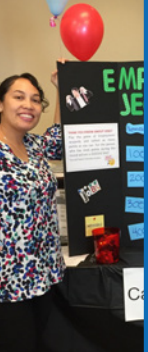


# MEASURE

ANNUAL REPORT  
FY 2019-20



# EXECUTIVE SUMMARY

This report contains highlights from and performance data for initiatives funded in whole or in part with Measure K funds from July 1, 2019, to June 30, 2020.

Approved by 70% of voters countywide in November 2016, Measure K extends a previous voter-approved half-cent general sales tax (Measure A, in November 2012), for an additional 20 years, until March 31, 2043. The 2019-20 fiscal year marked the seventh full year the County has collected the sales tax.

Measure K provides limited-term funding to meet critical service needs, address service gaps or save money by improving performance. In the resolution placed before voters and in public budget sessions, the Board of Supervisors has listed the following as priorities for Measure K funds:

- Ensure at least 80% of all third-grade students are reading at grade level
- End homelessness
- Provide foster youth help so they can graduate high school and enroll in college or vocational training
- Provide affordable homes for seniors, veterans, individuals with disabilities and families
- Maintain emergency operations and 9-1-1 police, fire and paramedic dispatch
- Combat human trafficking
- Maintain paratransit services for the elderly and individuals with disabilities
- Maintain preschool, after-school and library programs for children and teens
- Keep County parks open
- Maintain health care for low-income children, seniors and people with disabilities
- Provide neighborhood health clinics
- Maintain countywide gang and drug task forces
- Address the effects of sea level rise
- Maintain child abuse prevention programs

The Board of Supervisors allocates Measure K funds to internal County departments, other government agencies, nonprofit organizations and for-profit enterprises to achieve their goals. The Board, at a public meeting, must approve all recommendations for the use of Measure K funds.

## MEASURE K INVESTMENTS 2019-20 FISCAL YEAR

Actual expenditures across all initiatives for the 2019-20 fiscal year totaled \$82,407,371. This represents a 19.68% decrease from the \$102,600,256 spent in the 2018-19 fiscal year.

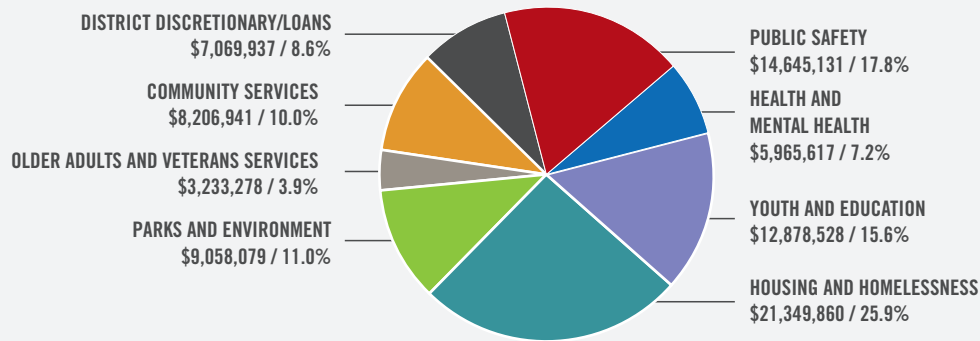
To enhance transparency and accountability, the County tracks all Measure K funds and places initiatives funded by Measure K into one of seven categories:

- Public Safety
- Health and Mental Health
- Youth and Education
- Housing and Homelessness
- Parks and Environment
- Older Adults and Veterans Services
- Community Services

In addition, the County separately tracks one-time loans and initiatives that are funded at the recommendation of a member of the Board. These initiatives are approved by the full Board of Supervisors outside of the budget process to quickly meet unanticipated needs, leverage other funding sources and fill critical service gaps.

These are collectively categorized as “District Specific” or “District Discretionary” initiatives. (Note: these initiatives range from targeting specific needs within a supervisorial district to addressing countywide issues or concerns.)

## MEASURE K SPENDING FY 2019-20



Overall, Measure K investments in Housing and Homelessness topped spending by category at \$21.3 million, or 25.9% of total spending. Expenditures ranged from \$12.7 million to build, protect and rehabilitate affordable housing to \$200 for a program's auditing needs.

