

24. Receive report from the Social Services Agency, Department of Family and Children's Services, relating to the programmatic services provided at the Hub.
(ID# 24-4320)

SCC Parkmoor Youth Hub

Key/Details:

Hub Mainspace:

- Snack + Coffee Bar
- Lounge
- Cafe Seating
- Tech Bar
- Game Area

Art DIY:

- Art Do It Yourself Classroom
- Art Classes

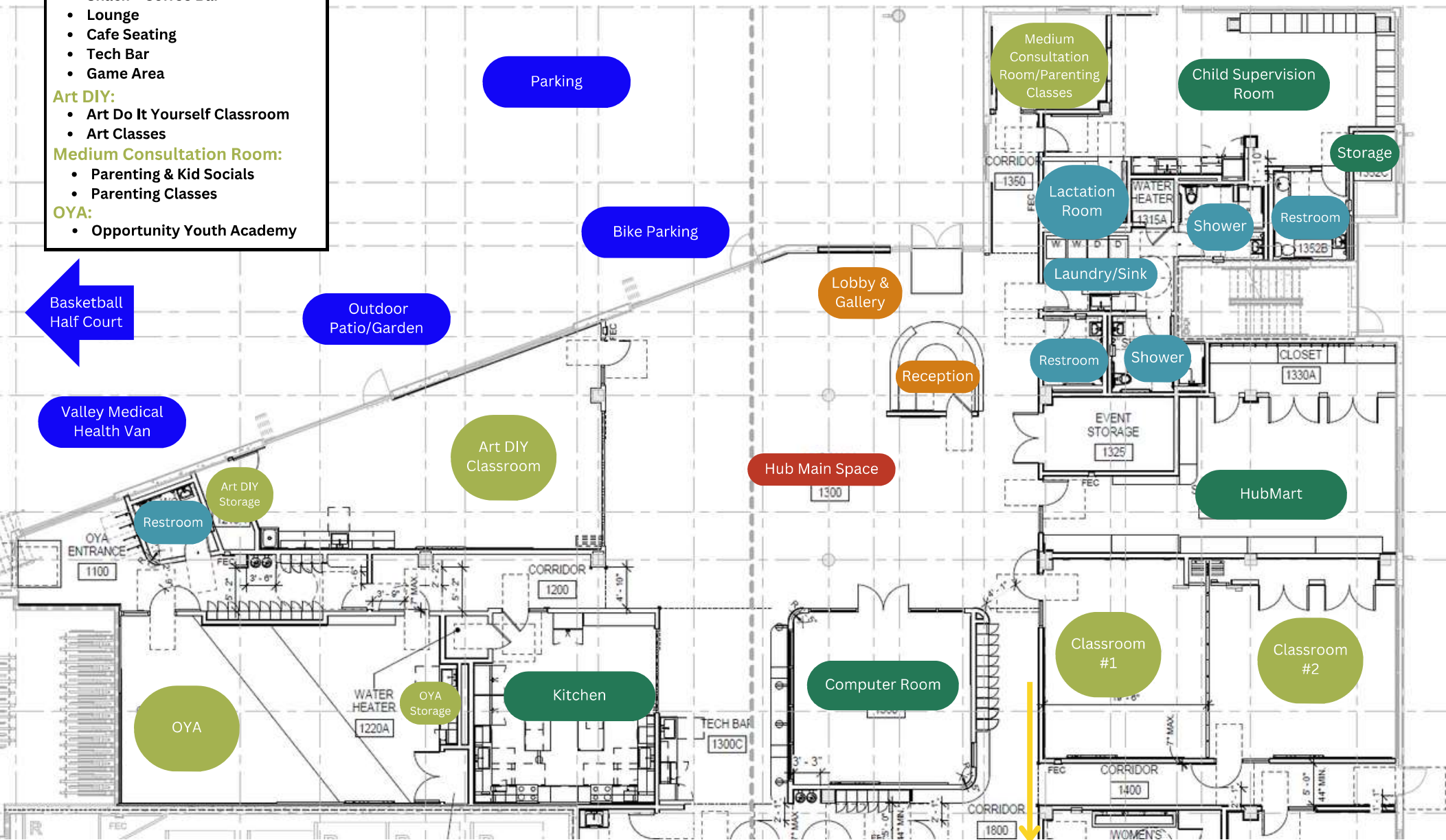
Medium Consultation Room:

