

LifeSTEPS

EMPOWERMENT ■ IMPACT ■ COMMUNITY
ONE STEP AT A TIME

LifeSTEPS has helped our most vulnerable individuals and families forge better lives for over 25 years.



Our mission is to provide effective educational and supportive services to maximize the strengths of individuals and build resilient communities.

Comprehensive Social and Supportive Services • Intensive Case Management Services • Education • Health & Wellness • After School Programs • Family Self Sufficiency Programs • Emergency Assistance Services • Whole Person Health



What We Do



- 390+ Communities in CA
- 38,000+ Homes (40% Senior)
- 69,000+ Bedrooms
- Wrap-Around Social Services to Affordable Housing Residents
- Supportive Services to Chronically Homeless, Veterans, Senior and Disabled populations
- Family Self-Sufficiency Program



LifeSTEPS

Bay Region Leadership and Staff Serving AHA

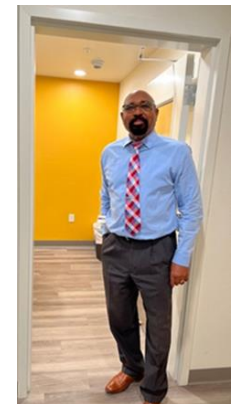
Angel Reyes, DSS – Esperanza, Everett and Scattered Sites

Jean Burns, DSS – Independence Plaza, ABD, LittleJohn

Trevor Jackman, DSS – Rosefield

Ericka Njemanze, DSS for FSS Program

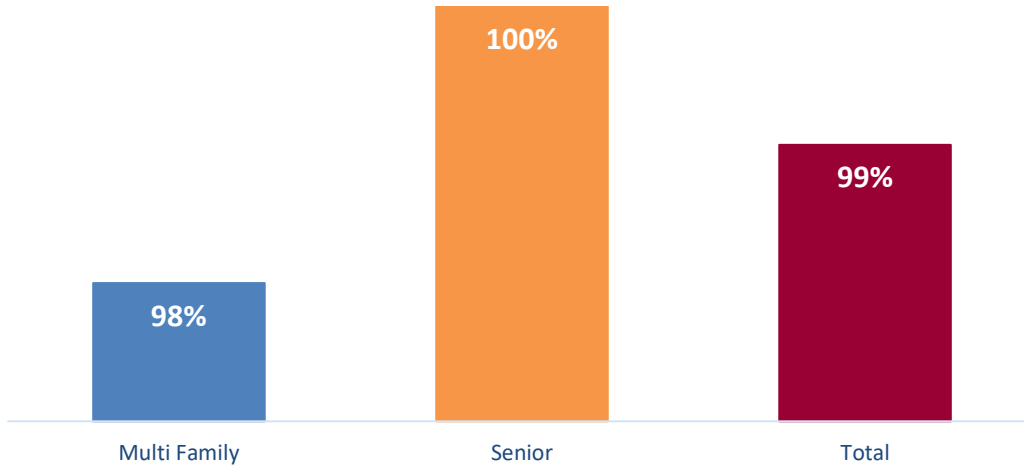
Que'Aire Anderson, CM – Everett Commons VASH



