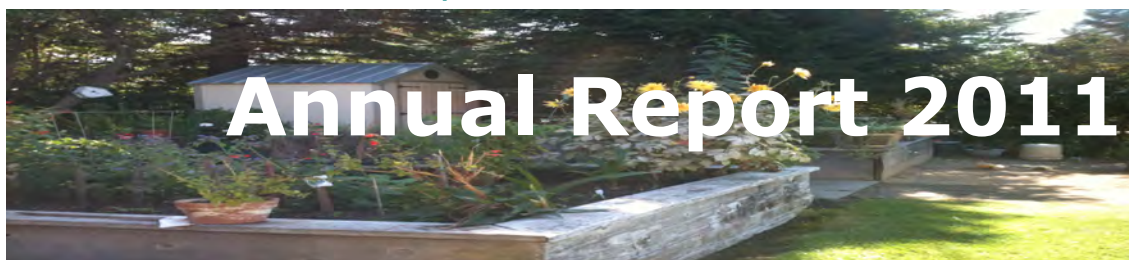




## Fair Oaks Community Center



### *From the Desk of the Human Services Manager:*



**W**e dedicate this Annual Report to the memory of Corinne Centeno, former director of the Redwood City Parks, Recreation, and Community Services Department, who passed away in June, 2012. Corinne spent 15 years of her career with Redwood City at the Fair Oaks Community Center and was an ardent supporter and volunteer of the Center until the very end. Corinne believed that partnerships were vital to the City's and Fair Oaks Community Center's efforts to build a great community.

Whether it be our monthly and weekly food distributions, our weekly Legal Aid Housing Clinic, our daily nutrition program for older adults, our annual Holiday Toy and Book Program, our annual Mexican Mobile Consulate, our Latino Youth Conference, our daily zumba classes, our free Tax Assistance Clinics, or any of the many other programs and services offered – all of what we do at the Fair Oaks Community Center is the result of partnerships with community members and public and private organizations.

One of our newest partnerships/programs for 2011 was the LIBRE Project (Linking Immigrants to Benefits, Resources, and Education) in Redwood City – a partnership of RWC 2020, the Legal Aid Society of San Mateo County, International Institute of the Bay Area, the Grove Foundation, the San Mateo County Human Services Agency, and Redwood City Community Schools. Through this partnership, we are able to offer significant assistance to immigrant and non-immigrant community members in securing public benefits that will prevent many in our community from becoming homeless.

We look forward to continued strong partnerships in 2012 including Redwood City 2020's "Redwood City Together" Initiative, and the San Francisco Foundation's Koshland North Fair Oaks Fellows Youth Initiative, as well as the unveiling of a new mural for our toddler playground, and the hosting of our first Naturalization Oath Ceremony.

Many, many thanks to all who make what we do at the Fair Oaks Community Center possible - our City and all its various departments, the County of San Mateo, our public and private non-profit partners, our dedicated staff, our foundation supporters, local businesses, donors, and community members.

Teri Chin  
Human Services Manager



*(Above) Ribbon Cutting of the new Redwood City Child Development Program Toddler Playground*



*(Above) Mexican Mobile Consulate Volunteer Appreciation Event*

*(Below) Ribbon cutting at Fair Oaks Adult Activity Center*



*(Above) Zumba class*



*(Above) Trees of Joy giveaway*



*(Right) Family Harvest Monthly Food Distribution*

**"Your Human Services Specialist did a wonderful job explaining what could be provided for my family...We are extremely thankful."**

**- Comments from 2011 Customer Satisfaction Survey**

**" I BEAT a million, meaning I am the one in a million, every second of this was valuable."**

**- From the OYE 2011 Latino Youth Conference**

## *Fair Oaks Community Center: Fostering Leadership for the Future*

**"Being placed at the Fair Oaks Community Center in Redwood City has helped me reconnect to my community and realize the harsh reality of so many families and individuals. I was able to strengthen my passion to help others and further pursue my education in social services. The experience and knowledge I have gained both through Public Allies and the Fair Oaks Community Center has forever changed the person I am and will be."**

**- Mayra Bucio, Public Allies Human Services Specialist/  
Housing Case Management Specialist at Fair Oaks  
Community Center, FY 10-11**

Since 2006, Fair Oaks Community Center has been partnering with Public Allies Silicon Valley/San Francisco to place young adults as AmeriCorps Interns with our Information and Referral Program providing vital services in homelessness prevention, emergency assistance, case management support, and benefits assistance for our community's families and individuals in need. Funded through private grants, this partnership has been a powerful way for the community center to give to our community by: 1) providing additional staffing for our Information and Referral Team to meet the demand for emergency and social services; and 2) providing a vehicle to foster future leaders for our community.

