

# MEASURE



## ANNUAL REPORT FY 2020-21



SUPPORTED BY MEASURE K  
**LOCAL FUNDS  
LOCAL NEEDS**  
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# 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, 2020, to June 30, 2021.

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 2020-21 fiscal year marked the eighth 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 2020-21 FISCAL YEAR

Actual expenditures across all initiatives for the 2020-21 fiscal year totaled \$69,968,983.

This represents a 15.09 percent decrease from the \$82,407,371 spent in the 2019-20 fiscal year.

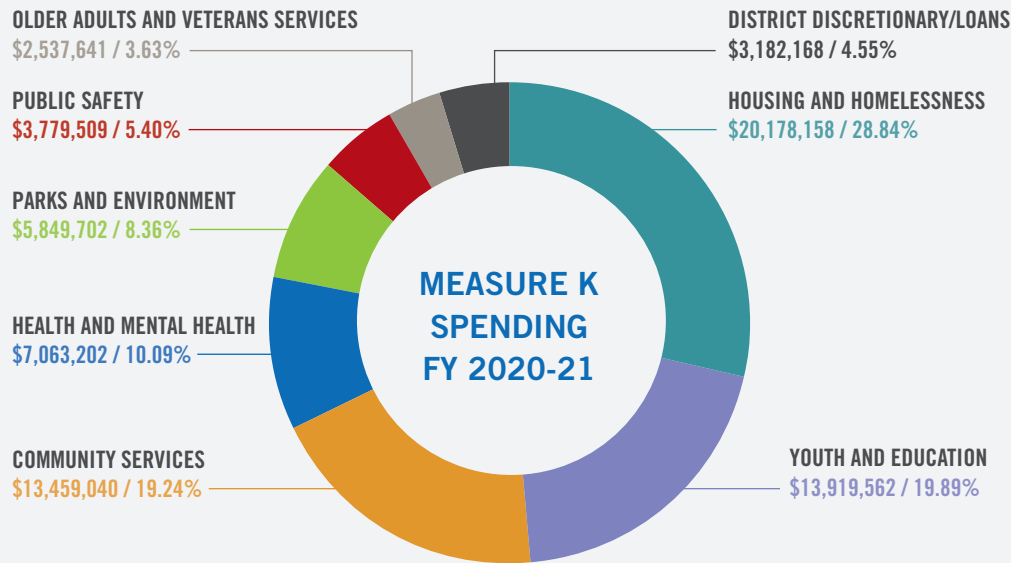
To enhance transparency and accountability, the County tracks all Measure K funds and places initiatives funded by Measure K into one of seven categories:

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

Overall, Measure K investments in Housing and Homelessness topped spending by category at \$20.2 million, or 28.8 percent of total spending. Slightly more than half – \$10.8 million – went directly toward building, preserving and protecting affordable housing.



Youth and Education followed at \$13.9 million, or 19.9 percent of Measure K spending. The largest single expenditure – \$6 million – went toward early learning and childhood literacy programs.

At \$13.5 million, expenditures on Community Services represented 19.24 percent of spending. Technology infrastructure and open data programs and services topped category expenditures at \$4.1 million. This was closely followed by \$4 million to provide one-time emergency grants to residents whose income suffered because of the COVID-19 pandemic and who were not otherwise eligible for state or federal relief programs.

Health and Mental Health followed at \$7.1 million, or 10.1 percent. This was followed by Parks and Environment (\$5.8 million, 8.36 percent) and Public Safety (\$3.8 million, 5.4 percent). Spending in the Public Safety category has decreased significantly over the past two fiscal years due largely to the completion of the Regional Operations Center.

Spending in the Older Adults and Veterans Services category totaled \$2.5 million, or 3.6 percent. District-discretionary spending totaled \$3.2 million, or 4.55 percent.

## IN A CRISIS, ONE-TIME GRANTS HELP IMMIGRANTS PAY THE BILLS

The business shut-downs and job losses caused by the COVID-19 pandemic hit the county’s most vulnerable residents – many already living paycheck-to-paycheck – especially hard. Many of these individuals, due to their immigration status, were not eligible to receive financial assistance through various state and federal relief programs.

