

CITY OF WEST COVINA
COMMUNITY AND SENIOR SERVICES COMMISSION

AGENDA

TUESDAY MAY 10, 2016, 6:00 PM
REGULAR MEETING

WEST COVINA CITY HALL
MANAGEMENT RESOURCE CENTER (MRC) ROOM 314
WEST COVINA, CALIFORNIA 91790

Chair Steve Bennett
Vice-Chair Phil Kaufman
Commissioner Luanne Arredondo
Commissioner Paul Blackburn
Commissioner Tam Dinh
Commissioner Glenn Kennedy
Commissioner Nick Lewis
Commissioner Leticia Lopez
Commissioner George Ogden
Commissioner David Stewart

AMERICANS WITH DISABILITIES ACT

The Commission complies with the Americans with Disabilities Act (ADA). If you will need special assistance at Commission Meetings, please call (626) 939-8433 (voice) or (626) 960-4422 (TTY) from 8:00 a.m. to 5:00 p.m. Monday through Thursday, at least 48 hours prior to the meeting to make arrangements.

AGENDA MATERIAL

Agenda material is available for review at the West Covina City Clerk's Office, Room 317 in City Hall, 1444 W. Garvey Avenue and at www.westcovina.org. Any writings or documents regarding any item on this agenda not exempt from public disclosure, provided to a majority of the Commission that is distributed less than 72 hours before the meeting, will be made available for public inspection in the City Clerk's Office, Room 317 of City Hall during normal business hours.

PUBLIC COMMENTS
ADDRESSING THE COMMUNITY AND SENIOR SERVICES COMMISSION

Any person wishing to address the Commission on any matter listed on the agenda or on any other matter within their jurisdiction should complete a speaker card that is provided at the entrance and submit the card to the Commission Secretary.

Please identify on the speaker card whether you are speaking on an agenda item or non-agenda. Requests to speak on agenda items will be heard prior to requests to speak on non-agenda items. All comments are limited to three (3) minutes per speaker.

May 10, 2016

AGENDA
CITY OF WEST COVINA
COMMUNITY AND SENIOR SERVICES COMMISSION

TUESDAY, MAY 10, 2016, 6:00 PM
REGULAR MEETING

CALL TO ORDER

PLEDGE OF ALLEGIANCE / MOMENT OF SILENT PRAYER

ROLL CALL

ORAL COMMUNICATIONS - Three (3) minutes per speaker

Please state your name and city of residence for the record when recognized by the Commission Chair.

APPROVAL OF MEETING MINUTES

- 1. March 8, 2016 Regular Community and Senior Services Commission Meeting Minutes**

Motion by _____, second by _____
to approve the Regular Community and Senior Services Commission meeting minutes held on Tuesday, March 8, 2016 as presented
except:
Motion carried by a vote of _____.

ADMINISTRATION

NEW BUSINESS

- 2. Choosing of the 2015 Volunteer of the Year**

Community Services Nomination:
Motion by _____, second by _____
To elect _____ for the Community Services Volunteer of the Year Award.
Motion carried by a vote of _____.

May 10, 2016

Recreation Services Nomination:

Motion by _____, second by _____
To elect _____ for the Recreation Services Volunteer of the
Year Award.
Motion carried by a vote of _____.

3. **Internship Program** – Community Services Director Bresciani
4. **Commissioner Roles and Responsibilities** – Community Services Director Bresciani (attachment)
5. **Sports Council Subsidy** – Community Services Director Bresciani
6. **Palm View Community Center Improvements** – Community Services Director Bresciani
7. **L.A. County Park Bond** – Community Services Director (attachment)

OLD BUSINESS

8. **Sunset Field** – Community Services Director Bresciani

AD HOC REPORTS

9. **CDBG Public Service Project Funding Recommendations** (Blackburn, Lewis, Stewart) – Management Analyst II McDonald (attachment)

COMMISSIONERS REPORTS

ITEMS TO BE AGENDIZED

ANNOUNCEMENTS

May 10, 2016

ADJOURNMENT

Motion by _____, second by _____
to adjourn the meeting at _____.
Motion carried by a vote of _____.

2016 Regular Commission Meetings
July 12th / September 13th

MINUTES

REGULAR MEETING COMMUNITY AND SENIOR SERVICES COMMISSION

Tuesday, March 8, 2016

The regular meeting of the Community and Senior Services Commission was called to order at 6:00 p.m. in the Cameron Community Center. Commissioner Stewart led the Pledge of Allegiance and Vice Chair Kaufman asked to observe a moment of silence.

ROLL CALL

Present: Chair Bennett (arrived 6:04 p.m.), Vice Chair Kaufman
Commissioners Blackburn, Dinh, Kennedy (arrived 6:02 p.m.), Lewis, Lopez,
Ogden (arrived 6:01 p.m.), Stewart

Absent: Commissioner Arredondo

Staff Present: Director Bresciani; Management Analyst II McDonald; Recreation Supervisors
Cresap (arrived 6:19 p.m. and Perez; Community Services Coordinators
Caropino, Perez (arrived 6:20 p.m.), and Sayers; Office Assistant II Butanda

MINUTES FOR APPROVAL

Commissioners Ogden and Kennedy arrived at 6:01 and 6:02 p.m.

1. November 10, 2015 Regular Community and Senior Services Commission Meeting Minutes

Motion by Lewis, second by Arredondo to approve the Regular Community and Senior Services Commission meeting minutes as presented. Motion carried by a vote of 9-0-1.

2. November 10, 2015 Regular Closed Session Community and Senior Services Commission Meeting Minutes

Motion by Lewis second by Lopez to approve the Regular Closed Session Community and Senior Services Commission meeting minutes as presented. Motion carried by a vote of 9-0-1.

Chair Bennett arrived at 6:04 p.m.

3. February 9, 2016 Special Community and Senior Services Commission Meeting Minutes

Motion by Lewis second by Ogden to approve the Special Community and Senior Services Commission meeting minutes as amended. Motion carried by a vote of 10-0.

ADMINISTRATION

NEW BUSINESS

4. Choosing of the 2015 Volunteer of the Year

Motion by Lewis second by Ogden modify the deadline for Volunteer of the Year applications to May 9, 2016. Motion carried by a vote of 10-0.