Graduates of the Fair Oaks Community Center/Public Allies partnership have gone on to work for non-profit partners in our community and to graduate programs that will lead them back to community ser-

vice. Graduate Ashley Hartoch (2006-07) currently works as the Program Director for Haven House Family Shelter for Innvision Shelter Network; graduate Mayra Bucio (2010-11) works as Follow-up/Bridges Case Manager for Innvision Shelter Network; and graduate Ivanna Chavez (2011-12) works as LIBRE Project Coordinator for Legal Aid Society of San Mateo County.

The Public Allies Partnership is only one of many ways that the Fair Oaks Community Center (FOCC) supports the growth and development of young leaders in our community. In 2011, FOCC served as fiscal sponsor for a RWC 2020 Community Youth and Development Initiative (CYDI) project to provide an opportunity for Immigrant Youth to tell their stories as a part of the Immigrant Youth Action Team ([www.rwc2020.org/resources](http://www.rwc2020.org/resources)) and hosted the 2nd Annual Latino Youth Conference for Redwood City and North Fair Oaks focused on the theme, "Who Am I? Where Am I Going?" International Institute of the Bay Area (IIBA), a partner agency to FOCC, also launched a summer internship program to provide an opportunity for local college students – pre-law and law – to have a hands-on experience assisting immigrant families to access the legal services they need and are eligible for. Finally, youth from the Sequoia Union High School District Migrant Youth Program, Eastside Preparatory Charter School, and other individual high school and college students volunteer at our monthly Family Harvest Food Distribution and at special events throughout the year.

### *Featured Program: A Story About the International Institute of the Bay Area's Immigration and Citizenship Services*

Juana was only four years old when her mother Ana decided to flee their home country to the United States, to escape her father's violence. Unfortunately, her father followed them to the United States and it was not until many years later that she and her mom finally managed to escape the cycle of violence.

Along the way, Juana and Ana came to the International Institute of the Bay Area and discovered that they were eligible for a U Visa – a visa specifically designed to provide legal status and work authorization for immigrant victims of domestic violence or other violent crimes who would otherwise be afraid to call the police or testify in court. Juana was able to include her husband as a derivative beneficiary in her case, bringing her whole family into legal status and on the path toward citizenship.

After Juana obtained her U Visa, she was able to secure more stable employment, increasing her wages from \$9/hour to \$17/hour at her new position. Her husband was also able to improve his employment situation. Now that he had work authorization and a driver's license, he was promoted from a cleaning position to delivery driver, a better paying position that included health benefits. Juana describes one of her happiest moments after receiving her U Visa: "When my daughter started kindergarten, her teacher asked parents to provide support by driving the students for a field trip. My daughter begged me to volunteer, but I couldn't, because I didn't

have a driver's license due to my immigration status. Once I got my U Visa, I signed up to drive for my daughter's class trip to the science museum. My daughter was so proud to tell her friends that her mom was driving the van! It warmed my heart to be able to do even such a small thing, the kind of thing that every mom wants to be able to do for her child."

Juana and Angelica are two of the approximately 3,000 households the Institute assists each year at the Fair Oaks Community Center, helping them on their path to citizenship. International Institute services include weekly presentations about the paths towards citizenship, weekly drop-in legal consultations, English as a Second Language and Citizenship Test Preparation Classes, community outreach presentations, and legal assistance with the immigration and citizenship application process.

