

2016-2017 Community Action Plan

California Department of Community Services and Development

Community Services Block Grant



PURPOSE

The Community Action Plan (CAP) serves as a two (2) year roadmap demonstrating how Community Services Block Grant (CSBG) eligible entities plan to deliver CSBG services. The CAP identifies and assesses poverty related needs and resources in the community and establishes a detailed plan, goals and priorities for delivering those services to individuals and families most affected by poverty. CSBG funds may be used to support activities that assist low-income families and individuals, homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families by removing obstacles and solving problems that block the achievement of self-sufficiency.

Community Action Plans must adhere to the following federal and state laws:

COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, [Public Law 105-285](#), Section 678B (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

COMPLIANCE WITH STATE LAW

To comply with [California Government Code 12747](#) pertaining to the Community Services Block Grant Program, Community Action Plans are to be developed using a processes that assess poverty-related needs, available resources, feasible goals and strategies, and that yield program priorities consistent with standards of effectiveness established for the CSBG program. The CAP should identify eligible activities to be funded in the program service areas and the needs that each activity is designed to meet. Additionally, CAPs should provide for the contingency of reduced federal funding.

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) [draft Information Memorandum \(IM\) dated March 24, 2014](#), CSBG eligible entities will comply with implementation of the Organizational Standards effective January 1, 2016. Additionally, States will report on the development and implementation of the Standards to OCS beginning January 1, 2016.

STATE PLAN AND APPLICATION REQUIREMENTS

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by eligible entities is included in CSDs State Plan.

STATE ACCOUNTABILITY MEASURES

Alongside Organizational Standards, the state will be reporting on State Accountability Measures in order to ensure accountability and improve program performance. Information provided in the CAP may be used to meet the requirements of the new measures.

**COMMUNITY SERVICES BLOCK GRANT
2016/2017 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE AND CERTIFICATION**

TO: Department of Community Services and Development
Attention: Field Operations Unit
2389 Gateway Oaks Drive #100
Sacramento, CA 95833

FROM: El Dorado County Health and Human Services Agency

Agency Contact Person Regarding Community Action Plan

Name: Star Walker
Title: Program Coordinator
Phone: 530-621-6255 Ext: _____
Fax: 530-295-2581
Email: star.walker@edcgov.us

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2016/2017 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization. Per Organizational Performance Standards the Community Assessment, which is part of the CAP, must be formerly accepted by the governing board.

Board Chairperson
Brian Veerkamp, County of El Dorado, Board of Supervisors

Date



Executive Director
Don Ashton, MPA
Health and Human Services Agency

May 27, 2015

Date

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2016-2017 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than **June 30, 2015**:

- Cover Page and Certification**
- Table of Contents**
- Vision Statement**
- Mission Statement**
- Community Information Profile**
- Comprehensive Community Needs Assessment**
- Documentation of Public Hearing(s)**
- Federal Assurances**
- State Assurances**
- Individual and Community Eligibility Requirements**
- Monitoring and Evaluation**
- Data Collection**
- CSBG/National Performance Indicators (NPI) CAP Projections**
- Appendices (Optional)**

VISION STATEMENT

Provide your agency's Vision Statement which describes your agency's values. The vision is broader than one any one agency can achieve; the agency collaborates with others in pursuit of this vision.

Transforming Lives and Improving Futures

The agency encourages families to develop supportive relationships within their family unit, contribute positive participation in their community and to strive for economic self-sufficiency.

The agency recognizes and facilitates services that support individuals and families to become self-sufficient members of the community.

The agency encourages and supports community participation that ensures social, governmental, and economic systems are effective in achieving a viable and healthy community.

The agency supports individuals and families, with a focus on community coordination and partnerships that acts as a ladder for client self-sufficiency.

The agency commits to maintaining core support services that enhance complementing services within the community to provide an environment of health and security.

MISSION STATEMENT

The Mission Statement describes the agency's reason for existence and may state its role in achieving its vision.

The following Organizational Standard 4.1 references the Mission Statement for private and public entities.

Private Entities

The governing board has reviewed the Organization's mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The Organization's programs and services are in alignment with the mission.

Public Entities

The tripartite board/advisory body has reviewed the Department's mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

Provide your agency's Mission Statement

Mission Statement (Insert Statement)

With integrity and respect we provide effective, efficient, collaborative services that strengthen, empower and protect individuals, families and communities, thereby enhancing their quality of life.

In addition, the agency strives to achieve their vision by:

Ensuring that the needs of the clients and community are identified and services are coordinated in collaboration and non-duplicative.

Facilitating comprehensive, well-planned community action activities and services.

Encouraging the coordination of available local, state, federal and private resources to demonstrably address the causes of poverty.

Utilizing CSBG funding to facilitate and support the provision of vital services to the community, including the leveraging of additional service dollars.

Locating programs and services in multiservice central locations, that are essential in a rural area with limited access to public transportation.

Identifying and reducing potential gaps in services to the segments of our population in need of support to assist them in living independently.

Providing a variety of direct human and social services that meet individual and community needs for the alleviation of poverty.

Establishing partnerships and alliances within the community that support clients who seek self-sufficiency.

COMMUNITY INFORMATION PROFILE

The Community Information Profile describes the CAA's service area, target population and current economic conditions (i.e., major business in the area closed affecting employment status of community members, or, destructive fires in the service area impacting business, health, water supply, etc.). The profile provides a summary of the most impactful conditions affecting the community and the conditions the community members are facing. In the space provided, describe the Community Profile in approximately 2 pages.

Community Information Profile (Insert Narrative)

The County of El Dorado is located in the historic Gold Country in the Sierra Nevada Mountains and foothills between Sacramento and the State of Nevada and covers over

1,710 square miles. Made up of forests, lakes, rivers, trails, and mountain ranges, El Dorado County's unique geographic area and location allows for some of the most beautiful weather and scenery in the Country.



The setting of the county allows for residents and visitors to take advantage of the many activities offered. From river rafting, snow skiing, hiking, biking, fishing, and wine tasting, there are endless opportunities for residents and visitors to enjoy the beauty of El Dorado County.

Tourism and travel is one of El Dorado County's greatest assets. Tourism allows visitors to support the local business industry, making tourism a huge economic influence in El Dorado County. El Dorado County tourism generates more than \$22 million dollars in local taxes, over \$29 million in state taxes and more than \$647 million in direct travel spending, according to Dean Runyan Associates, California Travel Impacts Study.

With its western border touching California's Sacramento Valley and its eastern boundary meeting Nevada at Lake Tahoe. El Dorado County stretches across 90 miles of foothills, valleys and mountain peaks. The elevation of El Dorado County ranges from 200 feet above sea level on the western slope, to a peak 10,881 foot elevation. Two major highways, U.S. 50 and State Route 49 intersect the county while State Route 88 establishes the county's southern border with Amador and Alpine Counties.



Our History-James W. Marshall discovered gold in Coloma on January 24, 1848, and the population of California and what would become El Dorado County, exploded with miners hoping to strike it rich. El Dorado, Spanish for "Golden One", was one of the original 27 counties of the State of California, formed by an Act on February 18, 1850. Coloma was the first county seat of El Dorado County, but when the gold began to become scarce the county seat was moved to Placerville in 1857.

As of 2014, the total population of El Dorado County is estimated to be over 183,000. El Dorado County is the 29th most populated county in the State. Of the two incorporated cities in El Dorado County, the city of South Lake Tahoe was the most populous, with an estimated 21,387 people. However, the city of Placerville was the fastest growing incorporated city in the county, with an estimated 10,464 people in 2013. El Dorado County has over 90,650 housing units, and the home ownership rate is approximately 74.8%. The population density in the county is 106 residents per square mile, putting it well below the statewide average population density. In 2013, 21.3% of the county's population was 18 years and younger, while 17.2% was over age 65 years. Those 65 years and older make up a higher percentage of the population in El Dorado County than the state average of only 12.5%. El Dorado County has been ranked as the 6th healthiest county in California, according to a national report just published by the University of Wisconsin's Population Health Institute and the Robert Wood Johnson Foundation.

The total median household income in El Dorado County is \$66,146. The average poverty rate in El Dorado County in 2013 was 9.0 percent, which is well below the statewide average. El Dorado County's labor force has been consistent in recent years and is estimated at 90,000. Due to seasonal workers, this number fluctuates during the

summer and winter months. Ski resorts, farms and wineries, bring thousands of seasonal workers into the community, many of whom support the housing and retail economy. With the improved economic structure our State has observed, in February of 2015, the unemployment rate in El Dorado County was 6.1%, a 36% decrease from 2013.

El Dorado County is made up of several health care facilities serving residents of El Dorado County and surrounding areas. Medi-Cal, Medi-Care, publically insured, and uninsured patients make up the population that utilizes the health care facilities in the county. Access to primary care for Medi-Cal and low-income uninsured people is challenging in the county due to: a lower ratio of physicians per resident than the state average, physicians filling their practices with privately insured individuals who have reimbursement rates higher than Medi-Cal, a higher percentage of senior citizens, a higher percentage of residents with behavioral health needs, and reductions in public sector services for mental health due to county and state budget cuts. There are two primary hospitals in the county, Marshall Hospital which serves the Western Slope and Barton Health serving Lake Tahoe and Carson Valley Area. Additional medical clinics include El Dorado County Community Health Center, which is the county's only Federal Qualified Health Center (FQHC), Shingle Springs Tribal Health Program, Divide Wellness Center, and Western Sierra Medical Center.

El Dorado County law enforcement agencies consist of the El Dorado County Sherriff's Office, South Lake Tahoe Police Department, Placerville Police Department and the California Highway Patrol. Local law enforcement agencies work together to ensure the safety and wellbeing of El Dorado County residents are sustained. El Dorado County has a fairly low crime rate, but was impacted with a 35% increase in robberies in 2014, while burglaries were down 16%. Other categories of crimes stayed the same or slightly decreased.

In 2014, El Dorado County was devastated by two (2) wildfires, the Sand and King Fires.

The Sand Fire started on July 25, 2014, with the majority of the fire in the southernmost part of the County, spreading into neighboring Amador County. A total of 4,240 acres were burned, 29 structures, 19 of those were residences. During the Sand Fire 1,100 residents were evacuated. Many evacuees stayed with family or friends. However, a Red Cross Shelter was opened and had 53 overnight stays and served a total of 552 meals. Due to the geographic location of the Sand Fire



and rural housing units, the majority of land was used for farm and agriculture use. Many of the animals evacuated from the fire were cows and horses. El Dorado County Animal Services along with coordinated services with other animal agencies and private citizens conducted the evacuations. The cost of suppression as declared on the final day of the fire was estimated to be over \$9,079,345. The fire was declared full containment on July 31, 2014. The final cause of the fire was determined as accidental.

The King Fire started on September 13, 2014. The King Fire was one of the largest fires in California's history, burning 97,717 acres. The majority of the fire was in the County, but spread over to neighboring Placer County. The fire started in the Pollock Pines area and spread north. 80 structures were destroyed, 12 of those were residences. During the fire, over 21,000 structures were threatened, 12,000 of those were residences. Evacuations were initiated into communities threatened by the fire, triggering 2830 evacuations.



Displaced households found shelter at family, friends, local hotels, or at the Red Cross Shelter. The Red Cross reported a total of 128 (unduplicated) stays, served 1540 meals and 977 snacks. Over 80 volunteers assisted at the shelter. As a result of the fire, agency staff submitted a request to the California Department of Community Services and Development to implement the Severe Weather Energy Assistance and Transportation Services (SWEATS.) The SWEATS program was used to assist in temporary housing assistance for income eligible households that were affected with the mandatory evacuations. The program assisted 7 families. Of those served; 8 children, 3 seniors and 4 disabled adults. The King Fire had over 8,061 resources assigned to the fire; this is the largest number of resources assigned to any single fire at one time. Over 568 engines, 118



water tenders, 23 helicopters, 182 hand crews, 102 bulldozers, and 18 allied law enforcement agencies assisting the El Dorado County Sherriff's Office in mutual aid. Resources were captured from all parts of the country to assist in aid. During the fire, 300 miles of hoses were utilized and 134 loads of retardant out of McClellan Air Force Base were transferred, dropping over 642,871 gallons of retardant. The county did see an increase of revenue with hotel rooms, restaurants, utility

companies, porta potty companies and local grocery stores, as local vendors were utilized to serve in most capacities of the fire. Due to the fire burning in forested areas, the county received minimal damage to county owned infrastructures, as most of the financial damage was to Sacramento Municipal Utility District (SMUD) and Forest. SMUD sustained \$4.3 million dollars in damage to their facilities, equipment, and transmission and communication lines. Environmental damage mitigation and initial estimates are well above \$3,000,000. However, this is an initial rehabilitation cost and for years to come there will be additional costs for the rehabilitation cost of forest service land. The cost of suppression is estimated to be approximately (fire-fighting cost) directly related to fighting the fire is over \$94,000,000. The fire was declared full containment on October 1, 2014. The final cause of fire was determined as arson.

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

Public law 105-285 requires the state to secure from each eligible entity, as a condition to receive funding, a CAP which includes a community-needs assessment for the community served. Additionally, state law requires each CSBG eligible entity to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

Organizational Performance Standards

Eligible entities will comply with implementation of the Organizational Performance Standards set forth by OCS. Compliance with Organizational Standards will be reported to OCS. In the section below, agencies are asked to provide a narrative description on the Community Needs Assessment. In this section agencies should address how they will comply with the Organizational Standards, specifically those standards pertaining to the Comprehensive Community Needs Assessment, which are outlined here.

CSBG Organizational Performance Standards [click here](#)

CONSUMER INPUT AND INVOLVEMENT

Standard 1.2 organization/department analyzes information collected directly from low-income individuals as part of the Community Assessment.

COMMUNITY ENGAGEMENT

Standard 2.2: Organization/department utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. This sectors would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

COMMUNITY ASSESSMENT

Private Agency - Standard 3.1: Organization conducted a Community Assessment and issued a

report within the past 3 year period.

Public Agency - Standard 3.1: Department conducted a Community Assessment and issued a report within the past 3 year period, if no other report exists.

Standard 3.2: As part of the Community assessment the organization/department collects and analyzes both current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).

Standard 3.3: Organization/department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the Community Assessment.

Standard 3.5: The community assessment includes key findings on the causes and conditions of poverty and the needs of communities assessed.

STRATEGIC PLANNING

Private Agency Standard 6.4: Customer satisfaction data and customer input, collected as part of the Community Assessment, is included in the strategic planning process.

Public Agency Standard 6.4: Customer satisfaction data and customer input, collected as part of the Community Assessment, is included in the strategic planning process, or comparable planning process.

