

FRESH START ACADEMY AND NEW BEGINNINGS HOUSE

Genesis Worship Center

Reentry Housing Report Update

Period Reporting: December 1, 2023 – July 31, 2024

Date: August 1, 2024

Sponsored by

Alameda County Probation Department



NEW BEGINNINGS HOUSE



FRESH START ACADEMY

Agenda

Mission Statement

Program Services

Program Rules and Expectations

Referral and Intake Process

Anonymous Client Survey Results

Contact Information

NEW BEGINNINGS HOUSE



Mission

Mission

Reduce Crime and Recidivism

How: Our mission is to empower, employ, and instill hope in individuals who have faced social and economic challenges, particularly those with criminal records. We are committed to fostering a supportive environment where these individuals can gain the skills, resources, and opportunities needed to transform their lives.

Programs Services Offered

- Fresh Start Academy is offered to male clients only.
- New Beginnings House is offered to male clients with a 290 status only.
- Provide clients with life coaching by our staff.
- Referrals to obtain educational, vocational, employment, and other wraparound services sponsored by ACPD and partnering agencies.
- Provide clients with weekly food vouchers \$105.00 per week.
- Provide assistance with obtaining medical and dental coverage.
- Provide assistance with family reunification.
- Support clients with case management support.
- Assist clients with obtaining permanent housing with a plan in place 90-days prior to leaving the program.



Program Accomplishments

- Have maintained 100% occupancy with waiting list for both Fresh Start & New Beginnings, 2 clients on waiting list as of August 2024
- Working on implementing Sales Force SMART Goals and Monthly Reporting System centered around Self Sufficiency, Employment and Housing Goals to be up and running by September 2024
- Implemented Salesforce internal communications system called Chatter.
- Implemented new electronic filing system using Salesforce technology
- Installed gym and computer workstation for clients
- The stats: *(December 1, 2023 – July 31, 2024)*
 - 7 clients termed out at GWC. Of these 7 clients, 6 found Permanent Housing and as marked "Successfully Completed."
 - The client who failed to secure permanent housing told staff since May of 2024 that he was moving with family. The day he was supposed to move out, his family did not allow him to move in but the client had over \$21,000 in his possession 2 weeks prior to leaving the program. Staff also helped this client to open a checking account and he secured a permanent job a Cal Trans that he started two weeks after leaving the program."
 - Assisted 4 clients with obtaining Employment,
 - Assisted 6 clients with obtaining Mental Health Support,
 - Assisted 11 clients with enrolling in Substance Abuse program,
 - Assisted 4 clients with enrolling in Domestic Violence classes.
 - Assisted 8 clients with achieving Self Sufficiency goals.
 - Provided \$105 weekly food and housing support to 25 clients



24 Hour Access - GYM



24 Hour Access – Computer Workstation

PROGRAM RULES AND EXPECTATIONS

Length of Stay

we provided housing for a period of 12 months, with possibility of a 6-month extension (case by case).

Program Rules & Expectations:

Our programs are a drug-free and harassment-free environment.

Curfew: Residents must be on-site by the following times:

- Sunday - Thursday 10 pm
- Friday - Saturday 11 pm

Residents must be programming and working towards finding employment, education, permanent housing, etc. during their stay at New Beginnings.

Residents are not allowed in any other bedroom or apartment but their own. Residents are also not allowed to bring visitors into the home.



Referral and Intake Process

build reentry
remove bias
and stigmas
associated with
individuals on
Probation



NEW BEGINNINGS HOUSE



FRESH START ACADEMY



Anonymous Client Survey Results

(This information is strictly confidential)

Comments / Suggestions for Improvement / Testimonials?

[illegible]

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | | | | | |
| I am satisfied with the services that I receive | | | | | |
| Staff treat me with respect, and I feel comfortable with them | | | | | |
| My cultural concerns and preferences are respected | | | | | |
| My Case Manager works to promote my personal growth | | | | | |
| I am satisfied with my Case Manager | | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| Overall rating of this Housing Program | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |

Comments / Suggestions for Improvement / Testimonials?