Belinda Lee, Regional Director
Candice Williams, Regional Supervisor

AHA Units Engaged

Unduplicated Households Served



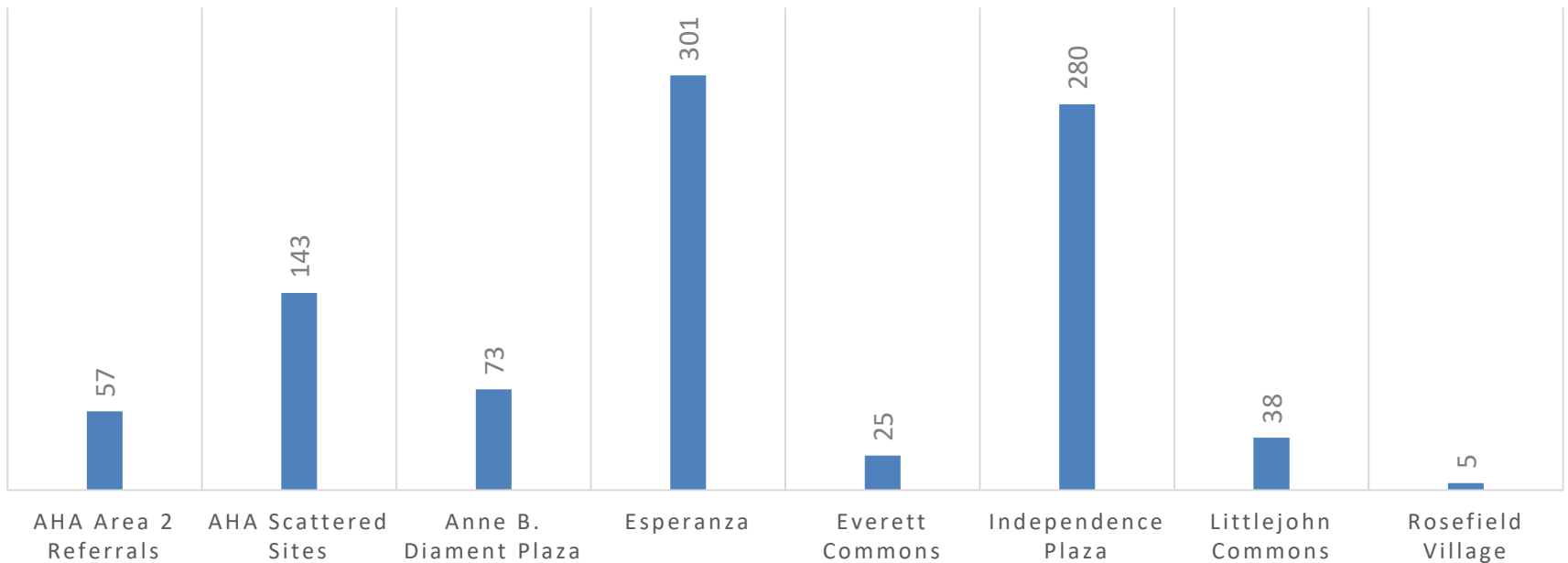
98% of all Multi Family Site Units were Served
100% of all Senior Site Units were Served.
99% of all AHA Site Units were Served