Public Safety followed at \$14.6 million, or 17.8%. Spending in this category fell significantly from the prior year (\$33.65 million). This was due mainly to fact the County's Regional Operations Center was largely completed in 2018-19. Expenditures (\$30.5 million in FY 2018-19 compared with \$12.4 million in 2019-20) fell as construction wrapped up on the two-story, \$64 million facility.

At \$12.9 million, expenditures on Youth and Education represented 15.6% of overall Measure K investments during the fiscal year. This was followed by Parks and Environment (\$9 million, 11%), Community Services (\$8.2 million, 10%), Health and Mental Health (\$5.9 million, 7.2%) and Older Adults and Veterans Services (\$3.2 million, 3.9%).

Loans and District Specific/Discretionary spending accounted for \$7 million, or 8.6% of overall spending.

## COVID-19: PIVOTING PUBLIC SERVICES DURING A PANDEMIC

As the enormity of the COVID-19 pandemic hit this spring, the entire community – parents, seniors, workers, business owners, renters, recent immigrants – looked to the County of San Mateo for public services and leadership.

The County is a large and diverse organization with 5,500 employees across 20 departments. Those employees provide a wide range of services, from protecting public health to filing potholes, running elections to answering 911 calls. The County also contracts with community-based organizations that house the homeless, feed families barely making ends meet and train the unemployed for new careers, among dozens of other services.

The COVID-19 pandemic presented new challenges: How to continue to deliver vital services while guarding against the coronavirus? What new services will be needed?

Managers in programs funded by Measure K responded to the outbreak by supporting employees as they worked at home and shifting service delivery to online models whenever possible.

And as the economy struggled, the Board of Supervisors in March allocated \$3 million in Measure K funds as emergency relief for individuals, families, nonprofit organizations and small businesses.

The Board, also in response to the pandemic, has allocated additional Measure K funds to schools in underserved areas of the county, to assist nonprofit agencies serving the most vulnerable residents and in other targeted areas. As the 2020-21 fiscal year began, the Board approved relief and economic recovery efforts with Measure K funds for recent immigrants, homeless families and other segments of the population most in need.






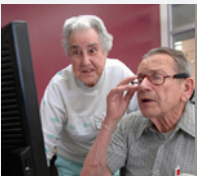



“

A single father of two called Second Harvest on the hotline, but he couldn't ask for help because he couldn't talk. It was just too much for him that he passed the phone to his young son. I could hear the father crying in the background. I asked the son to put me on speaker, so the dad could hear me. I told them, 'Everything is going to be okay. You have a referral to get groceries for you and your children and you also have other resources like CalFresh. We're here when you're ready.'

PATRICIA CERVANTES, FOOD CONNECTION SPECIALIST AT SECOND HARVEST OF SILICON VALLEY

# PERFORMANCE SUMMARY

	<b>PUBLIC SAFETY</b>	8 Initiatives	13 Performance Measures	10 Target Met	3 Target Not Met
	<b>HEALTH AND MENTAL HEALTH</b>	9 Initiatives	19 Performance Measures	10 Target Met	8 Target Not Met
	<b>YOUTH AND EDUCATION</b>	21 Initiatives	49 Performance Measure	37 Target Met	12 Target Not Met
	<b>HOUSING AND HOMELESSNESS</b>	30 Initiatives	57 Performance Measures	25 Target Met	25 Target Not Met
	<b>PARKS AND ENVIRONMENT</b>	43 Initiatives	43 Performance Measures	23 Target Met	17 Target Not Met
	<b>OLDER ADULTS AND VETERANS SERVICES</b>	11 Initiatives	29 Performance Measures	18 Target Met	11 Target Not Met
	<b>COMMUNITY SERVICES</b>	17 Initiatives	35 Performance Measures	13 Target Met	13 Target Not Met

Note: Totals for Target Met/Not Met may not total the number of Performance Measures. This is due to data under development, changes to programs or other circumstances as detailed in the performance table.

# PUBLIC SAFETY



Pamela Estes and John Vanek lead the County's anti-human trafficking efforts.

## \$190,000 MEASURE K FUNDS

The Human Trafficking Program leads a monthly public meeting where victim advocates, law enforcement and others involved in the fight share information.

## HUMAN TRAFFICKING: A CALL TO ACTION

Human trafficking occurs when one person – the trafficker – uses force, fraud, or coercion to compel another person to engage in commercial sex acts or forced labor or services against their will.