THIS IS A GREAT PROGRAM
THANK YOU ALL, GREAT TO
BE HERE

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | X | | | | |
| I am satisfied with the services that I receive | X | | | | |
| Staff treat me with respect, and I feel comfortable with them | X | | | | |
| My cultural concerns and preferences are respected | X | | | | |
| My Case Manager works to promote my personal growth | X | | | | |
| I am satisfied with my Case Manager | X | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | X | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| Overall rating of this Housing Program | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |

Comments / Suggestions for Improvement / Testimonials?

I have saved almost 20K. Credit score went up 150+ points. I have been blessed with a perfect opportunity with Fresh Start Academy. I've learned a lot about myself & how to stay focused with my goals. My spending habits have reduced & I am a better person all around.

GENESIS HOUSING PROGRAM
CLIENT SURVEY 2024
(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | 5 | | | | |
| I am satisfied with the services that I receive | 5 | | | | |
| Staff treat me with respect, and I feel comfortable with them | 5 | | | | |
| My cultural concerns and preferences are respected | 5 | | | | |
| My Case Manager works to promote my personal growth | 5 | | | | |
| I am satisfied with my Case Manager | 5 | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | 5 | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | 5 | | | | |

Comments / Suggestions for Improvement / Testimonials?

Appreciate how they take initiative
 Making sure we are on track.

GENESIS HOUSING PROGRAM
CLIENT SURVEY 2024
(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | ✓ | | | | |
| I am satisfied with the services that I receive | ✓ | | | | |
| Staff treat me with respect, and I feel comfortable with them | | ✓ | | | |
| My cultural concerns and preferences are respected | ✓ | | | | |
| My Case Manager works to promote my personal growth | ✓ | | | | |
| I am satisfied with my Case Manager | ✓ | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | | ✓ | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | 5 | | | | |

Comments / Suggestions for Improvement / Testimonials?

This is one of the Best
 Programs in the Bay Area

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | | 4 | | | |
| The services that I receive | | 4 | | | |
| Staff treat me with respect, and I feel comfortable with them | | 4 | | | |
| My cultural concerns and preferences are respected | | | | | |
| Staff works to promote my personal growth | | | 3 | | |
| I am satisfied with my Case Manager | | | 3 | | |
| I have permanent housing, employment, and/or various self-sufficiency goals. | 5 | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | | 4 | | | |

Comments / Suggestions for Improvement / Testimonials?

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | X | | | | |
| I am satisfied with the services that I receive | X | | | | |
| Staff treat me with respect, and I feel comfortable with them | X | | | | |
| My cultural concerns and preferences are respected | X | | | | |
| My Case Manager works to promote my personal growth | X | | | | |
| I am satisfied with my Case Manager | X | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | X | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | X | | | | |

Comments / Suggestions for Improvement / Testimonials?

Genesis program is a great place to be. The program is a great opportunity for independent men on probation ready to transform there life for the real world and become new men an a rolemodel to there community, family, kids and God.

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

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| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|---|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | | ✓ | | | |
| I am satisfied with the services that I receive | ✓ | | | | |
| Staff treat me with respect, and I feel comfortable with them | ✓ | | | | |
| My cultural concerns and preferences are respected | ✓ | | | | |
| My Case Manager works to promote my personal growth | ✓ | | | | |
| My Case Manager | ✓ | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals | | | ✓ | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| Overall rating of this Housing Program | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |

Comments / Suggestions for Improvement / Testimonials?

GENESIS Program has been a blessing
I've been able to advance in
thanks to such programs like this.
you!

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|---|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | X | | | | |
| I am satisfied with the services that I receive | X | | | | |
| Staff treat me with respect, and I feel comfortable with them | X | | | | |
| My cultural concerns and preferences are respected | X | | | | |
| My Case Manager works to promote my personal growth | X | | | | |
| I am satisfied with my Case Manager | X | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals | X | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| Overall rating of this Housing Program | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |

Comments / Suggestions for Improvement / Testimonials?

To Who this may concern,

Been here at genesis for about a month on
a half now and I love how I'm being pushed to
be a better me, my case worker and I are always
working and talking about new goals, I'm never
comfortable or striving to be my very best.
I say that to say from the last program I was
at that's one thing they were lacking, I don't know
what I've been up to if it's not for this program

Thank you
Genesis!!

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

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| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | ✓ | | | | |
| I am satisfied with the services that I receive | ✓ | | | | |
| Staff treat me with respect, and I feel comfortable with them | ✓ | | | | |
| My cultural concerns and preferences are respected | ✓ | | | | |
| My Case Manager works to promote my personal growth | ✓ | | | | |
| I am satisfied with my Case Manager | ✓ | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | | ✓ | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | ✓ | | | | |

Questions for Improvement / Testimonials?