5. Introduction of Community Services Staff

Recreation Supervisor Cresap and Community Services Coordinator Perez arrived at 6:19 and 6:20 p.m.

Director Bresciani introduced full-time staff of the Community Services Department. Staff members provided an overview of their areas of responsibility. Coordinator Caropino oversees Shadow Oak Community Center and programming, as well as the Recreation Guide. Recreation Supervisor Perez directs the Senior Center, meals, and policies and procedures. Coordinator Sayers manages the day care centers, special events, Youth Council, and the Community Services Group. Management Analyst II McDonald administers CDBG and transit funds. Recreation Supervisor Cresap directs Cameron Community Center, facility rentals, Galster Nature Center, Sports Council, and the Municipal Pool and Del Norte Splash Pad. Coordinator Perez is responsible for Cameron Community Center classes, leagues, and special events.

OLD BUSINESS

6. Staff update on Cameron Park Playground

Director Bresciani reported that construction has been suspended due to the invalidity of the contractor's certificate. Temporary fencing has been installed while an alternate contractor is identified.

7. West Covina Park Needs Assessment Summary

Director Bresciani stated that a revised project list was submitted to Los Angeles County due to further clarification on project requirements. Some items submitted are on the CIP list. Los Angeles County has not issued a promise of funding the projects.

ADJOURNMENT

Meeting adjourned at 6:52 p.m.

SECTION II

1. RELATIONS WITH THE CITY COUNCIL

The primary responsibility of commissions and boards is to advise and make recommendations to the City Council. Commissions and boards should not attempt to relieve the Council of the responsibility for making political decisions. This responsibility properly rests with the City Council and cannot be delegated to any other body, however capable and interested it might be.

A commission or individual commissioner may disagree with the City Council on any matter, but once the Council has established its position on a matter, the commission should not do anything contrary to the established policies and programs adopted by the City Council. If personal ethical problems arise, resignation from the Commission is appropriate response.

Business transacted with the City Council should be in writing from the commission as a whole. Written communications to the City Council should be submitted to the City Manager's Office at least five working days before City Council meeting dates.

A commission should not present proposals to the City Council through other community organizations. This method of advancing proposals carries the political weight of the organization as well as the proposal, in which case the City Council is in a difficult position to consider the proposal on its merits alone.

2. RELATIONS WITH STAFF

The City's administrative staff works for and is responsible to the City Manager. The City Manager may assign staff to act in a technical advisory capacity and provide supportive assistance to a board or commission.

Except where administrative authority is specifically conferred upon a commission, the commission should not attempt to direct or decide on the priority of work for the department providing staff to it. Since staff personnel are directly responsible to the City Manager, it becomes his responsibility to allocate their time and efforts. Commissions should, however, set priorities for their own agendas. Commissions should not ask staff to commit manpower for work that has not been budgeted or has not been approved by the City Council.

It is not expected that every staff recommendation will be approved; however, based on the technical knowledge of staff, consideration should be given to their proposals and recommendations. After a staff recommendation has been made, the commission may or may not agree; in the latter case, staff will present the Commissioner's decision or actions completely and accurately, but has the option of making their recommendation to the City Council, through the City Manager, which may be different from those of the commission.

Commissions or individual commissioners should not discuss individual concerns regarding employee-related matters with employees. These matters should be referred to their respective supervisors, department head, or the Human Resources Department.

New commissioners receive an orientation by the Department Head of their assigned department regarding the relationship between all City commissions and City staff, and the scope of activities within the field of influence of the particular commission. The City Manager will also review the means by which commissions or commissioners convey their recommendations or opinions to the City Council and other legislative or governing bodies.

3. RELATIONS WITH THE PUBLIC

Commissioners are encouraged to become aware of public opinion related to their field of influence and welcome citizen input at commission meetings.

Commissions are encouraged to take inventory of opportunities and resources to increase citizen involvement.

Commissions should ensure that rules and procedures are clear to the public in public hearings and meetings.

Commission members should conduct themselves at public meetings in a manner that is fair, understanding, and gracious as circumstances permit. Members should be considerate of all interests, attitudes, and differences of opinion. Members should take care to observe both the appearance and the principle of impartiality.

Commissioners should speak through the Chair and try to avoid speaker-to-audience conversation. The purpose of hearing the public is usually to help the commission act, not to engage in debate or argument with the public.

Commissioners should avoid making statements to the media or to the public on matters that have not been presented before the entire commission.

Commissioners should be aware that any statements or opinions made to members of the media could be considered "on the record" by reporters. Such statements should be made in consideration of the likelihood that they will be printed or broadcasted.

Relations with the City Council should also be kept in mind in communicating with the public or the media. Commissioners are considered by the public to be members of and spokesperson for the City. Because policy decisions are the sole responsibility of the City Council, it is inappropriate for commissioners, as representatives of the City, to publicly criticize established Council policies or Council members. If personal ethical problems arise, resignation from the commission is the appropriate response. This does not in any way preclude a commissioner's responsibility to advocate his or her position on a policy matter prior to the decision on an official policy.

4. POLITICAL REFORM ACT – CONFLICT OF INTEREST

Commission appointments are of such responsibility and accountability that they among other things, fall under the purview of the Political Reform Act.

The voters enacted the Political Reform Act in 1974 to ensure that public officials, whether elected or appointed, would perform their duties in an impartial manner, free from bias caused by their own financial interests or the financial interests of persons who have supported them. Therefore, assets and income of public officials, which may be materially affected by their official actions, must be disclosed and in appropriate circumstances the officials must be disqualified from acting in order that conflicts of interest may be avoided. To this end, the State Fair Political Practices Commission has devised a standardized Statement of Economic Interest form for use throughout the State of California.

The City's Conflict of Interest Code specifies a disclosure category that is applicable to Commission positions. Commissioners will be reporting items that fall into that disclosure category, correlating them to "schedules" contained in the Statement of Economic Interest form. Planning Commissioners are subject to disclosure requirements of Government Code Section 87200 and not the City's Conflict of Interest Code.

Commissioners are required to file an Assuming Office Statement within 30 days of their appointment and then annually thereafter until their appointment expires. Upon terminating from their position, Commissioners will file a Leaving Office Statement. These forms are supplied by the City Clerk and filed by that office. It is the City Clerk's responsibility to provide the forms to Commissioners for filing in a timely fashion.