The Needs Assessment captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The Community Needs Assessment should be comprehensive and serve as the basis for the agency's goals, and program delivery strategies as reported on the CSBG/National Performance Indicators (NPIs). The Community Needs Assessment should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

In the space below, provide a narrative description of the causes and conditions of poverty affecting the community in your service area such as: child care, community housing, crime, educational achievement, employment/unemployment, income management, healthcare, homelessness, nutrition, and other factors not listed. In particular, describe how the agency ensures that the Community Needs Assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the CAP.

Agencies should describe the methods and strategies used to collect the information and should include a use a combination of activities and tools such as: focus groups, surveys; community dialogue, asset mapping, interviews, and public records.

| Helpful Resources | | |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| United States Census Bureau Poverty Data click here | State of California Department of Justice Statistics by City and County click here | U.S. Department of Housing and Urban Development Homelessness Assistance click here |
| Employment Development Department Unemployment Insurance Information by County click here | California Department of Education Facts about California Schools Using DataQuest click here | California Department of Public Health Statistical Data click here |
| Bureau of Labor Statistics Labor Data click here | California Department of Finance Housing Estimates click here | Community Action Partnership Community Needs Assessment Tool click here |
| A Community Action Guide to a Comprehensive Community Needs Assessment click here | | |

Comprehensive Community Needs Assessment (Insert Narrative)

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|------------|
| Appendix A |
|------------|

| Community Needs | | | | |
|-----------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| Top Needs | Agency Priority (Yes/No) | Description of Programs/Services Directly Provided by Your Agency | Coordination Efforts | NPI(s) |
| High Cost and Lack of Community Housing | Yes | <p>El Dorado County Public Housing Authority, MHSA Adult Full Service Partnership , General Assistance</p> <p>Services include: Temporary and permanent housing assistance, landlord assistance, Family Stabilization Program.</p> | <p>El Dorado County Housing Community and Economic Development Programs, Housing Emergency Lodging Program (HELP), Center for Violence Free Relationships, Department of Veterans Affairs, South Lake Tahoe Women’s Center, Habitat for Humanity, Community Resource Center, Mother Teresa Maternity Home, Hope House, New Morning Emergency Youth Shelter, Rebuilding Together</p> | <p>NPI 1.2.H</p> <p>NPI 6.4.E</p> |
| Sustain Meaningful Employment | Yes | <p>One-Stop Employment Services, CalWORKs Welfare-to-Work Program, AARP Senior Community Services Employment Program (SCSEP)</p> | <p>AARP, Department of Rehabilitation, Employment Development Department, local</p> | <p>NPI 1.1.A</p> <p>NPI 1.2.B</p> |

| | | | | |
|----------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------|
| | | Services include: Employer and Employee Employment services, job readiness workshops, job search and work placement, employer forums, hiring events, tri-county job fairs, downsize and layoff aversion assistance, youth assistance, dislocated worker assistance, labor market information. | businesses, public agencies outside of county boundaries | |
| Limited Access to Transportation | Yes | Senior Shuttle Services include: Door to door transportation to grocery stores and places of interest (Western Slope) for adults over 60 years of age. | El Dorado Transit, BlueGo Transit Management | NPI 2.1.H |
| Lack of Adequate Nutrition | Yes | El Dorado County Senior Nutrition Program, Cal Fresh, Supplemental Food Program for Women, Infants and Children (WIC), SNAP-Ed, Senior Farmer's Market Coupons Program Services include: Congregate and home delivered meals for individuals over 60, cash benefits for food for women, infants and children, financial assistance for food for low-income families, \$20 coupons for seniors to use at local Farmer's Markets to buy fresh fruit, vegetables, herbs, and honey, and nutritional education to help individuals make healthy food choices on limited household budgets. | Upper Room, Food Bank of El Dorado County, Reduced School Lunch Programs, faith-based organizations | NPI 6.3.B NPI 1.2.I |
| High Cost of | Yes | El Dorado County Low-Income Home | Salvation Army REACH | NPI 1.2.J |

| | | | | |
|----------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Energy | | <p>Energy Assistance Program, Weatherization Program, Helping Hands Outreach Program</p> <p>Services include: Utility assistance with electric, propane, wood, pellets, heating oil and natural gas costs, emergency financial assistance with utility shut- off notices, budget and energy cost counseling, home weatherization services to help make home more energy efficient, financial assistance with past due water bill.</p> | <p>Program, PG&E California Alternative Rates for Energy (CARE), Green Valley Community Church Common Ground Program, El Dorado Irrigation District, El Dorado Community Foundation-Crisis Angel Program, Soroptomist International-Helping Hands Outreach Program</p> | <p>NPI 1.2.K</p> <p>NPI 6.2.B</p> <p>NPI 6.4.G</p> <p>NPI 6.4.H</p> |
| Limited Access to Health Care Services | Yes | <p>Medi-Cal, In-Home Supportive Services (IHSS), Mental Health Services, Public Health Services, County Medical Services Program (CMSP)</p> <p>Services include: The agency offers a wide range of health related services that encompass all facets of the family dynamic from birth to death, health care services for low income people including families with children, seniors, persons with disabilities, foster care, pregnant women, and low income people with specific disease such as tuberculosis, breast cancer or HIV/AIDs</p> | <p>El Dorado Community Health Center, Shingle Springs Tribal Health, Marshall Hospital, Barton Hospital, Affordable Care Act Services, Divide Wellness Services, Western Sierra Medical Center</p> | |
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Instructions:

Top Needs: list the top needs from your most recent Needs Assessment

Agency Priority: Enter a Yes or No in the box, to indicate if the need will be addressed directly or indirectly. If the need will not be met please provide explanation in narrative section below.

Description of programs/services/activities: Briefly describe the program, service or activity that your entity will directly provide.

Coordination: If your agency will address the need through coordination, describe what organizations and/or coalitions you will work with to meet the need, including the roles of each party.

National Performance Indicators (NPIs): List the NPIs that correspond with the services/activities

Insert Narrative (Explain why need will not be met.)

Not applicable

DOCUMENTATION OF PUBLIC HEARING(S)

[California Government Code 12747\(b\)-\(d\)](#) requires all eligible entities to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies are to identify all testimony presented by the low-income and identify whether or not the concerns expressed by that testimony are addressed in the CAP.

Provide a narrative description of the agency’s public hearing process and methods used to invite the local community to the public hearing(s), and the methods used to gather the information about the low-income community’s needs. Examples include: Surveys, public forums, and secondary data collection.

Note: Public hearing(s) shall not be held outside of the service area(s).

Public Hearing Process (Insert Narrative)

The agency conducts public hearing on the CAP during the month of May, in conjunction with a regular meeting of the El Dorado County Community Action Council, advisory council to the Board of Supervisors, the governing body of the Community Action Agency, to review the CAP, discuss services and funding levels and obtain public input. Informational press releases are submitted to local media groups and flyers are posted in strategic locations throughout the county. Any revision(s) to the CAP deemed necessary as a result of public input are incorporated into the CAP. In addition, the CAP is approved by the El Dorado County Board of Supervisors prior to submission to CSD.

Below is an example of a diagram that can be used to capture and identify testimony of the low income.

| Comment/Concern | Was the concern addressed in the CAP? | If so, indicate the page # | If not, indicate the reason |
|---------------------------------|---------------------------------------|----------------------------|----------------------------------------------------------------------------------|
| Job training needs | Yes | 32 | N/A |
| Transportation needs in ABC, CA | No | N/A | Due to limited funding, agency meets 50% of the transportation needs in ABC, CA. |

Attachments

- Provide a copy of each public hearing notice published in the media.

- Provide a summary of all testimony presented by the low-income population:

Appendix B

FEDERAL ASSURANCES

Public Law 105-285 establishes programmatic assurances for the State and eligible entities as a condition of receiving CSBG funds. Provide a detailed narrative describing the activities your agency will conduct that will enable low-income families and individuals to achieve the programmatic purposes listed below. **(Federal Assurances can be found on Public Law pages 2736-2739)**

1. Programmatic Purposes

(A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—

(i) to remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);

The Family Self-Sufficiency component of the Housing Choice Voucher Program (formerly known as Section 8) coordinates with the CalWORKs Program in an effort to promote self-sufficiency among clients. The agency continues to apply to HUD for additional Section 8 Housing Assistance Vouchers specific to the purpose of assisting CalWORKs recipients in their effort to attain self-sufficiency. This Welfare-to-Work program is a comprehensive Employment and Training Program designed to promote self-sufficiency. CalWORKs recipients are provided with job search, educational activities, job readiness workshops, work experience placement and supportive services. Additional services are provided based on an assessment of the individual's education, work history and family need. The agency will continue to refer and increase collaboration with community partners like local non-profits to address the housing, food, basic needs, emergency shelter, transportation and other needs necessary for residents to become self-sufficient, and to expand services specifically for those programs where county-caseloads are high or restricted.

(ii) secure and retain meaningful employment;

The agency takes a proactive approach to provision of employment program services, which are located at both Connections One-Stop employment resource centers, on the West Slope and in in South Lake Tahoe. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado County families, youth, unemployed individuals and businesses. The agency administers the CalWORKs Program to assist clients in addressing and overcoming obstacles to obtaining and retaining employment. As Area Partner Consortium Operator under the Local Workforce Investment Act Program, El Dorado County provides job training services to promote and increase employment, job retention, earnings and occupational skills of participants. The agency receives several Workforce Investment Act Program grant allocations to operate the Connections One Stop Career Resource and to provide support and training services, including paid work experience and subsidized employment. In 2009, the agency received WIA ARRA funds to augment One Stop services and provide additional training for dislocated workers, job training for youth and funding for low-income individuals wanting to attend post-secondary education courses. In 2014, the One Stop Center in a coordinated effort hosted a Tri-County Job Fair. This fair featured more than 65 local employers who were available to meet face to face with job seekers and offered breakout sessions, free resume review clinic and a professional photographer for LinkedIn photos. Workshops are also offered on the Western Slope and in Tahoe basin for job seekers. Balancing workplace, resume help assistance, motivation and job readiness, interviewing skills, and math skills are just some of the workshops job seekers can take advantage of to improve their job searching skills. In September 2014, Connections One-Stop expanded their outreach efforts through their Mature Job Seeker Assistance. Adults over the age of 50 are able to obtain free services in order for them to upgrade their skills to compete in the current job market.

Additionally, the Agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income unemployed individuals over age 55 with job training skills and temporary employment. Since 2010, the agency has provided training employment for twelve (12) SCSEP workers who have supported programs such as; Public Guardian's Office, Child Protective Services, Senior Day Care Services, Connections One-Stop, Senior Nutrition, and Senior Legal Services.

(iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;

The agency supports and makes referrals to El Dorado County Public Library, which provides programs targeted to children, teens, adults and seniors.

(iv) make better use of available income;

A Mortgage Credit Certificate Program administered by National Homebuyers Fund, Inc. assists first-time homebuyers by providing them with an IRS tax credit of 15% of the amount of annual interest paid on their mortgage. The Family Self Sufficiency component of the Housing Choice Voucher Program (HCV) allows participants to sign a

5-year contract and develop a staff supported and monitored plan with goals that will move them off assistance and into a self-sufficient life. A portion of the participant's job earnings is deposited into an escrow account, with the account balance available to the family upon successful completion of the FSS program. The Low-Income Home Energy Assistance Program (LIHEAP) assists with budget counseling to families needing assistance with paying their utility bills. Agency staff reviews the HEAP applicant's household monthly utility usage, reviews their monthly household income and helps determine their monthly energy costs. By saving money on utility bills and household costs, families are encouraged to make educated choices with use of their saved income, fostering the need for self-sufficiency.

(v) obtain and maintain adequate housing and a suitable living environment;

The agency administers a Housing Choice Voucher Program (HCV), formerly known as Section 8. This program enables eligible persons to rent privately owned, existing, safe and sanitary housing by making housing assistance payments to private landlords. Currently 374 vouchers are allocated to provide rental assistance to very-low-income households. Due to the limited availability of HCV housing units in the community, the agency is coordinating with the Community Resource Center to assist with trying to locate housing units that will coordinate with the HCV program. In addition, they are working with local apartment managers to help HCV clients with low-score credits and prior evictions waived so that they may find suitable housing in the community. In 2010, the agency applied for an additional 25 vouchers to assist clients who currently have an open case with the Child Protective Services (CPS) Program, with housing being the main barrier to family reunification. Sadly, the agency was not awarded the additional vouchers. However, the agency still coordinates with CPS to provide reunification services among families in need.

(vi) obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs; and

The agency administers the Low Income Home Energy Assistance Program (LIHEAP), enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane, pellets or oil vouchers to obtain heating fuel from vendors. The program is able to assist with shut off notices and large utility bills. Within the HEAP Program, there are Emergency Heating and Cooling Program (EHCS) funds available to repair or replace heating/cooling or water heater systems. Coordination with utility companies and heating/cooling vendors enable low-income residents to receive emergency assistance. As a result of the two devastating wildfires that occurred in 2014, the agency submitted a request to the California Department of Community Services and Development to implement the Severe Weather Energy Assistance and Transportation Services (SWEATS.) SWEATS funding is funded under the LIHEAP Program. The SWEATS program was used to assist in temporary housing assistance for income eligible households that were affected with the mandatory evacuations. The program assisted 7 families. Of those served; 8 children, 3 seniors and 4 disabled

adults. The Weatherization component improves housing stock and generates long term energy savings to eligible households through installation of weatherization measures and provision of minor repairs. Coordination with the Salvation Army enables low-income households at risk of imminent shut off of their utilities to access REACH resources to retain utility service. In December 2010, the agency developed a Helping Hands Outreach Program (West Slope program) in coordination with El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program (Western Slope program) is designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on. Over 106 households have been assisted since the conception of the Helping Hands Program. Coordination with additional antipoverty programs, such as the El Dorado Community Resource Center, Lake Tahoe Youth and Family Services, El Dorado Community Health Center, and Green Valley Community Church Common Ground Program is facilitated by the widespread referral system encouraged and utilized by the agency.

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;

(l) document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;

The agency continues to support and collaborate with an array of public and private agencies that work towards expansion of resources and opportunities in order to achieve family self-sufficiency. The agency looks at community outcomes and endeavors to mobilize and leverage resources and works towards attaining a full continuum of care for low-income and vulnerable people living in the community.

The agency administers a Housing Choice Voucher Program (HCV), formerly known as Section 8. This program enables eligible persons to rent privately owned, existing, safe and sanitary housing by making housing assistance payments to private landlords. Currently 374 vouchers are allocated to provide rental assistance to very-low-income households

The agency coordinates the Helping Hands Outreach Program (West Slope program) in coordination with El Dorado Irrigation District (EID). The Helping Hands Outreach Program (Western Slope program) is designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on.

In collaboration with the El Dorado County Sherriff's Office, the agency administers the You Are Not Alone Program (YANA.) YANA is a working relationship utilizing private

volunteers and Sheriff's Team of Active Retired (S.T.A.R.) Volunteers for the purpose of providing daily telephone check-in calls to seniors and disabled adults living in El Dorado County.