The San Mateo County Human Trafficking Program works with victim advocacy groups and law enforcement and provides trainings – 10 in the

2019-20 fiscal year – to businesses and community groups to raise awareness. They do this through:

**PROTECTION:** The program has developed a network of organizations to provide victims with services such as counseling, shelter, emergency food and medical care for adult and child victims.

**PROSECUTION:** The program revised and updated the County's Human Trafficking

Protocol to ensure a consistent response across local law enforcement jurisdictions to reports of human trafficking and support for victims.

**PREVENTION:** The program promotes the national Human Trafficking Hotline (1-888-373-7888 or text 233733), assists local businesses and individuals in identifying signs of trafficking and hosts monthly educational meetings.

## THE REGIONAL OPERATIONS CENTER: WORKING 24/7

Following a ribbon cutting in September 2019, only a matter of months passed until the County's new Regional Operations Center (ROC) began playing a key role in the COVID-19 pandemic.

The \$64.5 million ROC provides a state-of-the-art home for the Sheriff's Office of Emergency Services, Public Safety Communications, which operates 9-1-1 dispatch and, importantly, the County's Emergency Operations Center.



Emergency responders provide a briefing in the early days of the COVID-19 pandemic.



As the enormity of the COVID-19 pandemic became clear, the County activated the Emergency Operations Center to coordinate resources and respond quickly and effectively. We were able to mobilize rapidly and bring all of the key players together.

"This is incredibly important in the first stages of a crisis because you need to establish clear lines of communication and determine who is doing what. And just as important, we were able to eventually wind-down the in-person operation to minimize exposure without any loss in efficiency."

DAN BELVILLE, DIRECTOR OF THE SAN MATEO COUNTY OFFICE OF EMERGENCY SERVICES

## ON THE FRONT LINES: CREWS MOVE INTO NEW FIRE STATION



The new station replaces a decades-old barracks while improving living quarters and response times.

Fire and emergency response crews in March 2020 moved into a new station near the "four corners" intersection of Highways 35 and 84 in Skylonda, a mostly rural area that swells with weekend day trippers.

The new Station 58 has a two-story, 12,037-square-foot main building with individual quarters for 13 firefighters and a vehicle bay.

The complex is a significant upgrade from the Depression-era wooden buildings it replaces. It includes:

- Heated vehicle bay with floor drains for two fully staffed engines
- Decontamination room
- Conference room
- Improved access to Highway 35 (Skyline Boulevard)

The County contracts with the California Department of Forestry and Fire Protection (CalFire) to staff Station 58 while providing the facility as well as emergency response vehicles. The station provides first-responder services to the Kings Mountain, La Honda, Upper Woodside and Skyline Boulevard areas as well as mutual aid wherever needed.

## \$4.074 MILLION MEASURE K FUNDS

The Board of Supervisors committed funds to the approximately \$10 million project.

# HEALTH AND MENTAL HEALTH

## FOSTER YOUTH, ON THE ROAD TO HEALTH

A 2019 study by Kidsdata.org, a program of the Lucile Packard Foundation for Children's Health, found that more than a quarter of California children in foster care do not receive timely medical exams, increasing their risk of having health problems that go unaddressed.

These exams include developmental screenings, physical health exams, nutritional assessments, hearing tests and more. Even

fewer children in foster care – 67% – had received timely dental exams.

In the “Partners for Safe and Healthy Children” program, San Mateo County Health and its partners seek to ensure local children who are placed outside of their homes experience better outcomes.

In the 2019-20 fiscal year, 146 of 160 children (91%) in out-of-home placements had documented timely annual physical

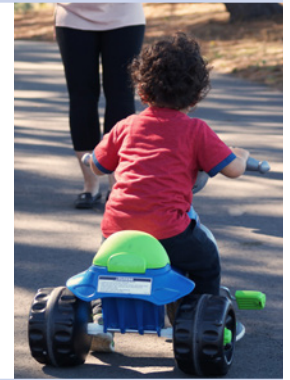
exams. This, however, did not reach the target (95%) due to COVID-19 restrictions.

Similarly, COVID-19 restrictions limited the number of children in out-of-home placements who received timely dental exams (104 of 159 children, or 65%).

Appointments are being rescheduled as clinics are re-opened and safety protocols implemented. Children continued to be seen for urgent/emergency needs.

