

2022/2023
Community Needs Assessment and
Community Action Plan

California Department of
Community Services and Development

Community Services Block Grant



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Introduction

The Department of Community Services and Development (CSD) has developed the 2022/2023 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2021**. In an effort to reduce administrative burden during the Novel Coronavirus (COVID-19) pandemic, CSD has made changes to the CAP template. The changes are detailed below in the “What’s New for 2022/2023?” section. When the CNA and CAP are complete, they should not exceed 52 pages, excluding the appendices.

Purpose

Public Law 105-285 (the CSBG Act) and the California Government Code require that CSD secure a CAP, including a CNA from each agency. Section 676(b)(11) of the CSBG Act directs that receipt of a CAP is a condition to receive funding. Section 12747(a) of the California Government Code requires the CAP to assess poverty-related needs, available resources, feasible goals and strategies that yield program priorities consistent with standards of effectiveness established for the program. Although CSD may prescribe statewide priorities or strategies that shall be considered and addressed at the local level, each agency is authorized to set its own program priorities in conformance to its determination of local needs. The CAP supported by the CNA is a two-year plan that shows how agencies will deliver CSBG services. CSBG funds are by their nature designed to be flexible. They shall be used to support activities that increase the capacity of low-income families and individuals to become self-sufficient.

Federal CSBG Programmatic Assurances and Certification

The Federal CSBG Programmatic Assurances are found in section 676(b) of the CSBG Act. These assurances are an integral part of the information included in the CSBG State Plan. A list of the assurances that are applicable to CSBG agencies has been provided in the Federal Programmatic Assurances section of this template. CSBG agencies should review these assurances and certify that they are in compliance.

State Assurances and Certification

As required by the CSBG Act, states are required to submit a State Plan as a condition to receive funding. Information provided in agencies’ CAPs will be included in the CSBG State Plan. Alongside Organizational Standards, the State will be reporting on [State Accountability Measures](#) in order to ensure accountability and program performance improvement. A list of the applicable State Assurances and the agency certification for them are found in the State Assurances section of this template.

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138 dated January 26, 2015](#), CSBG agencies will comply with implementation of the Organizational Standards.

CSD has identified the Organizational Standards that are met through the completion of the CAP and the CNA. A list of Organizational Standards that will be met upon completion of the CAP can be found in the Organizational Standards section of this template. Agencies are encouraged to utilize this list as a resource when reporting on the Organizational Standards annually.

What's New For 2022/2023?

Two-Part Layout. The 2022/2023 template has been divided into two parts:

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

The CNA portion has sections for the needs assessment narrative and the results. Surveys and analysis documents may be attached as appendices. The CAP portion encompasses all the usual topics such as Vision and Mission Statement, Tripartite Board of Directors, Service Delivery System, Linkages, Monitoring, etc.

Revised Public Hearing Section. In addition to including the statute for the public hearing requirement, CSD has incorporated new guidelines for issuing the Notice of Public Hearing and the draft CAP, and documenting low-income testimony delivered at the public hearing. The Low-Income Testimony and Agency Response document will be required as an appendix. See the section on Public Hearing(s) for more details.

CNA Helpful Resources. Part I: Community Needs Assessment contains resources on conducting a needs assessment, influence of COVID-19 on the process, and updated links to state and national quantitative data sets.

Revised and Reduced Narrative Sections. Every effort has been made to reduce the administrative burden of conducting a CNA and preparing a CAP during an active pandemic. Although these tasks are fundamental to CSBG and should not be overlooked, CSD is aware of the reduced capacity and other circumstances under which many of the agencies are functioning. CSD has removed questions, utilized check boxes when possible, and made some questions optional. Many questions about the federal and state assurances have been removed. However, agencies are still required to certify that they are in compliance with the assurances. In the sections pertaining to the Tripartite Board of Directors and Linkages, for instance, agencies may indicate whether there are changes to the response in the 2020-2021 CAP or whether they would like CSD to accept the 2020-2021 CAP response without adaptations. Please keep in mind that these flexibilities are made because of the COVID-19 pandemic and may not be utilized in future years.

Additional Information. CSD has added a section to address disaster preparedness and agency capacity building. While this information is not directly mandated by statute, it is important to know agencies have disaster response plans in place and are making efforts to increase their own capacities. Responses to these questions are optional.

Federal and State Assurances Certification. Pertaining to the federal and state assurances, CSD removed questions where possible. If compliance to an assurance could be demonstrated without a narrative, the question was removed. However, agencies will still be required to certify that the Federal CSBG Programmatic Assurances and the State Assurances are being met. Agency certifications are found in those sections.