IT HAS BEEN A LIFECHANGING CHARTER
LIFE AS I RE-LINED MYSELF BACK INTO
A HEALTHIER LIFESTYLE. THIS PROGRAM
ALLOWED ME TO REGAIN MY SELF WORTH,
CONFIDENCE, FINICIAL STABILITY AND WITHIN
A HOPE OF HEALTHY MEN ALIKE. THE BISHOP
STAFF TEAM HAS ALWAYS RESPECTED
A INDIVIDUAL & HUMAN BEING, ALWAYS
ENCOURAGING AND VALUED MY TIME
AND HELPED ME TO RE-GAIN MYSELF

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | ✓ | | | | |
| I am satisfied with the services that I receive | ✓ | | | | |
| Staff treat me with respect, and I feel comfortable with them | ✓ | | | | |
| My cultural concerns and preferences are respected | ✓ | | | | |
| My Case Manager works to promote my personal growth | ✓ | | | | |
| I am satisfied with my Case Manager | ✓ | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | ✓ | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | ✓ | | | | |

Comments / Suggestions for Improvement / Testimonials?

EXCELLENT BLESSING TO BE HERE
I'VE SAVED ESTABLISHED MY CDL CLASS
A LICENCE FINISHED DRIVING SCHOOL.
STARTED AND MAINTAINED MY SOBRIETY
THRU AA & NA. ITS TOTALLY HELPING
ME GET GROUNDED AND LAY A SOLID
FOUNDATION FOR MY LIFE

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| ing met | | ✓ | | | |
| ervices that I receive | ✓ | | | | |
| et, and I feel comfortable with them | | ✓ | | | |
| d preferences are respected | | | ✓ | | |
| s to promote my personal growth | ✓ | ✓ | | | |
| ase Manager | ✓ | ✓ | | | |
| nent housing, employment, and/or various self- | ✓ | | | | |
| as helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| using Program | | | | | |

ons for Improvement / Testimonials?

being in this program, I have secured permanent
ent, and have found permanent housing but just
to get approved. They provide us with gift cards
d and everything we need.

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | ✓ | | | | |
| I am satisfied with the services that I receive | ✓ | | | | |
| Staff treat me with respect, and I feel comfortable with them | ✓ | | | | |
| My cultural concerns and preferences are respected | ✓ | | | | |
| My Case Manager works to promote my personal growth | ✓ | | | | |
| I am satisfied with my Case Manager | ✓ | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | ✓ | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | | | | | |

Comments / Suggestions for Improvement / Testimonials?

I'm glad to be here in the Genesis program
Having a place to stay. The food gift cards
are very helpful through out the months that
I'm grateful for. My goal is to take advantage
of the resources here and eventually establish
my own place of residents.

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|---|---|-------------------------------------|----------------|-------------------------|-------------|
| are being met | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| the services that I receive | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| respect, and I feel comfortable with them | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| ns and preferences are respected | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| works to promote my personal growth | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| my Case Manager | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| ermanent housing, employment, and/or various self- | | | | | |
| m has helped to prevent me from returning to jail. (circle) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO | | | |
| this housing program to others. | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Housing Program | <input checked="" type="checkbox"/> | | | | |

Questions for Improvement / Testimonials?

From my experience I have been different other programs before. I went to Genesis Fresh Start, and I honestly say that Genesis I feel that the ones I have been, staff is great, I don't have back any doors with a key its fingerprint Recognition, Genesis is the place that I know that provides shelter every week, all in all Genesis best place out here is sure.

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|---|-----------------------------|----------------|-------------------------|-------------|
| My housing needs are being met | <input checked="" type="checkbox"/> | | | | |
| I am satisfied with the services that I receive | <input checked="" type="checkbox"/> | | | | |
| Staff treat me with respect, and I feel comfortable with them | <input checked="" type="checkbox"/> | | | | |
| My cultural concerns and preferences are respected | <input checked="" type="checkbox"/> | | | | |
| My Case Manager works to promote my personal growth | <input checked="" type="checkbox"/> | | | | |
| I am satisfied with my Case Manager | <input checked="" type="checkbox"/> | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | <input checked="" type="checkbox"/> | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO | | | |
| I would recommend this housing program to others. | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | <input checked="" type="checkbox"/> | | | | |

Comments / Suggestions for Improvement / Testimonials?