## MEASURE A HALF-CENT LOCAL SALES TAX

First investment by the Board of Supervisors was to build resources for children and youth in foster care, including health care, educational support and job training.



## BEYOND MEDICAL SERVICES: WHOLE PERSON CARE

People who struggle with homelessness, mental illness and substance abuse often cannot break the cycle of hopelessness and addiction on their own. They need strong, coordinated and effective community-based support systems. A program called Whole Person Care is building these support systems from existing networks.

The County of San Mateo started its Whole Person Care pilot in 2016, led by County Health in partnership with 15 local organizations and the

Health Plan of San Mateo, which provides access to quality health care for vulnerable residents. The program focuses on helping some of the County's highest utilizers of the emergency department.

Whole Person Care tackles an individual's complex problems by providing personalized one-on-one mentoring that teaches people how to use services and get what they need. It also coordinates providers' efforts so they know more about the other services people are receiving, making a truly

integrated team treatment approach possible.

Using a “housing first” model, Whole Person Care seeks to find stable housing for clients who can then focus on overcoming other challenges.

In the 2019-20 fiscal year, all 41 individuals referred for housing received housing services.

Partners include the Health Plan of San Mateo and an array of community-based organizations that provide health and mental health care, detox services, housing and peer support.



Getting direct referrals from Whole Person Care partners greatly streamlines the housing referral process, allowing us to find suitable housing for people who desperately need it much more quickly.”

NELLY TO, PROGRAM DIRECTOR, BRILLIANT CORNERS, A WHOLE PERSON CARE PARTNER AGENCY

## SUPPORT – AND A SAFE PLACE DURING A CRISIS

Opened in fall 2018, Serenity House offers adults undergoing a mental health crisis a safe, temporary place to stay and receive support services. The facility is designed to provide adults who are not a danger to themselves or others with the support and services they need while avoiding costly visits to emergency rooms.

Serenity House had 187 unduplicated clients during the 2019-20 fiscal year. Of these 187 admissions, 100% were discharged to a lower level of care consisting of their family or relative, their personal

residence, or a care facility in the community where they resided before admission to Serenity House.

All 187 clients would otherwise have gone to one of two psychiatric emergency services facilities in the county if Serenity House did not exist. Due to the diversion from psychiatric emergency services and acute inpatient care, it is estimated the County saved \$428,000 in care costs and allowed beds at higher levels of care to be available for patients who really need them.



Opened two years ago, Serenity House continues to fulfill its mission of providing a safe, temporary place to stay for adults undergoing a mental health crisis.

# YOUTH AND EDUCATION



## “INSPIRING SUMMERS” GIVES BOOST TO YOUNG LEARNERS

At Belle Air Elementary School located east of downtown San Bruno, students this year delighted in an island summer.

At Strawberry Island, rising kindergartners waved, danced and “chomped” with their hands to “Baby Shark.” At Smart Island, rising third graders performed intricate moves to “We Know the Way” from Disney’s Moana. A luau followed.

Along the way, the students gained skills in math, science, literacy, geography and more.

They were among more than 550 young learners across San Mateo County participating in Inspiring Summers, an initiative to give kids from families with limited financial means the same opportunities as their peers.

Inspiring Summers is an initiative of The Big Lift, a bold social venture that aims to ensure all San Mateo County students – regardless of family income or circumstances – are reading at grade level by the end of third grade.

INSPIRING SUMMERS 2020: BY THE NUMBERS			
SOUTH SAN FRANCISCO, DALY CITY, SAN BRUNO AND LA HONDA-PESCADERO			
566	54	45	6
Enrolled Scholars	Classroom Teachers	College interns/Facilitators	Instructional Coaches
6	4	5	
Library Coaches	Nurses/Health Technicians	District Coordinators	

Funding for Inspiring Summers comes from a variety of sources, with major funding from Measure K.

## SUPPORTING STUDENTS’ MENTAL HEALTH AND WELLNESS

The San Mateo County Office of Education provides a number of programs and services to districts to support student mental health and wellness.

In the 2019-20 school year, the Office of Education facilitated six School-Based Mental Health Collaboratives based on regional areas: Northwest, Northeast, Coastside, Central, South and Ravenswood/East Palo Alto.

These collaboratives involve regularly scheduled meetings where school administrators, teachers, counselors and other school staff meet with community-based service providers to learn how to support students’ mental health and well-being.