Commissioners shall not accept gifts from applicants or other persons concerned with matters, which have been or might come before the commission. To accept a gift could be considered a bribe or payoff and Commissioners should not place themselves in this compromising position. Generally a gift is anything that has a value of \$50 or more.

SECTION III

1. COMMISSION EFFECTIVENESS

Organized groups exist to get things done, to complete certain tasks, to achieve certain agreed upon purposes or goals. A commission is a set of individuals held together by a web of interrelationships and feeling. The nature and intensity of these feelings set the “climate” of the commission at any given moment. A positive climate encourages member involvement and responsibility to take action.

Optimum participation is achieved when the commission’s stated tasks are understood. Members should keep the tasks visible and clearly defined.

2. FUNCTIONS AND BEHAVIOR

The City of West Covina prides itself on striving to conduct its business in a professional, respectful, and courteous manner. As our Commissions are comprised of the citizens of West Covina, it is understood that citizens participating in Commission meetings and other forums are to conduct themselves in the same manner. Common courtesy and respect for your fellow Commissioners, City employees, City Councilmembers, and the general public is expected. Commissioners shall refrain at all times from rude and derogatory remarks, reflections as to integrity, abusive comments, and statement as to motives and personalities.

Commissioners are also expected to observe the Commissioners Rules of Conduct & Decorum. (Appendix A). A commissioner in violation of the Rules of Conduct & Decorum is subject to appropriate discipline and possible removal from their position on the commission.

Effective Commissions usually pay attention to the following functions and behavior:

- Prioritizing tasks
- Anticipating problems
- Analyzing problems
- Setting clear objectives
- Developing actions/options
- Identifying implementation roadblocks
- Deciding
- Active listening
 - Not interrupting

- Listening to feelings
- Not judging others
- Summarizing and feeding back

- Supporting your colleagues
 - Accepting their ideas
 - Sowing warmth
 - Creating opportunities to involve members
 - Building on member's ideas
 - Encouraging different ideas

- Confronting what's happening
 - Questioning your and others' assumptions
 - Dealing directly with conflict
 - Focusing attention on the idea; not the person

- Diagnosis skills
 - How are you working together?
 - Who isn't involved?
 - What isn't being discussed?
 - Where is your help needed?
 - When are YOU going to help?

3. EFFECTIVE CONFLICT MANAGEMENT

Public hearings or citizens input meetings are difficult to manage. Participants at public hearings are usually highly motivated and often nervous. When you have a group of potential adversaries in one room, the possibility of uncontrolled conflict is very high. As commissioners, your role is to guide conflict to positive results, not to eliminate it, which is usually not possible.

The following suggestions should help manage conflict and confrontation effectively.

- A. Anticipate conflicts by doing your homework so you can concentrate on the dynamics of the meeting rather than learning about the topic at hand.
- B. Treat all sides fairly. Set the rules of the hearing early and make sure everyone follows them without exception.
- C. Carefully explain the purpose of the public hearing and what action is expected at the conclusion of the hearing. Insistence on playing by the rules is your best tool for conflict management in the public hearing.
- D. All people speaking must clearly identify themselves, not only for the record, but also so you can address them by name.

- E. Set an acceptable time limit for testimony and stick to it.
- F. Make decisions as promptly as possible. Commissions may get so bogged down in procedural distractions, petty details, and endless searches for more information that the issue never seems to get resolved.
- G. Set time limits on the public hearing; don't let it ramble on and cause people to leave before a decision is made.
- H. Try not to overreact to such inflammatory comments as:

“Who thinks up these ideas, anyway?”

“You must be in the developer's pocket.”

“This whole idea stinks of politics.”

These types of comments do not require answers. Most are expressions of frustration. Try to turn frustration to constructive avenues. Ask questions. Be specific if you can. Refer to the speaker by name. Reinforce areas where you agree. Do not return insult for insult. Your insults can turn the audience against you for your lack of control and unfairness.

- I. Try to avoid speaker-to-audience conversation. The purpose of a hearing is to help your commission act, not engage in debate.
- J. If other commission members have questions of the speaker, the Chair should permit these questions only during the speaker's time at the podium.
- K. Be careful not to prejudice the action of the commission. Use the hearing to gather the necessary information about the project and individuals desires concerning the proposal. Your commission members should not express their views on the proposal until after testimony has ended. Their comments and questions should not suggest a position one-way or the other.

In situations when a Commission's action constitutes a formal decision by the City (i.e. a zoning matter), a Commissioner's prior statements about the pending matter may cause the Commissioner to be disqualified or the Commission's decision to be invalidated.
- L. Once testimony has ended, commissioners should be invited to discuss their views on the proposal.
- M. View the public hearing as an example of basic democracy in action at the local level. Make it your personal goal to make the public hearing work. This means:

Everyone will feel fairly treated and believe the Commission had all the facts, was open in its deliberations and acted accordingly. No one person dominated the meeting, and

there was sufficient time for all to speak. No one left the meeting feeling disenfranchised.

4. WORK PLACE HARASSMENT

The City of West Covina has as a priority the existence of a workplace that is free from workplace harassment. As such, anyone employed, doing business, volunteering or serving as political appointees are required to adhere to the City's Policy Against Discrimination, Harassment and Retaliation. (See Appendix B).

Please be advised that under Federal, State and local laws and regulations, the City of West Covina has an affirmative duty to maintain a working environment free from harassment on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, sexual orientation and/or age. Derogatory remarks are a form of harassment and when directed against any of the aforementioned protected classes can be actionable, exposing you and the City to potential liability.

It is important that all commissioners refrain from any behavior and/or comments that could be considered derogatory toward any of the aforementioned protected classes. As a Commissioner, you are a representative of the City and your actions necessarily reflect upon the City.

City of West Covina Commissioner Rules of Conduct & Decorum

The City of West Covina prides itself on striving to conduct its business in a professional, respectful, and courteous manner. As our Commissions are comprised of citizens of West Covina, serving in an advisory role to the City Council, it is understood that citizens participating in Commission meetings and other forums are to conduct themselves in the same manner. Common courtesy and respect for fellow Commissioners, City employees, City Councilmembers, and the general public is expected. Commissioners shall refrain at all times from rude and derogatory remarks, reflections as to integrity, abusive comments, and statements as to motives and personalities.

City of West Covina Commissioners shall observe the following Rules of Conduct & Decorum.