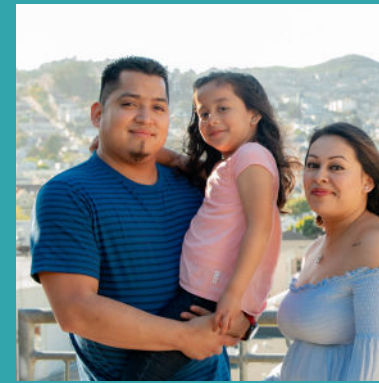
In response, a coalition came together to create the San Mateo County Immigrant Relief Fund with an ambitious goal: provide immigrant individuals and families with a \$1,000 one-time grant.

The Board of Supervisors initially provided \$2 million in Measure K funds, a contribution boosted to a total of \$4 million to help meet the need seen throughout the county. Foundations, private donors and other organizations also contributed amounts large and small to the relief effort.

Eligibility requirements included that immigrants live in San Mateo County, have a household income below 80 percent of the area median income, have lost income due to the pandemic and not be eligible for certain other forms of assistance.

Applications flooded in from residents who were suddenly out of work in the hard-hit restaurant, hospitality, home-care and other service-based industries. They were helped in the process by the Mission Asset Fund (MAF), which administered the program, as well as Faith in Action, the Legal Aid Society of San Mateo County, Samaritan House and other partners.

“San Mateo County Immigrant Relief Fund was truly a story of neighbors showing up for neighbors,” said José Quiñonez, CEO of the Mission Asset Fund. “The San Mateo County Immigrant Relief Fund was made possible thanks to the urgency and commitment of partners across the county, whose long-standing ties, trust, and mutuality with their neighbors drove this work.”



### BY THE NUMBERS

16,017  
Total grants approved

11,977  
Families with children

The County’s \$4 million contribution was fully expended to 4,000 immigrant families in San Mateo County, helping them cover their basic needs.

Partners in the effort included John A. and Susan Sobrato, the Mission Asset Fund, Samaritan House, Legal Aid Society of San Mateo County, Faith in Action and other organizations and donors.

“The reality is that immigrant families face a long and arduous journey to financial recovery. We’ll need more collaborations and public-private partnerships like what happened in San Mateo County to meet the needs of families.”

JOSÉ QUIÑONEZ, MAF CEO

# PERFORMANCE SUMMARY

	<b>PUBLIC SAFETY</b>	8 Initiatives	13 Performance Measures	9 Target Met	3 Target Not Met
	<b>HEALTH AND MENTAL HEALTH</b>	10 Initiatives	16 Performance Measures	5 Target Met	9 Target Not Met
	<b>YOUTH AND EDUCATION</b>	12 Initiatives	49 Performance Measure	34 Target Met	15 Target Not Met
	<b>HOUSING AND HOMELESSNESS</b>	27 Initiatives	54 Performance Measures	28 Target Met	24 Target Not Met
	<b>PARKS AND ENVIRONMENT</b>	31 Initiatives	31 Performance Measures	21 Target Met	6 Target Not Met
	<b>OLDER ADULTS AND VETERANS SERVICES</b>	9 Initiatives	23 Performance Measures	17 Target Met	6 Target Not Met
	<b>COMMUNITY SERVICES</b>	10 Initiatives	21 Performance Measures	16 Target Met	4 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



San Mateo County Fire welcomes a new custom-built engine on social media.

## NEW ENGINES DESIGNED FOR SAN MATEO COUNTY'S COAST

Local firefighters and the communities they serve welcomed two new fire engines late in the 2020-21 fiscal year.

These engines include thermal imaging and “night vision” cameras and are fully outfitted with 500-gallon water tanks, hoses and ladders, automobile-extrication tools and medical equipment necessary for advanced life support.

Measure K funds paid for the engines, which

cost about \$800,000 apiece. They are based at San Mateo County Fire stations in Skylonda and Pescadero and are available for mutual aid at other locations. Both replace older models, including one that logged 230,000 miles.