Three School Counselor Collaboratives (North, Central, South) were also created based on a model similar to the existing

collaboratives. These were created based on a survey that found the counselors desired similar info sharing systems that existed for the six school-based collaboratives.

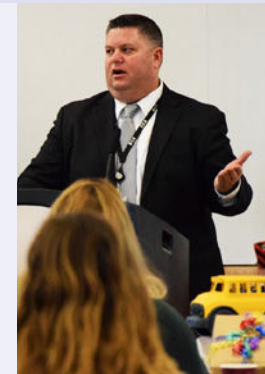
Measure K funding supports the collaboratives as well as additional programs and services to support student mental health and wellness. These include:

**YOUTH MENTAL HEALTH FIRST AID**, which focuses on how to help a young person

who may be experiencing a mental health challenge or crisis

**PARENT PROJECT**, a free 11-week course that teaches parents and caregivers, in both English and Spanish, parenting skills and ways to improve communication

**SUICIDE PREVENTION PROTOCOL**, which provides a uniform set of procedures for intervening with suicidal and self-injurious students



Foster youth learn valuable job and life skills, with a bit of fun and games mixed in.

## FOSTER YOUTH, BROADENING OPPORTUNITIES

With funding from Measure K, the Central Labor Council Partnership provides foster youth with the skills they need to transition to adulthood.

In the 2019-20 fiscal year, 46 foster youth and young adults received employment readiness and job placement services through the partnership. In addition to workshops, career advisors met with each youth to help them prepare for the workforce and conduct career exploration.

The advisors work with youth individually to create resumes, practice interviewing, prepare job applications, and help with acquiring the proper right-to-work documents.

Youth are also encouraged to participate in workshops to learn important life skills that also relate to employment, such as banking, budgeting, educational opportunities and seeking financial aid, among other skills.

Eighty-two percent of youth surveyed have identified career options upon graduation, which exceeds the target. The program is working with the remaining youth to help them identify their long-term goals.

The result is an increased skills acquisition and employment among foster youth that contribute to long-range career and educational goals for San Mateo County.

# HOUSING AND HOMELESSNESS



Located on El Camino Real in Belmont, the “Firehouse Square” is a planned complex that will bring much-needed affordable housing to the Central County.

## MEETING THE AFFORDABLE HOUSING CHALLENGE

Overall, Measure K investments in Housing and Homelessness topped spending by category at \$21.3 million, or 25.9% of total spending.

This is due in large part to \$12.7 million that went toward building, protecting and rehabilitating housing that is affordable to a wide range of individual and family incomes. These funds were approved in the 2015-16 and 2016-17 fiscal years. Those funded projects are now under way or completed.

Momentum to create and protect more homes and apartments people can afford continues. The Board of Supervisors in September 2019 awarded more than \$30 million in funding – the bulk of it from Measure K – to a total of 10 projects to build new affordable homes and two projects to rehabilitate existing housing.

Those awards will support the development or rehabilitation of nearly 1,100 units of affordable housing.

To date, the County’s Affordable Housing Fund, together with its preservation sub-fund, has allocated over \$120 million to assist 2,761 units in San Mateo County – supporting development of 2,403 new affordable rental and homeownership units, and preservation as affordable housing of 358 multifamily rental units. Again, the bulk of this funding comes from Measure K

## SMALL GRANTS, BIG IMPACT

Created in 2015, the Homeless Prevention and Financial Assistance Services Program provides emergency grants and crisis support to help residents stay housed or return to housing.

Grants of up to \$2,500 help with bills such as one-time rental assistance, a security deposits, past-due utility payments, car repairs, transportation, child care and immediate needs. The County provides funding through Measure K to Samaritan House, a local nonprofit organization that administers the program in

partnership with other selected community-based groups.

In addition to a financial life line, the program provides crisis support and helps participants develop a concrete plan to work towards housing stability. Direct referrals to legal services agencies, community-based financial assistance programs, credit repair and budgeting workshops are also provided.

In the 2019-20 fiscal year, the program provided

an average amount of assistance of \$1,544 to 255 households, below the target of 275 households.

The lower-than-expected number is believed due in part to the impact of COVID-19 on already vulnerable households: many families needed higher amounts of assistance than the program was able to provide. Recognizing that need, the Board of Supervisors allocated additional Measure K funds to the San Mateo County Strong Fund, which provides relief to individuals

and families, small businesses and nonprofit groups, in addition to other programs.