1. A member of the Commission shall neither, by conversation or otherwise, delay or interrupt the proceedings of the Commission, interrupt any fellow Commissioner while speaking, or disobey the orders of the Commission Chairperson.
2. Commissioners should provide the utmost courtesy to each other, to City Employees, and to the public appearing before the Commission. Commissioners should refrain from:
 - a. Rude and derogatory remarks;
 - b. Questioning the integrity of their fellow Commissioners and/or public speakers;
 - c. Abusive comments;
 - d. Directing City staff, other than within the context of a Commission meeting, subject to the consensus of the members of the Commission and subject to the review and approval of the Department Head and City Manager, and consistent to the Municipal Code;
 - e. Making comments on behalf of other individuals that may be considered hearsay;
 - f. Statements about the member's personal feelings about the speaker's motives; and
 - g. Personal attacks.
3. At all times Commissioners shall conduct themselves so as to ensure that their image and appearance befit the occasion and reflect their position within the community.
4. At no time shall Commissioners engage in conduct that substantially and unreasonably interferes with the ability of any other Commissioner or City employee to perform their official duties, violates any City policies, or that creates an intimidating or hostile work environment.
5. Commissioners are to refrain from conduct that is an abuse of a Commissioner's public office or utilizes the Commission in an inappropriate manner to further one's own political gains.

6. Commissioners shall not use their title or status as a City Official for personal purposes, or other unsanctioned activity not related to official Commission behavior, other than permitted by law.
7. Commissioners shall not engage in conduct that is in violation of any civil or criminal law.
8. Any person(s) making personal, defamatory or profane remarks or who willfully utters loud, threatening or abusive language or engages in any disorderly conduct, which disturbs or disrupts the orderly conduct of any meeting shall be called to order by the Chairperson. If such conduct continues, the Chairperson of the Commission, at his/her discretion, may order such person removed from that meeting. If the Chairperson is in violation of any of the above rules of decorum, a majority vote of the Commission may order the removal of the Chairperson from the meeting.

Discipline/Consequence:

Any allegations of conduct in violation of these Rules of Conduct and Decorum shall be brought to the attention of the Department Head whose department provides administrative support to the Commission. That Department Head, in consultation with the City Manager, will discuss the appropriate actions, depending on the magnitude of the violation. This could include, notification to the City Council to correct the violation.

The City Council will have the ability to take no action, censure the Commissioner, remove the Commissioner without the affirmative vote of not less than three (3) members of the City Council, and/or take any other appropriate measure deemed by the City Council.

Any Commissioner removed from a Commission may not be appointed to any City Commission, Ad-Hoc Committee, and employment with the City of West Covina (volunteer, part-time, or full-time) for a period of one year from the date of removal.

City of West Covina
Administrative Policy

SUBJECT: Policy Against Discrimination, Harassment,
and Retaliation

EFFECTIVE DATE: February 11, 2010

Replaces Policy of: December 14, 1994

PURPOSE: The purpose of this Administrative Policy is to define and prohibit discriminatory harassment and retaliation, and to set forth a procedure for the investigation and resolution of complaints about such conduct.

I. POLICY STATEMENT- EMPLOYEE STANDARDS OF CONDUCT

The City of West Covina is committed to providing a work environment free of discriminatory harassment and retaliation. Conduct that violates this policy will not be tolerated.

Discriminatory harassment of an applicant, employee, or person providing services pursuant to a contract, includes harassment based upon actual or perceived race, religious creed, sex and gender, national origin, ancestry, disability, medical condition, marital status, age, or sexual orientation. It is also a violation of this policy to retaliate against any individual: a) who makes a complaint under this policy; b) who participates in an investigation conducted under this policy; or c) who supports those who complain or participate in an investigation under this policy.

It is the policy of this City that all employees are treated with respect, courtesy and in a professional manner.

Employees who violate this policy may be subject to disciplinary action, up to and including termination.

II. DEFINITIONS

Harassment may consist of any form of or combination of verbal, physical, visual, or environmental conduct. It need not be explicit, or specifically directed at the victim, or even intended to be harassing.

A. Sexual Harassment - Conduct including but not limited to that which is based upon actual or perceived sex, gender, marital status, or sexual orientation, including unwanted sexual advances, making or threatening reprisals after a negative response to sexual advances; comments about an individual's body, attire, physical appearance or sexual prowess; flirting; touching; kissing; patting;

staring or leering; unnecessarily brushing against or blocking another person; patronizing and ridiculing comments, and other verbal, physical, or visual conduct of a sexual nature.

The City of West Covina specifically prohibits conduct, which makes either explicitly or implicitly a term or condition of an individual's employment based upon submission to any sexual conduct or activity. Submission to or rejection of such conduct by an individual may not be used as a basis for any employment decision affecting that individual.

By definition, sexual harassment is not within the course and scope of an individual's employment with the City of West Covina.

B. Verbal Harassment - Inappropriate, derogatory or offensive remarks, epithets, derogatory or lewd comments, slurs, jokes, teasing, verbal abuse, insults, threats or intimidation based upon actual or perceived race, religious creed, sex and gender, national origin, ancestry, disability, medical condition, marital status, age or sexual orientation.

C. Visual Forms of Harassment - The display or circulation, including via email or on any City of West Covina computer, gestures, posters, cartoons, letters or writings, calendars, pictures or by any other means of visual communication of jokes, insults, epithets, slurs or other derogatory comments based upon actual or perceived race, religious creed, sex and gender, national origin, ancestry, disability, medical condition, marital status, age, or sexual orientation.

D. Physical Harassment - Gestures, display or use of force, threats, unwelcome touching, "horse-play," impeding or blocking movement or any other physical interference with normal work activity or movement based upon actual or perceived race, religious creed, sex and gender, national origin, ancestry, disability, medical condition, marital status, age, or sexual orientation.

D. Environmental - A work environment that is permeated with talk, innuendo, insults or abuse not relevant to the subject matter of the job or based upon actual or perceived race, religious creed, sex and gender, national origin, ancestry, disability, medical condition, marital status, age, or sexual orientation. An environment may be hostile if unwelcome conduct is directed specifically at an individual or if the individual merely witnesses unlawful harassment in his or her immediate surroundings.

