

From: Danielle Womack <dani@cityhopenow.org>
Sent: Thursday, October 1, 2020 5:03 PM
To: Barry Jantz <bjantz@grossmonhealthcare.org>
Cc: Dani Womack <dani@cityhopenow.org>; Crystal Sloan <CSloan@grossmonhealthcare.org>
Subject: Re: Grant Questions

Hi Barry and Crystal,

Thank you for the opportunity to provide you with additional information regarding City Hope. After you review the answers, please let me know if there is any additional information you would like.

1. How long has La Mesa City Hope been in existence?

We became a 501(C)(3) tax exempt organization on May 17, 2017.

2. Is La Mesa City Hope associated with a larger organization, or is it specific to La Mesa? (We note that the website domain is cityhopenow.).

We are not part of another organization. We are a 501(C)(3) with offices here in La Mesa.

3. An internet search shows that La Mesa City Hope seems to be affiliated in some way with a local church. Can you clarify if that is the case and what the relationship is?

City Hope is a separate 501(C)(3) non religious organization. We are thrilled to partner with different organizations in the community to serve the region better. Some of these organizations are businesses, some are service clubs, and some are faith communities. The internet search likely shows the connection with Crosspointe Life Church. I am on staff there as one of the pastors. City Hope has an agreement with Crosspointe that helps minimize our administrative expenses. We are permitted office space, use of wifi, and office equipment, some office supplies, meeting space when needed, and a few other advantageous administrative items. Under the agreement we do have a responsibility to pay a fixed amount each month. As this amount is much lower than it would cost to maintain independent office space and the other shared items, we are able to put more of our funding to the needs of our clients. It really has been a beneficial arrangement for City Hope. Actually it helps ensure that all of the funding we get for grants and donors can go to our important work, verses running the basic needs of City Hope.

4. How many individuals have been trained by the organization to provide trauma response services?

We have trained over 250 people! We are thankful to know that trained trauma responders are able to serve the community in a number of ways. Not everyone who has gone through the training becomes a volunteer. We freely offer the training to all who would be interested, believing that these trained individuals will pull on the skills to assist those around them, even if they do not actually join the City Hope team. Training provides us an opportunity to get to know the potential volunteer as well, and ensure that City Hope is a good fit for them, and that they are a good fit for City Hope

5. How many volunteers are part of La Mesa City Hope?

Currently we have 43 volunteers. (Covid has been challenging!). We also have three trainings scheduled between October and December. We anticipate training over 75 additional people during those trainings, with the hopes of adding an additional 25-30 to the team.

6. How many response situations have taken place and/or how many individuals have been supported by your trauma response services?

We have responded to over 150 rapid response calls. These are calls on an emergency situation requiring a volunteer to respond within 20 minutes. From these types of calls, resulting from first responders and school districts, we have served countless individuals. One call for service at a school where a student lost her young life after a battle with cancer placed our team with hundreds of students in one day. The requests to come to campus after a student committed suicide, or when a beloved teacher was sharing a cancer diagnosis and leave of absence with her students resulted in one on one or small group engagement with over a hundred students and teachers. We have helped to relocate 30+ individuals away from abuse and/or trafficking. Our school office hours initiative has placed trauma responders on school campuses to speak with students on a regular basis. Some of our volunteers have a recurring list of 25 students that they meet with.

7. For several years we have supported Trauma Intervention Programs of San Diego. Are your services similar to that of TIP, or how would you describe the differences?

TIP is an amazing organization! City Hope is very thankful for the work that TIP does. When we designed City Hope we found no need to reinvent the wheel, or do something another organization was doing amazingly well! So, we actually designed our services around what TIP did not do. We figured this would allow us to serve the same jurisdictions, more completely, and without duplicating services. TIP primarily handled

death calls, was allowed one follow up phone call after the initial response, worked primarily with first responders, and did not provide services requiring financial resources.

So, we began offering our trauma service to the schools as well as first responders. Our work in schools has been absolutely impactful in a variety of ways. Additionally, we navigate calls where additional follow up is often needed. And we bring financial resources to the menu of services we provide. This allows us to work with domestic violence victims, and human trafficking survivors and others that need a safe place to sleep that night, funds to relocate, a phone that is not trackable, food and clothing or diapers and car seats, and even access to mental health providers. Many of these services are needed to other clients beyond domestic violence and trafficking victims. These comprehensive services set us apart and allow us to serve in an impactful way.