In a survey, 33 of 37 (89%) of program participants remained housed after 6 months, which exceeds the target. This is of particular importance due to the impacts on households that are low-income due to COVID-19. In addition, 96% of clients surveyed responded that they were satisfied with the services provided, which exceeds the target.

## COLLABORATION KEY TO HOUSING SUCCESS

Work crews made tremendous strides over the past year transforming a dirt lot near downtown Redwood City into a multi-story complex that will soon provide much-needed senior housing and a child-care center.

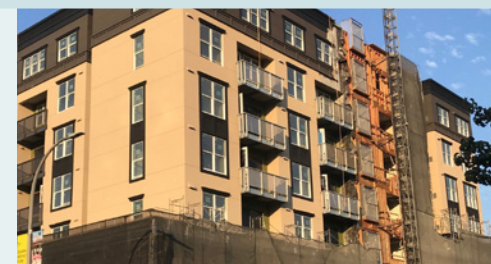
Expected to welcome its first residents in spring 2021, Arroyo Green Apartments is a mixed-use development that responds to the need for affordable housing among the region’s growing population of seniors who are increasingly

at risk of becoming homeless in the nation’s most expensive housing market. There will be 117 apartment homes with an 8,000-square-foot child-care facility on the ground-floor, set alongside a creekside trail.

Arroyo Green will provide studios, 1 and 2-bedroom apartments to seniors earning up to 50% of Area Median Income, which in San Mateo County is \$64,500 for a 2-person household.

Developed by the nonprofit Midpen Housing, the community is intentionally designed to support the goal of healthy living, allowing seniors to age in place and lead active, enriched lives.

Financing for the \$76.6 million development was provided, in part, by a number of public sources, including the City of Redwood City, California Department of Housing and Community Development and County of San Mateo Measure K funds.



The much-needed senior housing project is expected to welcome its first residents in spring 2021.



# PARKS AND ENVIRONMENT

**2,800 +  
 PEOPLE REACHED**

Take A Hike, Junior Rangers, Movie Nights, nature hikes, classroom programs and more.

## NO CAMPING? NO PROBLEM: RANGERS GET CREATIVE DURING PANDEMIC

County Parks' Interpretive Program built great momentum going into spring 2020 with a record number of programs and record attendance. More than 2,800 people participated in Take A Hike, Junior Rangers, Movie Nights, nature hikes, classroom programs and more.

When COVID-19 put an end to in-person events in early March 2020, rangers pivoted to online content and programs.

This includes the very popular Reading with a Ranger Facebook Live Program each Saturday on a variety of topics. These videos

reach from 200 to 1,300 people and feature a ranger reading books and playing sing-along songs in a different park each week.

Since the pandemic began, Parks has seen an increase in social media followers by more than a third.

Katherine Wright entertains while reading a short story during Reading with a Ranger on Facebook Live.



Crews work to remove debris and stabilize an area to reduce erosion.



## ON THE COAST, NEW REPAIRS FOR OLD HAUL ROAD

The 2019-20 fiscal year saw major advances in a project to halt erosion and improve fish and wildlife habitat on the San Mateo County Coast.

Old Haul Road in Pescadero Creek County Park follows the route of a railroad line built decades ago by a lumber company. For years the crossing at Dark Gulch Creek shed an estimated 600 cubic yards of soil, adding to excess

sediment already threatening fish and wildlife populations downstream in Pescadero Creek.

To stop the erosion, County Parks along with the San Mateo Resource Conservation District and other partners, have teamed up to remove eroding material, install new culverts and rebuild the crossing.

At the close of fiscal year 2019-20,

about half of the work for this repair project was complete, representing 75% completion of the total initiative goals. The project has been progressing on time and within budget. The project's benefit is to protect water quality from sediment pollution, improve aquatic habitat for fish and wildlife, and maintain critical park infrastructure for recreation and emergency access.

## MAKING CONNECTIONS: RAVENSWOOD BAY TRAIL

The newest segment of the San Francisco Bay Trail is now open at Ravenswood Open Space Preserve, located in East Palo Alto.

An easy-access paved pathway, bridge and a raised boardwalk with an overlook and interpretive signs now connect University Avenue directly to the preserve. Walkers and bicyclists can access the preserve via the new trailhead.