“This is the first time we have engines specifically designed for the mountains of San Mateo County. They are made to navigate steep hills and uneven terrain while a short wheel base allows for tight turns,” said Jonathan Cox,

division chief for San Mateo County Fire.

Measure K funds also purchased a \$500,000 engine specifically designed for the Loma Mar community with a smaller cab and four-wheel drive to negotiate the rugged terrain.

Following passage of the half-cent local sales tax, the Board of Supervisors designated a portion of the funds to go toward new engines to replace older models and additional fire-safety equipment.

## HUMAN TRAFFICKING: RAISING AWARENESS ONE SIGN AT A TIME

Did you know that certain California businesses are required by law to post information on how to report potential human trafficking – the exploitation of another person through the use of force, fraud or coercion?

These include hotels and motels, urgent care centers, truck stops, most airports and central bus and rail stations.

The County’s Human Trafficking Program, with the support of trained volunteers, contacted

each of the 150-plus hotels and motels in the county either in-person or via phone to survey their compliance with the public notice requirement and a new employee training requirement. The outreach began in November 2019, was interrupted by the COVID-19 pandemic, and was completed in early 2021.

The County’s Human Trafficking Program also offers a two-hour Human Trafficking for Law Enforcement course every other month,

doing so remotely over the past year due to COVID-19 restrictions. As of June 30, 2021, a total of 272 individuals attended trainings.

The program also hosted a variety of Zoom-based webinars, focusing on such topics as the exploitation of teens. These webinars are curated on the Sheriff’s Office YouTube channel for transparency and to allow more community members to access the information.



### GET HELP OR REPORT SUSPICIOUS ACTIVITY

If you or someone you know is in immediate danger call 911.

If you are a victim of human trafficking and need help call the National Human Trafficking Hotline 1-888-373-7888 or text 233733.

## CORA COMMUNITY OVERCOMING RELATIONSHIP ABUSE

### A SURVIVOR’S STORY

Maya’s (not her real name) boyfriend fractured her hand in a fit of rage, one of numerous outbursts. Hospital staff who treated her reported the incident to the police who connected her with CORA, which assisted Maya in applying for a restraining order and provided her with legal representation.

With the support of CORA, the court granted Maya an order of protection against her boyfriend for a period of 5 years due to the severity of the abuse.

### OVERCOMING RELATIONSHIP ABUSE

services, community education, and more.

The COVID-19 pandemic has impacted domestic violence survivors in extraordinarily difficult ways by confining them to spaces with their abusers. Many low-income survivors of domestic violence share a studio or one-bedroom apartment with their abuser and children. CORA has

seen an increase in the number of survivors seeking assistance and safety since the pandemic started. CORA provided services to 1,310 individuals during the 2020-21 fiscal year, and CORA estimates there are many who continue to endure abuse because they cannot reach out for support.

CORA’s 24-hour Crisis Hotline can be reached at 1-800-300-1080.

# HEALTH AND MENTAL HEALTH

## FAIR OAKS COMMONS

Amenities include a community room with a kitchen, a technology lounge, fitness equipment and a picnic area.



Fair Oaks Commons opened in December 2020 as a new home for some of county's most vulnerable residents. Located on El Camino Real near transit in Redwood City, the new four-story affordable housing development includes 67 units.

Fair Oaks Commons provides supportive housing for veterans with very low incomes, clients of County Health's Behavioral Health and Recovery Services and individuals at

## SUPPORTIVE HOUSING: FAIR OAKS COMMONS

risk of becoming homeless.

Supportive housing is an evidence-based model that enables individuals to live independently in affordable housing with a level of service that allows the person to maintain housing, obtain stability in both mental and physical health and participate in a supportive community.

Resident services include medication support and management, independent

living skills, job readiness programs, financial planning assistance, counseling and more.

On-site amenities include a community room with a kitchen, technology lounge, on-site laundry, fitness equipment, and a picnic area. Fair Oaks Commons is partially funded by the state's Mental Health Services Act Housing Program and Measure K.

## MEASURE K SPOTLIGHT:

### INTEGRATED MEDICATION ASSISTED TREATMENT: A PROGRESSIVE APPROACH TO TREATING SUBSTANCE USE DISORDERS

For people struggling with substance use and mental health issues, the forced isolation and economic insecurity caused by the COVID-19 pandemic have been especially rough.