(II) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

A Multidisciplinary Adult Services Team (MAST) coordinated by the Adult Protective Services to review elder and dependent abuse cases and to improve communication and coordination among agencies serving elderly and dependent adults. MAST provides a monthly forum where concerns are expressed about specific cases and ideas are exchanged to address the prevention of elder and dependent adult abuse. Representatives of the Area Agency on Aging, Health and Human Services Agency, Code Enforcement, Animal Control and local Law Enforcement Agencies all participate in the monthly MAST forum.

The agency facilitated the development and establishment of an Elder Protection Unit (EPU) in participation with District Attorney and County Counsel staff and coordinates with law enforcement and emergency response units. The EPU is directed at identification and early intervention for the frail, vulnerable elderly population in potentially abusive situations

Established in 1999, the You Are Not Alone (YANA) Program was created out of concern from agency and El Dorado County Sheriff's Office. Both these programs recognized the need to provide Telephone Reassurance for disabled and senior community members who lived alone and faced isolation due to illness or disability. Together these programs developed a working relationship utilizing private volunteers and Sheriff's Team of Active Retired (S.T.A.R.) Volunteers for the purpose of providing daily telephone check-in calls to seniors and disabled adults living in El Dorado County.

2. Youth

(B) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as—

(i) programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and

The agency administers an Independent Living Program (ILP), a Transitional Housing

Program Plus (THP-Plus) and the Transitional Housing Placement Program (THPP) to address the needs of foster care youth transitioning to independence. In 2008, the Workforce Investment Act Program received funds to administer a summer youth program (You @ Work 2009) as part of the ARRA Program. As an Area Partner Consortium Operator of the Golden Sierra Job Training Agency Consortium, El Dorado County provides job training services to promote and increase employment, job retention, earnings, and occupational skills of participants. In 2010, the agency received WIA ARRA funds to augment Connections One Stop Services. These additional funds were used to assist high school aged youth in on-site job training. The Connections One Stops Resource Centers continue to provide ongoing services for youth between the ages of 17-21 and administers funding year round for the purpose of job obtainment/retention, life skills training and youth mentoring.

In keeping with its mission to bring more arts to more people, El Dorado Arts Council announced its partnership with BATS (Bringing Art to Schools), an art appreciation and art history program for South Lake Tahoe students in kindergarten through fifth grade. BATS students learn about classic works of art, their meanings, styles, and the movements that informed them and create their own art based upon a selected theme. Founded in 2001, BATS was first introduced to the South Tahoe community as the Elementary Arts Program, initially serving the student populations of Bijou and Al Tahoe elementary Schools. The program is currently serving 1800 school children in both South Lake Tahoe and Meyers. The program continues to evolve, expanding its reach to include visits from local artists and field trips to Lake Tahoe Community College's Haldan Art Gallery.

Started in 1992, Teen Court is a diversion program of the juvenile court, where juvenile offenders are judged and sentenced by their peers. The program is a collaborative effort of the El Dorado County Alcohol and Drug Programs, the Probation Department, District Attorney, Sheriff's Office and Superior Court. Students recruited from middle schools and high schools in El Dorado County serve as jurors, prosecutors, defense attorneys, bailiffs and court clerks. Adult attorneys mentor youth attorneys and a Superior Court Judge presides over hearings. Sentences include supportive and punitive measures.

(ii) after-school childcare programs

The agency maintains communications with several community organizations offering after school childcare programs. The El Dorado County Office of Education (EDCOE) encompasses over 15 school districts with a total of 70 schools. EDCOE offers such educational opportunities as child development, community day school, regional occupational programs, special education and home study academies. Head Start is a federally funded parent participation program for low-income families with children from 3 to 5 years of age. Head Start consists of 3 major service areas: Child Development/Health, Family Community Partnerships and Program Governance. The El Dorado County Charter Extended Day is the biggest service provider for after-school care in El Dorado County. Extended Day was developed in 1984 to respond to the

working parents' need for quality child care. Located on school campuses, Extended Day provides child care before, during and after school, as well as school vacations or intersession times with sufficient interest. The Boys and Girls Club El Dorado Western Slope serves over 1500 children annually between the ages of 6 and 18 at three locations on the Western Slope of El Dorado County. Services include leadership, sports and fitness, afterschool programs and a summer program.

3. Coordination

(C)To make more effective use of, and to coordinate with, other programs (including State welfare reform efforts)

The agency has established partnerships and collaborations and coordinates services with a wide array of other organizations serving low-income residents of the community, including religious organizations, charitable groups and community organizations. Since the problems of low-income households are seldom single issue in nature, the Health and Human Services Agency utilizes an eclectic approach towards the development and coordination of services, drawing upon a wide range of resources in seeking to meet the diverse needs of the community.

By providing services at several locations throughout the county, many utilizing volunteers, a link is established between community organizations, residents and local government. The agency participates in a cross-referral system that facilitates timely access to and provision of appropriate services to low-income residents county-wide. The agency also partners with numerous private-sector and charitable organizations, such as the Salvation Army, Upper Room, El Dorado Community Health Center, The Center for Violence-Free Relationships, HELP (Housing Emergency Lodging Program), the El Dorado Community Foundation, the Community Resource Center, the Children and Families Commission of El Dorado County which administers local Proposition 10 funds, local food closets, church groups, and volunteer organizations that assist clients to reduce the conditions of poverty and to meet emergency needs, as well as to identify planning needs, gaps in services and service delivery concerns.

The agency continues to coordinate with community and faithbased organizations to increase programs and services to assist low income and senior residents.

Organizations such as Soroptomist International, Friends of El Dorado County Seniors, Green Valley Community Church, and El Dorado Community Foundation offer small grants to assist low income residents in crisis situations to maintain self sufficiency.

4. Emergency Food and Nutrition

Describe how your agency will provide emergency supplies and services, nutritious foods, and related services to counteract conditions of starvation and malnutrition among low-income individuals.

The agency provides low-income and other vulnerable individuals seeking food

resources with appropriate referrals to churches, food closets, local food banks and the Upper Room Dining Hall. At-risk individuals are encouraged to access the Senior Nutrition Congregate meal sites or the Home Delivered Meals Program. The agency continues to administer the Supplemental Food Program for Women, Infants and Children (WIC), which assists at-risk individuals with nutrition assessments and education, promoting safe, economic and healthy use of available foods along with food-specific WIC vouchers, while promoting good nutrition and reducing the incidence of nutritional at-risk infants, children and pregnant and lactating women. Senior Market Coupons are distributed by the agency and offers income eligible seniors \$20 coupons to use at certified Farmer's Markets. In 2014, the agency distributed 300 coupons. The agency also administers the CalFresh Program, created to help improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. In 2015, the agency received a Supplemental Nutrition Assistance Program Education (SNAP-Ed) nutrition grant totaling close to \$400,000. Administered by Public Health, the goal of SNAP-Ed is to improve the likelihood that persons eligible for Cal Fresh will make healthy food and lifestyle choices that prevent obesity.

5. Employment and Training

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities under the Workforce Investment Act of 1998.

The agency takes a proactive approach to the provision of employment program services which are located at both One-Stop Employment Resource Centers, on the West Slope and in Tahoe. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado and Alpine County families, youth, the unemployed and businesses. As Area Partner Consortium Operator under the Local Workforce Investment Act Program since 2006, El Dorado County provides job training services to promote and increase employment, job retention, earnings and occupational skills of participants. The agency receives several Workforce Investment Act (WIA) Program grant allocations to operate the One Stop Career Resource Centers, as well as to provide support and training services, including paid work experience and subsidized employment, to help individuals in becoming self-sufficient. In 2014, the One Stop Center in a coordinated effort hosted a Tri-County Job Fair and multiple employer forums. Workshops are also offered on the Western Slope and in Tahoe basin for job seekers. Balancing workplace, resume help assistance, motivation and job readiness, interviewing skills, and math skills are just some of the workshops job seekers can take advantage of to improve their job searching skills. The agency administers the CalWORKs Welfare-to-Work Program. CalWORKs recipients are provided job search and employment-related services. Other services are offered based on an assessment of the person's education, work history and family need. Employment services, such as counseling, job preparedness, job development and training, and supportive services such as childcare, transportation, work clothing and tools, are provided.

Additionally, the agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income unemployed individuals over age 55 with job training skills and temporary employment. Since 2010, the agency has provided training employment for twelve (12) SCSEP workers who have supported programs such as; Public Guardian's Office, Child Protective Services, Senior Day Care Services, Connections One-Stop, Senior Nutrition, and Senior Legal Services.

6. Low-Income Home Energy Assistance

Describe how your agency will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that the emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in the community.

The agency provides a wide range of services in an easily accessible location to the low-income and senior populations. A variety of community and non profit organizations utilize the location as a community center, expanding the agency's opportunity to act as a pivotal point in the community. This diversity and ability to respond to the local community has often allowed the agency to act in a collaborative role, multiplying the effects of a single entry point add creates effective use of other program resources as an integral part of our service delivery. Clients seeking services are provided with information on program eligibility and resources available to them that will support their efforts towards self-sufficiency.

The agency administers the Low-Income Home Energy Assistance Program enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane or oil vouchers to obtain heating fuel from vendors. Partnerships with Pacific Gas & Electric, Southwest Gas, Liberty Energy, and heating/cooling vendors enable low income residents to obtain assistance and offsetting their utility costs during the winter and summer months. While financial assistance is important, the program also provides energy and budget counseling. Counseling households on the importance of conserving energy is viable to ensure low-income families can afford to pay utility bills when faced with limited monthly incomes. Within the HEAP program, Emergency Heating and Cooling Program(EHCS) funds are available to repair or replace heating/cooling or water heater systems. In 2014, 13 families were assisted with new or repaired heating and cooling units. To be responsive to the rural areas of El Dorado County, HEAP services are now available in seven (7) outlying sites in the community . By bringing the HEAP program to the residents in their community, the program hopes to increase household participation and assist those most in need.

The ongoing increase in energy costs, compounded by limited or declining household income, continues to have a major impact on the local community. Many households experienced loss of their utilities while additional households sought assistance through

alternative resources, such as the Salvation Army REACH Program, El Dorado Community Foundation-Angel Crisis Program and local churches. The REACH Program, administered by the Salvation Army, reports encountering decreasing funding and increasing demand for assistance. In December 2010, the agency developed a Helping Hands Outreach Program (West Slope program) in coordination with El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program (Western Slope program) was designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on. Over 104 households have been assisted since the conception of the Helping Hands Program.

Weatherization services and energy education materials are additional, long-term aids for reducing energy costs. In 2014, 148 homes received Weatherization services. Households receiving weatherization services can receive an average of \$4,055 in home improvements, benefit by an estimated reduced of 30% in home heating and cooling bills. These are savings that are realized again and again each year. Since the county has many older, poorly insulated homes, addressing energy-related needs is a significant factor in alleviating the energy problems of the low-income and senior population.

7. Faith-Based Organizations, Charitable Groups, and Community Organization Partnerships

Describe how your agency will to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.

The agency has established partnerships and collaborations and coordinates services with a wide array of other organizations serving low-income residents of the community, including religious organizations, charitable groups and community organizations. Since the problems of low-income households are seldom single issue in nature, the Health and Human Services Agency utilizes an eclectic approach towards the development and coordination of services, drawing upon a wide range of resources in seeking to meet the diverse needs of the community.

By providing services at several locations throughout the county, many utilizing volunteers, a link is established between community organizations, residents and local government. The agency participates in a cross-referral system that facilitates timely access to and provision of appropriate services to low-income residents county-wide. The agency also partners with numerous private-sector and charitable organizations, such as the Salvation Army, The center for Violence-Free Relationships, HELP (Housing Emergency Lodging Program), the El Dorado Community Foundation, the Community Resource Center, the Children and Families Commission of El Dorado County, which administers local Proposition 10 funds, local food closets, church groups,

and volunteer organizations that assist clients to reduce the conditions of poverty and to meet emergency needs, as well as to identify planning needs, gaps in services and service delivery concerns.

The agency supports and encourages to build and enhance volunteer activities both within the agency and throughout the community so that low-income persons receive equal opportunity for the training and experience that a volunteer position can provide. Many of the agency low-income and senior programs are dependent on volunteers. More than 400 volunteers provide, on average, over 20,000 hours of service annually to programs within the agency. As program funding has lessened, the need for volunteers has increased. The agency promotes volunteer participation by advertising through word of mouth, newspaper ads and articles, and radio and television announcements. The use of volunteers benefits both service recipients and the volunteers themselves by increasing the sense of self and community worth through promotion of service delivery.

To address the issues of potential discrimination and abuse and/or neglect of low-income adults, agency staff work with the El Dorado County Round Table on Human Rights and the Multi-Disciplinary Adult Services Team (MAST). The agency facilitated the development and establishment of an Elder Protection Unit (EPU) in participation with District Attorney and County Counsel staff and coordinates with law enforcement and emergency response units. The EPU is directed at identification and early intervention of potentially abusive situations involving the frail, vulnerable elderly population.

A partnership established with local law enforcement agencies addresses the needs of the vulnerable senior population through an Elder I.D. Program operated by this agency's Senior Day Care Program. The Board of Supervisors has adopted a Resolution proclaiming "Zero Tolerance" for abuse of senior and disabled individuals in El Dorado County and encourages all county staff, including law enforcement, and the community to remain alert and supportive of the effort to prevent such abuse. On March 31st 2015, a new Senior Day Care facility opened up in El Dorado Hills.

The agency coordinates the You Are Not Alone Program (YANA) that utilizes STAR volunteers, which are trained volunteers under the direction of the Sheriff's Department. The YANA Program is a free daily telephone "check-in" reassurance service which in the event that the person does not answer the phone during a specified time, volunteers are trained to take a series of steps to assure their individual's safety and well-being. Currently 41 El Dorado County older adults utilize this free program. In an effort to better serve our older adult population in the event of an emergency, in 2012 a collaboration between the Sheriff's Office and the agency brought forth the YANA II Program. YANA II was created to identify disabled and older adults who require evacuation assistance during a disaster through a centralized database.

In every effort to provide early identification and rapid intervention relative to issues of potential discrimination, abuse and/or neglect of low-income adults. The Health and Human Services Agency administers the Adult Protective Services (APS) and In-Home Supportive Services (IHSS) Programs and works very closely with the Public Guardian (PG) and Social Services Programs that serve the county's most frail, vulnerable and at-

risk populations. The agency also provides administrative oversight and contracts staff support for the IHSS Public Authority in accordance with mandates of AB 1682.