The Ravenswood Bay Trail project closed a

0.6-mile critical gap in the San Francisco Bay Trail between University Avenue and Ravenswood Preserve. Completing this trail gap connected 80 miles of continuous Bay Trail stretching from Menlo Park to Sunnyvale and across the Dumbarton Bridge to the East Bay.

The trail and preserve are managed by the Midpeninsula Open Space District. With funding from Measure K, the trail segment opened in summer 2020.

## THE NEW TRAIL SEGMENT PROVIDES

Improved access to the bay for the East Palo Alto and Menlo Park communities.

A setting for wildlife viewing and environmental education.

Opportunities for outdoor enthusiasts, including hikers, joggers and bicyclists.

Important commute alternatives for cyclists.



# OLDER ADULTS AND VETERANS SERVICES

## SEE, STOP, PREVENT: DEPENDENT AND OLDER ADULT ABUSE

Elder and Dependent Adult Protection Team (EDAPT) is a partnership between San Mateo County Health's Aging and Adult Services, District Attorney's Office and County Counsel's Office committed to raising awareness on how to prevent and protect dependent and older adults from abuse in San Mateo County.

Why is this important? The fastest-growing segment of the population in

San Mateo County is seniors. By 2030, a quarter of the county's residents are expected to be age 65 or over.

In the 2019-20 fiscal year, the program exceeded the target of conducting 130 consultations/case updates with investigators.

Restrictions due to COVID-19, however, impacted the ability to conduct trainings starting in March as the target

of 100 was not met.

Beyond performance measures, the program helps to protect vulnerable seniors and those with disabilities from fraud and other forms of abuse. The program was able to verify and secure \$7.6 million in assets during financial abuse investigations as team members worked to guard clients from financial abuse.

Elder and dependent adult abuse can take many forms: financial, neglect, emotional abuse and isolation are but a few.

To report suspected elder abuse in San Mateo County, please contact Aging and Adult Services' 24 Hour Abuse Hotline at (800) 675-8437.



Learn the signs of abuse at [smchealth.org/elderabuse](https://smchealth.org/elderabuse)



Once the pandemic hit, a program that provides meals to low-income seniors saw a surge in requests.

## FOR SENIORS, A FRIENDLY VISIT AND A MEAL

As the COVID-19 pandemic hit, a program that provides meals to low-income seniors stepped up to meet a surge in demand while also offering a human connection.

The Friendly Visiting and Meals Express Program led by County Health's Aging and Adult Services exceeded all performance targets, both by quantitative and qualitative measures.

In the fourth quarter of the fiscal year (April, May and June), the program delivered 8,095 to qualified seniors, far exceeding the target – set before the COVID-19 pandemic – of 3,600 quarterly meals. A total of 198 seniors were assessed by a Friendly Visiting Care Coordinator, who assists clients with unique and challenging situations. The estimated target was 20 clients.

## SURVEY RESPONSE

100% improved healthy meal consumption and "strongly felt the program saved them from becoming food insecure."  
Target: 80%

99% "overall satisfaction with the program."  
Target: 94%

## SUPPORTING OUR VETERANS

Established in 1946, the San Mateo County Veterans Services Office is staffed by an accredited Veterans Service Representative who helps veterans and their families access state and federal veterans' benefits that include compensation, pensions and access to health care.

The office also works directly with other veteran's service providers to connect veterans to a wide range of services such as tuition, housing and employment assistance.

The office on average worked with 434 veterans each month, exceeding its target of 280. This was accomplished

through increased outreach, improved data entry and the introduction of telephone and video conference appointments made possible thanks to the introduction digital signature capability.

The office also organizes and hosts the annual San Mateo County Veteran

of the Year Awards that celebrate the dedication of a veteran, a non-veteran and an enterprise (a business or nonprofit organization, for instance) which all demonstrate exceptional service to veterans and the veteran community.

## \$326,570 MEASURE K FUNDS

Spent in 2020 toward veteran's services. Since the 2013-14 fiscal year, the Board of Supervisors has provided local sales tax funds to bolster veterans services.