Here in San Mateo County, a team of medical and mental health professionals offers a path toward treatment involving a combination of therapy and medication. Launched as a pilot

project in 2013, the "Integrated Medication Assisted Treatment" program is built on the foundation that addiction is a chronic disease, much like heart disease or diabetes, that can be treated and managed with medication, counseling and support.

Medication-assisted treatment can help individuals end this harmful cycle and start living a life free of alcohol or opioid addiction.

The program works by embedding staff in the San Mateo Medical Center Emergency Department to help steer patients with alcohol, opioid and other addictions into care. Case managers receive referrals directly from medical providers in the emergency department every time an individual arrives with alcohol or opiate intoxication.

Case managers meet patients at their bedside to educate and connect them with treatment options and community resources. After a patient is discharged, case managers help to transport patients to their first clinic visit to reduce no-shows and then help navigate pharmacy and insurance issues.

A partnership with the county jail is strengthening to connect incarcerated individuals with the program while in custody, and after release.

Thanks to Measure K funding, the Integrated Medication Assisted Treatment program was able to respond to 2,133 referrals in the 2020-21 fiscal year. This includes 71 referrals where naloxone – the life-saving medication that reverses opioid overdoses – was used.

## PERFORMANCE METRICS

- 76% reduction in inpatient psychiatric admissions
- 48% reduction in emergency department visits
- 145% increase in follow up with outpatient services
- 72% reduction in jail incarceration

"Many lives in San Mateo County have been saved thanks to this funding."

Scott Gilman, director, San Mateo County Behavioral Health and Recover Services

## CHALLENGE AWARD

In recognition of the County's unique approach to substance use treatment, the California State Association of Counties in 2019 recognized the Integrated Medication Assisted Treatment team with a prestigious Challenge Award.



## HIGHLIGHTS

Staff in primary care clinics quickly pivoted to telehealth services to individuals in need (currently 70 percent of care is provided through telehealth)

Throughout the pandemic staff continue to be embedded in the emergency department and psychiatric emergency services 7 days a week.

Provided requests for information following several overdose deaths on the coastside.

Continued community prevention and awareness activities related to fentanyl deaths.

Distributed Narcan and fentanyl testing strips directly to high-risk individuals and community providers.

Developed strong partnership with Health Plan of San Mateo, addressing the needs of complex consumers with a variety of mental and physical health challenges.

Worked to expand services within the jail and arranged for services following release. In the first two weeks after release the risk of death from drug overdose is 12.7 times higher than the general population.

# YOUTH AND EDUCATION

## TURNING A PAGE DURING THE PANDEMIC: SUMMER LEARNING

As gateways to knowledge, libraries quickly rewrote the script on how to safely entice young learners to read during the pandemic. San Mateo County Libraries offered free books, live virtual events, prizes and a chance to win one of 13 \$1,000 college scholarships during the 2021 Summer Learning Challenge. The result? A total of 81,493 youth registered for the 2021 Summer Learning Challenge, which is organized by all public libraries in

San Mateo County. San Mateo County Libraries alone gave away over 55,000 free books during the challenge. Titles included “Shuri: Princess” by Nic Stone, “Camp” by Kayla Miller, “I Survived the Sinking of the Titanic” by Georgia Ball, “Twins” by Varian Johnson, “Fly Guy” books by Tedd Arnold, among many others. In addition, San Mateo County Libraries helped to create craft kits for youth to put

together at home during virtual events. These included making a hovercraft, dissecting owl pellets and learning about plants and flowers. Special live virtual shows included taiko drumming, magic, music, science, animals and more. Recognizing the importance of early learning, the San Mateo County Board of Supervisors provides funding for the Summer Learning Challenge from Measure K.