This program has supported me any way possible. I'm extremely grateful and I recommend it to any person I see in need that's on probation. and I appreciate them the most for getting me in a Alcohol program to help with my drinking and saving a spot so I could come back.

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|-----------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | X | | | | |
| I am satisfied with the services that I receive | X | | | | |
| Staff treat me with respect, and I feel comfortable with them | X | | | | |
| My cultural concerns and preferences are respected | X | | | | |
| My Case Manager works to promote my personal growth | X | | | | |
| I am satisfied with my Case Manager | X | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | X | X | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| Overall rating of this Housing Program | Excellent (5) 5 | Good (4) | Average (3) | Below Average (2) | Poor (1) |

Suggestions for Improvement / Testimonials?

The Genesis program has helped a lot. I'm focusing on my goals of paying off my car and getting my license back. My counselor is helpful with resources etc.

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|-----------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | ✓ | | | | |
| I am satisfied with the services that I receive | ✓ | | | | |
| Staff treat me with respect, and I feel comfortable with them | ✓ | | | | |
| My cultural concerns and preferences are respected | ✓ | | | | |
| My Case Manager works to promote my personal growth | ✓ | | | | |
| I am satisfied with my Case Manager | ✓ | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | ✓ | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| Overall rating of this Housing Program | Excellent (5) ✓ | Good (4) | Average (3) | Below Average (2) | Poor (1) |

Comments / Suggestions for Improvement / Testimonials?

I have been in this program since August, 2023. I'll start with my honorable mentions; Bishop Matthews, Mr. Clifford, Caleb Matthews, Mr. Nation. These four have inspired me, encouraged me, and supported me since I've known them. They all have my full trust and I can only have good things they've done for me. Fresh Start Academy has also been a great program for me. I've only had 2 problems since being here and they've also been dealt with professionally at Fresh Start Academy. I've been able to hold a career readiness job and am preparing to obtain my CDL B License and work on to great things.

I forgot to mention I was also able to buy my own car but it's my name at Fresh Start.

GENESIS HOUSING PROGRAM
CLIENT SURVEY 2024
(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|---|------------------|------------------|----------------|----------------------|-------------|
| Needs are being met | X | | | | |
| Satisfied with the services that I receive | X | | | | |
| Treated with respect, and I feel comfortable with them | X | | | | |
| My concerns and preferences are respected | X | | | | |
| Case manager works to promote my personal growth | X | | | | |
| Satisfied with my Case Manager | X | | | | |
| Obtained permanent housing, employment, and/or various self-sufficiency goals | X | | | | |
| Housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| Would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | 5 | | | | |

Suggestions for Improvement / Testimonials?

THANK YOU FOR YOUR SUPPORT.

GENESIS HOUSING PROGRAM
CLIENT SURVEY 2024
(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|---|------------------|------------------|----------------|----------------------|-------------|
| My housing needs are being met | X | | | | |
| I am satisfied with the services that I receive | X | | | | |
| Staff treat me with respect, and I feel comfortable with them | X | | | | |
| My cultural concerns and preferences are respected | X | | | | |
| My Case Manager works to promote my personal growth | X | | | | |
| I am satisfied with my Case Manager | X | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals | X | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |
| Overall rating of this Housing Program | 5 | | | | |

Comments / Suggestions for Improvement / Testimonials?

The whole staff at Genesis is outstanding. Thank you!!

GENESIS HOUSING PROGRAM

CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| are being met | X | | | | |
| the services that I receive | X | | | | |
| respect, and I feel comfortable with them | X | | | | |
| ns and preferences are respected | X | | | | |
| works to promote my personal growth | X | | | | |
| my Case Manager | X | | | | |
| permanent housing, employment, and/or various self- | X | | | | |
| am has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | X | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | X | | | | |
| Overall rating of this Housing Program | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |

Suggestions for Improvement / Testimonials?