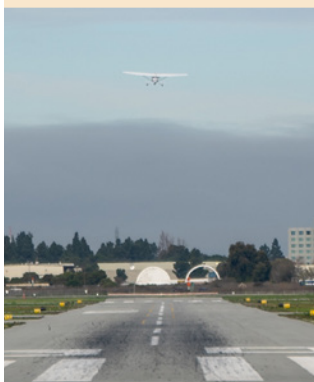


## Veteran of the Year Honorees

Clockwise: Rich & Robin Harmison, Patriots of the Year; Dan Smith, Veteran of the Year; Rebuilding Together, Enterprise of the Year



# COMMUNITY SERVICES



**SAN CARLOS AIRPORT**  
 400 Aircraft  
 24 Aviation-Related businesses

**HALF MOON BAY AIRPORT**  
 Transferred from Navy after WWII

## AT THE AIRPORT, BEING A GOOD NEIGHBOR

The County is sensitive to resident concerns about airports and in June 2017 launched a program to work with pilot groups, flight schools, the Federal Aviation Administration (FAA) and neighboring communities to update its voluntary noise abatement marketing program.

The effort includes marketing materials, educational outreach, seminars, and procedures designed to show pilots (or anyone who is interested) how to adhere to

the voluntary noise abatement procedures and a “Fly Friendly” video series to help pilots fly safe, friendly and more quietly.

For the community, the County has established a noise complaint hotline (1-844-266-6266), a public engagement campaign about noise abatement strategies and a quarterly operations report that includes noise complaints by city and other data. The County has also contracted with Vector Airport Systems to implement an

aircraft departure monitoring system that automates flight track data into the airport’s noise complaint system and assigns landing fees for charter flights.

Assisted by the Vector System, the Airport’s Communications Specialist was able to correlate noise complaints received with specific aircraft 99% of the time during the 2019-20 fiscal year, exceeding the target.



“There is a greater reliance on technology in the home that strains the resources of many families in our County. We need to be vigilant in our efforts to make sure no student has barriers to accessing education.”

CHIEF INFORMATION OFFICER  
 JON WALTON

SMC Public WiFi aims to build a network infrastructure that provides all residents with equal access to online resources.

Providing free public WiFi is one step toward bridging the digital divide while supporting educational opportunities for students, spurring local economic development and providing greater access to County services.

## BRIDGING THE DIGITAL DIVIDE

This past fiscal year the County added 43 Wireless Access Points at various sites in Millbrae, South San Francisco and East Palo Alto. These add to dozens of existing sites in Daly City, Half Moon Bay, Pescadero and elsewhere across the county.

Due to the COVID-19 Shelter in Place orders, the project team from the Information Services Department (ISD) was redirected to quickly implement

solutions which would minimize the digital divide for students who had to adapt to distance learning.

The team in summer 2020 worked with the San Mateo County Office of Education and individual school districts with the goal of providing high-speed internet access for students who would be engaged in distance learning during the 2020-21 school year.



The Daly City Youth Health Center, which offers low-cost or no-cost services to low-income and at-risk youth ages 12-24, is the site of a San Mateo Public WiFi portal.

## HUNGER PAINS IN A PANDEMIC

The County over the past five years has contracted with Second Harvest Food Bank of Silicon Valley using Measure K funds to provide food directly to residents and indirectly through a network of city- and neighborhood-serving pantries. Second Harvest, which serves San Mateo and Santa Clara counties, was on track to during the 2019-20 fiscal

year to meet its targets both in terms of people served and pounds of food provided. That was until the impacts of the global COVID-19 pandemic hit this past February.

Before the COVID-19 pandemic, approximately a quarter-million people received assistance each month from Second Harvest Food. That number has doubled to 500,000

people per month as the pandemic has amplified inequities and created extreme hardship for the community’s most vulnerable.

Job loss, wage loss, and depletion of savings has pushed many families deeper into poverty and caused others to seek food assistance for the first time. The evidence is in the numbers:

PROGRAM DESCRIPTION	TARGET 2019-20	ACTUAL 2019-20
Millions of pounds of food distributed	16.2 million pounds	25.6 million pounds
San Mateo County residents receiving food monthly via direct services	20,000 monthly average	26,762 monthly average*
San Mateo County residents receiving food monthly via indirect services	55,000 monthly average	76,097 monthly average*

\*The surge began in February, more than half way through the fiscal year.

## 2020-21 FOOD ASSISTANCE

With the pandemic ongoing, in October the Board approved a larger contract with Second Harvest.



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