III. RESPONSIBILITIES

Individuals with supervisory or managerial responsibilities must ensure that all persons are provided a work environment free of discrimination, harassment and retaliation as defined under this policy. Supervisors and managers are required to respond to and report complaints made under this policy as outlined in section IV.

Every employee is encouraged to immediately inform the person harassing him/her that the behavior is unwelcome, offensive, or inappropriate. Every employee is encouraged to openly listen to feedback given to him/her, under this policy, and to clarify and apologize as appropriate.

The City of West Covina will respond to and investigate all concerns and complaints made under this policy, regardless of the identity of the complainant, victim, or alleged perpetrator, as may be appropriate, under the circumstances.

IV. COMPLAINT PROCEDURE

Any employee who believes that he/she has been subjected to conduct prohibited under this policy, is strongly encouraged to report this conduct to either his/her supervisor, manager, any employee in the chain of command, any other supervisor or manager, or directly to any one in the Human Resources Department.

Employees are strongly encouraged to bring complaints under this Policy within 7 calendar days of the incident.

- A. Upon receipt of a complaint under this Policy, the City's Human Resources Department may authorize or conduct an investigation of the alleged incident(s). The investigation shall be conducted in a manner that ensures, to the extent possible, the privacy of all involved individuals. All individuals involved in the investigation are required to maintain confidentiality to the greatest extent possible. Information related to the investigation will be provided on a "need to know" basis only.
- B. Upon completion of the investigation, the Department Head, in consultation with the Human Resources Department, will determine what, if any, disciplinary action will be taken. In the event that a Department Head is accused, the City Manager will make the determination.

V. DISCIPLINE

If it is determined that a violation of this policy occurred, appropriate disciplinary action, up to and including dismissal, will be taken. The severity of the discipline will be determined by the totality of the circumstances, including the severity and/or frequency of the offense.

VI. ADDITIONAL REFERENCES

Additional information can be obtained by contacting the U.S. Equal Employment Opportunity Commission at www.eeoc.gov, or the California Department of Fair Employment and Housing at www.dfeh.ca.gov.


Thomas Bachman
Assistant City Manager


Andrew Pasmant
City Manager


Date

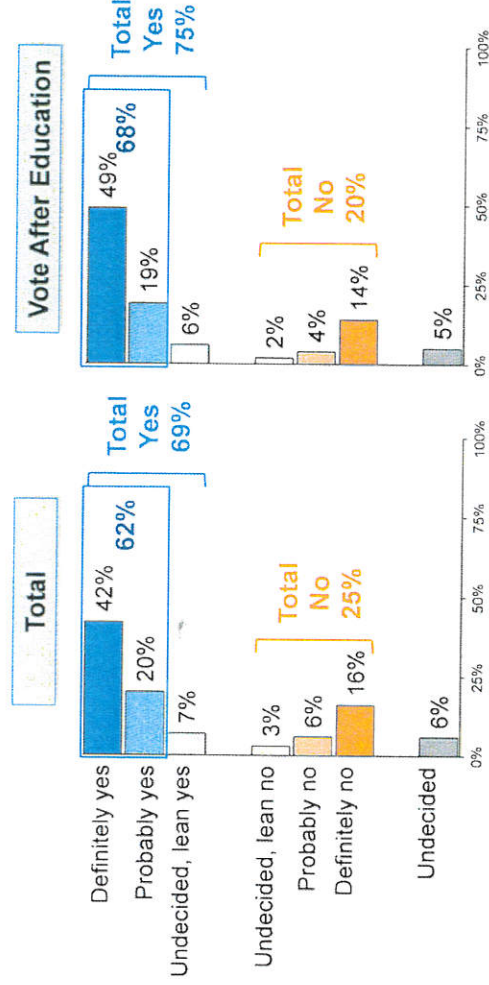


Public Opinion Research
& Strategy

TO: Interested Parties
 FROM: Fairbank, Maslin, Maullin, Metz & Associates (FM3)
 RE: Los Angeles County Parks and Open Space Baseline Survey
 Summary of Key Results
 DATE: December 24, 2015

1. A recent survey of 1,010 likely November 2016 Los Angeles County voters shows that a majority (69 percent) would definitely, probably or lean toward voting yes in favor of a ballot measure establishing a three-cent per square foot of improvement property tax to fund neighborhood parks, recreation areas, beaches, rivers, and other natural areas, while about 25 percent would vote no to oppose the measure if the election were held today. A further six percent are initially undecided. However, once voters are provided with additional information, support for the measure increases by about 6 percent, from 69 to 75 percent, with slightly more than two-thirds saying definitely or probably yes. Opposition decreases to 20 percent and an additional 5 percent remain undecided.

FIGURE 1: Initial Vote and Vote after Education on the L.A. County Park and Open Space Measure

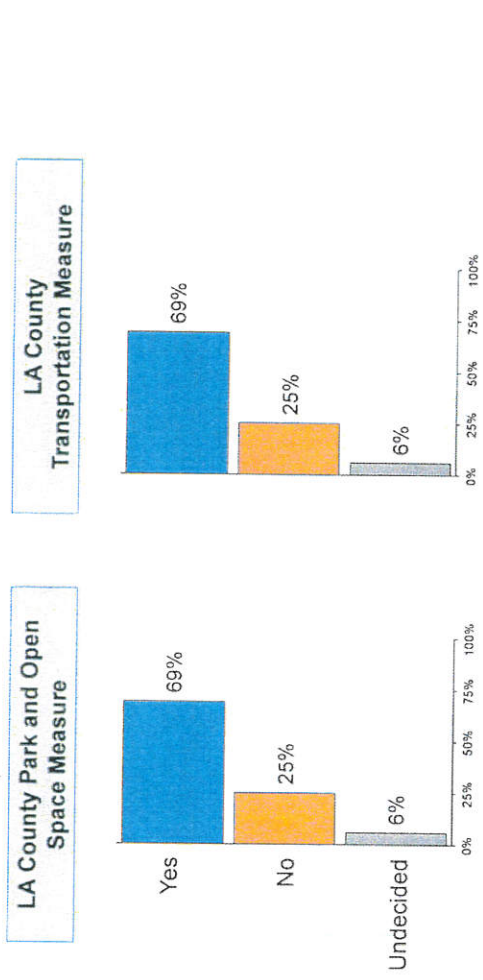


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- Both measures – the Los Angeles County Parks and Transportation Measures – appear viable when on the same ballot (Figure 2). Each measure initially starts with at least two-thirds support from voters who said they would definitely, probably or lean toward voting yes. Strong support for each measure persists regardless of whether voters hear one measure first or second (Figure 2).

