

FY2010 Appropriations Request Form

Office of Congresswoman Jackie Speier
211 Cannon House Office Building
Washington, D.C. 20515
Phone: 202/225-3531
Fax: 202/226-4183
Website: www.speier.house.gov

Individuals/Organizations must respond to all questions on the form. Incomplete proposals will not be considered.

All requests will be evaluated before the 12th Congressional District's Citizens Oversight Panel. Appointments to appear before the panel must be made through Cookab Hashemi, chief of staff, at 202/225-3531 or Cookab.Hashemi@mail.house.gov. The panel will convene on the following days; Saturday, March 7, Friday, March 13 and Friday, March 20, 2009. All proposals must be submitted by March 2, 2009.

Date Submitted: March 2, 2009

Project Name: Shelter Network of San Mateo County -- Technology Infrastructure Project

Individual/Organization: *(Is the grantee located in the 12th Congressional District?):* Yes

Amount Requested *(if requesting report language, please attach.):* \$330,000

Appropriations Bill/Account/Relevant Authorization law/bill/status *(e.g., "Public Law 107-111"; "FY2008 DOD Authorization", "Currently pursuing authorization through Agriculture Committee", "Safe Drinking Water Act" or "Hatch Act"):*

FY2010 Small Business Administration

Local Contact *(Please provide full contact information, including any relevant phone extensions, and indicate if there is a separate D.C. contact.):*

Michele Jackson
Executive Director
Shelter Network of San Mateo County
1450 Chapin Avenue, 2nd Floor
Burlingame, CA 94010
Phone: (650) 685-5880 ext. 21
Mobile: (650) 222-5608
Fax: (650) 685-5881
mjackson@shelternetwork.org

Organization’s Main Activities. *(Please limit your response to 250 words and indicate whether it is a public, private, non-profit or private for-profit entity.)*

Shelter Network of San Mateo County (a non-profit corporation) was established in 1987 to address the problem of homelessness on the San Francisco Peninsula. The organization now operates 13 programs located throughout San Mateo County: *Family Crossroads* in Daly City, *First Step for Families* and the *Vendome Hotel* in San Mateo, *Redwood Family House* in Redwood City, *Maple Street Shelter* in Redwood City, *Haven Family House* in Menlo Park, and *Bridges*, a program with sites throughout the county.

Shelter Network provides four types of programs: **short-term transitional shelter** (immediate housing and services for up to 60 days), **transitional housing** (housing and services for up to 6 months, while families search for apartments and jobs), **longer-term transitional housing** (rental assistance and case management for up to 1 year, while individuals complete job training or community college programs), and **permanent supportive housing**, for the chronically homeless. All programs provide shelter and food, as well as comprehensive support services, including: one-on-one case management, life skills workshops, a children’s program, a mandatory savings program, health care referrals, job and housing search assistance, and a six month follow-up program. At our programs in Menlo Park and San Mateo, families also receive free on-site licensed child care for toddlers and preschoolers.

Each year, Shelter Network serves nearly 3,700 homeless adults and children and provides over 150,000 nights of shelter. All of Shelter Network’s programs are designed to help families and individuals break the cycle of homelessness, permanently. In fact, over 90% of families and single adults successfully return to permanent housing after completing Shelter Network’s transitional programs.

Please show main items in the project and total cost in a simplified chart form. *(Please include the amount of any Federal/State/Local/Private funds, including any in-kind resources.)*

Technology Infrastructure	Budget	Other Resources
Phone System Upgrade	\$ 150,000	\$ 0
Computer and Server Upgrades	\$ 125,000	\$ 0
Software Upgrades (Blackbaud Modules for Finance and Development)	\$ 15,000	\$ 0
Client Database (Software, Conversion, IT support, Maintenance)	\$ 75,000	\$ 0
Volunteer Database	\$ 15,000	\$ 0
Total	\$ 380,000	\$ 0

Project Description, including a timeline, goals, expected outcomes and specific uses of Federal Funds.

(Your response must focus on the requested funds rather than the organization’s mission and general activities. Please limit your response to 250 – 500 words.)