- Parenting & Kid Socials
- Parenting Classes

OYA:

- Opportunity Youth Academy

Children's Outdoor
Play Area



Key/Details:

- BWC:**
 - Bill Wilson Center
- CDU:**
 - Career Development Unit
- CM:**
 - Case Manager
- ILP:**
 - Independent Living Program
- TPV:**
 - Housing Choice Vouchers & Foster Youth Towards Independence Housing Voucher
- OYA:**
 - Opportunity Youth Academy
- PSO:**
 - Protective Services Officer

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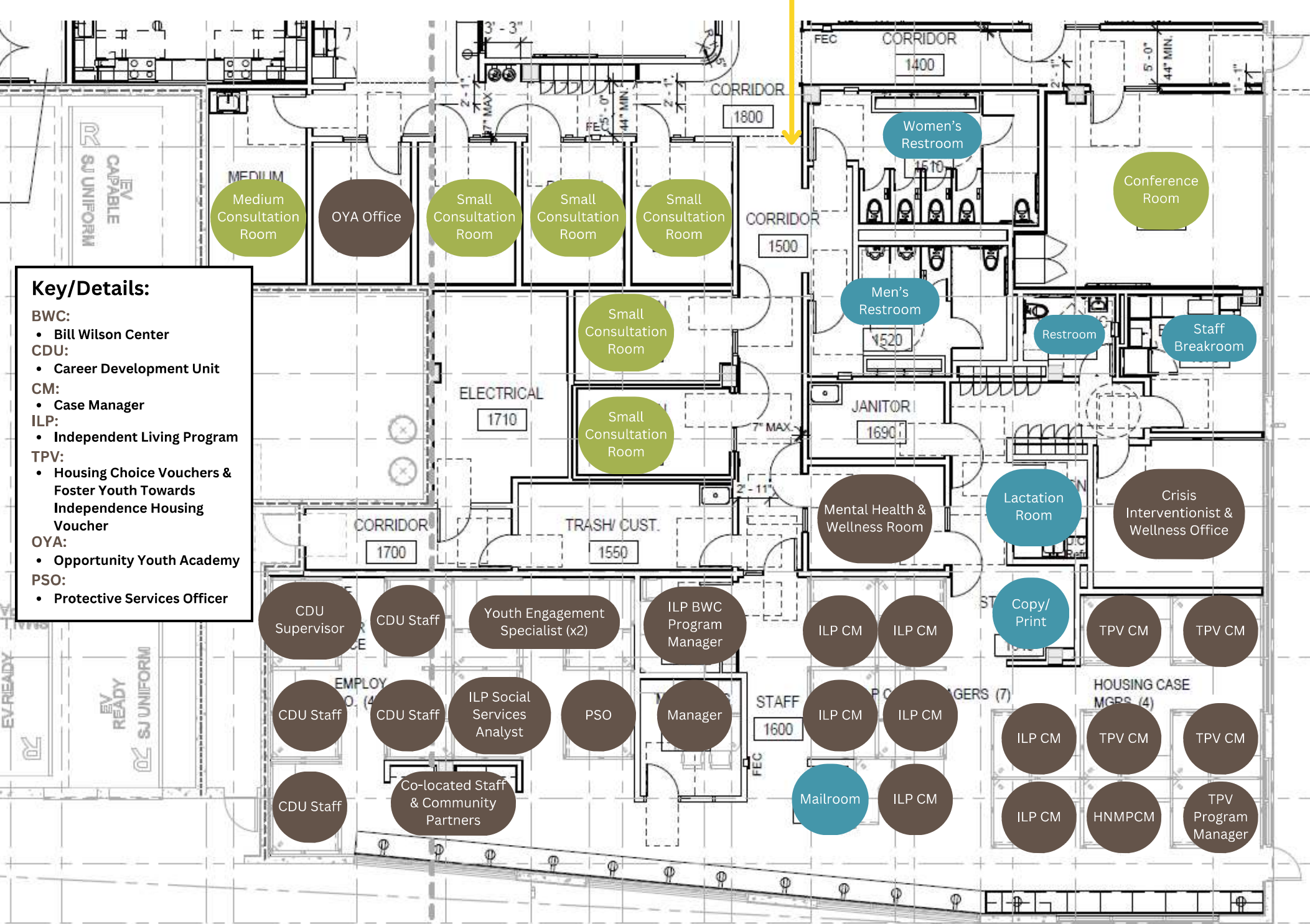
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THE HUB PROGRAMMATIC UPDATE BOARD OF SUPERVISORS

