



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Angel Rios, Jr.

SUBJECT: COMMUNITY CENTER REUSE
PROGRAM SATELLITE CENTER
EVALUATION UPDATE

DATE: May 18, 2015

Approved

Date

5/22/15

The purpose of this Manager's Budget Addendum is to provide information on the community center reuse site evaluation and potential reactivation per the request at the Neighborhood Services and Education Committee Meeting, Item D.1, on November 13, 2014.

INFORMATION

The Parks, Recreation and Neighborhood Services Department (PRNS) Community Center Reuse Program was created in response to years of budget deficits, aimed at retaining a service presence in local neighborhoods, preserving neighborhood safety and accessibility to satellite and neighborhood community centers for residents. Reuse community centers are operated by non-profit organizations, neighborhood associations, and other government agencies providing services that primarily benefit San José residents. Presently, 42 Reuse Program sites operated by 30 different providers supply over 57,000 hours of services to the community annually. Programming at the various sites may include youth services, performing arts, senior services, cultural services, and neighborhood development.

On December 3, 2013, the City Council accepted the staff report on the multi-phase approach to evaluating the Reuse Program, and directed staff to obtain community and provider feedback about the Reuse Program, develop a Request for Qualifications (RFQ) based on community feedback and revise Council Policy 7-12 extending PRNS unique services procurement terms and Director's Authority. The City Council also directed PRNS to report to the Neighborhood Services and Education Committee with a plan to evaluate sites on an annual basis for reactivation of any kind, include that information in the annual budget process, and return to Council with the results of the community process in 2015-2016, for a discussion about the future of the Reuse program. Additionally, staff was directed to explore the option of meeting with non-profit service providers to consider collaboration between the City and non-profits for utilizing and supplementing services that the non-profits have been providing.

In advancing these objectives, staff has accomplished the following since City Council's acceptance of the December 3, 2013 direction:

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- From March 2014 to October 2014 PRNS held community meetings to collect feedback about the desired use of satellite centers (larger multi-room Reuse Program facilities up to 20,000 square feet). The feedback from these community meetings and web-based surveys help shape the scope of work to renew the Satellite Center RFQ released on March 12, 2015.
- On September 26, 2014, a general meeting with current and potential reuse providers was held to discuss potential service collaborations and next steps approved by City Council on December 3, 2013 for the Reuse Program.
- On December 2, 2014, the City Council accepted the PRNS report on the first-phase evaluation of Community Center Reuse Satellite Centers. The report stated that information on site evaluation and potential reactivation would be provided as part of the annual budget process. Due to limited resources available in 2015-2016 and narrow General Fund surpluses forecasted for the next few years, the Administration has not proposed the reactivation of any Satellite Centers through the annual budget process. However, Reuse providers continue to provide services at Satellite Centers, and staff has responded to a number of cost estimate requests pertaining to the Reuse Program.

In the coming months, staff expects to complete the Satellite Center RFQ process on the timeline provided to the City Council on December 3, 2013 (Attachment A Slide 4). Staff is now in the process of selecting qualified operators and matching qualified operators with Reuse Program Satellite Community Centers. Staff expects to complete contract negotiations with selected qualified operators, and will come forward with an Information Memorandum on the results of the RFQ during summer/fall 2015.

COORDINATION

This memorandum was coordinated with the City Manager's Budget Office.

/s/

ANGEL RIOS, JR.
Interim Director
Parks, Recreation and
Neighborhood Services

Attachment

City Council Meeting

Reuse Program Update

December 3, 2013

Item 5.1

Current Reuse Program

- History
 - Response to Significant Budget Shortfalls
 - Maintain 10 comprehensive Hubs
 - Maintain One Therapeutic Hub and One Hybrid Satellite
 - Net Cost Avoidance \$23.5M over 5 years
 - Currently 42 Reuse sites
 - 14 Satellite Centers
 - 28 Neighborhood Centers

- Current
 - Meeting Objectives
 - Support the Community Center Hub Model
 - Keeping Satellite and Neighborhood Centers Open
 - Diverse Services
 - Increasing participants
 - FY 2010-11 13,166
 - FY 2011-12 20,318



Reuse Program Looking Forward

- Changing Environment
 - Community Needs
 - Partner Resources
- Conduct Evaluation of Reuse Program
 - Community Questionnaire
 - Phased Approach
 - Phase I, Satellite Sites
 - Phase II, Neighborhood Centers
- Desired Outcomes
 - Identify needs of the Community
 - Identify service gaps
 - Evaluate Customer Satisfaction
 - Evaluate City and Provider service alignment
 - Evaluation of contract compliance



Reuse Input and Operational Timeline (Optimum)

42 Reuse Sites	Community Input Process	Selection Process	Complete Contract Negotiations	Term of Agreements
Satellite (14 sites)	January 2014 through December 2014	Spring 2015	Summer 2015	Up to 4 years. Ends FY 2019-2020
	Community Input Process	Selection Process	Complete Contract Negotiations	Term of Agreements
Neighborhood (28 sites)	January 2015 through December 2015	Spring 2016	Summer 2016	Up to 3 Years. Ends FY 2019-2020

Recommendations

- Accept the Community Center Reuse Update Report; and
- Adopt a resolution authorizing the following:
 - The PRNS Director to extend the current Reuse contracts through the completion of the solicitation period to minimize service impacts at Reuse sites; and
 - The revising of Council Policy 7-12 to extend the temporary suspension of the competitive solicitation process for unique services through Fiscal Year 2019-2020 with an option for the Director of Parks, Recreation and Neighborhood Services (PRNS) to extend this solicitation process for an additional year.