GENESIS HOUSING PROGRAM

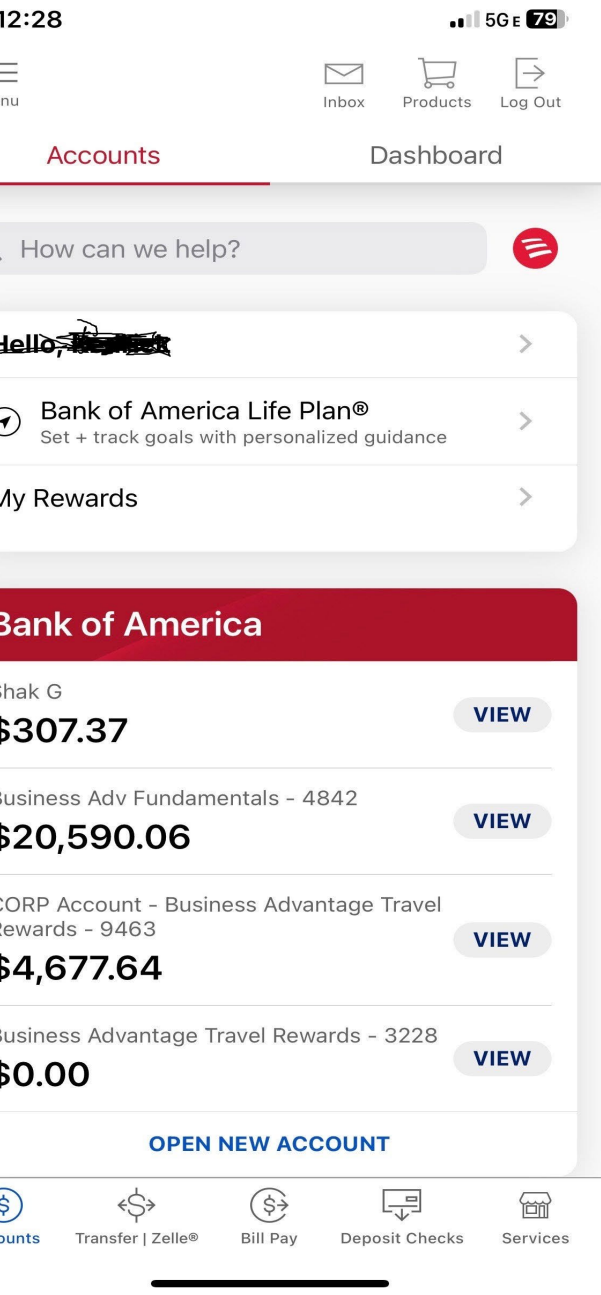
CLIENT SURVEY 2024

(This information is strictly confidential)

| | Excellent (5) | Very Good (4) | Average (3) | Below Average (2) | Poor (1) |
|--|------------------|---------------------|----------------|-------------------------|-------------|
| My housing needs are being met | ✓ | | | | |
| I am satisfied with the services that I receive | ✓ | | | | |
| Staff treat me with respect, and I feel comfortable with them | ✓ | | | | |
| My cultural concerns and preferences are respected | ✓ | | | | |
| My Case Manager works to promote my personal growth | ✓ | | | | |
| I am satisfied with my Case Manager | ✓ | | | | |
| I have established permanent housing, employment, and/or various self-sufficiency goals. | ✓ | | | | |
| This housing program has helped to prevent me from returning to jail. (circle) | YES | NO | | | |
| I would recommend this housing program to others. | YES | NO | | | |
| Overall rating of this Housing Program | Excellent (5) | Good (4) | Average (3) | Below Average (2) | Poor (1) |

Comments / Suggestions for Improvement / Testimonials?

~~This program~~ This program help Housing
and my growth.



Matthews,

Just wanted to
say thank you for
this opportunity
here at Genesis.
Appreciate You!!

Sincerely,
Jarell

You're a wonderful example
of what it means
to have a joyful heart.

Today, I want you to know
how important you are
and how blessed I am
to have you in my life.

Wishing you a Birthday
filled with everything wonderful...
and all the blessings
someone as special
as you deserves!