As a result of the recent fiscal situations, program cuts have been unavoidable. The Long-Term Care Ombudsman, MSSP, Senior Nutrition, Information and Assistance, Family Caregiver Support Program (FCSP) and Senior Day Care programs have all received substantial program funding cuts, and staffing in these programs has been reduced as necessary. In 2009 the Linkages Program was fully eliminated due to state funding reductions. This elimination of service was unavoidable and other agency programs such as FCSP, MSSP and the Information and Assistance Program were utilized to assist former Linkages clients in short-term case management. The agency continues to coordinate with community and faithbased organizations to increase programs and services to assist low income and senior residents. Organizations such as Soroptomist International, Friends of El Dorado County Seniors, Green Valley Community Church, and El Dorado Community Foundation offer small grants to assist low income residents in crisis situations to maintain self sufficiency.

To more effectively counteract the conditions of hunger and malnutrition, the agency has been instrumental in the support of food closets, local churches, the Salvation Army, local shelters and other local community agencies to ensure ongoing public responsiveness by providing informational handouts and telephone referrals. In 1999, the agency obtained a Community Development Block Grant (CDBG) to acquire property and construct a Food Kitchen to enable St. Patrick's Parish to expand their 3 day-a-week meal program to serve the low-income population in the greater Placerville area. The Upper Room Dining Hall commenced operation in May 2002. With the assistance of volunteers from twelve local churches, operations were expanded to seven days a week in 2004. As the need for adequate nutrition has grown, so has the volunteer help. Currently, over thirty-five churches/organizations are involved in the Upper Room, which is serving individuals daily and preparing approximately 5,000 meals on a monthly basis with a total of 43,778 meals served in 2014. However, with the closure of Hangtown Haven, Upper Room has observed a decrease in meals being served to the community. Take-out meals are offered for a variety of reasons ranging from conflicts with working hours to cultural concerns. The Upper Room has served over 525,000 meals to the community's low-income population since its conception.

8. Establishment of Procedures for Adequate Board Representation

Describe your agency's procedures for establishing adequate board representation under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism).

The Community Action Council (CAC) is a 15 member advisory board to the Community Action Agency comprised, in accordance with its by-laws, of five government representatives, five community representatives and five low-income representatives. Community representatives are frequently agencies that serve a high percentage of low-income individuals living in the community. Each entity may appoint an alternate to

ensure voting privileges in the absence of the representative member. The CAC conducts nine open meetings annually. Agendas are distributed and posted, and the public is encouraged to attend, participate in discussions and express opinions or concerns. When vacancies occur, they are posted and advertised. The agency has developed an application to allow individuals or organizations to request for adequate representation on the Community Action Council that may be obtained by calling or writing the agency. Any requests received are considered at regular CAC meetings and may result in an appointment, if an appropriate vacancy exists. The CAC takes in account that representation by the petitioning entity is in the best interests of the community and the low-income population.

9. Participation in ROMA, or Alternative System for Measuring Performance

Does your agency participate in ROMA? Yes No

Describe how your agency addresses ROMA or another performance measure system which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

The agency has developed a comprehensive system for recording, tracking and measuring services delivered that reflects performance results. The system utilizes software provided by and/or that serves the reporting requirements of various funding sources, including ISIS (WIC), Panoramic (PG), NAPIS (Title III/VII Older Americans Act Programs), HAPPY (PHA), NORS (Ombudsman), CMIPS II (IHSS Public Authority), 4th Dimension-4D (MSSP, Senior Legal, Information and Assistance and Senior Nutrition) and CAP60 (LIHEAP).

The Housing Choice Voucher Program uses HAPPY Software, a database specifically designed to facilitate provision and monitoring of Housing Choice Voucher Program activities.

The 4D database is the primary database and tracking software for the agency's Aging Programs and is used as a multi-function database. Clients are entered into the database, which can be updated by program staff. The program is tailored to identify areas of program duplication and create a successful tracking system, ultimately helping staff identify client needs and facilitates access to services. Unfortunately, in 2012, the agency received notification that the 4D database will no longer be supported. The database is currently still being used by the agency. However, the agency is in the process of purchasing a new database, Harmony, which will replace the current 4D database. Harmony will meet program needs and State reporting requirements. Program staff are currently working with Harmony on data conversion and software requirements. The agency is expecting to launch Harmony by August 1, 2015.

In 2014 the California Community Services and Development (CSD) Agency allocated

\$50,000 to each agency to actively pursue new software, software systems, trainings and support, as CSD stated they would not be supporting the front end support after December 15, 2013. CSD approved three (3) HEAP vendors that agencies could choose from, Servtraq, Hancock and CAP 60. The LIHEAP Program interviewed and screened potential database vendors and after months of research the agency selected CAP60. Unfortunately, this software has not been favorable for the program and has caused many unforeseen issues within the HEAP and Weatherization Program. Due to multiple program and billing issues, CSD approved the agency to switch reporting vendors. The agency will be switching to Servtraq in the summer of 2015 and is confident that the new vendor will meet the HEAP program database, billing and CSD reporting requirements.

The Public Guardians Office switched to Panoramic in October 2014. This will replace the outdated software system CompuTrust that was being used by the program. This is a significant improvement for data entry and client tracking for staff.

To support a new IHSS timesheet process and processing facility, the IHSS and IHSS Public Authority Program switched to a new computer system in December, 2012. CMIPS II is statewide system which allows counties to view timesheets in order to assist providers to resolve any timesheet issues and respond to provider inquiries regarding timesheet/payroll questions.

10. Cost and Accounting Standards

Describe how your agency will ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds.

Given the minimal Community Services Block Grant (CSBG) funding level, the El Dorado County Health and Human Services Agency utilizes CSBG funds exclusively to support the administration of direct service provision and does not sub-contract CSBG funds. The agency operates under the accounting standards of the Office of Management and Budget.

11. Service Delivery System

Provide a description of your agency's service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.

Delivery of accurate, timely information on available services is vital to the community role of the Health and Human Services Agency. To promote self-sufficiency goals and respond to community needs, the agency houses a variety of programs serving clients from infants to senior citizens, which promote intergenerational activities and community awareness. Referrals to other agencies are made promptly, alleviating the sense of urgency a client may feel while seeking resolution to a crisis situation. Because more than 75% of the county's residents live outside of the two incorporated cities, effective Information & Assistance is vital to the well-being of low-income families and senior citizens. To this end, the agency networks with other community organizations and

invites participation of private sector agencies and individuals through program advisory councils, public hearings and community focus groups. Monthly newsletters are distributed directly to over 1,700 senior citizens and more than 3,050 WIC clients. The agency develops program brochures and articles of interest that are distributed through the media and encourages volunteer activities and collaborative efforts throughout the community. The agency also offers an interactive web-site that includes programs, services, interactive applications and program updates.

12. Linkages

Describe how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations.

As a result of the 1997 Governor's Initiative, State funds were allocated commencing in the latter quarter of the 1997-98 fiscal year through the California Department of Aging (CDA) that enabled the agency to implement community based services programs. A successful proposal to CDA in 1999 resulted in the implementation of Multi-Purpose Senior Services Program (MSSP) services. MSSP is a case management based service that provides a valuable resource in the community to improve or stabilize living conditions for low-income seniors or at-risk adults to prevent premature placement into care facilities. Currently 60 seniors take advantage of this case management program enabling them to stay in their homes and prevent early placement into a care facility.

The Title III E Family Caregiver Support Program, implemented in 2001/02 offers support and respite to family members caring for senior or disabled adults. In 2006, the California Department of Aging recognized the local Family Caregiver Support Program as a "Best Practice Program" to be publicized and shared for replication statewide. In the last two years the Family Caregiver Support Program has had an increase of 54% in caregiver supportive services, specific to support groups and educational classes. This increase in supportive service needs demonstrates the essential to enhance outreach of careprovider support in the community.

The Information and Assistance (I&A) Program is a free information and referral service for seniors, caregivers, service providers, person's with disabilities and others and acts as the single point of entry for access to services in El Dorado County. I&A provides referrals to appropriate agency and community programs and provides follow-up for clients needing additional support. Due to large program caseloads and long waiting lists, I&A staff may also provide enhanced short-term case management, limiting the time a client goes without program services and staff follow-up. I&A administers the Senior Farmer's Market Nutrition Program which provides low-income seniors with coupons that can be exchanged for eligible foods (fruits, vegetables, honey, and fresh-cut herbs) at certified farmer's markets in the county. In 2014, 300 seniors took advantage of this nutritional provision. In 2014, I&A was audited by California Department of Food and Agriculture (CDFA) and scored 80.24% redemption rate for Farmer's Market Coupons in the county. This is just below the state-wide redemption rate of 92%. In 2009, \$144,793 in CSBG ARRA funds allowed for development of the I&A

Care Coordination and Monitoring (CCM) Program, which provided needs assessment, eligibility determination for appropriate community based programs, service arrangements, and more extensive care coordination that exceeded standard I&A follow-up. CSBG ARRA funding was used from October 2009 to September 2010.

In November 2004, California voters passed Proposition 63, the Mental Health Services Act (MHSA) to expand funding for a comprehensive, community-based mental health system for individuals with some form of mental illness. The Health and Human Services Agency and El Dorado County Mental Health Department collaborated to use MHSA funds to implement a new Friendly Visitor Program. In 2008 the administration of the Friendly Visitor Program was transitioned from the Health and Human Services Agency to the Mental Health Department, as the agency could no longer supplement the MHSA dollars to fully fund the program. Sadly due to loss of staffing and administration oversight, the program ended in 2011.

In 2010 and with funding through MHSA funds, Mental Health in collaboration with the Senior Nutrition Program created a new program, the Home-Delivered Meals Wellness Outreach Program. The program was designed to help further the mission of the Nutrition Program's goal of assisting homebound older adults to remain living independently in their own homes, promoting better health and providing access to support services. This collaborative effort enhanced the meal service to include mental health prevention and brief intervention services to the participants and their caregivers. Twenty-four Home-Delivered Meals volunteer drivers received comprehensive training on 11/17/10 on observational skills for recognizing signs and symptoms of depression and the referral protocol for accessing mental health support. Mental Health personnel accompanied volunteer drivers on 18 routes on the west slope and 5 routes in the South Lake Tahoe region in FY 10-11 to meet a total of 240 program participants and initiate the dialogue about mental health and wellness. Sixteen participants were referred to mental health services and 24 received referrals to other appropriate community resources.

Working together between agency programs, the Public Guardian, Adult Protective Services and In-Home Supportive Services within the Health and Human Services Agency has ensured timely identification of and early intervention for victims of potential abuse and/or neglect situations. Sensitive to client needs, the agency strives to allow clients to retain their dignity while seeking assistance to maintain or improve their lives, or to resolve a crisis situation.

13. Funds Coordination

Describe how CSBG funds will be coordinated with other public and private resources.

The agency has developed responsible administrative and fiscal habits that promote the most appropriate use of funding dollars. Fiscal accountability of service dollars is a primary goal of the Health and Human Services Agency. Working through partnerships and collaborations with other organizations is sought to create the most effective means of addressing funding responsibilities and cause the least degree of diversion from

direct service dollars. Given the limited CSBG funding allocation, which has not increased to keep pace with the growth of El Dorado County's low-income population and the resulting increase in needs and service demand. Client demographic data is reported to CSD based on those demographics required by primary funding source(s) of programs administered by this agency. Any additional demographic information requested will be analyzed for pertinence to program eligibility requirements and evaluated on a programmatic basis.

14. Innovative Community and Neighborhood Initiatives (Including Fatherhood/Parental Responsibility)

Describe how your agency will use funds to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle which may include fatherhood and other initiatives with the goal of strengthening families and encouraging parental responsibility.

The Health and Human Services Agency supports strengthening families and encouraging effective parenting through a range of activities, including Family Self-sufficiency activities and WIC educational classes that focus on providing basic parenting skills. The agency works closely with local organizations that provide counseling and/or mentoring support to families, ensuring the best use of limited resources available for this purpose.

STATE ASSURANCES

California State Law establishes assurances for the State and eligible entities. Provide narrative descriptions of how your agency is meeting each assurance.

[California Government Code 12747](#) (a): Community action plans shall provide for the contingency of reduced federal funding.

Significant funding reductions are first reviewed with the Community Action Council as the advisory body to the El Dorado County Board of Supervisors, the governing body of the Community Action Agency. Upon exploration of potential avenues for maintaining services through alternative means or determination that funding sources had been exhausted, the Board of Supervisors would be presented with the following information:

1. The source and amount of funds being reduced.
2. The anticipated impact of a loss of funding on service levels.
3. The long term consequences to the community and its most vulnerable

populations.

4. Alternative plans for agency operations assuming that all, part or none of the reduced revenues are replaced.

The immediate response to funding reductions would then be determined with Board consideration and approval. Adjustments in long term planning would seek community input and adequate support for needed services, while additional funding sources would be considered and/or sought to replace or maintain endangered services. Ultimately, a plan of action would be developed for approval by the Board of Supervisors that would offer an agency strategy to maintain or reduce services.

[California Government Code § 12760](#): Community action agencies funded under this article shall coordinate their plans and activities with other eligible entities funded under Articles 7 (commencing with Section 12765) and 8 (commencing with Section 12770) that serve any part of their communities, so that funds are not used to duplicate particular services to the same beneficiaries and plans and policies affecting all grantees under this chapter are shaped, to the extent possible, so as to be equitable and beneficial to all community agencies and the populations they serve.

The agency maintains effective relationships and coordinate the provision of human services activities between governmental, social services programs, public and private organizations, and faith based organizations to ensure effective delivery of services to low-income individuals and to avoid duplication of services.

[California Government Code §12768](#): Migrant and Seasonal Farmworker (MSFW) entities funded by the department shall coordinate their plans and activities with other eligible entities funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If you are not an MSFW, write “not applicable”.

Not applicable

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

- Pay Stubs
- Social Security Award Letters
- Bank Statements

- Tax Statements
- Zero-income Statements
- Unemployment Insurance Letters
- Qualification for other need-based program, describe

- Other, describe:

Income eligibility for general/short term services: For services with limited in-take procedures (where individual income verification is not possible or practical), describe how your agency generally verifies income eligibility for services? An example of these services is emergency food assistance.

Severe Weather Energy Assistance and Transportation Services (SWEATS):
To expedite the eligibility verification process, households may self-certify total household income by completing the SWEATS intake form. Clients must provide a written statement qualifying their economic hardship as a direct result of a natural disaster and the inability to manage household energy expenditures.

Senior Farmer's Market Coupons:
Seniors self-certify their income by signing their name on a certified form. By self-certifying their income, seniors are stating their income is below 185% of the Federal Poverty Guidelines.

Senior Nutrition Program-HDM/Congregate Meals:
Seniors self-certify their income on the application form. However, the Senior Nutrition Program is not an income based program therefore reporting income is for reporting purposes only.

Community-targeted services: For services that provide a community-wide benefit (e.g. development of community assets/facilities; building partnerships with other organizations), describe how your agency ensures the services target low-income communities?

The agency maintains effective relationships and coordinate the provision of human services activities between governmental, social services programs, public and private organizations, and faith based organizations to ensure effective delivery of services to low-income individuals and to avoid duplication of services.