CSBG State Plan References. Information for the CSBG State Plan comes largely from CAPs submitted by agencies. To help agencies understand their role in preparing the CSBG State Plan, CSD has indicated which questions contribute to the development of the annual CSBG State Plan.

Checklist

- Cover Page and Certification**
- Public Hearing(s)**

Part I: Community Needs Assessment

- Narrative**
- Results**

Part II: Community Action Plan

- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Service Delivery System**
- Linkages and Funding Coordination**
- Monitoring**
- Data Analysis and Evaluation**
- Additional Information (Optional)**
- Federal CSBG Programmatic Assurances and Certification**
- State Assurances and Certification**
- Organizational Standards**
- Appendices**

COMMUNITY SERVICES BLOCK GRANT (CSBG)
2022/2023 Community Needs Assessment and Community Action Plan
Cover Page and Certification

Agency Name	El Dorado County Health and Human Services Agency
Name of CAP Contact	Star Walker
Title	Program Coordinator
Phone	530-621-6255
Email	star.walker@edcgov.us

CNA Completed MM/DD/YYYY:
(Organizational Standard 3.1)

04/16/2021

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2022/2023 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

John Hidahl		
Board Chair (printed name)	Board Chair (signature)	Date
Don Semon		
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

The undersigned hereby certifies that this agency's Community Action Plan and strategic plan documents the continuous use of the Results Oriented Management and Accountability (ROMA) system (assessment, planning, implementation, achievement of results, and evaluation).

NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

CSD Use Only

Dates CAP (Parts I & II)		Accepted By
Received	Accepted	

Public Hearing(s)

California Government Code Section 12747(b)-(d)

State Statute Requirements

As required by California Government Code Section 12747(b)-(d), agencies are required to conduct a public hearing for the purpose of reviewing the draft CAP. All testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP. Agencies shall indicate whether or not the concerns expressed by low-income individuals and families have been addressed. If an agency determines that any of the concerns have not been addressed in the CAP, the agency shall include in its response document, information about the concerns and comment as to their validity.

Public Hearing Guidelines

Notice of Public Hearing

1. Notice of the hearing and comment period must be published at least 15 calendar days prior to the public hearing.
2. The notice may be published on the agency's website, Facebook page, social media channels, and/or in newspaper(s) of local distribution.
3. The notice must include information about the draft CAP; where members of the community may review, or how they may receive a copy of, the draft CAP; the dates of the comment period; where written comments may be sent; date, time, and location of the public hearing; and the agency contact information.
4. The comment period should be open for at least 15 calendar days prior to the hearing. Agencies may opt to extend the comment period for a selected number of days after the hearing.
5. The draft CAP must be made available for public review and inspection at least 30 days prior to the hearing. The draft CAP can be posted on the agency's website, Facebook page, social media channels, and distributed electronically or in paper format.
6. Attach a copy of the Notice(s) of Public Hearing as Appendix A to the final CAP.

Public Hearing

1. Agencies must conduct at least one public hearing on the draft CAP.
2. Public hearing(s) shall not be held outside of the service area(s).
3. Low-income testimony presented at the hearing or received during the comment period must be memorialized verbatim in the Low-Income Testimony and Agency's Response document and appended to the final CAP as Appendix B.
4. The Low-Income Testimony and Agency's Response document should include the name of low-income individual, his/her verbatim testimony, an indication of whether or not the need was addressed in the draft CAP, and the agency's response to the testimony if the concern was not addressed in the draft CAP.

Guidance for Public Hearings During COVID-19

The COVID-19 pandemic poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies adhere to state and county public health guidance to slow the spread of the virus and ensure public safety. The health and safety of agency staff and the communities served is paramount. If a public hearing cannot be conducted in person, CSD encourages agencies to utilize other formats or methods that will still adhere to the state and county public health guidance. If conducting a public hearing through other formats or methods is still not possible, agencies must contact their Field Representative at CSD at least 30 days prior to the submission of the CAP for additional guidance. Agencies will be required to provide documentation to support their constraints to meet the public hearing requirement.

Public Hearing Report

Date(s) of Public Hearing(s)	May 26, 2021
Location(s) of Public Hearing(s)	Due to COVID-19, Public Hearing conducted via ZOOM
Dates of the Comment Period(s)	May 3, 2021 - May 26, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Agency Website, Mountain Democrat Newspaper, Agency Facebook, Flyers
Date the Notice(s) of Public Hearing(s) was published	May 12, 2021, May 19, 2021
Number of Attendees at the Public Hearing(s) (Approximately)	16

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

In 2011, NASCSP published a [Community Action to Comprehensive Community Needs Assessment Tool](#) that supports planning and implementing a comprehensive CNA. The tool lays out design choices, planning steps, implementation practices, analysis, and presentation options.