FIGURE 2: Vote for LA County Parks and Open Space and Transportation Measures



- Respondents rated in high percentages (70 percent or more), a number of features and provisions they consider extremely or very important to be included in the measure. Those with the highest percentages include protecting clean water supplies, including rivers and creeks; helping to reduce gang activity; ensuring safe places to play; removing asbestos, mold and lead paint from aging recreation centers; and protecting and preserving parks and natural areas, as well as clean and safe beaches (Table 1).

TABLE 1: Potential Provisions and Features to be Included in the Measure

Potential Provisions/Features to be Included in the Measure	% Ext/Very Important
Protect clean water supplies including rivers and creeks	89%
Protect clean drinking water sources	89%
Help reduce gang activity	88%
Ensure safe places to play	81%
Remove asbestos, mold and lead paint from aging recreation centers	79%
Protecting and preserving parks and natural areas	79%
Protect clean and safe beaches	78%
Improve park accessibility for the disabled	75%
Improve the safety of recreation areas for children and seniors	75%
Protect and preserve open space, natural areas, and waterways	75%
Replace deteriorating water, sewer and gas lines at parks and recreation centers	75%

TABLE 1: Potential Provisions and Features to be Included in the Measure (Continued)

Potential Provisions/Features to be Included in the Measure	% Ext/Very Important
Reduce and prevent flooding during heavy rains	73%
Renew expiring, dedicated, local funding for neighborhood parks, rivers, beaches, and natural areas	73%
Protect wildlife areas	73%
Ensure space for after-school programs	73%
Ensure space for senior programs	73%
Exempt low income seniors from having to pay the annual tax	71%
Maintain and improve safe walking and biking paths and trails	71%
Upgrade security lighting and fencing	70%
Make existing state and federal matching funds available to our local parks that would otherwise go elsewhere	70%

4. **Voters were more inclined to support the measure after hearing a series of educational statements.** Specifically, the following messages had the greatest effect, prompting more than three-quarters of voters to say that they would be more inclined to vote yes in favor of the measure:

1. This measure will **keep our kids, seniors, and other residents safe** by providing funding for necessary safety repairs and upgrades to outdated and/or unsafe playground equipment, park and recreation centers, senior centers, and restrooms (80 percent *much/somewhat more inclined to vote yes*).
2. This measure will help **protect and preserve LA County's remaining undeveloped open spaces and natural areas so we and future generations** can enjoy them rather than lose them for good (78 percent).
3. This measure will help **keep kids off the streets and out of trouble** by providing safe places for them to play and participate in after-school programs (77 percent).
4. This measure will help **fund water conservation efforts** such as the increased use of drought-tolerant plants, recycled water for ball fields, and capturing and cleaning more rainwater. **These efforts to reduce the amount of water wasted will save money and help to protect and increase our local drinking water supplies** (76 percent).
5. In general, more than 7 in 10 voters (73 percent) perceive great or some need for additional funding for neighborhood, city and county parks in Los Angeles County.

i Between December 3rd – 9th, 2015, Fairbank, Maslin, Maullin, Metz & Associates (FM3) conducted a telephone survey of 1,010 voters in the County of Los Angeles who are likely to

vote in the 2016 General Election. The margin of error for the full sample is +/- 3.3% and for half the sample it is +/- 4.7%; margins of error for subgroups will be higher.

CITY OF WEST COVINA
 REGULAR MEETING OF THE
 COMMUNITY AND SENIOR SERVICES COMMISSION

Meeting Date
 May 10, 2016

By
 Analyst McDonald

Agenda Attachment No.
 9 – Attachment #1

AD HOC REPORTS

7. CDBG

FY 2016-2017 CDBG Public Service Project Funding Recommendations

The CDBG Ad Hoc Committee reviewed the FY 2016-2017 Public Service Project Funding applications and heard presentations on April 21, 2016. At the same meeting, the Ad Hoc Committee developed the following funding recommendations, which are based on an estimate of available resources in the amount of \$23,087:

**FY 2016-2017 CDBG Public Service Project
 Funding Recommendations - Summary**

Applicant/Project	Amount Awarded FY 2015-16	Amount Requested 2016-17	CDBG AdHoc Committee Recommendation
1. Action Food Pantry	\$ 4,000	\$ 20,000	\$ 3,837.44
2. Love Inc	2,215	6,400	2,124.98
3. ESGV Coalition for the Homeless	3,000	10,000	2,878.08
4. Project 29:11	3,000	10,000	2,878.08
5. Assistance League of Covina Valley	850	5,250	815.46
6. Cory's Kitchen	3,000	8,000	2,878.08
7. SGV YWCA - Meals on Wheels	4,000	5,000	3,837.44
8. SGV YWCA - Senior Citizens Assistance Program	4,000	17,000	3,837.44