MONITORING AND EVALUATION

CSBG eligible entities are required to be actively involved in the evaluation of your community action programs. Provide a narrative description of the specific method(s) of evaluation, frequency, and monitoring conducted that ensures high standards of program and fiscal performance.

1. Describe your methods for evaluating programs and services.

Following identification of a need or problem, a review of existing and potential resources is undertaken. If the potential exists for developing or expanding services, the establishment of measurable goals begins. Historically, the above activities have been initiated through the Community Action Council. Proposals to start new services have been reviewed first by the council and have then been submitted to the County Board of Supervisors for approval. Goals and strategies have been developed through this process, and have been designed to ensure maximum utilization of available resources.

Community Action Council: Program issues are discussed regularly at the monthly Community Action Council meetings. Representatives from non-profit agencies, community organizations and local government and low-income individuals discuss and advise on community service needs.

Surveys: Surveys of low-income persons, at-risk seniors, disabled adults, and food program recipients are conducted periodically to evaluate needs and the quality of service delivery. Results of surveys help staff identify areas within programs that may need additional monitoring, therefore helping the program become more successful and effective for the community.

Planning Sessions: The Health and Human Services Agency conducts service planning as part of the county budget process, and holds planning sessions with advisory groups. Strategic planning is an important method used by the agency to determine the future direction of the agency. This planning tool is assisting the agency by utilizing resources more effectively and conducting business more successfully and proactively, despite the changes in the environment. Additional planning data is provided by the county Planning Department, identifying the scope and priority of planning needs within the county.

Public Hearings: Each year, public hearings are held to solicit public comment for various agency programs. Notices in local newspapers, flyers, along with human-interest articles generate public response and encourage participation in planning process.

Community Forums: Representatives of the Health and Human Services Agency attend county-wide meetings and participate on task forces and community focus groups to offer and gather input on issues such as emergency shelter, nutrition needs and planning for low-income and senior services.

2. Describe the frequency of evaluations conducted.

Monitoring and evaluation of programs and services are ongoing activities at the Health and Human Services Agency, and performance measures are utilized to improve the quality and efficiency of services. Agency staff are evaluated at least once annually, and staff are given the opportunity to review their evaluations with management. A positive effort is made to enhance staff performance on an ongoing basis and to enhance coordination in the delivery of a wide range of services. To meet this ongoing need, staff are offered a variety of staff development trainings throughout the year. Leadership, Effective Customer Services, Supervisor Leadership Academy, Home Visit Safety are just a few of the courses offered to staff to obtain additional supervisory skills and enhance service abilities to the community.

Program performance evaluation occurs monthly through a reporting process reviewed by both management and program staff to identify individual measurable accomplishments, problems, planned changes, training and technical assistance needs and an assessment of effectiveness. Necessary changes may then be adopted for improved program efficiency. Annual contract processes and plans allow further planning, evaluation and review of program activities and service delivery.

The receipt of feedback on the goals, priorities and services of the agency is ongoing and effective. Many residents participate in advisory groups relative to agency programs. In addition, the process of developing outcome measures has allowed a look beyond the "maintenance" of existing services. Community goals developed and evaluated through broad based input, from service providers to interested individuals to service recipients, makes the process a combined effort while setting the stage for future identification of a wide range of issues.

Monthly and quarterly reports provide a detailed accounting of activities, while an annual county audit serves to ensure accuracy in accounting functions, and program audits serve to ensure quality in service efforts and efficiency.

3. Describe specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program.

A survey was conducted in 2011 and finalized in 2012. The "Older Adult Survey of Needs" was a collaborative effort between the agency and the El Dorado County Commission of Aging. The agency distributed over 4000 surveys to various locations throughout the community, senior centers, senior apartment complexes and also made the survey available on-line. 796 survey responses were received. Of the responses, 89% of the respondents rated their overall quality of life as good or better, 23% reported to have an excellent quality of life. Less than 3% reported their general well-being as poor. Health care, housing, transportation and legal concerns still weigh on the mind for many of the older adults living in our community.

In 2014, a survey was conducted by members of the Commission on Aging, targeting

seniors living in the northern part area of the county. The survey was filled out by 55 seniors. 52% of survey takers were 70 years and older with 61% being women. Many of the responses noted a high concern about health and getting the health-care they need. When asked about legal matters most concerning to them, 41% of responders stated wills, trusts and probates. 78% of responders stated they have enough money to pay for other expenses after paying for their housing.

In 2015, the Senior Nutrition Program conducted a survey to home delivered meals (HDM) and congregate dining recipients, as part of the Senior Nutrition Programs annual needs assessment process. Of the HDM responses, 65% were female, 57% of respondents lived alone, 49% of the respondents received five plus frozen weekday/holiday meals, 68% that home delivered meals were their major source of food, the largest age group receiving HDM was 86-90, making up 21% of the responses. 183 responses were captured by Congregate Dining recipients. Over 27% of respondents stated they eat at congregate dining centers daily, 73% of respondents stated that they can continue to live in their own home and maintain independence by eating at congregate dining centers, 58% were female and over 46% lived alone, the largest age group attending congregate dining centers was 76-80, making up 21% of the responses.

In addition, the Commission on Aging provides an annual onsite program evaluation of senior services, addressing program needs and successes. These onsite program reviews allows the agency to receive critical program feedback, ensuring the agency is providing and maintaining quality services.

State and Federally funded programs through the agency receive onsite program monitoring by field monitors and external audit agencies. On-site visits ensure that programs are in compliance with State and Federal Laws and regulations, as well as internal policies and procedures.

DATA COLLECTION

The success of the CSBG Network relies heavily on the quality and relevance of data collected on individuals and families served. To comply with the requirements set forth by OCS with the [State and Federal Accountability Measures](#), provide a narrative description on your agency's data collection and reporting process. Explain how your agency ensures accurate data is collected and reported on ALL agency activities, not just CSBG funded activities. Describe the system(s) your agency has in place to ensure accuracy, and review the data prior to submission to the State, and how the data is used, analyzed and acted on to improve agency programs and services.

Describe the data collection process.

The agency has developed a comprehensive system for recording, tracking and measuring services delivered that reflects performance results. The system utilizes

software provided by and/or that serves the reporting requirements of various funding sources, including ISIS (WIC), Panoramic (PG), NAPIS (Title III/VII Older Americans Act Programs), NORIS (Ombudsman), CMIPS (IHSS Public Authority), 4th Dimension-4D (MSSP, Senior Legal, Information and Assistance and Senior Nutrition) and CAP60 (LIHEAP). The Housing Choice Voucher Program uses HAPPY Software, a database specifically designed to facilitate provision and monitoring of Housing Choice Voucher Program activities. The 4D database is the primary database and tracking software for the Agency's Aging Programs and is used as a multi-function database. Clients are entered into the database, which can be updated by program staff. The program is tailored to identify areas of program duplication and create a successful tracking system, ultimately helping staff identify client needs and facilitates access to services. Unfortunately, in 2012, the agency received notification that the 4D database will no longer be supported. The database is currently still being used by the agency . However, the agency is in the process of purchasing a new database, Harmony, which will replace the current 4D database. Harmony will meet program needs and State reporting requirements. Program staff are currently working with Harmony on data conversion and software requirements. The agency is expecting to launch Harmony by August 1, 2015. In 2014 the California Community Services and Development (CSD) Agency allocated \$50,000 to each agency to actively pursue new software, software systems, trainings and support, as CSD stated they would not be supporting the front end support after December 15, 2013. CSD approved three (3) HEAP vendors that agencies could choose from, Servtraq, Hancock and CAP 60. The LIHEAP Program interviewed and screened potential database vendors and after months of research the agency selected CAP60. Unfortunately, this software has not been favorable for the program and has caused many unforeseen issues within the HEAP and Weatherization Program. Due to multiple program and billing issues, CSD approved the agency to switch reporting vendors. The agency will be switching to Servtraq in the summer of 2015 and is confident that the new vendor will meet the HEAP program database, billing and CSD reporting requirements. The Public Guardians Office switched to Panoramic in October 2014. This will replace the outdated software system CompuTrust that was being used by the program. This is a significant improvement for data entry and client tracking for staff. To support a new IHSS timesheet process and processing facility, the IHSS and IHSS Public Authority Program switched to a new computer system in December, 2012. CMIPS II is statewide system which allows counties to view timesheets in order to assist providers to resolve any timesheet issues and respond to provider inquiries regarding timesheet/payroll questions.

Describe the data reporting process.

The Health and Human Services Agency maintains its own finance unit, which works closely with the County Auditor/Controller's Office to ensure that all State grant and contract requirements are met in a timely manner. The accounting staff maintains a reporting schedule and both fiscal and programmatic reports are automated to facilitate prompt submittal. When necessary, the hiring of extra-help employees has augmented regular staffing to ensure timely compliance with reporting requirements.

Describe how the data is used, analyzed and acted on to improve agency programs and services.

If program deficiencies occur, they are analyzed first on a staff level to determine why a particular goal or outcome measure may not be met or a particular schedule is not being adhered to in a timely manner. Analysis of such occurrences may result in discovery of concerns ranging from personnel to programming to weather conditions. When the ongoing evaluation of programs reveals an interruption in the delivery of services, first the Agency Director or management staff review the extent and nature of the problem. If personnel issues are involved, established procedures are followed to resolve matters. If service delivery is being affected by an outside factor, the issue is analyzed and addressed by staff. When significant issues arise, they are forwarded to the Community Action Council and the Board of Supervisors. Usually, careful planning and ongoing smaller adjustments in the delivery of services prevent the occurrence of major service deficiencies. Further, the Board of Supervisors and the Community Action Council provide open forums for the public to provide input at any time of the year if it is felt that deficiencies in programs exist.

CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS (CSD 801)

The National Performance Indicators (NPI) were created collaboratively within the CSBG Network to enable the more than 1,000 Community Action Agencies in 52 States and territories to present a more uniform and coherent national picture of the work and accomplishments. This reporting process is an important component of the broader CSBG initiative to use results-focused management principles to strengthen the entire CSBG Network.

The NPIs contains 16 broad outcome measures or indicators that will capture the universal accomplishments of the various local and state CSBG agencies in our Community Services Network. The indicators are crucial in telling the story of what community action accomplishes as a national Network. At the same time, these indicators have been designed to evaluate performance of community action in assessing the needs of our communities and to address poverty alleviation in a comprehensive way.

As part of the CAP process, each agency is asked to review and identify the appropriate National Performance Indicators, and develop two years of projections/goals and strategies. These National Performance Indicators were developed using the six National Goals and Outcome Measures.

The CSBG/NPI CAP Projections (CSD 801 CAP) will be monitored and evaluated by CSD Field Operations Representatives.

1. To access the CSBG/NPI CAP Projections (CSD 801 CAP) visit the CSD Provider's Website at <http://providers.csd.ca.gov/CSBG> under the tab "Forms".
2. When complete, save the Excel spreadsheets and include the workbook as an attachment to the CAP.

Helpful resources to complete the CSBG NPI CAP Projections (CSD 801) are the [CSBG Information System \(IS\) Instruction Manual for National Performance Indicators \(NPI\)](#) and the [NASCS Targeting Field Manual](#).

APPENDICES (OPTIONAL)

All appendices should be labeled as an appendix (i.e., Appendix A: Community Survey Results) and submitted with the CAP.

2016-2017 CSBG/NPI CAP Projections

Contractor Name: El Dorado County
 Contact Person and Title: Michelle Hunter, Program Manager
 Phone Number: 530-621-6161 Ext. Number: _____
 E-mail Address: michelle.hunter@edcgov.us Fax Number: _____

Goal 1: Low-income people become more self-sufficient.

NPI 1.1: Employment

Problem Statement: (If additional space is needed, please attach a separate sheet.)

The current economic conditions are improving, however, many people still have a difficult time obtaining employment. Many individuals may not have needed to seek employment in the past are now seeking opportunities to support their families. Individuals may need training for new field or to upgrade their skills to compete in the workforce.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

The Agency administers the Workforce Investment Act (WIA) Program and assists clients to enroll in job training classes in new fields and/or refresher classes to upgrade their existing skills.

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| National Performance Indicator 1.1 Employment The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following: | CAP 2 YEAR PROJECTIONS Number of Participants Expected to Achieve Outcome | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|------|
| | 2016 | 2017 |
| A. Unemployed and obtained a job | 8 | 8 |
| B. Employed and maintained a job for a least 90 days | | |
| C. Employed and obtained an increase in employment income and/or benefits | | |
| D. Achieved "living wage" employment and/or benefits | | |

In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.

| | | |
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2016-2017 CSBG/NPI CAP Projections

Goal 1: Low-income people become more self-sufficient.

NPI 1.2: Employment Supports

Problem Statement: (If additional space is needed, please attach a separate sheet.)

The current economic conditions are improving, however, many people still have a difficult time obtaining employment. Many individuals may have not needed to seek employment in the past are now seeking opportunities to support their families. Individuals may need training for new fields or to upgrade their skills to compete in the workforce.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

The Agency administers the Workforce Investment Act (WIA) Program and assists clients to enroll in job training classes in new fields and/or refresher classes to upgrade their existing skills.

| National Performance Indicator 1.2 Employment Supports The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action, as measured by <u>one or more</u> of the following: | CAP 2 YEAR PROJECTIONS Number of Participants Expected to Achieve Outcome <small>(#)</small> | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------|
| | 2016 | 2017 |
| A. Obtained skills/competencies required for employment | 20 | 20 |
| B. Completed ABE/GED and received certificate or diploma | | |
| C. Completed post-secondary education program and obtained certificate or diploma | | |
| D. Enrolled children in "before" or "after" school programs | | |
| E. Obtained care for child or other dependent | | |
| F. Obtained access to reliable transportation and/or driver's license | | |
| G. Obtained health care services for themselves or a family member | | |
| H. Obtained safe and affordable housing | | |
| I. Obtained food assistance | | |
| J. Obtained non-emergency LIHEAP energy assistance | | |
| K. Obtained non-emergency WX energy assistance | | |
| L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX) | | |
| <i>In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.</i> | | |
| | | |

2016-2017 CSBG/NPI CAP Projections

Goal 1: Low-income people become more self-sufficient.

NPI 1.3: Economic Asset Enhancement and Utilization

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

| National Performance Indicator 1.3 Economic Asset Enhancement and Utilization The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of Community Action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by <u>one or more</u> of the following: | CAP 2 YEAR PROJECTIONS Number of Participants Expected to Achieve Outcome | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|------|
| | 2016 | 2017 |
| ENHANCEMENT | | |
| A. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits. | | |
| B. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments. | | |
| C. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings. | | |
| UTILIZATION | | |
| D. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days | | |
| E. Number and percent of participants opening an Individual Development Account (IDA) or other savings account | | |
| F. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings | | |
| G. Number and percent of participants capitalizing a small business due to accumulated savings | | |
| H. Number and percent of participants pursuing post-secondary education with accumulated savings | | |
| I. Number and percent of participants purchasing a home with accumulated savings | | |
| J. Number and percent of participants purchasing other assets with accumulated savings | | |
| <i>In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.</i> | | |
| | | |

2016-2017 CSBG/NPI CAP Projections

Contractor Name: El Dorado County
 Contact Person and Title: Michelle Hunter, Program Manager
 Phone Number: 530-621-6161 Ext. Number: _____
 E-mail Address: michelle.hunter@edcgov.us Fax Number: _____

Goal 2: The conditions in which low-income people live are improved.