## THE BIG LIFT: ENGAGING STUDENTS AND FAMILIES

For the 2020-21 school year many public-school students had to learn in front of screens at home and in other settings. These children were affected by the sudden loss of ties to friends and extended family, economic hardship and, in some cases, grief from illness or death in the family. Children in areas of San Mateo County with low median incomes and higher rates of income inequality faced especially

stark challenges. The positive side to the story is that an initiative called The Big Lift helped to fill the education gap for students who were already most at-risk of falling behind. Launched by the County of San Mateo, the San Mateo County Office of Education, and the Silicon Valley Community Foundation, The Big Lift targets students to achieve reading proficiency by third grade.

During the 2020-21 school year The Big Lift made it possible that:

- 919 students enrolled in 90 high-quality preschool classrooms
- 976 students in K-third grades enrolled in the five-week “Inspiring Summers” program (a separate initiative than the Summer Learning Challenge, which is open to all school-age youth).

The Big Lift serves nearly two-thirds of all preschool through third grade students with lower incomes in seven school districts: La Honda-Pescadero, Cabrillo, Ravenswood, Redwood City, San Bruno Park, South San Francisco and Jefferson Elementary. One parent reflected on the value of such programs during the pandemic: “Inspiring Summers gave my daughter her light back.”



- PARTICIPANTS RECEIVE HELP WITH:**
- Pursuing educational opportunities
  - Obtaining and maintaining employment
  - Money management
  - Performing daily chores
  - Locating and renting housing

## DAYBREAK: A NEW BEGINNING FOR HOMELESS YOUTHS

Daybreak is a housing and independent living skills training program for homeless youth ages 16 to 21. The program, operated by local nonprofit StarVista with financial assistance from the Measure K sales tax, provides homeless youth the skills and resources they need to live on their own. The goal is for all youth in the program to maintain self-sufficiency and overall

health and wellness for the long term. During the 2020-21 fiscal year, 14 of 20 (71%) of clients leaving the shelter program moved into permanent housing, which is below the target. In addition to the ongoing challenges of locating affordable housing options for people experiencing homelessness, COVID-19 created additional challenges for people experiencing homelessness and for the

programs serving them. The shelter program continued to provide safe shelter and housing-focused case management, while implementing new protocols related to COVID-19. COVID-19 likely had an impact on exits to permanent housing and other related outcomes due to impacts on employment and housing availability.

# HOUSING AND HOMELESSNESS



## “I HAVE MY STABILITY”: INVESTING IN THE INDIVIDUAL

“It has been quite a journey,” said Odessa, a graduate of the Housing and Opportunities to Maximize Employment (HOME) program.

Operated by the Human Services Agency, HOME provides intensive services that help people experiencing homelessness or who are at-risk of becoming homeless. This is accomplished by paying trainees \$15 an hour to learn hands-on job skills

that include working in a manufacturing facility or in an industrial catering kitchen.

The goal is to immediately increase a client’s income, a step that can prevent an individual from becoming homeless or allow a person to find housing. This is part of the County’s “housing first” principle, which focuses on a client’s access to safe, secure housing that they

can use as a starting place to address other issues.

Odessa, a single mother of two who found her family homeless, found paid job training, a job developer and a job coach through the HOME program. “I have my kids. I have my stability. I have my housing. I have my job.... The HOME program changed the trajectory of my life forever.”

93% clients that participated in the training program and completed an updated resume.

## AFFORDABLE HOUSING OPENS IN DOWNTOWN REDWOOD CITY

Opened in April 2021, Arroyo Green brings 117 much-needed apartments for seniors and veterans with low incomes to downtown Redwood City.

Residents enjoy onsite amenities such as a rooftop courtyard with community gardening planters, barbecue and tables and seating.

Indoors, residents may use a computer lab, game room and library, fitness room and two laundry rooms. Public benefits include a

creekside trail that is open to the public and connects with a network of bay trails, as well as a ground-floor child care center that is operated by Foot Steps, a nonprofit child care provider.

Arroyo Green is an ideal location for seniors in a walkable, safe, transit-friendly neighborhood located within a half-mile from a medical center, grocery stores, multiple bus lines, a Caltrain station and a variety of retail options.

Built on a city-owned parcel, the building includes a mix of studio and one- and two-bedroom apartments along with 83 parking spaces and is operated by MidPen Housing, a nonprofit organization.