February 6, 2024

Hub Events



Trunk-or-Treat on October 31, 2023

- Celebrated young parenting foster youth and their children.
- 12 parenting youth and 13 children attended and were provided food, candy, and dental hygiene.

Thanksgiving on November 16, 2023

- Traditional Thanksgiving dinner, homemade tamales, and cuisines requested by the youth
- Also included a hot chocolate bar and team building activities

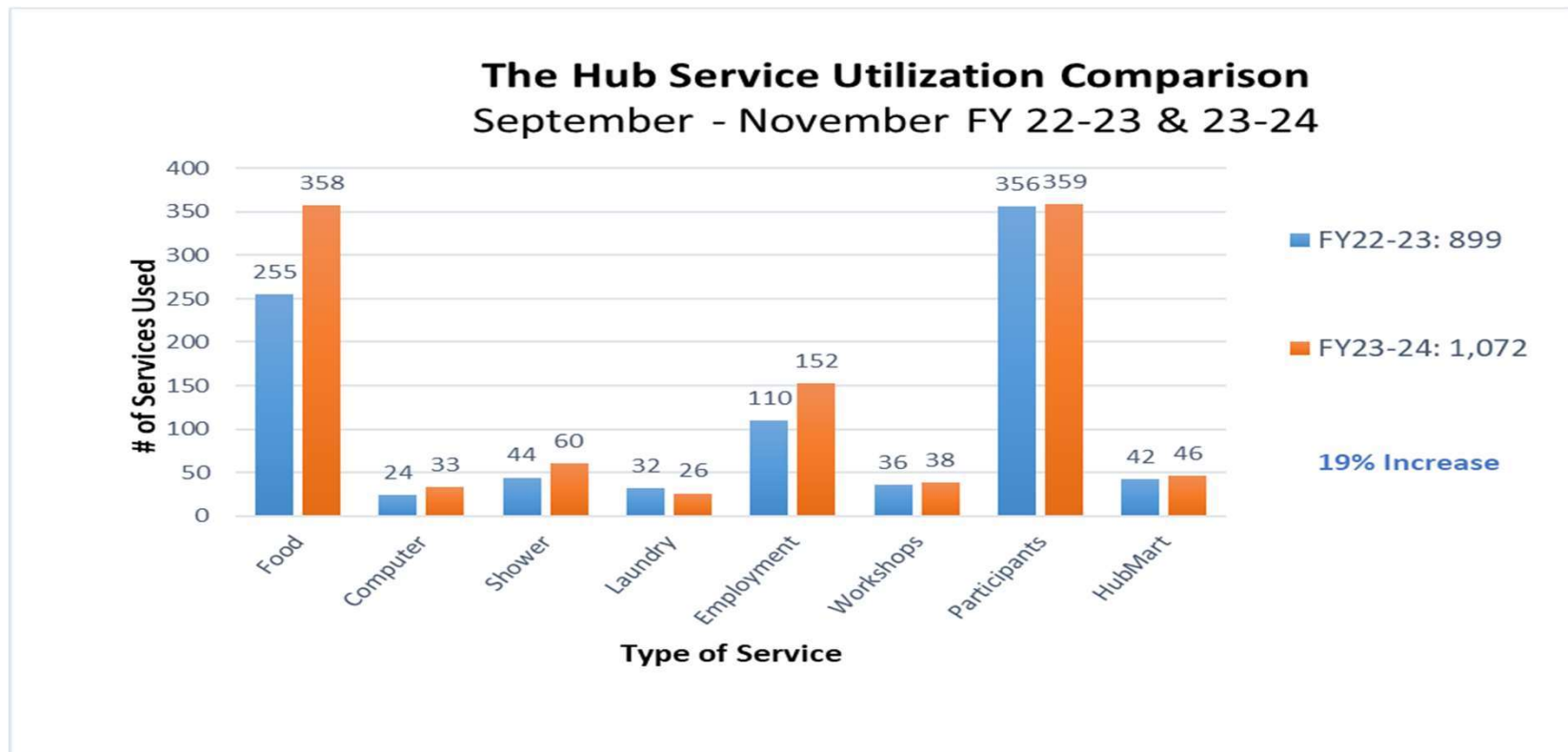
Voluntary Income Tax Assistance (VITA)