NPI 2.1: Community Improvement and Revitalization

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

| National Performance Indicator 2.1 Community Improvement and Revitalization Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies, as measured by <u>one or more</u> of the following: | CAP 2 YEAR PROJECTIONS | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|------|-----------------------------------------------------------------------------------------------|------|
| | Number of Projects or Initiatives Expected to Achieve (#) | | Number of Opportunities or Community Resources Preserved or Increased Expected to Achieve (#) | |
| | 2016 | 2017 | 2016 | 2017 |
| A. Jobs created, or saved, from reduction or elimination in the community. | | | | |
| B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community. | | | | |
| C. Safe and affordable housing units created in the community | | | | |
| D. Safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy | | | | |
| E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination | | | | |
| F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or | | | | |
| G. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination | | | | |
| H. Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation. | | | | |
| I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education | | | | |

In the rows below, please include any additional indicators for NPI 2.1 that were not captured above.

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

2016-2017 CSBG/NPI CAP Projections

Goal 2: The conditions in which low-income people live are improved.

NPI 2.2: Community Quality of Life and Assets

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

| National Performance <u>Indicator 2.2</u> Community Quality of Life and Assets The quality of life and assets in low-income neighborhoods are improved by Community Action initiative or advocacy, as measured by <u>one or more</u> of the following: | CAP 2 YEAR PROJECTIONS | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------|----------------------------------------------------------------------------------------------------------|------|
| | Number of Program Initiatives or Advocacy Efforts Expected to Achieve (#) | | Number of Community Assets, Services or Facilities Preserved or Increased Expected to Achieve (#) | |
| | 2016 | 2017 | 2016 | 2017 |
| A. Increases in community assets as a result of a change in law, regulation, or policy, which results in improvements in quality of life and assets | | | | |
| B. Increase in the availability or preservation of community facilities | | | | |
| C. Increase in the availability or preservation of community services to improve public health and safety | | | | |
| D. Increase in the availability or preservation of commercial services within low-income neighborhoods | | | | |
| E. Increase or preservation of neighborhood quality-of-life resources | | | | |
| <i>In the rows below, please include any additional indicators for NPI 2.2 that were not captured above.</i> | | | | |
| | | | | |

2016-2017 CSBG/NPI CAP Projections

Goal 2: *The conditions in which low-income people live are improved.*

NPI 2.3: Community Engagement

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Under current economic conditions, the request and eligibility for services has increased. Volunteers are needed to continue to provide core services and meet increased demand. Volunteers are used in a wide variety of County services provided to members of the community as well as serving on advisory councils and commissions. In addition, the Community Action Agency (CAC) of El Dorado County is governed by a Council composed of 15 appointed members who are drawn from businesses, the local neighborhoods, EDC Board of Supervisor's appointees and representatives from low-income populations. The composition of this Council is intended to ensure that its activities reflect local conditions and perspectives.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

- A) The CAC will continue to seek participation in the Council to represent the needs of the low income and vulnerable populations in the community
- B) The Agency will continue to build and enhance opportunities for civic engagement and community involvement. An example of one of the Agency's successful volunteer programs is our Senior Nutrition Program with volunteer drivers, dining room assistants, and clerical staff.

| National Performance <u>Indicator 2.3</u> Community Engagement | CAP 2 YEAR PROJECTIONS Number of Total Contribution by Community Expected to Achieve (#) | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------|
| The number of community members working with Community Action to improve conditions in the community. | 2016 | 2017 |
| A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives | 25 | 25 |
| B. Number of volunteer hours donated to the agency (This will be All volunteer hours) | 20,000 | 20,000 |
| <i>In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.</i> | | |
| | | |

2016-2017 CSBG/NPI CAP Projections

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Goal 3: Low-income people own a stake in their community.

NPI 3.1: Community Enhancement Through Maximum Feasible Participation

Problem Statement: (If additional space is needed, please attach a separate sheet.)

The needs of low income individuals are not always apparent to others around them. In addition, unique segments (such as young families and seniors) of the low income individuals may have different needs and priorities.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

In order to address as many needs of the low-income population as possible, the Community Action Council (CAC) shall seek membership that crosses the different population segments and identified needs. The CAC convenes monthly to ensure that identified needs are addressed and new challenges are identified. Other advisory committees such as the IHSS Advisory Committee and the Commission on Aging also work to address the needs of the unique population that they serve.

| National Performance Indicator 3.1 Community Enhancement Through Maximum Feasible Participation The number of volunteer hours donated to Community Action. | CAP 2 YEAR PROJECTIONS Total Number of Volunteer Hours Expected to Achieve (#) | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| | 2016 | 2017 |
| A. The total number of volunteer hours donated by low-income individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.) | 75 | 75 |
| <i>In the rows below, please include any additional indicators for NPI 3.1 that were not captured above.</i> | | |
| | | |

2016-2017 CSBG/NPI CAP Projections

Goal 3: Low-income people own a stake in their community.

NPI 3.2: Community Empowerment Through Maximum Feasible Participation

Problem Statement: (If additional space is needed, please attach a separate sheet.)

A need exists to ensure participation of low income individuals on advisory councils that enable them to provide input to decision making and policy setting boards relative to community action issues. A need exists to provide assistance to low income individuals who have an idea and the ability to initiate a small business but lack capital and knowledge to implement the idea. The difficulty by first time home buyers in saving funds for a down payment prevents many low income individuals from purchasing a home even with the current reduced home prices.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

A) Convene monthly meetings of the Community Action Council to ensure that the needs of the low income segment are addressed. Also convene meetings of the Commission on Aging and IHSS Advisory Board to include the needs of these unique populations.

| National Performance Indicator 3.2 Community Empowerment Through Maximum Feasible Participation | CAP 2 YEAR PROJECTIONS Number of Low- Income People Expected to Achieve (#) | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------|
| The number of low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by <u>one</u> or <u>more</u> of the following: | 2016 | 2017 |
| A. Number of low-income people participating in formal community organizations, government, boards, or councils that provide input to decision making and policy setting through Community Action efforts | 19 | 19 |
| B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance | | |
| C. Number of low-income people purchasing their own home in their community as a result of Community Action assistance | | |
| D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action | | |
| <i>In the rows below, please include any additional indicators for NPI 3.2 that were not captured above.</i> | | |
| | | |

2016-2017 CSBG/NPI CAP Projections

Contractor Name: El Dorado County
 Contact Person and Title: Michelle Hunter, Program Manager
 Phone Number: 530-621-6161 Ext. Number _____
 E-mail Address: michelle.hunter@edcgov.us Fax Number: _____

Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.

NPI 4.1: Expanding Opportunities through Community-Wide Partnerships

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Reduced resources necessitate creating and maintain strong relationships and partnerships with community based organizations to identify and evaluate existing programs to prevent unneeded duplications and maximum availability of services. Collaborative are also needed to encourage participation by the community to available services to achieve positive results and close gaps in services. Interagency referrals can be more informative, accurate, and productive in a collaborative environment.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

The Agency will continue to maintain a strong viable administrative unit and to partner, network, support, collaborate with an array of public and private entities that work towards the expansion of resources and services to leverage resources and to work towards a full continuum of care for low income and vulnerable people.

| National Performance Indicator 4.1 Expanding Opportunities Through Community-Wide Partnerships The number of organizations, both public and private, Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes. | CAP 2 YEAR PROJECTIONS | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------|-------------|
| | Number of Organizations Expected to Achieve (#) | | Number of Partnerships Expected to Achieve (#) | |
| | 2016 | 2017 | 2016 | 2017 |
| A. Non-Profit | 25 | 25 | 25 | 25 |
| B. Faith Based | 4 | 4 | 4 | 4 |
| C. Local Government | 16 | 16 | 16 | 16 |
| D. State Government | 4 | 4 | 4 | 4 |
| E. Federal Government | 1 | 1 | 1 | 1 |
| F. For-Profit Business or Corporation | 8 | 8 | 8 | 8 |
| G. Consortiums/Collaboration | 1 | 1 | 1 | 1 |
| H. Housing Consortiums/Collaboration | 1 | 1 | 1 | 1 |
| I. School Districts | 1 | 1 | 1 | 1 |
| J. Institutions of post secondary education/training | 3 | 3 | 3 | 3 |
| K. Financial/Banking Institutions | 6 | 6 | 6 | 6 |
| L. Health Service Institutions | 14 | 14 | 14 | 14 |
| M. State wide associations or collaborations | | | | |

2016-2017 CSBG/NPI CAP Projections

In the rows below, please add other types of partners with which your CAA has formed relationships that were not captured

| | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|-----------|-----------|
| | | | | |
| N. Total number of organizations and total number of partnerships CAAs work with to promote family and community outcomes (automatically calculates) | 84 | 84 | 84 | 84 |

2016-2017 CSBG/NPI CAP Projections

Contractor Name: El Dorado County
 Contact Person and Title: Michelle Hunter, Program Manager
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Goal 5: Agencies increase their capacity to achieve results.

NPI 5.1: Agency Development

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Best Practices and new and innovative methods of addressing challenges and meeting the needs of a changing society require staff to be trained on a regular basis.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

The Agency will provide staff trainings on various topics throughout the year. This will promote increased efficiencies by staff and also ensure compliance with various programs and regulations.

| National Performance Indicator 5.1 | CAP 2 YEAR PROJECTIONS | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|-------|
| Agency Development The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following: | Number of Resources in Agency Expected to Achieve (#) | |
| | 2016 | 2017 |
| A. Number of Certified Community Action Professionals | | |
| B. Number of ROMA Trainers | | |
| C. Number of Family Development Trainers | | |
| D. Number of Child Development Trainers | | |
| E. Number of staff attending trainings | | |
| F. Number of board members attending trainings | | |
| G. Hours of staff in trainings | 70 | 70 |
| H. Hours of board members in trainings | 7,000 | 7,000 |

In the rows below, please include any additional indicators that were not captured above.

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2016-2017 CSBG/NPI CAP Projections

Contractor Name: El Dorado County
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Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

NPI 6.1: Independent Living

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Many vulnerable senior and disabled people are unaware of, or are unable to access services and programs that are in place in the community that would stabilize their situation and make it possible for these people to remain safe and comfortable in their own homes. Without services, these people are at risk of negative outcomes or institutionalization.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

The Agency will administer an array of programs, including Multi-Purpose Senior Service Program (MSSP), Senior Nutrition (congregate and home-delivered meals), In-Home Supportive Services (IHSS), Family Caregiver Support (FCSP), Public Guardian and Adult Protective Services. Agency staff will continue to network with providers of community resources and receive and make appropriate referrals to support and improve each individual's situation while attempting to help them achieve or retain their independence to the extent possible.

| National Performance Indicator 6.1 | CAP 2 YEAR PROJECTIONS | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------|
| Independent Living The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services: | Number of Vulnerable Individuals Living Independently Expected to Achieve (#) | |
| | 2016 | 2017 |
| A. Senior Citizens (<i>seniors can be reported twice, once under Senior Citizens and again, if they are disabled, under Individuals with Disabilities, ages 55-over.</i>) | 4,000 | 4,000 |
| B. Individuals with Disabilities Ages: | | |
| a. 0-17 | 100 | 100 |
| b. 18-54 | 150 | 150 |
| c. 55-over | 500 | 500 |
| d. Age Unknown | | |
| Total Individuals with Disabilities: | 750 | 750 |

In the rows below, please include any additional indicators for NPI 6.1 that were not captured above.

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2016-2017 CSBG/NPI CAP Projections

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

NPI 6.2: Emergency Assistance

Problem Statement: (If additional space is needed, please attach a separate sheet.)

The need for adequate nutrition and healthy meals exists among the low income population of all ages. El Dorado County can have severe winter temperatures and low income senior and disabled households frequently encounter energy crisis situations. Many areas of the County are reliant upon propane, wood, or electricity to heat their homes because natural gas is not available.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

A) The Agency will make appropriate referrals to the Upper Room dining hall for hot meals available on a daily basis and also the many churches and food closets that participate in the distribution of food. B) Administer a Low-Income Home Energy Assistance Program enabling eligible households to receive available assistance in reducing their household energy costs through the HEAP application process or through the wood, propane, and oil application process with Energy Assistance payments to vendors. Coordinate with the Salvation Army and energy providers to enable low income households at risk of imminent shut off of their utilities. C) Administer Legal Assistance to seniors who are suspected of Elder Abuse and/or exploitations.

| National Performance Indicator 6.2 | CAP 2 YEAR PROJECTIONS | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------|
| Emergency Assistance | Number of Individuals Expected to Achieve (#) | |
| The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided. | 2016 | 2017 |
| A. Emergency Food | 130 | 130 |
| B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources | 50 | 50 |
| C. Emergency Rent or Mortgage Assistance | | |
| D. Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.) | 17 | 17 |
| E. Emergency Temporary Shelter | | |
| F. Emergency Medical Care | | |
| G. Emergency Protection from Violence | | |
| H. Emergency Legal Assistance | 75 | 75 |
| I. Emergency Transportation | | |
| J. Emergency Disaster Relief | | |
| K. Emergency Clothing | | |

In the rows below, please include any additional indicators for NPI 6.2 that were not captured above.

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2016-2017 CSBG/NPI CAP Projections

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

NPI 6.3: Child and Family Development

Problem Statement: (If additional space is needed, please attach a separate sheet.)

The continuing need for nutrition assistance for families is attributed, in part, to unemployment and limited employment opportunities within the county especially for blue collar workers. Families are often unable to stretch their limited resources to include nutritious subsistence. Families with young children often require assistance to ensure the ability to purchase fresh healthy food.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

A) Administer the Supplemental Food Program for Women, Infants and Children (WIC) providing a revolving caseload of eligible clients with nutrition assessment and education, promoting safe, economical, and healthy use of available foods along with monthly food-specific vouchers to promote good nutrition and reduce the incidence of nutritional at-risk infants, children and pregnant and lactating women conducting outreach and referral efforts and enhancing the client access by maintaining bi-lingual staff.

| National Performance Indicator 6.3 Child and Family Development The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following: | CAP 2 YEAR PROJECTIONS Number of Participants Expected to Achieve Outcome (#) | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-------|
| | 2016 | 2017 |
| INFANTS & CHILDREN | | |
| A. Infants and children obtain age appropriate immunizations, medical, and dental care | | |
| B. Infant and child health and physical development are improved as a result of adequate nutrition | 2,000 | 2,000 |
| C. Children participate in pre-school activities to develop school readiness skills | | |
| D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade | | |
| YOUTH | | |
| E. Youth improve health and physical development | | |
| F. Youth improve social/emotional development | | |
| G. Youth avoid risk-taking behavior for a defined period of time | | |
| H. Youth have reduced involvement with criminal justice system | | |
| I. Youth increase academic, athletic, or social skills for school success | | |
| PARENTS AND OTHER ADULTS | | |
| J. Parents and other adults learn and exhibit improved parenting skills | | |
| K. Parents and other adults learn and exhibit improved family functioning skills | | |

In the rows below, please include any additional indicators for NPI 6.3 that were not captured above.