The project involved a variety of partners and investors that included a total of \$5 million in County Measure K funds along with contributions from the County Human Services Agency and the County Housing Authority.

“It’s stability. I don’t have to think about, ‘Where will I be next year?’ anymore. I feel like I can take care of myself now and be independent. This is such a blessing.”

Helen, an Arroyo Green resident



1,060 AFFORDABLE HOUSING UNITS created with Measure K funds in the 2020-21 fiscal year.

More than 25 percent of the new affordable housing units will provide housing affordable to homeless households (125 units) and extremely low income households (148 units), with incomes of less than 30 percent of area median, approximately \$38,400 for individuals and \$54,800 for a family of four.

In the 2020-21 fiscal year, Measure K funds leveraged over \$596 million in additional funding sources for affordable housing. (Measure K funds, and other funding

## MEASURE K AND AFFORDABLE HOUSING

sources, are often used to kick-start a development that makes further investment possible by state, federal and other sources. This is what is meant by leveraging.)

Geneva Commons (six units, Daly City), Gateway Family (139 units, Menlo Park) and Bayshore Affordable (79 units, Millbrae) started construction in the 2020-21 fiscal year with the help of Measure K funds.

Arroyo Green, Montara, and Fair Oaks

Commons, all of which were funded with Measure K, completed construction in FY 2020-21.

Fair Oaks Commons is located in North Fair Oaks and includes 67 units of affordable housing, 33 of which will serve formerly homeless tenants with supportive services. In total, the three completed projects have created new homes for 252 households.



## MONTARA

Located in the Bay Meadows master planned site in the City of San Mateo. Includes 68 units of affordable housing, 16 of which will serve formerly homeless tenants with supportive services.



# PARKS AND ENVIRONMENT

## REDUCING FUELS KEY TO REDUCING FIRE RISK

Years of fire suppression and deferred management have contributed to unhealthy forest conditions of overgrown and dense vegetation, reduced plant diversity, lower resiliency against pests or disease, and competition for resources for native plants. Fires that start in conditions like this could burn hotter and spread more quickly, making them difficult to control.

During the 2020-21 fiscal year, San Mateo County Parks developed its Wildfire Fuel Management Program. This identifies fuel reduction projects in parks near private dwellings (often referred to as the wildland urban interface), along critical access routes, or in other high priority areas of the parks, to provide residents with evacuation routes, first responders easy access to strategic areas to fight a fire, and create conditions that

may reduce fire severity.

Three Measure K funded park projects representing 24 treatment acres were conducted in the 2020-21 fiscal year: (combined Measure K funding totals approximately \$140,000). These are at:

- Junipero Serra Park
- Edgewood Park and Natural Preserve
- San Pedro Valley Park

**32 HIGH-PRIORITY  
 FIRE PREPAREDNESS  
 PROJECTS TO BE  
 COMPLETED IN  
 FIVE YEARS**

Projects are funded through grants, department budget and Measure K.



Junipero Serra Park



## COYOTE POINT RENEWAL

When the Eastern Promenade Rejuvenation Project at Coyote Point Recreation Area is complete in spring 2022, the popular beach area will once again be open for water play and, thanks to its new design, be more resilient to erosion and sea level rise.

The design will stabilize the reclaimed shoreline while the combination of a raised beach with more the 10 tons of sand and a concrete wall will protect new restrooms, beach showers, and

a parking area against storms and high tides. A second parking area has been added up the hill to accommodate peak beach and park use.

Completion of the project also rejoins the eastern and western promenades, providing a continuous pedestrian and bicycle pathway that connects to the San Francisco Bay Trail.

Work on the long-planned project at one of the County's most popular parks began in spring 2021.

**\$1.3 MILLION  
 MEASURE K FUNDS**

Funding for Coyote Point is through a variety of sources, including \$1.3 Million of Measure K funds.

## MEMORIAL PARK: PREPARING FOR A SECOND CENTURY

Campers returning to family camp areas in Memorial County Park in May 2021 were the first to experience facility enhancements at the historic campgrounds, including new accessible restroom-shower buildings with water fountains, renovated camp sites, and repaved roads throughout the park.