**"I am constantly impressed by the hard work and positive impact that organizations and individuals do every day throughout California... I am honored to recognize Redwood City's Fair Oaks Community Center."**

**- Assemblyman Rich Gordon's August  
2011 E-Newsletter**

## Stories from the Fair Oaks Community Center Information and Referral Program

Annette first came to Fair Oaks Community Center in May, 2011. At that point, she had been living in an apartment in Redwood City for about nine months with her two children, ages 17 and 9. Annette had experienced the fallout of the economic downturn in 2007 – having lost her job as a mortgage closer, then losing her home to foreclosure, and then experiencing a period of homelessness before moving into a relative’s garage for two years. She managed to pick-up the pieces of her life and to survive on her own having found employment as a secretary in 2009. She had been making ends meet until she was informed that there had been an overpayment of over \$1,000 from her unemployment back in 2007 and that her wages would be garnished weekly until the overpayment was paid. On top of that, her car broke down in April, 2011, and needed repair. She depleted her small “rainy day” savings of \$400 and was unable to keep up with her rent of \$1,550 with the temporary decrease in her weekly paycheck. We were able to assist her with her back rent of \$1,550 and as of our last communication in December, 2011, Annette was working and stably housed.



Fair Oaks Community Center Staff

**"Thank you for all your understanding and loving heart by listening to me and helping my family with things I couldn't do by giving me the lift up."**  
**-Family assisted with family shelter by our Human Services Specialist in 2011**

Eva first came to Fair Oaks Community Center in August, 2011, several months after her husband had suffered an accident that left him paralyzed. Eva’s husband was not eligible for disability benefits, so it was up to Eva to find work to sustain their family of five – and pay their \$1,000 monthly rent. Eva found a job which paid her \$1200/month and we assisted her with the two months back rent that she owed. Seven months later, she was again behind on her rent – having had her own health issues which prevented her from working her seven day a week schedule. In addition to assisting her family a second time with their delinquent rent, we also signed up her family for our Family Harvest food program, helped them secure Cal Fresh food stamps, and Medi-Cal for the husband, helping them get back on track.

Annette and Eva are two examples of the 2,300 unduplicated households we served during 5510 visits in 2011 through the Fair Oaks Community Center Information and Referral Program. Services provided include:

- ⇒ Over \$200,000 in Financial Assistance to over 250 unduplicated households – (primarily delinquent rent, deposit assistance, emergency motel vouchers, utility assistance, transportation assistance, food vouchers– made possible via grants, foundation support, and private donors.)
- ⇒ 181,760 lbs. or \$301,400 in Food Assistance provided to 374 unduplicated households
- ⇒ Shelter Information and/or Referrals to 674 unduplicated households (including individuals and families) needing emergency shelter services.

**"Thank you for helping me and my family get into Shelter Network Redwood Family House. We came to you a few days before Christmas 2011 because we had been evicted and our son had just been diagnosed with cancer. Thank you again for helping us so quickly when we needed your help the most."**  
**- Family assisted with shelter referral by our Human Services Specialist in**