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2016-2017 CSBG/NPI CAP Projections

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

NPI 6.4: Family Supports

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Low income and disabled households through El Dorado County frequently encounter barriers that make it difficult to maintain a stable and supportive environment. Limited availability of affordable/subsidized housing combined with severe weather extremes creates a potential for high energy costs and energy loss for those least able to financially stretch their resources to cover these costs. Residents rely on electricity, wood, propane, or oil to meet their heating and cooling needs. The problem exists countywide and is not limited to any primary area.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

E) The Agency administers the Section 8 Housing Voucher Program which enables eligible households to receive rental assistance.
 G&H) The LIHEAP and Weatherization programs allow eligible households to receive available assistance to reducing their household energy costs through the HEAP and Weatherization application process. The Agency staff will continue to network with providers of community resources to receive and make appropriate referrals to support and improve each individual's situation while attempting to help them achieve or retain their independence to the extent possible.

| National Performance Indicator 6.4 | CAP 2 YEAR PROJECTIONS | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-------------|
| Family Supports (Seniors, Disabled and Caregivers) | Number of Participants Expected to Achieve Outcome (#) | |
| Low-income people who are unable to work , especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following: | 2016 | 2017 |
| A. Enrolled children in before or after school programs | | |
| B. Obtained care for child or other dependent | | |
| C. Obtained access to reliable transportation and/or driver's license | | |
| D. Obtained health care services for themselves or family member | | |
| E. Obtained and/or maintained safe and affordable housing | 370 | 370 |
| F. Obtained food assistance | | |
| G. Obtained non-emergency LIHEAP energy assistance | 1,500 | 1,500 |
| H. Obtained non-emergency WX energy assistance | 120 | 120 |
| I. Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX) | | |
| <i>In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.</i> | | |
| | | |

2016-2017 CSBG/NPI CAP Projections

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

NPI 6.5: Service Counts

Problem Statement: (If additional space is needed, please attach a separate sheet.)

Many individuals and families in need of services often are not aware that a program to assist them exists or how to access the program.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)

The Agency has an Information and Assistance Program that works to provide caregivers, low-income and vulnerable populations the information that they need and referrals to access services and programs that are available to them.

| National Performance <u>Indicator 6.5</u> | CAP 2 YEAR PROJECTIONS | |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------|
| Service Counts The number of services provided to low-income individuals and/or families, as measured by one or more of the following: | Number of Services Expected (#) | |
| | 2016 | 2017 |
| A. Food Boxes | | |
| B. Pounds of Food | | |
| C. Units of Clothing | | |
| D. Rides Provided | | |
| E. Information and Referral Calls | 14,000 | 14,000 |
| <i>In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.</i> | | |
| | | |

EL DORADO COUNTY COMMUNITY NEEDS ASSESSMENT

OUR COMMUNITY

The County of El Dorado is located in the historic Gold Country in the Sierra Nevada Mountains and foothills between Sacramento and the State of Nevada, of which 1,710.8 square miles is covered in land and 78 square miles is water. El Dorado County is known for the snowcapped mountains in the winter and the swooping foothills and rivers in the summer. The county is topographically divided into two zones. The northeast corner of the county is in the Lake Tahoe basin, while the remainder is in the “western slope,” the area west of Echo Summit. This landscape invites residents and tourists alike to enjoy outdoor recreation activities year-round. The administrative center in El Dorado County is Placerville. The population of El Dorado County has grown as Greater Sacramento has expanded into the region. In the unique Lake Tahoe area, environmental awareness and environmental protection initiatives have grown along with the population since the 1960 Winter Olympics, hosted in neighboring Placer County.



El Dorado County is home to over 183,000 people and has over 90,650 housing units, while the homeownership rate is approximately 74.8%. The county has two incorporated cities; the city of South Lake Tahoe was the most populous, with 21,387 people in 2013. However, the city of Placerville was the fastest growing incorporated city in the County, with 10,464 people. In 2013, 21.3% of the county’s population was 18 years and

younger, while 17.2% was over age 65 years. Those 65 years and older make up a higher percentage of the population in El Dorado County than the state average of only 12.5%. The total median household income is \$69,297.

The average poverty rate in El Dorado County in 2013 was 9.0% percent, which is well below the statewide average. El Dorado County's labor force has grown steadily in recent years and is estimated at 88,966. With the improved economic structure our State has observed, in February 2015, the unemployment rate in El Dorado County was 6.1%, a 36% decrease from 2013.

With the State facing one of the most severe droughts on record, Governor Brown declared a State of Emergency in January 2015 and directed state officials to take all necessary actions to prepare for water shortages. The state has continued to lead the way to make sure California is able to cope with an unprecedented drought. El Dorado County residents, farms and businesses outside service boundaries of the five public water purveyors rely on wells and ground water springs for their drinking and home water supply. At this time local reservoirs are low, groundwater is being dangerously over drafted in other areas of the state, and some private wells are running dry. Residents are doing their best in conserving water by taking necessary steps in conserving water in homes, businesses and farm agriculture use.

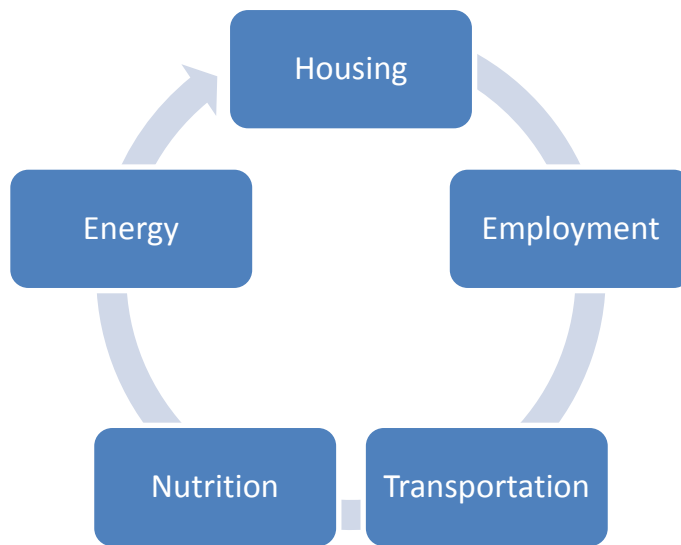


El Dorado County law enforcement agencies consist of the El Dorado County Sherriff's Office, South Lake Tahoe Police Department, Placerville Police Department and the California Highway Patrol. El Dorado County has a fairly low crime rate, but was impacted with a 35% increase in robberies in 2014, while burglaries were down 16%. Other categories of crimes stayed the same or slightly decreased in the community. The Realignment Act of 2011, commonly known as AB 109 will be an ongoing challenge for local law enforcement agencies, as this will challenge agencies in their ability to safely manage the jails and provide programs to the inmates to reduce recidivism.

ASSESSING COMMUNITY NEEDS

The Community Action Council, advisory board to the Community Action Agency discussed in length how to identify and determine unmet needs to incorporate into the

Community Action Plan. A subcommittee was developed to help address and identify low-income community needs. Working together, subcommittee members sought consumer input and engaged community members, utilized surveys, statistical data, public records, community dialogue and one-on-one interviews to gather relevant data to incorporate into the Needs Assessment. As a community, our greatest asset is the residents in which we serve. By identifying problems and conditions of poverty, we may fulfill our Mission Statement and achieve our Agency Vision.



HIGH COST AND LACK OF COMMUNITY HOUSING

As the cost of housing in El Dorado County has increased, many families and individuals cannot meet the expense for shelter. The State Department of Housing and Community Development (HCD) suggest that it is unreasonable for a family pay more than 25% of its income for housing. The El Dorado County Association of Realtors indicates the median price of a single-family residence in El Dorado County in February 2015 was \$375,000 a surprising increase from the median price in December 2010, which was at \$282,500. Across El Dorado County home prices and home sales are at a rise, giving new optimism to homeowners and home sellers.

A principle provider of emergency shelter, HELP (Housing Emergency Lodging Program), is a volunteer group utilizing donations to maintain limited rented shelter space and local motel rooms. HELP also maintains a small rented house, which is available to provide longer-term shelter combined with mentoring to assist families striving to attain self-sufficiency. In 2006, a group of volunteer organizations and local churches created “Grace Place.” Grace Place was housed at a local church and provided homeless guests with sleeping accommodations, breakfast and a sack lunch. Volunteers would supervise guests at night, with three different shifts. Showers and laundry facilities were also available for homeless guests. Due to the loss of room

availability at the church and no other location to move into, Grace Place was closed in early 2008. In April, 2008, the Agency applied for and received CDBG allocation of \$1,470,975 to establish a shelter and provide resource services to the homeless. This is known as Grace Place-Perks Place. Due to many challenges, the Agency was not able to work with the 1.4 million dollar grant and declined the contractual grant. Volunteers took over the Grace Place-Perks Place Shelter and began working towards fundraising

for financial support to keep the shelter functioning. The shelter focuses on transitioning the homeless into permanent housing and can serve 2 families. In another effort to assist the homeless community in the harsh winter months, in 2010, the Community Resource Center, along with various churches and volunteer agencies opened up a rotating shelter that houses homeless individuals seven (7) nights a week at various locations in the Placerville area. As the need to serve the homeless increased, the City of Placerville County Council approved a plan for volunteers to run an "official" city homeless camp, named Hangtown Haven. This camp commenced operation in the summer of 2012 and was originally planned to remain open for 90 days. The camp was located on a lot, fully fenced with tents, garbage bins, portable toilets, wash stations and housed up to 60 people. City Council approved an extension to the 90 day term through November 15, 2013. However, the camp was closed shortly thereafter as the City was not willing to renew the permit.

With the closure of several organizations supporting the homeless community, El Dorado County is struggling to support this population with limited resources and services available. For several years, community agencies have struggled with developing a comprehensive plan to address the homeless need. To address this need, El Dorado County funded the

facilitation of phase one of a three-phase process to identify the overall outcomes for the El Dorado County targeted homeless population, the necessary pathways and preconditions required to achieve the outcomes and indicators to measure and track movement towards desired outcome to resolve homelessness. This five-year plan process is called a "Theory of Change." The goal of this plan is to resolve homelessness effectively for El Dorado County residents; to transition those who can into self-sufficiency and manage chronic homeless effectively for the benefit in El Dorado County.

Additionally, the Center for Violence-Free Relationships (formally known as the Placerville Women's Center) and the South Lake Tahoe Women's Center, non-profit

I'm homeless...

I've lived in El Dorado County for over 49 years. For over a year I called Hangtown Haven my home. Since the closure of Hangtown Haven, my living situation has significantly deteriorated and I presently live in a tent. I work part time and have to campout on public and private land in order to set my tent up nightly. I feel El Dorado County needs more affordable housing. I have no permanent housing and have not received any assistance to obtain permanent housing.

~Anonymous

organizations that assist victims of domestic violence and child abuse and local churches also offer temporary assistance to individual households in need.

The limited availability of low and moderate cost housing is a significant factor in analyzing the incidence of poverty. El Dorado County has over 1900 units that are considered low-income and are subsidized. Three facilities with an additional 221 low-income units were completed on the western slope during 2000. El Dorado County and the Agency have facilitated various CDBG and HELP Loans to private developers to encourage construction of affordable workforce housing units. White Rock Village was completed in February, 2005, which created 168 units of affordable workforce housing in El Dorado Hills. The Runnymede Terrace Apartments were scheduled to open in 2009 and would offer 70 units of affordable housing in the Placerville area. However, construction was ceased and the project was suspended due to unforeseen circumstances and loss of funding. A Habitat for Humanity single family detached project is the newest of the projects and was completed in 2011. This development offers 25 units of affordable housing. The Trailside Terrace Apartments, located in Shingle Springs, the newest affordable housing facility on the West Slope was completed in August 2013, and offers 40 units of workforce housing to residents. Five units are specifically dedicated to the El Dorado County Mental Health Services Act (MHSA) housing program for households that are homeless or at risk of homelessness and eligible for services under the MHSA Adult Full Service Partnership (FSP) program; there are also 6 apartments in South Lake Tahoe in connection with MHSA treatment programs.

Since 1994, the Agency has assisted 70 households with Housing Rehabilitation loans through CDBG and HOME grant awards, providing households with home repairs to correct health and safety issues or to meet code compliance standards. This program is designed as a gap financing program for applicants that would not qualify for a bank loan due to limited resources/income.

El Dorado County has long recognized that high traffic impact fees, while appropriate to address traffic impacts from development, have a negative effect on efforts to develop housing affordable for lower income households. The Traffic Impact Mitigation Fee Offset Program for Developments with Affordable Housing units includes a provision to set aside \$1.0 million of federal and state transportation revenues annually, for a period of twenty (20) years, to be used to offset Traffic Impact Mitigation fees in the development of affordable housing. A recent TIM Fee Offset Fee was for the Skyview Apartments in Shingle Springs, four (4) units of new construction plus one existing unit are now deed restricted to serve low income. The Agency continues to advocate for and facilitate implementation of the El Dorado County General Plan's Housing Element to be in compliance with current State law to ensure that low-income and vulnerable populations will always have access to safe and affordable housing opportunities.

The elderly segment of the population often experiences housing problems as a result of lower, fixed incomes, as well as physically challenging conditions. Two senior

housing complexes received grants during 2000 to expand their facilities by an additional combined 61 units. One was completed during 2002 and one in 2003. The Lesarra Attached Homes residential condominium project, a senior community in El Dorado Hills, was completed in 2008. A Developers Agreement and Buyers Agreement were created to guarantee that a predetermined number of 12 out of the 160 homes built would be made available for purchase by income-qualified households. A Buyers Agreement guarantees that the homes will remain affordable for 20 years should they be resold. Due in part to environmental issues affecting construction costs in the Tahoe Basin, the first senior housing complex wasn't built until 1999. However, in 2008, a 32-unit senior housing complex, Kelly Ridge Apartments was constructed and offers Tahoe Basin seniors another option for affordable housing. In 2012, a survey was conducted by Second 50 Years in El Dorado County, and when asked if there should be more affordable senior rental apartments available in El Dorado County, 94.8% of respondents answered, yes. The Agency continues to seek grant funding opportunities. However, as fewer funding opportunities arise, the Agency is finding it is more challenging to compete against other qualified applicants. Meeting the shelter needs of these vulnerable populations has been identified as a high priority in El Dorado County.