While not obvious to most visitors, upgrades were also made to critical infrastructure systems including a new

water line, waste water treatment plant and collection system. The demand on these systems peak during the summer when the campground holds more than 1,500 campers each day.

This is the first phase of improvements planned at Memorial Park that will continue leading up to Memorial's 100-year anniversary in July 2024. By then all campsites will have been updated and a total of 15 restrooms and combination

restroom-shower buildings will be installed.

In all, Memorial Park is undergoing nearly \$4 million in improvements from a combination of Measure K funds and contributions from other sources.

Opened in 1924, San Mateo County's first park – named to honor residents who died in World War I – includes a multitude of hiking trails, picnic sites and secluded spots.

“I’ve been to this park several times before and had the honor and pleasure of returning again. And it’s even better than ever!”

Review on social media posted June 2, 2021



# OLDER ADULTS AND VETERANS SERVICES

“Measure K funds have allowed us to have the resources necessary to inform veterans of the services available to them and assist veterans in the complicated process of accessing these programs. Measure K has made it possible for our County to take care of those who put their lives on hold to protect this Country.”

Eduardo Kirycun, the County's Veterans Services Manager

In 1946, the County of San Mateo Veterans Services Office (CVSO) was established to help veterans who were returning from service access the state and federal benefits designed to help them reintegrate back into their civilian lives.

Since then, the CVSO has continued to support our veterans as they return from service and as they make their way through life.

The CVSO supports veterans and their families

## HELPING VETERANS RECEIVE THE BENEFITS THEY EARNED

in many ways, including answering questions, advising, educating individuals and groups on what benefits are available from federal, state, county, and local resources along with assisting persons in completing and filing benefit claims.

In the 2020-21 fiscal year the CVSO was able to help local veterans receive over \$2,673,000 in retroactive Service Connection Award and an additional \$3,392,200 in on-going

annual compensation from the Veterans Administration. Additionally, the VSO was able to help defer over \$811,200 in college tuition for the children of local disabled veterans.

“We would not have been able to accomplish this without the support of the County of San Mateo Board of Supervisors and the funding made available to us through Measure K,” said Eduardo Kirycun, the County's Veterans Services Manager.



Ken Wyrsh (Veteran) & Ollie (Dog he rescued from Iraq)

13,240 VISITS IN 2021-21  
26 percent increase over the prior fiscal year. Tele-visits comprised 69 percent of total visits.

**MULTI-DISCIPLINARY APPROACH**  
Measure K allowed staff to care for seniors, the fastest-growing demographic in San Mateo County.



## IN A PANDEMIC, CONNECTING OLDER ADULTS WITH CARE

The Ron Robinson Senior Care Center, located at the County-run San Mateo Medical Center, provides high-quality health care for approximately 2,500 older adults. Seniors, family members and caregivers can visit the outpatient clinic or medical professionals travel to patient's homes to help with a variety of challenges.

The need for comprehensive care for the center's patients – who are among

the most frail and vulnerable seniors in the county – did not end with the March 2020 lockdown orders due to the coronavirus.

To keep patient's safe in an uncertain time, the staff of doctors, nurses, pharmacists, social workers and others on care teams set up tele-visits, which were integral to maintaining access during the height of the pandemic.

The center's care teams regularly connect with partners from the County's Aging and Adult Services and other case managers to ensure coordination. These multi-disciplinary partner meetings include primary care providers, allowing for improved communication and identification of key issues requiring intervention.

## OMBUDSMAN SERVICES

Ombudsman Services is a local nonprofit organization that advocates for the frail and vulnerable residents in the long-term care facilities in San Mateo County. The County provides Ombudsman Services with Measure K funds to fulfill its mission, which also includes enriching the lives of residents in more than 440 facilities.