Total Requested / Recommended \$ 24,065.00 \$ 81,650 \$ 23,087.00

Meeting Date
 May 10, 2016

By
 Analyst II McDonald

Agenda Attachment No.
 9 - Attachment #2

FY 2016-2017 CDBG PUBLIC SERVICE APPLICANTS

(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Applicant/Project	Service	Amount Requested 2014-2015	Amount Awarded 2014-2015	Served 2014-2015	Expended 2014-2015	Requested 2015-2016	Awarded 2015-2016	Served Mid-2015-2016	Involved 2015-2016	Requested 2016-2017	Est. Total to Serve 2016-2017	Est. WC to Serve 2016-2017	Est. WC to Serve 2016-2017	Unit Cost 2016-2017	Total Project Budget	WC % Budget =(K/O)*100%	WC % Served =(M/L)*100%	Ad Hoc Recommend
Action Food Pantry	Food Services	\$ 20,000	\$ 4,938	3,191	\$ 4,938	\$ 20,000	\$ 4,000	738	\$ 4,000	\$ 20,000	\$ 1,500	\$ 180	\$ 111	\$ 60,000	33.3%	12.0%	3,837	
Love INC	Social Service Referral	4,336	2,500	729	2,500	5,656	2,215	1,287	2,054	6,400	3,345	80	80	65,307	9.8%	2.4%	2,125	
ESGV Coalition for Homeless	Serves Homeless Emerg. Food/Shelter	10,000	3,500	297	3,500	10,000	3,000	169	1,500	10,000	1,400	250	40	130,734	7.6%	17.9%	2,878	
Project 29:11	Economic Relief Center	10,000	3,500	25,942	3,500	15,000	3,000	9,888	1,084	10,000	5,800	1,005	10	30,303	33.0%	17.3%	2,878	
Assist League of Covina Valley	Serves Youth School Clothes	4,000	1,000	918	1,000	4,000	850	477	850	5,250	1,400	450	12	108,455	4.8%	32.1%	815	
Cory's Kitchen	Food Services Integrated Social	10,000	3,500	2,713	3,500	8,000	3,000	2,034	3,500	8,000	40,535	1,953	4	124,530	6.4%	4.8%	2,878	
YWCA of SGV - Meals on Wheels	Food Services Delivered Meals	5,000	4,500	13	4,500	5,000	4,000	16	2,000	5,000	70	30	167	91,863	5.4%	42.9%	3,837	
YWCA of SGV - Senior Citizens Assistance Prog	Case Management	17,000	5,000	50	4,960	17,000	4,000	28	1,852	17,000	900	100	170	68,615	24.8%	11.1%	3,837	

Notes

1. (N): The Unit Cost represents the cost per West Covina resident served, based on funding request from West Covina (K) and Estimated West Covina residents to be served (M).

2. (P): The percentage represents the amount the funding requested from West Covina (K) relative to the total proposed budget for the project (O).

3. (Q): The percentage represents the number of people to be served from West Covina (M) relative to the total number of people to be served by the project (L).

TOTAL REQUEST

\$ 81,650

TOTAL ANTICIPATED AVAILABLE

\$ 23,087

DIFFERENCE

\$ 58,563

\$ 23,087

FY 2016-2017 CDBG PUBLIC SERVICE PROJECT APPLICANTS

Note: Descriptions shown in italics were taken from the applications of the respective service providers in which they respond to the question, “Describe your program (purpose, goal, etc.)”

- 1. Action Food Pantry:** *ACTION Food Pantry's purpose is hunger relief. Our goal is to provide food for the increasing number of needy in our community. The Pantry provides groceries, which are both purchased and donated. Volunteers pick up, unload, and sort the food into nutritionally balanced packages. Approximately 75-100 families are served each week. Proof of income and residency is requested. Clients are registered and the number of visits is recorded. With the resources we have available, we provide enough groceries for five days at each visit. Seniors and disabled persons receive food twice a month, the homeless once a week, and other families once a month. Unlike some organizations, which have time limits, we allow clients as much time as they need to participate in the program. ACTION actively seeks monetary and food donations to supplement grant funds. We are now open Monday evenings from 4pm to 7pm and Thursdays from 12 noon to 3pm. Next year we would like to be able to serve seniors and disabled clients weekly and to open one additional day to reach more clients. The ACTION Food Pantry also coordinates a program with Easter Seals to have disabled persons work at the Food Pantry. ACTION Food Pantry provides only food and not other types of services in order to be able to concentrate our efforts and limited resources in one important area.*
- 2. Love INC:** *is a community service organization that unites the resources of local churches, private and public entities, civic, county, and state municipalities to help low to moderate income individuals and families make ends meet. We manage a Clothing Pantry. Kitchen Pantry. Baby Pantry, Linens Pantry, S.U.D.S. (personal hygiene products), Homeless Provisions, Foothill Transit Bus tickets, and Short Term Emergency Provision food cards. We accomplish this through advocacy involvement, strategic planning, performance & program evaluation, and cost control analysis. Our database of resources includes over 200 organizations. When an individual calls Love INC our Clearinghouse Phone Counselors (CPC) are trained to have a compassionate ear and to listen first before talking. From there our volunteer CPC assesses the need by conducting and documenting an Intake Interview to examine the nature, extent, and legitimacy of the individual's needs. After the individual's needs are analyzed and verified the individual is referred to the most approximate organization to meet the need. Within a week or two, our CPC volunteer follows up with the client and organization that provided the assistance. It currently cost Love INC. on the average, \$8.00 to serve one person. Our main office location is at Neighborhood Christian Fellowship Church of Covina. Our off-site locations are Community*

Presbyterian Church of West Covina, Covina United Methodist Church, Intercommunity Church of God in Covina and Hope Lutheran in Glendora. Our Service Area cities in the Northeast San Gabriel Valley include: Azusa, Baldwin Park, Covina, La Puente, San Dimas, Glendora, and West Covina.

3. ESGV Coalition for the Homeless - Emergency Food and Shelter: *The East San Gabriel Valley Coalition for the Homeless (ESGVCH) is a non-profit 501(c)3 charitable organization, incorporated since 1994, which operates under a voluntary Board of Directors to directly aid people experiencing homelessness. ESGVCH believes that all are called to turn attention beyond themselves to assist those who suffer especially the poor, the hungry, and the homeless. It is, our mission to bring hope and restore dignity to those in need by providing shelter, alleviating hunger, assisting with basic daily needs assisting to regain housing, raising community awareness, and by working collaboratively with others to end hunger and homelessness. ESGVCH operates the Emergency Assistance Center (EAC) in providing walk-in emergency services to families and/or vulnerable individuals without home or homeless. The Center is located in Hacienda Heights and is open daily, Monday through Friday, during the hours of 8:30 a.m. to 1:30 p.m. Each day EAC staff provides hot meals, lunch-to-go, clothing, hygiene kits, bus tokens, Foothill Transit passes, emergency shelter (motel voucher program) assistance, and referral services for those in need.*