As delineated above, Shelter Network will use \$380,000 of Federal Funds to expand, upgrade, and secure our IT infrastructure and telephone systems. Building infrastructure is critical to the success of our clients and Shelter Network’s ability to grow and meet the increasing need. The organization, like many non-profits, spends as much of our resources as possible serving homeless clients. As a result, IT needs are often neglected or patched to “make due.” Consequently, the servers, which manage the workload of 93+ paid and volunteer staff, constantly break-down and have become costly to repair. In addition, many staff members do not have computers at their workstations that can adequately manage the demands of their job requirements. This substandard equipment delays work product and efficiency.

One goal of the upgrade is to connect data systems which collect important Federal housing data through the HMIS system. Currently, Shelter Network maintains two databases for client statistics: the required county HMIS system and an in-house database used for internal reporting purposes. The internal system does not

electronically share data with the HMIS system. As a result, field staff complete intake forms by hand, and fax them to a database coordinator who inputs the data into two separate systems. To streamline work processes we would like to have on-site staff complete the data entry, and electronically transmit data to a central collection hub where it would be reviewed and then electronically uploaded into the HMIS and Shelter Network systems. This ultimately will save staff time and resources which can be redirected toward helping homeless clients get back to self-sufficiency.

Additionally, much of the software used in our Development and Finance offices requires upgrading to maintain data integration and functionality between the two departments. Upgrades would allow for streamlined use of data base systems and improve our web interface which is very important to our volunteers program and donors. Funding would also allow the organization to purchase a much needed volunteer management program, upgrade existing Development and Finance software, reduce workload and significantly increase efficiency.

Telephones remain an important part of the work we conduct. Shelter Network currently has seven physical sites where staff is located but we maintain seven different telephone systems. We would like to upgrade our telephone systems so that staff can conference without physically having to be on-site, transfer important client, volunteer and donor calls from one site to another, and streamline our business interface.

Upon funding, Shelter Network will commence work immediately on the telephone system and complete the work within four months of funding. Concurrently, we will meet with our IT consultants to scope the database project and get competitive bids. This will be completed in the same four month timeline. Once an IT contractor is hired, the project will be completed within eight months of the start date.

How will this earmark serve to expand the capacity of your organization and how will your organization sustain this work beyond the federal funding? *(Your response must focus on the impact of the requested funds rather than the organization's long-term goals.)*

As budgets become tighter, it is even more imperative that we maximize technological efficiencies for an already lean staff. This project will allow us to leverage the power of the internet and our networks to provide flexibility across departments where it does not exist today. For example, rather than answering phones 70% of the day, our receptionist could redirect 50% of her work flow with an automated phone system and allow her to provide more assistance to our clients, volunteers, and donors..

Shelter Network's support in San Mateo County is both broad and deep. A wide range of private foundations, corporations, and individual donors partner with the agency to make possible our cost efficient and effective services. Shelter Network has a strong history of success in transitioning funding to private and public funders once an initial grant or funding period has ended. The organization continues to explore funding opportunities from individuals through Major Gifts, from private and family foundations, from corporations and from other public sources. As the ongoing expenses for maintenance would be significantly less than the initial costs for purchase, Shelter Network is confident that alternate funding sources will be identified to ensure the continued success of the program. However, to ensure our success, staff will consistently document time and cost savings across the agency so that when time comes to replace major components of our systems we will have data to support our request.

What is the local significance of this project?

Shelter Network is the primary provider of housing and comprehensive services in San Mateo County. The demand for our agency's services continues to increase in the current economic climate. In July 2008, Shelter Network had a waiting list of 46 families. In contrast, the same waiting list December 2008, hit an all-time high of 135 families—**tripling the request for services**. For every family that Shelter Network is able to accept into shelter, approximately three families are not able to access our services because of limited staff and site

resources. We are working creatively to maximize staff resources and this technology project would positively impact our work flow.

How many residents of the 12th CD will benefit from this project? *(i.e. jobs created, services rendered to, how many people, etc.)*

Approximately 5 computer/server manufacturing jobs, 3 trucking jobs, 3 purchasing, customer service and installation and 1 ongoing maintenance jobs will be maintained.