(Right) Playing in the new Toddler Playground

(Left) Adult Activity Center Holiday Party



## *Special Thanks to our 2011 Foundations, Donors, and other Supporters*

- ◆ County of San Mateo Human Services Agency – funding for FY 10-11 and FY 11-12 Information and Referral Program Support
- ◆ County of San Mateo Public Works – funding for FY 10-11 and FY 11-12 Fair Oaks Community Center Operations
- ◆ Federal American Recovery and Reinvestment Act (ARRA) Homeless Prevention and Rapid Re-Housing Program (HPRP – Information and Referral Program Housing Assistance and Housing Assistance Case Management Support)
- ◆ Atkinson Foundation – funding for FY 10-11 and FY 11-12 Information and Referral Program Support
- ◆ Grove Foundation – funding for FY 10-11 and FY 11-12 Information and Referral Program Support
- ◆ Silicon Valley Community Foundation – funding for FY 10-11 and FY 11-12 Information and Referral Program Support
- ◆ Public Allies Silicon Valley/San Francisco – Information and Referral Program Support
- ◆ The Hurlbut Johnson Fund, an advised fund of the Silicon Valley Community Foundation – funding for 2011 Information and Referral Program Support and Emergency Assistance Fund
- ◆ Woodside Terrace AM Kiwanis Foundation — Information and Referral Program Emergency Assistance Fund
- ◆ SF Chronicle Season of Sharing Fund Information and Referral Program Housing Assistance and Critical Family Needs Fund
- ◆ Housing Industry Foundation Information and Referral Program Housing Assistance Fund
- ◆ Almanac Holiday Fund 2011 – Information and Referral Program Emergency Assistance Fund
- ◆ Second Harvest Food Bank – Information and Referral Program Food Assistance
- ◆ St. Vincent de Paul Homeless Conference – Information and Referral Program Food Assistance
- ◆ Paul and Diane Reeve – Information and Referral Food Program
- ◆ Garrick Family and Friends – Trees of Joy Event
- ◆ SF Foundation Koshland Arts Mini Grants—OYE 2011 Latino Youth Conference, Immigrant Youth Action Team (IYAT) Digital Story Production, Fair Oaks Community Center Toddler Playground Mural
- ◆ San Mateo Credit Union – Mexican Mobile Consulate Event and OYE 2011 Latino Youth Conference
- ◆ Redwood City 2020 – OYE 2011 Latino Youth Conference
- ◆ San Mateo County Hispanic Chamber of Commerce – OYE 2011 Latino Youth Conference
- ◆ Plaza Comunitaria - RAICES – OYE 2011 Latino Youth Conference
- ◆ Redwood City Fair Oaks Lion's Club – OYE 2011 Latino Youth Conference
- ◆ Sigona's Farmer's Market – OYE 2011 Latino Youth Conference
- ◆ Infinite Threads Embroidery – OYE 2011 Latino Youth Conference
- ◆ Catalino Tapia – OYE 2011 Latino Youth Conference
- ◆ Rebuilding Together Peninsula– Adult Activity Center Renovation
- ◆ Roche Molecular Systems, Inc.– Adult Activity Center Renovation
- ◆ Jean and Duncan Davidson– Adult Activity Center Renovation
- ◆ Supple Homes, Inc.– Adult Activity Center Renovation

### *Featured Partnership: Rebuilding Together With Community Partners*

In 2011, Fair Oaks Community Center was selected as a Rebuilding Together site to renovate areas of the Adult Activity Center operated by our non-profit partner, Peninsula Family Service. Roche Molecular Systems, Inc. adopted our project providing funding, donated furniture, and volunteers to make the transformation happen. Peninsula Family Service donors Jean and Duncan Davidson stepped in with additional funding. General Contractor Sean Supple of Supple Homes, Inc. teamed up with Roche Systems to lead the project – donating his time and resources – including many, many hours and his crew before, during, and after National Rebuilding Day. Volunteers from Roche Systems and staff from Peninsula Family Service provided the labor for the project on National Rebuilding Day – April 30, 2011.

#### *The partnership in numbers:*

- ⇒ \$5,000 donated directly to Fair Oaks Renovation Project
- ⇒ 200 volunteer hours
- ⇒ \$10,000 value of donated furniture
- ⇒ \$20,000 value of renovation work
- ⇒ \$474,000 invested by Peninsula Family Service each year to provide 579 unduplicated older adults at Fair Oaks Adult Activity Center with daily meals, daily health and wellness classes, weekly grocery program, monthly health screenings, case management services for those at risk, and/or other activities and supports.