Tax seasons 2020-2022 during which VITA total refunds increased by 79%



Utilization of Services

Overall, youth utilization of services in September through November of Fiscal Year (FY) 2024 increased 19%, or 173 units of service, compared to the same time-period in FY 2023.



Parkmoor Hub



- Existing services at the current Hub will continue to be available at the new Parkmoor Hub.
- New features for the Parkmoor Hub are:
 - Quality childcare supervision room for joint activities with parents, including a playground area
 - Outdoor BBQ and basketball for youth entertainment for gatherings and connections
 - Commercial kitchen utilized for on-site cooking demonstrations to increase youth independent living
- Expected completion date for the Parkmoor Hub is scheduled for June 2025



24-4320

DATE: February 6, 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 County of Santa Clara's (County) Social Services Agency (SSA), Department of Family and Children's Services (DFCS) has provided the Board of Supervisors (Board) and Children, Seniors, and Families Committee (CSFC) with periodic reports on the Hub. This report provides an update on the programmatic services provided at the Hub, located at 591 King Road.

The information in this report was originally scheduled for presentation to CSFC in December and was a part of more comprehensive report on the Hub in partnership with the Office of Supportive Housing and Facilities and Fleet Department. However, on December 12, 2023, the Board approved the removal of all DFCS items from CSFC.

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 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

Received: 02/06/2024

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.

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.

On October 31, 2023, the Hub, in partnership with the Bill Wilson Center, and Junior League of San Jose celebrated young parenting foster youth and their children by sponsoring a Trunk-or-Treat event at the Hub. A total of 12 parenting youth and 13 children attended the event. Children received food, candy and dental hygiene kits.

On November 16, 2023, the Hub in collaboration with the Junior League of San Jose and the Bill Wilson Center hosted a memorable Thanksgiving event for foster youth. A special thanks to Martha's Kitchen, who prepared a traditional Thanksgiving dinner, homemade tamales, and other cuisines requested by the youth. In addition, the Hub staff hosted a hot chocolate bar and facilitated team building activities to share in a fun experience with youth while also strengthening relationships with their peers, staff, and community partners.

The Hub continues to offer its free voluntary income tax assistance (VITA) services for the 2023 tax filing season. As of October 31, 2023, assistance was provided to 116 youth who successfully e-filed their taxes and received or are expecting to receive a total of \$241,960, or an average of \$2,086 per tax return. Table 1 below shows tax seasons 2020-2022 VITA total refunds which has increased by 79%. For tax year 2022, a new California Foster Youth Tax Credit (FYTC) was enacted 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.