In addition, we anticipate that these technology systems will support an even larger staff into the future. Ultimately, those who benefit will be our 3,700 clients who will receive excellent, consistent services because everyone serving them will be adequately connected to Shelter Network's telephone, computing and data networks.

List any other organizations or state/local elected officials who have expressed support for the project in writing. *(Please submit copies of support letters along with the proposal.)*

- Mayor of Hillsborough, Christine Krolik
- San Mateo County Supervisor, Adrienne Tissier
- CA State Assembly Member, Jerry Hill
- CA State Assembly Member, Leland Yee

Does the organization have any other funding requests for this project? *(Federal, State, Local or private pending?)*

Not at this time.

Has the organization previously received Federal funds for this project? *(Please list any funds received [by fiscal year] and briefly describe how those funds were spent.)*

No.

Please attach a list of your organization's staff and board members *(if any).*

Attached.

Please attach any additional relevant materials.

Shelter Network Board of Directors 2009

David Weir (Chair)

Partner
Spring Creek Advisors, LLC

**Michael McCall (Vice Chair/Treasurer,
Finance/Personnel Committee Chair)**

Retired Investment Banker

Joanne Wondolowski (Secretary)

Vice President
Alain Pinel Realtors

**Mary Lou Schoone (Development Committee
Chair)**

Education Consultant

Jennifer Bolt

COO
Franklin Templeton Investments

Brian P. Burns, Jr.

President
BF Enterprises, Inc.

Albert Camarillo

*Professor of History and Miriam & Peter Haas
Centennial Professor in Public Service
Department of History
Stanford University*

Jennifer Cass

Administrator
Sling Media
Program Graduate

Christina Dickerson

Director, Corporate Dev. & Planning
Corium International, Inc.

Janet Chun

Principal,
Crocker Middle School, Hillsborough, CA.

Ed Everett

Former City Manager
City of Redwood City

Rod Ferguson

Managing Director
Panorama Capital

Norma Gomez

City Clerk
City of San Mateo

Steve Herbert

Senior Loan Consultant
Washington Mutual

Justin Kao

Graduate Student
Stanford MBA Board Fellow Program

Christine Krolik

Mayor
City of Hillsborough

Stevan N. Luzaich

Attorney
Corey, Luzaich, Pliska, De Ghetaldi, &
Nastari, LLP

Bruce McAuley

Cardiologist/CMCI

Cam Nelson

Program Manager, Philanthropy & Education
Hewlett-Packard Company

Adrienne J. Tissier

Supervisor
San Mateo County

Cathy Tsai

Graduate Student
Stanford MBA Board Fellow Program

Jeff Van Zanten

Chief Financial Officer
Symphony Services

Michele Jackson (Staff)

Executive Director
Shelter Network



TOWN OF HILLSBOROUGH

1600 FLORIBUNDA AVENUE
HILLSBOROUGH
CALIFORNIA
94010-6418

March 2, 2009

Ms. Cookab Hashemi
Chief of Staff
Office of Congresswoman Jackie Speier
211 Cannon House Office Building
Washington, D.C. 20515

Dear Ms. Hashemi,

I am writing to express my support for Shelter Network of San Mateo County's Appropriations Request for their Technology Infrastructure Project.

Shelter Network of San Mateo County (a non-profit corporation) was established in 1987 to address the problem of homelessness on the San Francisco Peninsula. Now the primary provider of homeless programs on the Peninsula, the organization operates seven site-based programs located throughout San Mateo County: *Family Crossroads* in Daly City, *First Step for Families* and the *Vendome Hotel* in San Mateo, *Redwood Family House* in Redwood City, *Maple Street Shelter* in Redwood City, *Haven Family House* in Menlo Park, and six scattered-site programs which effectively serve the need of the 12th Congressional District.

Each year, Shelter Network serves over 3,700 homeless adults and children and provides over 150,000 nights of shelter. All of Shelter Network's programs are designed to help families and individuals break the cycle of homelessness, permanently. In fact, over 90% of families and single adults successfully return to permanent housing after completing Shelter Network's transitional programs.