SUSTAIN MEANINGFUL EMPLOYMENT

The current economic conditions have made it more difficult to obtain employment. Many individuals who may have not had to seek employment in the past are seeking employment opportunities to support their families. The Agency takes a proactive approach to the provision of employment program services which are located at both One-Stop Employment Resource Centers, on the western slope and in Tahoe. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado and Alpine County families, youth, the unemployed, and businesses. As Area Partner Consortium Operator under the Local Workforce Investment Act Program since 2006, El Dorado County provides job training services to promote and increase employment, job retention, earnings, and occupational skills of participants. The Agency receives several Workforce Investment Act Program grant allocations to operate the One Stop Career Resource Centers, as well as to provide support and training services, including paid work experience and subsidized employment, to help individuals in becoming self-sufficient. In 2009, the agency received WIA ARRA funds to augment One Stop Services and provide additional training for dislocated workers, job training for youth and funding for low-income individuals wanting to attend college courses to help attain on-site training and permanent employment opportunities.

In 2014, the One Stop Center in a coordinated effort hosted a Tri-County Job Fair. This fair featured more than 65 local employers who were available to meet face to face with job seekers and offered breakout sessions, free resume review clinic and a professional photographer for LinkedIn photos. Workshops are also offered on the western slope and in the Tahoe basin for job seekers. Balancing workplace workshops, resume help assistance, motivation and job readiness, interviewing skills, and math skills are just

some of the services job seekers can take advantage of to improve their job searching skills.

The Agency administers the CalWORKs Welfare-to-Work Program. CalWORKs recipients are provided job search and employment-related services. Other services are offered based on an assessment of the person's education, work history and family need. Employment services, such as counseling, job preparedness, job development and training, and supportive services such as childcare, transportation, work clothing and tools, may also be provided.

Additionally, the Agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income unemployed individuals over age 55 with job training skills and temporary employment. Since 2010, the Agency has provided training employment for twelve (12) SCSEP workers who have supported programs such as; Public Guardian's Office, Child Protective Services, Senior Day Care Services, Connections One-Stop, Senior Nutrition, and Senior Legal Services.

LIMITED ACCESS TO TRANSPORTATION

Limited access to transportation in rural communities is a continued concern among El Dorado County households. El Dorado Transit is the county's local transit authority. Serving the western slope of the County, El Dorado Transit (EDT) provides local fixed routes (Placerville, Pollock Pines, Diamond Springs, and Cameron Park), the Iron Point Connector, providing service to Folsom, Commuter Services, Dial-a-Ride, Para Transit, and Sac Med.

Rural communities that are not served by El Dorado Transit are limited as to how they can access other types of reliable transportation. The cost of vehicle fuel, cost of local transportation taxi systems, along with the aging community will be impacted by the limited access. Families that are not able to afford the cost of transportation may be impacted with obtaining employment and sustaining employment. To address the transportation needs among the senior population, the Agency administers the Senior Shuttle. The Senior Shuttle provides door-to-door transportation services for those 60 years and older to access grocery shopping needs. To meet the needs of seniors living in rural community that have limited or no access to public transportation, in March 2015 the Senior Shuttle expanded services, offering transportation services to include Pollock Pines, El Dorado Hills and the Georgetown area.

BlueGo Transit Management (BTM) serves the Tahoe Basin area and is the main transit system in South Lake Tahoe area provided by the Tahoe Transportation District. To date, there is no public transportation from the Tahoe Basin area to the western slope of El Dorado County and Sacramento region area.

LACK OF ADEQUATE NUTRITION

Hunger exists in El Dorado County among the low-income population of all ages. The continuing need for adequate nutrition is attributed in part to the high cost of living and unemployment or limited employment opportunities and the incidence of mental or physical disabilities that restrict the ability of individuals to obtain and/or prepare nutritious foods. In 1999, the Agency obtained a Community Development Block Grant (CDBG) to acquire property and construct a Food Kitchen to enable St. Patrick's Parish to expand their 3 day-a-week meal program to serve the low-income population in the greater Placerville area. The Upper Room Dining Hall commenced operation in May 2002. With the assistance of volunteers from twelve local churches, operations were expanded to seven days a week in 2004. As the need for adequate nutrition has grown, so has the volunteer help. Currently, over thirty-five churches/organizations are involved in the Upper Room, which is serving individuals daily and preparing approximately 5,000 meals on a monthly basis with a total of 43,778 meals served in 2014. However, with the closure of Hangtown Haven in 2013, the Upper Room has observed a decrease in meals being served to the community. Take-out meals are offered for a variety of reasons ranging from conflicts with working hours to cultural concerns. The Upper Room has served over 525,000 meals to the community's low-income population since its conception.

In 2015, the Agency received a Supplemental Nutrition Assistance Program Education (SNAP-Ed) nutrition grant totaling close to \$400,000. Administered by Public Health, the goal of SNAP-Ed is to improve the likelihood that persons eligible for CalFresh will make healthy food and lifestyle choices that prevent obesity.

The Supplemental Food Program for Women, Infants and Children (WIC) has an authorized caseload of 3,050 persons at nutritional risk, serving all eligible clients each month, and is offering evening and weekend services on a limited basis to accommodate working clients. School aged students eligible to receive free or reduced school meals is a good indicator of poverty levels. The percentage of students eligible to receive free or reduced school meals for Lake Tahoe Unified school district was 62.0% in 2013, which is 27.7% higher than the El Dorado County-wide average of 34.3% (Kidsdata.org). The Food Bank of El Dorado County is the largest collaborative charity in the County, as they work with over 30 Partner Charities that distribute food throughout El Dorado County. In 2013, the Food Bank of El Dorado County distributed more than 1.8 million pounds of food. The Senior Nutrition Program served 51,094 congregate and 107,154 home-delivered meals in 2013/2014, an increase from prior years. This increase of need demonstrates the need to further assist senior citizens to remain independent and nutritionally stable while providing socialization opportunities. Continued need in the home-delivery component of Senior Nutrition demonstrates the

I rely on the Upper Room for our daily meal...

I currently live with two other family members in my truck. I've lived in this community for over 19 years. I've been relying on daily meals from the Upper Room for over three years. Without the Upper Room, the three of us would not eat a hot meal at any time during the day. We also rely on the Food Bank of El Dorado County as our secondary source of food.

~Anonymous

How the HEAP Program helped my family stay warm!

My wife and I have lived in El Dorado County our whole lives; we have one daughter, 2 years and one month old son. We have owned my home since February of 2014. My wife works at Marshall Medical Center and is currently on maternity leave and I'm employed at True Value.

When we bought our home in 2014 the heater was broken in the home. During that time it was summer and we had no need to use the heater during that time. However, as winter arrived, we found ourselves with limited income resources due to my wife being on maternity leave and no heat in the home. The temperature in the home was down to 50 degrees at one point this winter, so our family had to leave and stay at friends home.

I heard about the HEAP Program in 2014, when I was told the Agency might be able to help us repair our heating unit. Upon coming into the office and filling out an application, the Agency was able to send out a heating vendor to look at the unit and make the recommendation to replace the unit. Within two weeks of coming into the office, the HEAP program made it possible to save money on our utility costs, obtain a new heating unit and bring our new baby boy from the hospital to a warm home.

~M.F. and Family

desire of senior citizens to remain self-sufficient and in their homes as long as possible and is reflective of the growth in the frail, aging senior population.

HIGH COST OF ENERGY

The ever-increasing cost of energy is another area of serious concern for low-income households in El Dorado County. The County experiences some of the most severe weather conditions in the State, with the median temperature in South Lake Tahoe ranging from 27 degrees in January to 61 degrees in July, with the average annual snowfall in the Tahoe Basin is 215.4 inches. The rural geography of the County and the extreme climate, combined with excessively high energy costs, often leads to circumstances where inadequate energy resources become a critical concern for many low-income households.

The Agency administers the Low-Income Home Energy Assistance Program enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane or oil vouchers to obtain heating fuel from vendors. Partnerships with Pacific Gas & Electric, Southwest Gas, Liberty Energy, and heating/cooling vendors enable low income residents to obtain assistance and off set their utility costs during the winter and summer months. While financial assistance is important, the program also provides energy and budget counseling. Counseling households on the importance of conserving energy is viable to ensure low-income families can afford to pay utility bills when faced with limited monthly incomes. Within the HEAP program, Emergency Heating and Cooling Program(EHCS) funds are available to repair or replace heating/cooling or water heater systems. In 2014, 13 families were assisted with new or repaired heating and cooling units. To be responsive to the rural areas of El Dorado County, HEAP services are now available in seven (7) sites

in the rural areas of the community. By bringing the HEAP program to the residents in

their community, the program hopes to increase services and household participation and assist those most in need.

The ongoing increase in energy costs, compounded by limited or declining household income, continues to have a major impact on the local community. Many households experienced loss of their utilities while additional households sought assistance through alternative resources, such as the Salvation Army Relief for Energy Assistance through Community Help (REACH) Program, El Dorado Community Foundation-Angel Crisis Program, and local churches. The REACH Program, administered by the Salvation Army, reports encountering decreasing funding and increasing demand for assistance. In December 2010, the Agency developed a Helping Hands Outreach Program (western Slope program) in coordination with El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program was designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on. Over 104 households have been assisted since the conception of the Helping Hands Outreach Program.

Weatherization services and energy education materials are additional, long-term aids for reducing energy costs. In 2014, 148 homes received Weatherization services. Households receiving weatherization services can receive an average of \$4,055 in home improvements, benefit by an estimated reduced of 30% in home heating and cooling bills. These are savings that are realized again and again each year. Since this county has many older, poorly insulated homes, addressing energy-related needs is a significant factor in confronting the problems of the low-income and senior population.

[Data Source: 2013-2021 Housing Element, 2010 Census Data, Kidsdata.org, Quickfacts California, After 50 Older Adult Survey, Housing, Community and Economic Development Data, El Dorado County Technical Assessment of Economic and Demographic Conditions 2/23/15, El Dorado County Association of Realtors, El Dorado County Sheriff's Office Annual Report 2015, Bureau of Labor Statistics, State of California, El Dorado County Visitors Authority]

PUBLIC HEARING

Sponsored by
The El Dorado County Community Action Council

For the:
**2016/2017 Planning and Funding Process for
Low Income Programs in El Dorado County**

Programs Include:

Low-Income Home Energy Assistance
Weatherization
El Dorado County Public Housing Authority
WIC (Supplemental Food for Women, Infants & Children)
General Programming and Support Services

**Wednesday, May 27, 2015
10:15 a.m. to 11:00a.m.**

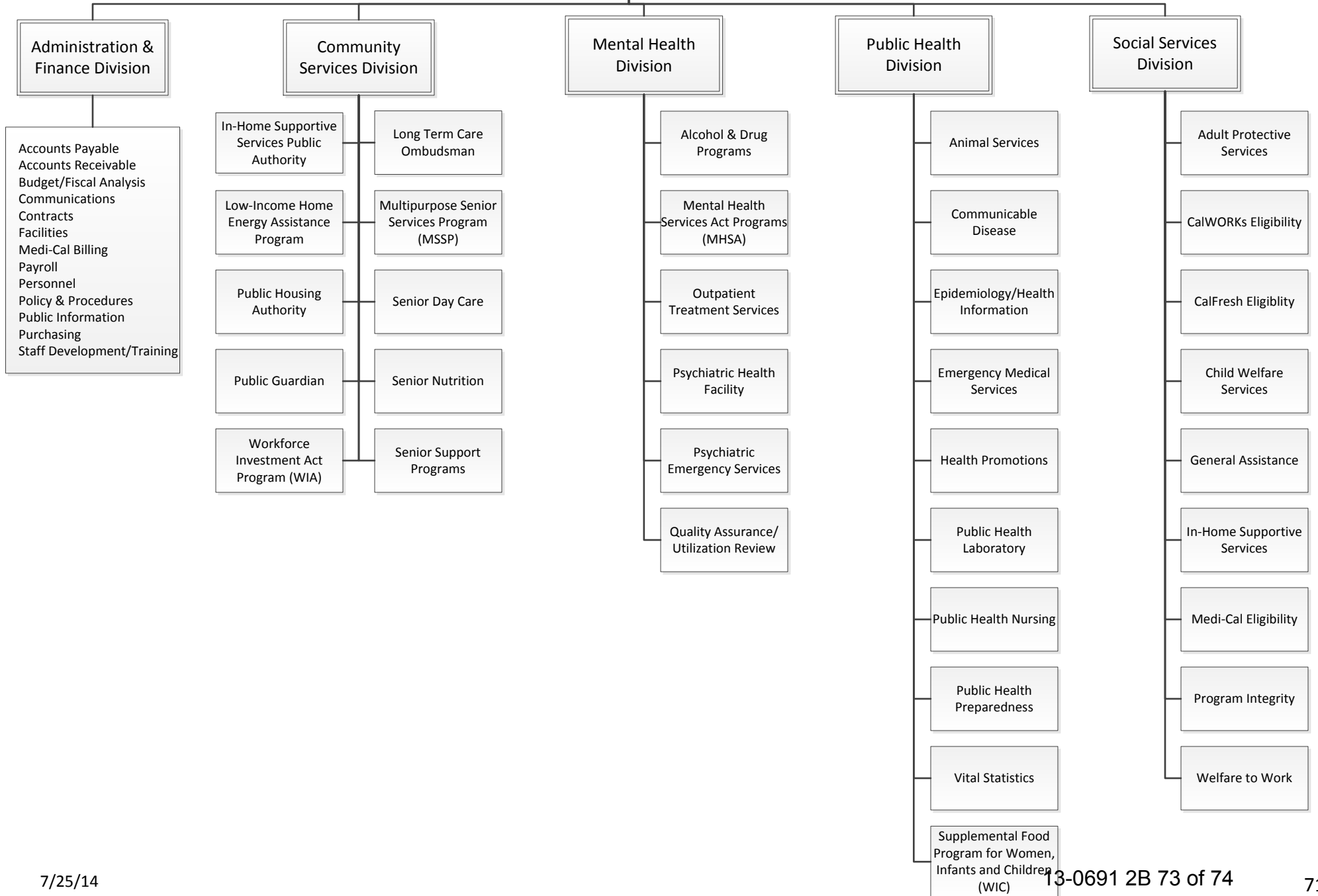
**Location:
Mother Lode Rehabilitation Enterprise (MORE)
Conference Room
399 Placerville Drive, Placerville, CA 95667**

**PUBLIC COMMENTS WILL BE INCORPORATED
INTO THE PLANNING DOCUMENT**

**Written comments may be submitted to:
CAP 2016/2017
Attention: Star Walker
937 Spring Street, Placerville, CA 95667**

For more information or questions, please call Star Walker at 621-6255.

El Dorado County
Health and Human
Services Agency



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