As the pandemic's safety restrictions

limited indoor and in-person visits, Ombudsman Services adapted in creative ways. These include:

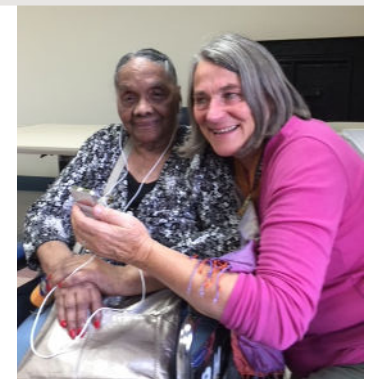
- Launching an inter-generational pen-pal exchange where older adults received greeting cards from children, helping to bring joy to the socially isolated residents.
- Created a pilot program, Music and Me, making available 50 iPods; this year's goal is to place 100 iPods with residents.

- Provided tablets at facilities to help residents communicate with their families and doctors, play games, sing songs, attend religious services, and learn to use Zoom.

During the 2020-21 fiscal year, Ombudsman Services served 6,990 clients (excluding clients with developmental disabilities), exceeding the target of 6,000.

“Covid-19 definitely changed the way we run our program. The virus has really made us become very creative with contacting the residents in our 444 facilities and, as of now, we are back to doing indoor visits to facilities along with all of our other options for communication.”

Bernie Mellott, Executive Director of Ombudsman Services of San Mateo County



# COMMUNITY SERVICES



## GREENLIGHT FOR ROAD, SIDEWALK IMPROVEMENTS IN NORTH FAIR OAKS

A busy stretch of Middlefield Road that serves as the main thoroughfare for North Fair Oaks is undergoing major safety improvements. The \$21 million project, funded in part by Measure K, involves placing utilities underground, reconfiguring travel lanes, adding bike lanes and expanding sidewalks.

Once completed, the work will provide pedestrian and Americans

with Disabilities Act enhancements from Douglas Avenue to Sixth Avenue. Improvements will also be made at the Fair Oaks Clinic/Redwood Junction driveway at the railroad crossing including the installation of traffic signals.

In addition, the County plans to add an innovation layer of “Smart City” technologies – SMC Public WiFi, connected street lights, digital

signage – designed to make this section of unincorporated Middlefield Road the most connected, data-driven corridor in San Mateo County.

Planning for the Middlefield Road Improvement Project began nearly a decade ago. Construction began in May 2021 and is expected to be complete in 2022.

“

It’s going to take a few years, maybe two or three years to recover financially because my husband was without a job for so many months last year.”

Maria, a Second Harvest client

## BY THE NUMBERS: 44 MILLION POUNDS OF FOOD DISTRIBUTED IN SAN MATEO COUNTY

As the impact of the pandemic wore on, many San Mateo County residents visited a food bank or local pantry for the first time.

Second Harvest Food Bank, through a contract with San Mateo County, distributed 44 million pounds of food during the 2021-21 fiscal year, far exceeding the target of 16 million pounds.

What does 44 million pounds of food look like?

Assuming one pound per meal, that’s enough to provide every resident of San Mateo County with breakfast, lunch and dinner for about 19 days.

Throughout the fiscal year, approximately 125,000 San Mateo County residents each month

received food from Second Harvest or from a network of food pantries in neighborhoods across the county.

Support from the County of San Mateo’s Measure K as well as individual and corporate donations helped many people receive the food they need.



## TECHNOLOGY AND HISTORY BLEND AS BRISBANE WELCOMES NEW LIBRARY

After years of planning, the Brisbane community’s vision for a new library came to life.

The new library features a children’s area, teen space, 3D printers, GoPro cameras and, of course, plenty of books for sharing. A history room and a mural that captures historical and present-day scenes of Brisbane tie the past with the new features.

Down to its design, the new Brisbane

Library was made for the community. The 7,670-square-foot layout is meant to echo the city itself, with a connected community feel and commitment to sustainability, designed to be a Zero Net Energy building.

The County supported Brisbane’s efforts to build a new library with a contribution of Measure K funds and a low-interest loan. “Completing construction and opening the new Brisbane Library during the pandemic

was bittersweet,” said Brisbane Mayor Karen Cunningham, who represents the city on the Library JPA Governing Board. “Now, we are thrilled to give the new library and our community the full celebration they deserve. This library will impact Brisbane for years to come with its innovative features, incredible library staff, and inspiring designs.”



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