In my opinion, this is a highly effective organization which will maximize the use of Federal funds for their intended project.

Sincerely,

Christine M. Krolik
Mayor, Town of Hillsborough

Adrienne J. Tissier

Member • Board of Supervisors • San Mateo County

March 2, 2009

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In my opinion this is a highly effective organization which will maximize the use of Federal funds for their intended project.

Sincerely,



Supervisor Adrienne J. Tissier
County of San Mateo

400 County Center, Redwood City, California 94063

Direct Line (650) 363-4572 • Fax (650) 599-1027

STATE CAPITOL
P.O. BOX 942849
SACRAMENTO, CA 94249-0019
(916) 319-2019
FAX (916) 319-2119

Assembly California Legislature



JERRY HILL
ASSEMBLYMEMBER, NINETEENTH DISTRICT

March 2, 2009

Ms. Cookab Hashemi
Chief of Staff
Office of Congresswoman Jackie Speier
211 Cannon House Office Building
Washington, D.C. 20515

Dear Ms. Hashemi:

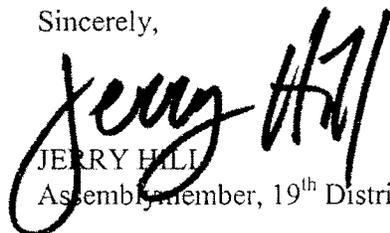
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In my opinion this is a highly effective organization which will maximize the use of Federal funds for their intended project.

Sincerely,


JERRY HILL
Assemblymember, 19th District

STATE CAPITOL
SACRAMENTO, CA 95814
TEL (916) 651-4008
FAX (916) 327-2186

DISTRICT OFFICES
400 S. EL CAMINO REAL
SUITE 630
SAN MATEO, CA 94402
TEL (650) 340-8840
FAX (650) 340-1661

HIRAM JOHNSON
STATE OFFICE BUILDING
455 GOLDEN GATE AVE
SUITE 14200
SAN FRANCISCO, CA 94102
TEL (415) 557-7857
FAX (415) 557-7864

SENATOR.YEE@SENATE.CA.GOV

WWW.SEN.CA.GOV/YEE

California State Senate

SENATOR
LELAND Y. YEE, PH.D.
EIGHTH SENATE DISTRICT

余胤良博士
加州參議院副執行主席



STANDING COMMITTEES
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DEVELOPMENT AND
ECONOMIC PROGRESS
ASIAN PACIFIC RIM
ECONOMIC DEVELOPMENT

March 2, 2009

Ms. Cookab Hashemi
Chief of Staff
Office of Congresswoman Jackie Speier
211 Cannon House Office Building
Washington, D.C. 20515

Subject: FY2010 Federal Appropriation Support for Shelter Network of San Mateo's Technology Infrastructure Project

Dear Ms. Hashemi:

I am writing to express my support of FY2010 Federal Appropriation funding for the Technology Infrastructure Project being submitted by Shelter Network of San Mateo.

Shelter Network of San Mateo County, a non-profit corporation, is seeking federal funding to expand, upgrade, and secure IT infrastructure and telephone systems. The organization spends much of its resources as possible serving homeless clients. As a result, IT needs are often neglected. Consequently, the servers which manage the workload of 64 full time, 18 part-time, plus 11 unpaid core volunteer staff constantly break down and have become costly to repair.

In addition, many staff members do not have computers at their work stations that can adequately manage the demands of their job requirements which delay work product and work efficiency.

Each year, Shelter Network serves over 3,700 homeless adults and children and provides over 150,000 nights of shelter. All of Shelter Network's programs are designed to help families and individuals break the cycle of homelessness, permanently. In fact, over 90 percent of families and single adults successfully return to permanent housing after completing Shelter Network's transitional programs.

Thank you for your consideration of Shelter Network's request. If my office can be of additional assistance, please contact my District Office Director, David Burruto, at 650-340-8840

Sincerely,

Senator Leland Y. Yee, Ph.D.
Assistant President Pro Tempore
California State Senate
LYY:sd