



Memorandum

TO: MAYOR LICCARDO

FROM: Councilmember Tam Nguyen

SUBJECT: BUDGET DOCUMENT

DATE: May 25, 2016

Approved

Date

5.25.16.

RECOMMENDATION

That the following recommendation be enacted.

Proposal

Program/Project Title: Viet112 Social Services Help Line

Amount of City Funding Required: \$229,954

Fund Type (i.e. General Fund, C&C funds, etc.): General

This change is:

One-time Ongoing

Proposal Description, including anticipated outcomes (describe how change would affect services for San José residents, businesses, community groups, etc.):

To assist Vietnamese Americans in need by connecting them to available programs and resources in Santa Clara County and the San Francisco Bay Area I request funding to operate Viet112 phone services.

VIET 112 was born out a need to address the difficulty for individuals to find help. Even though numerous programs existed that could service just about every need, if you don't speak English very well, it's really hard to find out what kind of programs fit the situation and the contact information associated with the program. To fill this need, whenever Vietnamese speakers call the 112 number they will be provided access to the following:

- Confidential, non-emergency assistance through a live, bilingual operator;
- A holistic assessments to determine the full scope and root causes of a callers' needs;
- Follow-up services to ensure caller was able to receive help, and provide additional referrals if necessary;
- Streamlined access to critical health and human services such as: food, shelter, counseling, drug & alcohol intervention, employment assistance, and more;
- A link for individuals seeking to volunteer, provide resources, or assist during a crisis in Santa Clara County, especially:
 - Adults seeking services for their elderly parents
 - People wanting to donate time, money, or goods
 - Laid-off workers struggling to feed their families
 - People impacted by a disaster to connect with loved ones

To operate this level of service Viet112 needs the following funding needs met:

Budget Item	Monthly Expense	Annual Total
2 Full Time Operator	\$6,933	\$83,200
1 Director/Researcher/Analyst/Marketer	\$5,000	\$60,000
Fringe Benefits	\$3,580	\$42,960
Rent/Phone/Supplies/Utilities/Insurance/Operating	\$3,650	\$43,794
Total	\$19,163	\$229,954

This funding would ensure that social services and City and County resources are available to the Vietnamese community over the phone. There are many instances of the community lacking access to these programs and services due to language and cultural barriers, and this is the most immediate way to bridge that gap.

Funding Source

X Essential Services Reserve (\$2 million)
Other (Program/Project/Fund):

Department or Organization: Vietnamese Voluntary Foundation (VIVO)

Department or Organization Contact (list contact information for the individual that certified cost estimates contained within your recommendation):

Name: Quyen Mai, Executive Director

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