

## **CityServe of the Tri-Valley – Senior Support Program of the Tri-Valley Merger FAQs**

### **1. Why are CityServe of the Tri-Valley and Senior Support of the Tri-Valley merging?**

The merger started with a conversation in November 2021 when the CityServe of the Tri-Valley CEO Christine Beitsch-Bahmani was approached by a Senior Support Program of the Tri-Valley (SSPTV) board member to see if there was interest in having a conversation about a potential merger of the two organizations. After consideration, Beitsch-Bahmani brought the concept to the CityServe of the Tri-Valley Board of Directors, and at the Board's direction further discussions took place.

### **2. What services are currently offered by these organizations and what services will be offered with the merger?**

CityServe of the Tri-Valley has been providing services out of the Senior Center since November 2021, including:

- Support with Rental Assistance Process (on-site and off-site)
- Care Coordination (on-site and off-site)

Senior Support of the Tri-Valley (SSPTV) provided the following services:

- Case management services – home visit assessments with follow-up care plans. On-site, drop-in case management and crisis intervention service (on-site)
- Preventative health screening services – foot care, blood pressure and diabetes screening (on-site)
- Friendly Visiting Program (on-site and off-site)
- Information and referrals services (on-site)
- Education and outreach (on-site)
- Finding wellness programs (on-site)
- Fall Prevention/Medication Safety (on-site)
- Volunteers Assisting Senior with Transportation Program (VAST) (off-site)

CityServe of the Tri-Valley will be acquiring all programs and staff from SSPTV and adding a Senior Services Division under the CityServe umbrella. CityServe will offer services to all in need in the Tri-Valley, this includes CityServe of the Tri-Valley and SSPTV customers.

After the merger, future uses of the space are not expected to change significantly. CityServe of the Tri-Valley, with current SSPTV staff, will assess current SSPTV services towards developing a higher level of service for Pleasanton and Tri-Valley senior citizens.

**3. What will happen to the Friendly Visitor program?**

The Friendly Visitor Program is now part of the Caring Connections Program and has not been discontinued. Those interested in this service are asked to call (925) 222-2273.

**4. What about the program called Caregiver Registry?**

This program was discontinued prior to the consideration of the merger. The former SSPTV Executive Director was directed by the SSPTV Board of Directors to discontinue the program due to liability concerns. Current practice is for SSPTV staff to refer requests to registered caregiver agencies in the Tri-Valley.

**5. Is there a religious conflict for CityServe to use a public facility to provide services?**

The City facility use agreement with CityServe is for purely secular purposes. It does not involve worship, religious instruction, or proselytization.

**6. Why is the former SSPTV office location being considered for a pilot shower program for those in need?**

This location offers a single, private shower location in an area of the facility that is accessed through separate doors and is separated from the programs and services provided by the Senior Center. This privacy is ideal for both the person in need and the broader community. Shower times/days will be limited and monitored. Communal shower locations, such as the Dolores Bengston Aquatic Center are not well-suited to a pilot program of this nature.

**7. Won't the Senior Center turn into a hang out location for those experiencing homelessness to linger and affect the services of the Senior Center?**

CityServe of the Tri-Valley has been authorized to operate out of the Senior Center since September 2021 and there has been no concerns to date. Over the past few years CityServe of the Tri-Valley has had an office at Inklings Coffee and Tea and there was never an issue with residents experiencing homelessness occupying the area around Inklings. Our City of Pleasanton homeless outreach team typically meets, and provides services to individuals where they are at, or at pop-up locations.