4. Project 29-11: *The Economic Relief Center offers three different resources to the community that are designed to help provide economic and financial relief. The first resource is a Food Bank which provides free food for individuals and/or families. The Food Bank is open Tuesday through Friday, and families may receive free food once a month. Many of our clients have been receiving food on a monthly basis for a year or more, The food that is distributed may include but is not limited to fresh produce and/or vegetables: dairy products which may include milk, yogurt and ice cream: staples such as beans, rice and/or pasta: cereal, assorted bread items which may include cakes, cookies, pastries and bread; and assorted meat. The amount received is based upon the number of people in the household. The records that are maintained on site at the bequest of the L.A. Regional Food Bank show that in 2012 food was provided to feed more than 13,000 people. In the current economic climate that we are living in, we are finding that more and more families are turning to the Food Bank. Many of our families have to rely on the Food Bank on a monthly basis in order to keep their families going. In fact, 64% of our clients are coming to the Food Bank on a regular basis. The second resource is the Clothing Rack, which provides free gently used and/or new clothes for families and/or individuals. Clients may receive clothing once a month. On a visit, individuals can receive a pair of shoes, sweater and/or coat, a hat, belt, and four other articles of clothing, which can include pants, shirt, skirt, blouse or dress. We have clothes for infants, children, teens and adults. Many of our clients from the Food Bank also avail themselves of the services offered by the Clothing Rack. During 2012 we have been able to provide clothing to over 6,000 people. The third resource is Hire Hope, which is a job assistance program. This program is a relatively new program. Hire Hope has counselors who help people (1) through the career/job development process through self-assessment inventories; (2) aid them in the process of gathering information to reach their career/job goal; (3) make them aware of the various schools and agencies available to them such as local vocational or trade schools,*

EDD, local Workforce Agencies in the area and local adult education schools; (4) help them learn how to conduct internet job searches with the different internet job related websites; (5) assist them with resume creation; and (6) help them to arrive at short and long term career/job goals. One of the goals of Hire Hope is to provide classes that would teach basic computer skills to individuals who at this point in time would be considered unemployable due to lack of skills. It is also our desire to partner with local businesses or agencies that would help us to provide the opportunity for an internship, specifically to transitionally aged youth from the foster care system, to teach them various job skills and allow them to have job experience. We have recently partnered with the San Gabriel Children's Center and Covina Assembly and have been able to place two transitionally aged foster youth as interns. Many people have been unemployed for many, many months and are disillusioned and discouraged. As the unemployment rate continues to fluctuate we anticipate that the need for the resources being provided by Hire Hope will increase. It is our hope that the one-on-one help we can provide through Hire Hope will provide encouragement and direction. The long-term effect or ultimate goal we are attempting to achieve is for every individual and/or family to experience dignity and most importantly hope through the resources provided by the Economic Relief Center. It is our mission to provide guidance and assistance to individuals and/or families thereby empowering them to become self-sufficient members of their community. Through no fault of their own so many people have been affected by the current economic climate - many have lost their jobs and are just a month away from being homeless and/or in need of public assistance. The resources we provide give them the opportunity to use monies that would otherwise have been used for food and/or clothing to be available to use for their rent or utilities.

5. Assistance League of Covina Valley: *Operation School Bell is the signature philanthropic program for the National Assistance League. However, each chapter, following the guidelines of the national organization, is totally responsible for funding and implementing its own program. The purpose of the program is to help very low, low, and moderate income children in their attendance in school by supplying them with new clothing. The children in the program are referred to us by school principals in the West Covina, Covina, Azusa and Charter Oak Unified School Districts. Families come to our facility at designated times to receive our services, or in cases where no transportation is available, we send our fully-stocked van to the schools. Our volunteers assist in outfitting each child with excellent quality new clothing. The items received by all children include; two polo shirts, two pairs of dark blue pants, underwear, and six pair of socks, a jacket, a backpack, a kit containing items for personal hygiene, a book, a stuffed animal and school supplies. We also provide a voucher for each child to select five additional gently used clothing items from our Thrift Shop. Operation School Bell also serves client referrals from WINGS, an agency serving abused families, as often the children leave home with only the clothes on their backs. The goal of our program is to promote a successful future for children in our community through regular school attendance. By clothing children we improve their attendance and positive attitude about themselves and school. This promotes academic success and assures low income families support and hope through a caring community connection.*

6. Cory's Kitchen: *The intent of Cory's Kitchen has always been to provide a central place where people in crisis can find the tools and resources necessary to alter the situation in which they find themselves. Our culture has drastically changed in the last 5 years. Many previously successful families are finding themselves in a position today that they have never dealt with before. They don't know where to turn or what to do to rectify their financial crisis. We do. Cory's Kitchen has a reputation for helping guide individuals through the changes needed to fix their problems. While we provide such things as legal and financial counseling, job referrals, training, and job placement, we also provide the family with food to take away the anxiety of not being able to provide for the family's needs. Each client may come to any one of our 6 locations for a 6 month period to obtain these services at absolutely no cost to themselves. Our goal is to re-train, rehabilitate, and restore individuals into a prosperous and healthy family setting and in so doing, revitalize our communities - one person at a time.*

7. YWCA of San Gabriel Valley - Senior Citizens Assistance Program (SCAP): *The goal of the YWCA SCAP (Case Management and Information & Referral/Assistance Services) is to connect seniors with a broad array of services that enable them to remain in their homes for as long as possible. These services include but are not limited to: Access to services such as transportation, case management, information and assistance; and in-home services such as personal care, chore, and homemaker assistance; Community services such as legal services, mental health services, and adult day care; Community education and related programming that help to coordinate and integrate services for seniors such as health screening, exercise/health programs, etc. BSW Case Managers will provide 8 hours of on-site service at the West Covina Senior Center and an average of 4 hours services off-site in clients' homes. The YWCA San Gabriel Valley Senior Services' model of providing effective Case Management and Information and Referral/Assistance (I & RIA) Services is based on the concept of linking clients to a culturally competent, locally accessible and cost-effective integrated continuum of supportive services. In addition, our agency has proven its ability to respond in a timely manner to client's requests for service, and within several hours if the request is urgent.*

8. YWCA of San Gabriel Valley - Meals on Wheels: *The Meals on Wheels program provides elderly and/or disabled homebound residents of the City of West Covina with two nutritious meals Monday through Friday, excluding holidays. The service allows our clients, all of whom are unable to purchase groceries and/or prepare meals, to continue to enrich their lives and live in their own homes with independence, quality of life and dignity. A major issue faced by the elderly and/or disable in our communities is the need for supportive services that help them maintain a stable or thriving level of living. Services such as Meals on Wheels function as a safety net for people living in precarious situations because of poverty and declining health. The value of proactive support services like Meals on Wheels is that they prevent or significantly delay the institutionalization that the vast majority of disabled and/or older people fear and emphatically do not want.*