Includes Classes, Workshops, Community Building Activities, and Case Management

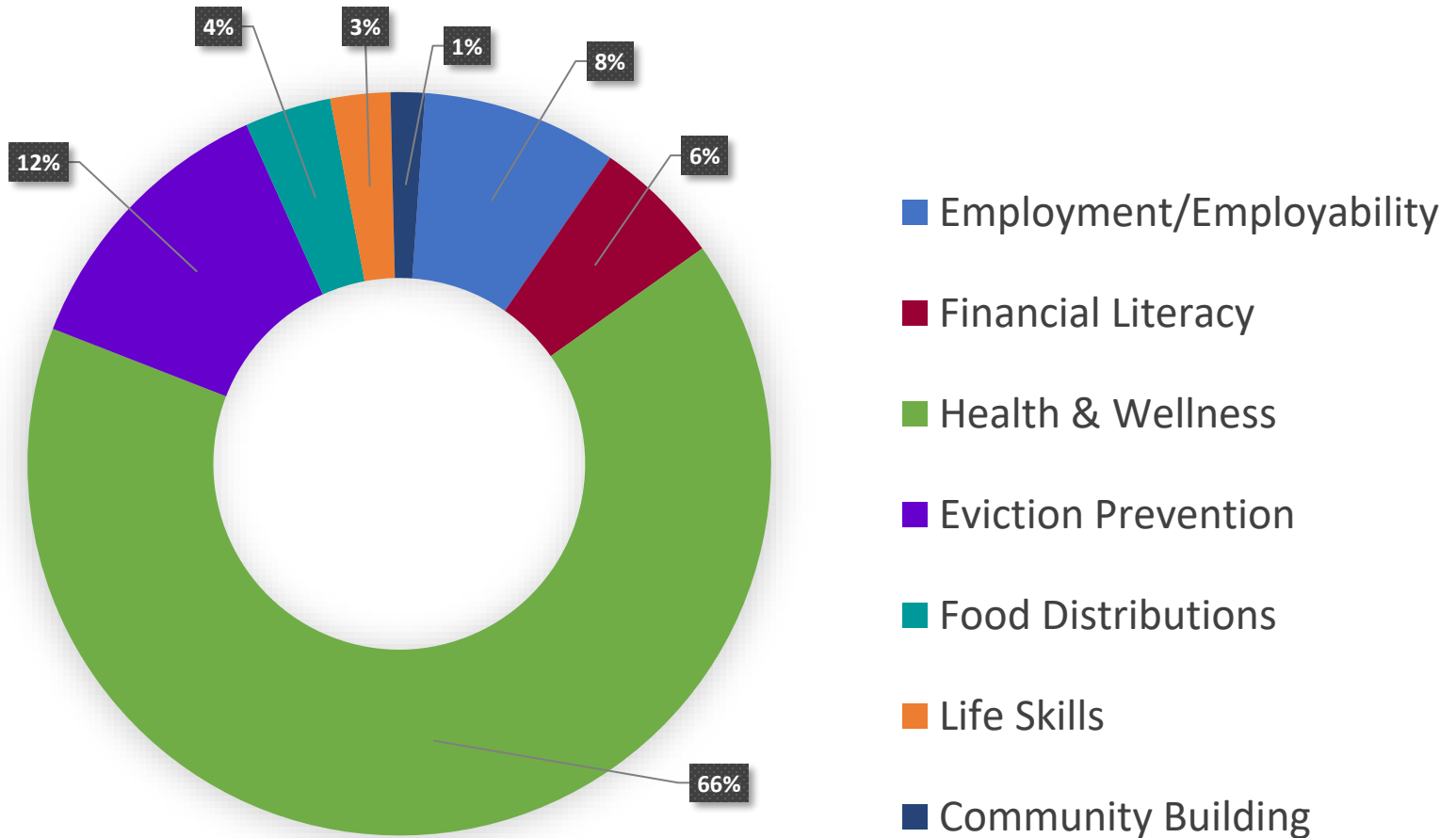
AHA Unduplicated Residents Served

- Includes Classes, Workshops, Community Building Activities, and Case Management

Unduplicated Residents Served: 922



Programming Service Hours 2021



Services Provided

The Alameda Housing Authority is consistently working closely with LifeSTEPS providing referrals for case management, overseeing programs and improving processes for effective and efficient delivery of services to residents.

LifeSTEPS values our partnership and appreciates the leadership of Alameda Housing Authority in striving for excellence to make lasting impacts that make a positive difference for the community.

The next set of slides is a roll-up of the attendance, number of sessions and hours provided by LifeSTEPS staff for classes, community building activities and case management. This is a sampling of the work put into getting individual resident outcomes.

THRIVING IN PLACE SERVICES

January 1, 2021 – December 31, 2021
Economic and Social Self-Sufficiency

Type of Class	# in Attendance (Duplicated)	# in Attendance (Unduplicated)	# of Sessions	Hours of Service
Food Giveaways <i>Improves Health and Creates Stability</i>	120	365	79	72.25
Health & Wellness <i>Healthy Aging Skills</i>	265	8	62	43.25
Resident Meetings <i>Creating Community</i>	25	24	4	5.00
Life Skills Education <i>Keeping Seniors Engaged</i>	52	43	16	6.25
Financial Skills <i>Budgeting/Health Care Costs</i>	46	31	20	7.00
Computer Skills <i>Combating Isolation</i>	5	5	1	0.50
<i>Totals</i>	<i>3,513</i>	<i>373</i>	<i>182</i>	<i>134.25</i>

THRIVING IN PLACE SERVICES

January 1, 2021 – December 31, 2021

CASE MANAGEMENT

Type of Case Management	Individualized Meetings	Unduplicated Residents	Hours of Service
Client Assistance	174	91	144.75
Education	323	148	157.75
Health and Wellness	1,689	281	998.75
Services	32	29	23.25

Total Case Management	
Older Adult and Special Needs Cases	2,187
Unduplicated Meetings	2,218
Unduplicated Households	273
Unduplicated Residents	298
Time Spent (Hours)	1,325

THRIVING IN PLACE SERVICES

January 1, 2021 – December 31, 2021

COMMUNITY BUILDING

Type of Community Building Activity	# in Attendance (Duplicated)	# in Attendance (Unduplicated)	# of Sessions	Hours of Service
Socials, General	18	18	3	3.50
Games	8	8	1	0.75
Holidays	128	90	8	9.50
Crafts	26	25	5	4.25
<i>Totals</i>	<i>180</i>	<i>121</i>	<i>17</i>	<i>18.00</i>