7:05

58

< 89

+1 (510) 756-9280 >

Text Message
Yesterday 7:16 AM

Hey good afternoon bishop Matthews,
it's Coval, hope your having a
fine Sunday filled with positivity and
blessings. I was messaging you
rightnow just as an overdue token of
appreciation and gratitude for all the
blessings you have helped me receive
or objectives you've encouraged me to
accomplish... Truthfully bishop
Matthews, I owe you alot more than
just my .successs, I owe you an
apology for taking the first time for
granted sir but just know this time I'm
giving my all to succeed sir I just
wanted to personally thank you so
much for. .this opportunity sir

Yesterday 8:53 AM

Hey good morning and I am so proud
of you and your progress. Keep up the
good work, I will see you later today.
Blessings

Sales Force Monthly Reporting

*To be reported by the 5th of each month beginning
September 2024.*

Sent Mail - georgeammatthews@ xEnterprise Supervision | Alamed xSS-0016 | Self-Sufficiency Goal x

du0000000hdbma0.lightning.force.com/lightning/r/Self_Sufficiency_Goal__c/a0TVQ000002nGAb2AM/view

Google Chrome isn't your default browserSet as default

Search...

☆+⚙️?🔔👤

Fresh StartHomeFresh Start AcademyChatterReportsFilesSS-0016

Self-Sufficiency GoalSS-0016

FollowingEditDeleteChange OwnerNew Note

NewProgressingBehindCompletedFailedMark Outcome as Complete

Details

| | |
|-----------------------------|--------------------------------|
| Self-Sufficiency Goals Name | SS-0016 |
| Goal Name | Self Sufficient Action Step 15 |
| Outcome | New |
| Owner | George Matthews |
| Fresh Start Academy | FSA-0111 |
| New Beginnings | |

Goal Overview

| | |
|------------------|---|
| Goal Description | Wardell will complete a Dental Exam with his/her dentist providerbeginning January 11, 2024 by January 31, 2024 |
| Created By | Chris Heiden, 1/11/2024 12:10 PM |
| Last Modified By | Chris Heiden, 1/11/2024 12:10 PM |

ActivityChatter

Log a CallNew EventNew Task

Recap your call...Add

Filters: All time • All activities • All types

RefreshExpand AllView All

Upcoming & Overdue

Self-Sufficiency Goal Fifteen Due

You have an upcoming task

Jan 31

No past activity. Past meetings and tasks marked as done show up here.

Notes & Attachments (0)

Upload Files

Or drop files

°F sunny

Search

🏠📁🌐🛒📧📧📧📧📧

1:57 PM8/1/2024🔔👤

| | | |
|---|---------------------|-----------------|
| HOU-0035 | | |
| Housing Action Step Three | Owner | George Matthews |
| Completed | Fresh Start Academy | FSA-0143 |
| | New Beginnings | |
| Dewayne will secure permanent housing by April 11, 2024. Client moved into own place 2915 60th Avenue | | |
| Caleb Matthews, 4/8/2024 5:02 PM | | |
| Last Modified By George Matthews, 8/1/2024 2:39 PM | | |

Activity Chatter

Filters: All time • All activities • All types

Refresh • Expand All • View All













- Upcoming & Overdue
- Weekly Followup: Housing Action Step Three Apr 19
 - Housing Goal Three Due Apr 11
- View More

- April • 2024 4 Months Ago
- Call Caleb Matthews logged a call Apr 5

- March • 2024 5 Months Ago
- Call Caleb Matthews logged a call Mar 27
 - Call Caleb Matthews logged a call Mar 18

- February • 2024 6 Months Ago
- Call Caleb Matthews logged a call Feb 19

✓ Completed Edit Delete

| | | |
|--|------------------|--|
|  Caleb Matthews  | Status | Completed  |
| Call  | Name |  |
| 4/5/2024  | Related To | HOU-0035  |
| Normal  | Goal Progression | Met  |
|  Caleb Matthews, 4/8/2024 5:05 PM | Last Modified By |  Caleb Matthews, 4/8/2024 5:05 PM |
| Dewayne just submitted his security deposit for the aforementioned house/room that he will be moving into. He is preparing to leave next week.  | | |

✓ Following

Edit

Delete

Change Owner

New Note

✓

✓

✓

✓

Failed

✓ Mark Outcome as Complete

SS-0053

Self Sufficient Action Step 4

Failed

Owner

George Matthews

Fresh Start Academy

FSA-0144

New Beginnings

Goal 4: Denzel, once enrolled in the Community College, will look into financial aid that will assist him with his expenses as well as various vocational/apprenticeship programs that could lead to a potential career. Denzel expressed an interest in the possibility of becoming an Automotive technician. Classes for these programs would begin in August of 2024. This goal will be completed by 4/30/2024.