*Rebuilding Together volunteers construct new garden shed*



## *2011 Holiday Program Donors*

David Ahn	Tom & Marilyn Daggett	Alana Koehler	Jackie Raine
Johanna Anderhoim	Warren Dale & Georgi LaBerge	Dyanne Krasow	Claudia Ramirez-Nazemian
Arlene Aquino	Nancy Davidson	Bruce & Carol Lacina	Paul & Diane Reeve
Pierre & Sherry Arce	Nancy & William Ellsworth	Sonam & Tsering Lama	Roberta Roth
Sherry Arce Childcare	Frank & Wendy Enriquez	Barbara Lundhild	San Mateo Credit Union
Laurel & Walter Ausserer	Alison Freeman	Karen Maki	(SMCU)
Olivia R Austen	Christopher Gardner	Map Royalty, Inc.	San Mateo Gymnastics
Bay Area Gardener's Association	Ruth Ann Gardner	Margaret Marshall	Lisa Shepherd
(BAGA)	Victoria M Gariffo	Payling & Douglas Massingill	Denise Shine
Chris & Alicia Beth	Juana Gonzalez	Val & Greg Matonis	Hilary Stevenson
Rob & Sarah Blatner	Magda Gonzalez-Hierro	Suzi McElwee	Robert Stiff
Jane Borchers	Lorraine Groux	Lori & Dennis McBride	Catalino Tapia
Ruth Brown	Joyce Hanna	Linda McCoy	Jane & Paul Taylor
Nancy Burns	Sally & Lonnie Hartman	Ellen McNeil	Cristina Thorson
Shannon & Robert Carroll	Wendi Haskell	Denise Monroe	Miguel & Selene Virgen
Cynthia Castro	Susan Houston	Narcotics Anonymous	Kathy Voss-Jensen
Corinne Centeno	Daniel & Terry Jacobs	Cathie Nelson	Zach Warder-Gabaldon
Patricia D Cooley-Wetzel	Joyce N Kellner	Elizabeth Noerdlinger	Hans & Vera Warrick
Sandra Cooperman	Amira Khoury	Maya Perkins	Sandra & Trevor Winter
Carol Cross	John Klein	Julie & Bob Piombo	Dora Wong

## *2011 Fair Oaks Community Center Volunteers\**

- Eastside Preparatory School Volunteers
- Family Harvest Program Volunteers
- Hands on Bay Area Volunteers
- Mexican Mobile Consulate Event Volunteers
- OYE 2011 Event Volunteers
- Sequoia Migrant Youth Volunteers
- Silicon Valley Families Who Care/Garrick Family and Friends

**"I'm just calling to thank your staff for what they did for my son last week. They were able to calm him down and get proper care. And I'm just grateful that your staff did a super super job. I want to commend them for what they did – front desk person and all the other staff."**

***-Father of young man suffering from mental health and substance abuse issues seeking support to help his son***

## *Our On-Going Volunteers\**

- Michael Altschuler
  - José Manuel Chavez
  - Bruce Chen
  - Glenn Cohen
  - Tammy Herrera
  - Frank Morneau
  - Gary Reeder
  - María Retana
  - Georgianna Smith
  - Darlene Turturici
- And our Toy and Book Drive Program Partners–  
Redwood City Police Department  
Redwood City Fire Department  
Redwood City Police Activity League (PAL)

*(Below and Right) Playing in the new toddler playground.*



\*These listings do not include the numerous volunteers that support the programs of the various public and private, non-profit agencies providing programs and services at the Fair Oaks Community Center

## Agency Partners Providing Ongoing Services at Fair Oaks Community Center

Al-Anon  
Community Education Center  
Community Overcoming Relationship Abuse (CORA)  
Community Resource Project  
El Concilio of San Mateo County/Nuestro Canto de Salud  
Human Investment Project (HIP Housing)  
International Institute of the Bay Area  
Legal Aid Society of San Mateo County  
Narcotics Anonymous  
Peninsula Family Service  
Peninsula Humane Society  
Peninsula La Raza Lawyers  
Redwood City Child Development Program  
Sandwiches on Sunday (SOS)  
San Mateo County Juvenile Probation  
San Mateo County Mobile Health Van  
San Mateo County Victim Center  
St. Vincent de Paul Redwood City Homeless Conference  
Second Harvest Food Bank  
Vision y Compromiso: Network of Community Promoters

Help is Here...

Visit us at:

2600 Middlefield Rd  
Redwood City, Ca 94063

Phone: 650-780-7500

Fax: 650-298-8184

<http://www.redwoodcity.org/parks/cc/fairoaks.html>



**"I just wanted to let you know that I have been hearing really AWESOME feedback from the clients that I have sent your way... your services are incredibly valuable during this time of great economic need in our community."**

**-E-mail from community partner to our Benefits Navigator**



*International Institute of the Bay Area's Citizenship Class*



*Adult Activity Center Yoga Class*

**"I simply want to thank you for the big and small ways you supported me when I was in crisis. Your kind words and generosity are not forgotten...you are truly doing God's work."**

**-Single homeless client assisted by Human Services Specialist in January 2011**