MULTI-FAMILY SERVICES

January 1, 2021 – December 31, 2021

Economic and Social Self-Sufficiency

Type of Class	# in Attendance (Duplicated)	# in Attendance (Unduplicated)	# of Sessions	Hours of Service
Health & Wellness <i>Healthy Living/Parenting</i>	391	138	53	58.00
Financial Skills <i>Budgeting/Credit Counseling</i>	202	43	49	16.50
Employment <i>Job Search/Job Skills</i>	35	11	34	8.75
Life Skills Education <i>Communication/Adult Education</i>	192	99	17	20.25
Food Giveaways <i>Healthy Living</i>	645	49	72	60.25
<i>Totals</i>	<i>1,465</i>	<i>191</i>	<i>225</i>	<i>163.75</i>

MULTI-FAMILY SERVICES

January 1, 2021 – December 31, 2021

CASE MANAGEMENT

Type of Case Management	Individualized Meetings	Unduplicated Residents	Hours of Service
Client Assistance	568	172	316.00
Education	977	256	334.50
Health and Wellness	2,786	353	1,163.25
Services	42	23	42.00

Total Case Management	
Mixed Use and Multi-Family Cases	4,298
Unduplicated Meetings	4,373
Unduplicated Households	365
Unduplicated Residents	444
Time Spent (Hours)	1,856

MULTI-FAMILY SERVICES

January 1, 2021 – December 31, 2021

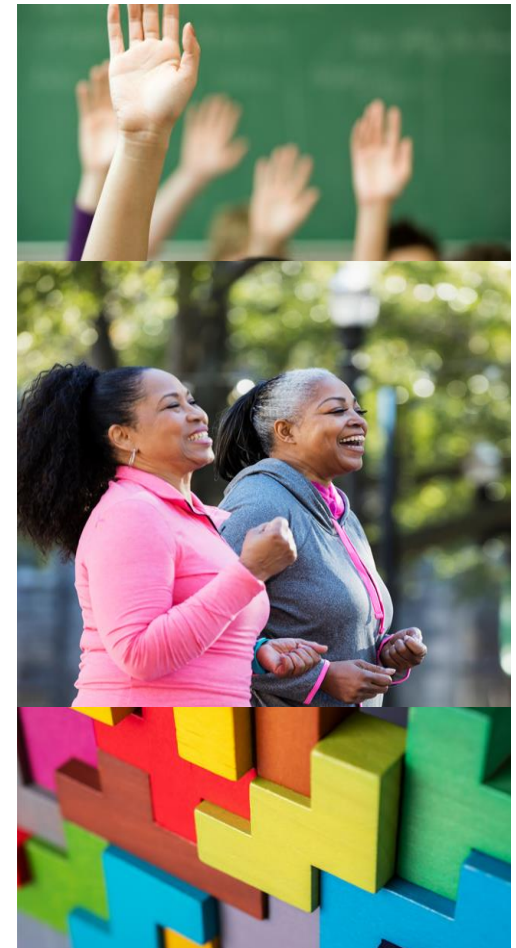
COMMUNITY BUILDING

Type of Community Building Activity	# in Attendance (Duplicated)	# in Attendance (Unduplicated)	# of Sessions	Hours of Service
Community Events	94	81	7	5.00
Holiday	89	28	7	13.00
Movies	2	2	1	1.00
Socials, General	91	24	7	12.00
<i>Totals</i>	<i>246</i>	<i>90</i>	<i>22</i>	<i>29.50</i>

AHA Resident Impact

Resident impacts are made possible by the leadership team of Alameda Housing Authority who engages with LifeSTEPS to empower residents through essential programs and services.

The measurement system at LifeSTEPS divides hundreds of individual outcomes into reporting categories. The following slides are a sampling of the outcomes and numbers served reported by our on-site staff from January to December 2021.



AHA Resident Impact

AHA Multi Family & Senior Site Outcomes: Economic Self Sufficiency - Health

Residents increased their health and economic self sufficiency including:

- 514 residents received food donations.
- 634 residents received healthcare services or participated in healthcare presentations.
- 263 residents received coping skills and/or emotional support.
- 515 residents learned healthy lifestyle techniques.