Some transition has occurred over time. TIP's services are not free to the jurisdictions it serves. Jurisdictions pay for TIP's services based on the number of people in that jurisdiction. If a jurisdiction cannot afford to pay for the services, TIP does not respond. So in those jurisdictions, City Hope can and does respond to the death calls as well.

8. Our Grants Policy speaks to collaboration of like services and like organizations. Have you considered any type of collaboration with TIP or other organizations?

We absolutely value collaboration and are fortunate to work with a number of different organizations. We partner with business organizations, clubs such as Rotary, other trauma/domestic violence organizations in the area, several organizations involved in anti-human trafficking, and others.

The training component of this specific grant I believe could be something we could offer for TIP as well, if they have need. Certainly the cultural component would be amazing. I have also thought that once we have trained trauma responders specifically designed to serve the Middle Eastern community, they could be a community resource for TIP and other organizations as well. We would certainly be open to reaching out regarding these items.

Within City Hope we have talked about if we could respond to scenes with TIP, and have concluded this would be very difficult because of how people respond/bond during trauma. Because we offer so many different potential services to our clients, we need to quickly develop a rapport with them such that we can determine our trust levels. We have to assess which expressed needs are urgent and authentic, and which are potentially an attempt to manipulate the situation. We are taking a huge step trusting our clients as well, and our safety can sometimes depend on this trust. Our rapport

allows us to make these types of determinations almost without error. If a volunteer from another organization established the connection with the client first, we would lose this opportunity and it would hinder us from delivering the most prudent services.

9. What is your relationship with any local fire/paramedic or public safety agencies (contract for services, etc)?

We are privileged to work within a number of jurisdictions and communities. We officially have Operational Agreements with La Mesa Spring Valley School District, and Cajon Valley School District. We are very active with La Mesa Spring Valley School District, and were just getting started with Cajon Valley when Covid shut things down. We have Operational Agreements with the Spring Valley Sheriff Command and have signed an agreement with Lakeside Sheriff Substation. We have been asked by the Sheriff's department to expand our services Countywide. We have agreed and once fully executed, we will expand to areas within Grossmont Healthcare District as quickly as possible. Word of our organization has spread and we have a reputation for being able to help in very challenging cases. So we often get calls from agencies that without having an official Operational Agreement. We respond often to calls from La Mesa Police Department, and have assisted on calls in El Cajon, Santee, various Sheriff jurisdictions in the area and we look forward to expanding.

10. Any other relevant information you'd like to provide.

City Hope Volunteers enter into someones worst possible moments. Their most vulnerable and sometimes life altering moments become shared with our volunteers. City Hope views this as an honor, to have these moments shared with us. And often, our community members need us to be able to rise above their current situation. We help them navigate grief because their husband has a terrible diagnosis of a disease that will take his mental capacities and then his life, all while their four young children watch. We help them navigate fear because they discovered their husband was raping their young daughter and threatened everyones life if anything is not about it. We help them at their worst moments. We support, cry with, encourage, empower, and strategize with new mom's who just lost their husbands, or need a place to stay once they leave the hospital because the abusive husband they fled to California to escape found them, and beat them in front of their child. Given our comprehensive services, there really are not other organizations who offer what we offer.

Our single goal is to serve our community, our whole community, as best we can at their worst moments. Our need for a multicultural and multiculturally competent team only grows as we expand areas within the Grossmont Healthcare District. To serve our middle eastern community, a multicultural team is not a luxury, but a necessity. We need to develop this aspect of our team, while we are still running calls and being able to financially cover the cost of caring for our clients. We would welcome the

opportunity to answer any additional questions, and would be most grateful for any assistance the Grossmont Healthcare district could provide toward helping us better serve all community members.

Thank you for the opportunity to share more about what we do and the significance the grant would make for us and the community. I would welcome any additional questions or requests for clarification. Thank you for your consideration.

Dani Womack