Table 1: VITA Tax Season

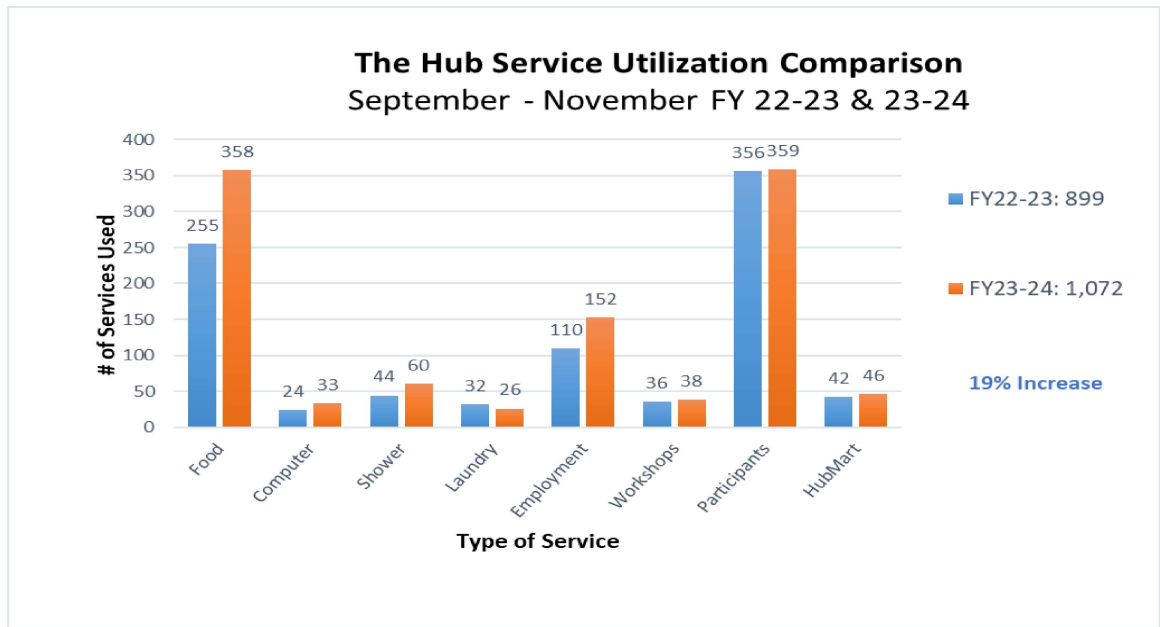


Overall, youth utilization of services in September through November Fiscal Year (FY) 2024 increased 19%, or 173 units of service, compared to the same time-period in FY 2023. Table

2 below shows the number of current and former foster youth who utilized Hub services in September through November of FYs 2023 and 2024.

Usage of all service components is higher when compared to the previous fiscal year.

Table 2: The Hub Utilization Comparison



Parkmoor Hub

In the development of the new Parkmoor site, existing services available at the 591 N. King Road facility will continue to be provided at the new site, including an on-site education high school re-entry program dedicated to foster youth, a spacious HubMart to receive large donations and multiple showers and a laundry facility to accommodate youth. New features for the Hub integrates a quality childcare supervision room for joint activities with parents including outdoor child’s playground area. The outdoor BBQ and basketball for youth is also new and will provide youth entertainment for gatherings and connections. Also new is the commercial kitchen utilized for on-site cooking demonstrations to increase youth independent living. The Hub main space will continue to be a generous social enrichment area that will serve as a focal point of the facility and will include a lounge area, DIY art, computers, snacks, café seating, tech bar and game room. The expected date of completion for the new Hub is scheduled for June, 2025 and the relocation process will begin mid-year of 2024. DFCS continues to meet with the County’s Office of Supportive Housing (OSH), site developer, Abode Housing and HKIT Architects to finalize programmatic plans for the new Hub to be located at 1510-1540 Parkmoor Avenue in San Jose. Additional details pertaining to programming and services are referenced in Table 1.