George Matthews, 3/9/2024 4:40 PM

Last Modified By George Matthews, 8/1/2024 2:41 PM

Activity Chatter

Log a Call

New Event

New Task

Recap your call...

Add

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue

>

☐ Self-Sufficiency Goal Four Due

Apr 30

You have an upcoming task

No past activity. Past meetings and tasks marked as done show up here.

Notes & Attachments (0)

Upload Files

Or drop files

Following Edit Delete Change Owner New Note

Completed

Failed

Mark Outcome as Complete

SS-0049

Self Sufficient Action Step 2

Completed

Owner George Matthews

Fresh Start Academy FSA-0144

New Beginnings

Goal 1: Denzel will enroll with the assistance of day Fresh Start Staff to enroll as a student at either Laney or the College of Alameda to be able to have access to the Student Accessibility Services (SAS) program. This program is designed to meet the unique educational needs of students with learning and reading disabilities and will develop a plan that will assist him with learning and reading disability. Denzel will be enrolled as a student at the Community College by 4/1/2024.

George Matthews 3/9/2024 4:13 PM

Last Modified By George Matthews 8/1/2024 2:42 PM

Activity Chatter

Log a Call New Event New Task

Recap your call... Add

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue

Self-Sufficiency Goal Two Due Apr 1

You have an upcoming task

No past activity. Past meetings and tasks marked as done show up here.

Notes & Attachments (0)

Upload Files

Or drop files

Goals with Fresh Start Academy

Employment Goals

Enable Field Editing

Q

Add Chart

▼

↺

Edit ▼

| Client Name | Progressing | Goal Name | Goal Description | Employment Goal: Owner Name |
|-------------|-----------------|---------------------------|--|-----------------------------|
| | Completed (1) | Secure Employment | Client will secure employment by May 2024 by applying to jobs and doing as many interviews as possible. | Caleb Matthews |
| | Subtotal | | | |
| | | | | |
| | - (1) | housing step 1 | Alonzo will continue to stay connected with CEO (Central Employment Opportunity) working on crew while meeting with his job coach weekly for future permanent employment. | Harris Bradford |
| | Subtotal | | | |
| | | | | |
| | New (3) | Employment Action Step 3 | Andre will apply to at least 10 jobs per week to find a job by April 1, 2024 and discuss weekly with his Case Manager | George Matthews |
| | | Employment Action Step 14 | Andre will enroll by August 1, 2024 into the Apprentiship program at City Built and will complete this 12 week program by December 1, 2024 with a certificate of completion to be a Certified Construction Carpenter to join the Union to be hired. | George Matthews |
| | | Employment Action Step 9 | Andre will complete the necessary steps to enroll in the City Built Apprentership program in August 2024 to become a Construction Carpenter. Andre will (1) obtain his OHSA card/or certify which is a requirement to enroll in this program by 3/18/2024. (...) | George Matthews |
| | Subtotal | | | |
| | | | | |
| | Progressing (1) | Employment Action Step 1 | Brenden will continue to go to the Felton Therapy Institute to obtain the wrap around supportive services that he needs each week and will discuss his progress each week with this Case Manager beginning March 7, 2024 through July 7, 2024. Brenden will ... | George Matthews |
| | Subtotal | | | |