The National Community Action Partnership has [resources](#) such as an online Community Needs Assessment Tool and information about conducting a needs assessment during the COVID-19 pandemic. The Partnership also has a [Data Hub](#) designed specifically for the community needs assessment process.

To provide a comprehensive “picture” of the community needs in their service area(s), agencies will collect and analyze both quantitative and qualitative data. Links to several national and state quantitative data sets are given below. Local and agency data also provide information about the needs of the community.

National and State Data Sets			
U.S. Census Bureau Poverty Data	U.S. Bureau of Labor Statistics Economic Data	U.S. Department of Housing and Urban Development Housing Data & Report	U.S. Department of Health and Human Services Data Portal
Baseline Census Data by County	National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS	
California Department of Finance Demographics	California Attorney General Access RSS Data	California Department of Public Health Various Data Sets	California Governor’s Office Covid-19 Data
California Department of Education School Data via DataQuest		California Employment Development Department UI Data by County	

Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)

Organizational Standards 1.1, 1.2, 2.2, 3.2, 3.3, 3.4

State Plan

1. How did the agency share the CAP, including the CNA, with the community, stakeholders, partner organizations? (Check all that apply.)

- The agency's website
- Posted on the agency's Facebook page
- Electronic reports were sent
- Printed copies were distributed
- Social media channels
- Other

2. Describe how your agency collected and included current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area. (Organizational Standard 3.2, State Plan)

The agency reviewed and explored a variety of information to gather current data specific to poverty. The WELLDORADO website (www.welldorado.org) is one such data source and is designed to assist community members and policy makers to learn about the health of El Dorado County communities, support collaboration among partners, promote best practices, identify local resources, and drive decisions based on data. The goal of WELLDORADO is to strengthen and build healthier communities through the provision of state-of-the-art web-based assessment and improvement tools. In addition to the online WellDorado website, the agency used the US Census data, community and program surveys, community reports and agency data.

3. Describe the geographic location(s) that your agency is funded to serve. If applicable, include a description of the various pockets, high-need areas, or neighborhoods of poverty that are being served by your agency.

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 agency serves the entire county, which is home to over 190,000 people. There are two municipalities within the county. The City of South Lake Tahoe is the most populous, with over 22,000 people and the

City of Placerville with over 10,900 people. The most common racial or ethnic group living below the poverty line in El Dorado County is White, followed by Hispanic. The agency has two primary office locations in both the South Lake Tahoe and Placerville area. To ensure high-needs areas and neighborhoods of poverty are being served by the agency, the agency has satellite office sites throughout the community, providing accessibility for rural communities to access programs and services.

4. Indicate from which sources your agency collected and analyzed quantitative data for the CNA. (Check all that apply.) (Organizational Standard 3.3)

Federal Government/National Data Sets

- Census Bureau
- Bureau of Labor Statistics
- Department of Housing & Urban Development
- Department of Health & Human Services
- National Low-Income Housing Coalition
- National Center for Education Statistics
- Other online data resources
- Other

California State Data Sets

- Employment Development Department
- Department of Education
- Department of Public Health
- Attorney General
- Department of Finance
- State Covid-19 Data
- Other

Surveys

- Clients
- Partners and other service providers
- General public
- Staff
- Board members
- Private sector
- Public sector
- Educational institutions

Local Data Sets

- Local crime statistics
- High school graduation rate
- School district school readiness
- Local employers
- Local labor market
- Childcare providers
- Public benefits usage
- County Public Health Department
- Other

Agency Data Sets

- Client demographics
- Service data
- CSBG Annual Report
- Client satisfaction data
- Other

5. If you selected “Other” in any of the data sets in Question 4, list the additional sources.

WellDorado Website

6. Indicate the approaches your agency took to gather qualitative data for the CNA. (Check all that apply.) (Organizational Standard 3.3)

Surveys

- Clients
- Partners and other service providers
- General public
- Staff
- Board members
- Private sector
- Public sector
- Educational institutions

Focus Groups

- Local leaders
- Elected officials
- Partner organizations’ leadership
- Board members
- New and potential partners
- Clients
- Staff

Interviews

- Local leaders
- Elected officials
- Partner organizations’ leadership
- Board members
- New and potential partners
- Clients

Community Forums

Asset Mapping

Other

7. If you selected “Other” in Question 6, please list the additional approaches your agency took to gather qualitative data.

