through promoting LGBTQ+-responsive health, wellness, and educational resources.

### **SENIOR IMPACT**

The recommended action would have a positive impact on seniors, especially LGBTQ+ seniors who can participate in the Pilot or serve as volunteers/mentors.

### **SUSTAINABILITY IMPLICATIONS**

The recommended action would have positive sustainability implications, especially as it pertains to community engagement in alignment with County indicators under “**Enhancing social equity and safety by improving neighborhood access to education, health services, housing, and food.**”

### **CONSEQUENCES OF NEGATIVE ACTION**

Without Board approval, the agreement with the Contractor would not be retroactively extended and would end with limited completion of work and with insufficient measures and evaluations.

### **STEPS FOLLOWING APPROVAL**

The Clerk of the Board is asked to notify Sera Fernando, Saldy Suriben, Tinh Nguyen, Van Dinh, and Michael Fogelstrom, Office of the County Executive.

### **ATTACHMENTS:**

- TurnOut Amendment 1
- Levine Act Form TurnOut

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<sup>3</sup> <https://www.volunteermatch.org/>