Table 1. Hub Parkmoor Services:

Location/Service	Program Name/Activity	Additional details
Youth Development	Youth Leadership Council	Leadership opportunity for youth to provide input on Hub services, child welfare initiatives and public speaking.
	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. Supports youth connection to performative art experiences and education/careers.
Education	Opera Cultura Opportunity Youth Academy Post-secondary Resources	Supports youth in completing their HS diploma. Supports youth in exploring post-secondary school information, financial aid, and connections to Foster Youth Initiative Services. On-hand activities that parenting youth and their children can participate in, along with routine events.
Parenting	Parent & Kid Socials Parenting Classes/Workshops	Parenting workshops and classes facilitated on-site. Allows parenting youth attend workshops and/or participate in activities while children are supervised.
Wellness Room	Parenting Supervision Crisis Interventionists	Dedicated space to support youth experiencing crisis and/or needing mental health support.
Computers & Printers Charging Spaces	7 Challenges Additional computers/printers Additional chargers	Drop-in hours for group support N/A and AA. Supports youth to use the computers and print resumes, aid job search activities or other needs. Supports more youth to charge their devices around the different areas of the Hub.
Food	Commercial Kitchen Cal Fresh Martha's Kitchen Culinary cooking	Supports for live cooking demonstrations and classes; youth to cook more self-made meals on site. Supports youth in applying for Cal Fresh and accessing Second Harvest. Delivers warm meals daily. Provide on-site cooking demonstrations to assist youth increase independent living by preparing daily meals. Supports for more items (clothing, shoes, toiletries, school supplies, and home goods) for youth.
Hub Mart	Larger space Additional washers/dryers	
Laundry		Supports more youth being able to wash/dry at the same time.
Showers Employment Services	Additional Showers Career Development Unit Work to Future	Support more youth to be able to shower at the same time. Provides on-site employment, workshops, and connection to internships/jobs. Provides on site enrollment for W2F services and connection to new employment programs.
Housing	Housing Navigator THP+After Care	On-site support in locating housing services and options for youth at risk or experiencing homelessness. Drop-in hours for enrollment, referrals, and questions for transitional housing after care services (THP+AC).
Independent Living Program	Housing Choice Voucher ILP Workshops and Support	Provides access to Tennant Protection Vouchers to former foster youth in need of housing. Stationed on site to provide in-person workshops and support to youth with case management services who are receiving ILP services.
Legal Advice	LACY Resources and Information	Drop-in hours for support with legal questions/consultation and credit checks.
LGBTQ+ Public Health	Vaccines	Provides contraceptives and safer sex/healthy relationship information; LGBTQ Drop-in hours. Routine vaccine availability provided on-site based on the public health need identified.
Tax Support	Nurse Family Partnership Medi-Cal VITA Valley Medical Health Van	Drop-in support to parenting youth with infants and children 0-5. Provide support in applying for Medi-cal and/or accessing low-income services for needs not covered by Medi-Cal. Drop-in support in answering tax questions and filing tax returns for free. Provides on-site medical services, consultation, exams test and referrals to needed services.
Health Outdoor Space	BBQ Area Children's Play Area Basketball Area	Supports youth socialization and prepping of food for events. Provides a safe space children can play with supervision. Supports youth health and recreation activities.

Design and Programmatic Structure/ Layout of Parkmoor Hub

The Santa Clara County (SCC) Parkmoor Youth Hub (see attached) details the design and layout of the Hub and features key programs and location: Outdoor areas include: BBQ, half basketball court, children's play outdoor area, outdoor patio and garden, parking and bike parking; indoor areas include a reception and lounge, Hub main space; DIY Art room, Opportunity Youth Academy education class room, HubMart store, parenting education classroom, child supervision room, computer room, commercial kitchen, wellness room and crisis intervention, large class rooms for large workshops but also for youth gatherings and events, laundry and shower area including multiple small consultation rooms to provide one on one services to youth during co-located drop in hours. The staff area will include the Bill Wilson Center Independent Living Program (ILP) case managers and the Foster Youth Towards Independence Housing Vouchers case managers, County employment career development counselors, youth engagement specialist and County ILP. All staff identified on-site is currently on-site at the Hub on 591 N, King Road. All staff identified on-site provide direct services to youth and partner with community agencies to coordinate service delivery to youth.

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 report will not be received.

STEPS FOLLOWING APPROVAL

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

ATTACHMENTS:

- SCC Parkmoor Youth Hub Map
- Programmatic Update on the Hub Presentation