*Some residents included in multiple categories

AHA Resident Impact

AHA Multi Family & Senior Site Outcomes: Economic Self Sufficiency - Health

- 45 residents received medical, dental or vision services or were connected to a new medical provider.
- 523 residents participated in diet, exercise and or health education.
- 1,009 residents were connected to mental health services
- 81 residents completed a parenting class or workshop.
- 423 residents received healthy lifestyle counseling.



*Some residents included in multiple categories

AHA Resident Impact

AHA Multi Family & Senior Site Outcomes: Economic Self Sufficiency - Financial

Residents increased their economic self sufficiency by:

- 602 residents completing a budget and/or received budgeting education.
- 437 residents completing financial education.
- 154 residents completing financial counseling.
- 86 residents avoided eviction due to services.



*Some residents included in multiple categories

Client Assistance Program Helps Residents In Crisis

The Alameda Housing Authority and LifeSTEPS Client Assistance Program is an enhanced service available to residents, focused on providing help during times of crisis.

Through this program LifeSTEPS provides:

- Emergency Rental Assistance
- Transportation Assistance
- Medical/Prescription Help
- Other Assistance

The purpose of the program is to keep people in their homes, while also teaching them financial management skills to overcome challenges and transform their lives.



AHA Resident Impact

AHA Multi Family & Senior Site Outcomes: 1/1/2021 to 12/31/2021 Client Assistance

- Rental Assistance through LifeSTEPS
 - \$7,614 granted; impacted 50 people; 18 households
- Non-rental Assistance through LifeSTEPS
 - \$400 granted; impacted 1 people; 1 household
- Event Funds for Community Building = \$298.45

Total Spent: \$7,712.45

1/1/2021 to 12/31/2021 Gifts In-Kind (GIK) at AHA Properties

- Food value: \$90,552.50
- Goods value: \$1,118.01

Total GIK value: \$91,670.51

AHA Resident Impact

AHA Multi Family & Senior Site Outcomes: Social Self Sufficiency

- Residents participated in services leading to social self sufficiency including:
 - 492 residents completed LifeSTEPS curriculum
 - 417 residents participated in life skills classes (non-LifeSTEPS curriculum)
 - 33 residents received legal assistance



*Some residents included in multiple categories

AHA Resident Impact

AHA Multi Family & Senior Site Outcomes: Economic Self Sufficiency - Employment

- Residents received job skills or employment counseling services including:
 - 41 residents obtained new job skills
 - 92 residents completed a job skills/training program and/or received help with their resume or job application
 - 76 residents received employment counseling
 - 20 residents acquired computer skills



*Some residents included in multiple categories

Healthy Living: Food for Life



Through partnership with the Alameda Food Bank and leadership at AHA, LifeSTEPS facilitates the delivery of emergency groceries to AHA households.

This was an on-going effort to address food insecurity and provide AHA residents with greater accessibility to healthy choices during the pandemic.

2021 HIGHLIGHTS:

Parrot Village - ERAP Guidance Provided by DSS Angel Reyes:

- One resident received \$17,000 in assistance from ERAP
- One resident received \$12,716.85 in assistance from ERAP

- **Total:** \$29,716.85 funds received at this property



Esperanza Apartments - ERAP Guidance Provided by DSS Angel Reyes:

- One resident received \$14,289.00 in assistance from ERAP. Resident was stressed and struggling to pay rent.
- One resident received \$3,949.28 in assistance from ERAP. Resident found rent relief
- One resident received \$6,612.00 in assistance from ERAP. They started with a zero balance.

- **Total:** \$24,850.28 funds received at this property

COVID-19 Vaccine Clinic: LifeSTEPS partnered with Wellness Spring Pharmacy to conduct a vaccine clinic. Over 70 residents across all properties received a COVID-19 vaccine.

Turkey Giveaway: LifeSTEPS partnered with Alameda Food Bank to distribute turkeys and chickens to families battling food insecurities during the holidays.

Target Gift Cards: LifeSTEPS Support AHA distribution of holiday gift cards to 60 residents.

Note of Appreciation to AHA Leadership

We appreciate the dedication of the AHA team as we continually build our valuable partnership in order to more efficiently provide important services and resources to residents. The LifeSTEPS team is deeply thankful to AHA for their collaborative leadership. Vanessa Cooper has especially been instrumental in her commitment to excellence for LifeSTEPS to deliver effective social services.