Self Sufficiency Goals

Enable Field Editing

| Goal Name | Outcome | Goal Name | Goal Description | Self-Sufficiency Goal: Owner Name |
|-----------------|---------|--------------------------------|---|-----------------------------------|
| Subtotal | | | | |
| New (3) | | Self Sufficient Action Step 5 | Andre will seek to pay off the \$910.00 fee for the Texas Court case by budgeting his IHSS income and will discuss the payoff plan weekly with his Case Manager. Andre will send an email to the Texas Court letting them know that he hopes to have this fee ... | George Matthews |
| | | Self Sufficient Action Step 13 | Andre will schedule an appointment and/or obtain a referral from his DPO to go to CORE to see if he can get some assistance with his Child Support payments which is making it difficult for him to become self-sufficient because he has to pay \$800 per month... | George Matthews |
| | | Open Up Bank Account | Andre will open up a checking account at Pateco Credit Union with the assistance of Fresh start staff by March 22, 2024. | George Matthews |
| | | Subtotal | | |
| Progressing (1) | | Self Sufficient Action Step 1 | Andre will enroll in a DUI class at BI Bett Education in Hayward to obtain his Driver's Licenses beginning April 21st, 2024 and will complete this class by July 1st with a completion certificate. Our program will pay up to \$300 towards the enrollment on... | George Matthews |
| | | Subtotal | | |
| New (5) | | Self Sufficient Action Step 7 | Brendan will complete a Dental Exam with his/her dentist provider beginning March 5, 2024 by May 7, 2024 | George Matthews |
| | | Self Sufficient Action Step 11 | Brendan will discuss/Identify/Develop and barriers that prevents Brendan from being self-sufficient and the Case Manager will develop specific goals to address such barriers May 7, 2024 and review/discuss (monthly/Weekly) | George Matthews |
| | | Self Sufficient Action Step 7 | Brenden will obtain his Driver's Licenses by June 1, 2024, and will schedule an appointment with the DMV by 4/6/2024. | George Matthews |
| | | Self Sufficient Action Step 11 | Brenden will schedule and complete a Dental Exam with his dentist provider beginning March 7, 2024, and complete this exam by May 5, 2024 and will discuss his progress each week with his CM. | George Matthews |
| | | Self-Sufficiency Goals Name | Branden will attend Merritt College via zoom once a week until completed the | Harris Bradford |

h Start Academy

Goals

Enable Field Editing 🔍 Add Chart ⌵ ⌵ Edit ⌵

| Outcome ⌵ | Goal Name ⌵ | Goal Description ⌵ | Housing Goal: Owner Name ⌵ |
|-----------------|-----------------------------|--|----------------------------|
| New (4) | Housing Action Step Three | David will save a minimum of \$600 per month over the next 9 to be used towards permanent housing beginning May 15, 2024 at for a total of at least \$5,200 saved by March 1, 2025. | George Matthews |
| | Housing Action Step Fifteen | David and Case Manager will meet weekly to discuss any issues related to rent, lease requirements and/or finding permanent housing (due weekly) | George Matthews |
| | Housing Action Step Five | David will open up a bank account at Chase or Bank of America by April 4, 2024 in order to start saving towards permanenet housing and to save money on Check Cashing fees. | George Matthews |
| | Housing Action Step One | David will review low to no income housing listings and investigate acceptable unit and review with Case Manager on a weekly basis March 4, 2024 and will secure permanent housing by March 4, 2025. | George Matthews |
| Subtotal | | | |
| New (1) | Permanent housing | Client will gain permanent housing by June 2025 by saving money from his new job monthly | Caleb Matthews |
| | Subtotal | | |
| New (1) | Housing Action Step Five | Goal 5: Denzel will review low to no income housing listings and investigate acceptable units and review with Case Manager on a weekly basis May 1, 2024 with the goal of securing permanent housing by on or before his exit date from our program. | George Matthews |
| | Subtotal | | |
| Completed (1) | Open Checking Account | Denzel, with the assistance of staff, will open up a checking account for direct deposit and to manage his finances in order to save money on check cashing fees by March 22, 2024. | George Matthews |
| Subtotal | | | |
| New (2) | Housing Action Step Four | Staff will be going to Pataco Credit Union to assist Denzel with opening up is bank account by Friday, 3/22/2024. Due to Denzel's learning disability, he asked Clifford to go with him to assist him with opening up his bank account. | George Matthews |
| | Housing Action Step One | Denzel will review low to no income housing listings and investigate acceptable units and review with Case Manager on a weekly basis May 1, 2024 with the goal of securing permanent housing by on or before his exit date from our program. | George Matthews |
| | Subtotal | | |
| Progressing (1) | Permanent housing | Client will achieve permanent housing for himself (and if possible, his two kids) by February 2025 by apply for at least 1 low housing program weekly. | Caleb Matthews |
| | Subtotal | | |
| Completed (1) | Housing Action Step Three | Dewayne will secure permanent housing by April 11, 2024. Client moved into own place 2915 60th Avenue | George Matthews |
| | Subtotal | | |

THANK YOU



Contact Us:

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Email: georgeamattthews@gmail.com

Bishop George Matthews, MBA., M. Div.
Executive Director
Fresh Start & New Beginnings Housing