8. Describe your agency’s analysis of the quantitative and qualitative data collected from low-income individuals and families. Include a description of the data collected. (Organizational Standards 1.1, 1.2, 3.3; State Plan)

The Needs Assessment was created utilizing various forms of data collection including the WELL DORADO Website, sponsored by the agency; Countywide Needs Assessment for Senior Services, producing a broad picture of El Dorado County older adults needs, priorities and challenges; the Home Energy Assistance Customer Satisfaction Survey, which collected data on home energy needs and COVID-19 household impacts; and a 2021 Annual Meal Survey, which collected nutrition information on recipients of the Senior Nutrition Take Out Meal program. In addition, data was used by researching existing community reports, surveys and community dialogue.

9. Summarize the data gathered from each sector of the community listed below and detail how your agency used the information to assess needs and resources in your agency's service area(s). Your agency must demonstrate that each sector was included in the needs assessment; A response for each sector is required. (CSBG Act Sections 676(b)(3)(C), 676(b)(9); Organizational Standard 2.2; State Plan)

A. Community-based organizations

The agency partners with various community-based organizations throughout El Dorado County and continues to serve as a point of contact for client referrals and access to services. Agency staff attends community based meetings, health fairs, presentations, and other various community events focusing on building relationships and resiliency with families. By collaborating with community-based organizations, such as the Friends of El Dorado County Seniors, El Dorado and Placer County Food Bank, and Hands4Hope the agency is able to determine community and client needs on a greater level. In addition, community-based organizations are key stakeholders in the agency's strategic planning processes, community health assessment and multiple multi-disciplinary teams.

B. Faith-based organizations

The agency partners with various faith-based organizations through the county to increase programs and services to low-income families. Many local faith-based organizations, such as Green Valley Community Church have created small emergency grant programs to help families in need. These emergency grant programs allow for agency staff to refer at-risk clients who otherwise wouldn't receive assistance. Small grants are available for car repair, medication, groceries, and other unforeseen emergencies that families encounter. In addition, faith-based organizations are key stakeholders in the agency's strategic planning processes, community health assessment and multiple multi-disciplinary teams.

C. Private sector (local utility companies, charitable organizations, local food banks)

The agency collaborates with various private sectors in the community and participates in a cross-referral system that facilitates timely access to services. The agency partners with programs such as, El Dorado Women's Fund, El Dorado

Community Foundation, Marshall Foundation for Community Health, and El Dorado County Soroptomists Club to reach low-income families accessing food and emergency grant programs. Agency staff attends various food and community events to increase program awareness for income-qualified families. The agency has a strong relationship with local utility companies and water districts, providing additional financial assistance for their customers through the Home Energy Assistance Program and El Dorado Irrigation District's Helping Hands Program. In addition, private sector agencies are key stakeholders in the agency's strategic planning processes, community health assessments and various multi-disciplinary teams.

D. Public sector (social services departments, state agencies)

The agency partners with the community on health and welfare issues, helping residents stay healthy and become self-sufficient. The agency offers Community Services, Behavioral Health Services, Public Health Services and Social Services. This vast array of services is provided with respect, efficiency and collaboration, with the goal of strengthening, empowering and protecting individuals, families and communities, and enhancing their quality of life. The agency continues to work towards the development and coordination of new services, drawing upon a wide range of community, county and state resources to meet the diverse needs of the community.

E. Educational institutions (local school districts, colleges)

The agency gathers information and has established county-wide partnerships and collaborations with educational institutions, including the County Office of Education, Folsom Lake College-El Dorado Center and local school districts. Since the challenges of low-income families and children are seldom a single issue, the agency utilizes a varied approach towards the development and coordination of services.

10. "Causes of poverty" are the negative factors that create or foster barriers to self-sufficiency and/or reduce access to resources in communities in which low-income individuals live. After review and analysis of the data, describe the causes of poverty in your agency's service area(s). (Organizational Standard 3.4, State Plan)

Causes of poverty are changing trends in the country's economics. A few of the primary causes of poverty in our country include, unemployment, inflation, poor management of resources, lack of education, high cost of housing, and lack of access to food. Below are a few causes affecting our community:

Lack of Affordable Housing: The lack of safe and affordable housing in California is affecting every county in the State. The primary cause of homelessness is the lack of affordable housing. Increased economic and housing trends in the County have resulted in a shortfall of affordable housing, particularly for low-income and older adult households. This in turn has left many people homeless and many more people vulnerable to homelessness.

Lack of Employment: The lack of employment in 2020 was primarily caused by the COVID-19 Stay at Home Executive Order, issued by the State of California on March 19, 2020. Many businesses were forced to close their doors, impacting thousands of families in the community. Parents with school aged children were forced to leave employment to care for their children.

Lack of Food: A lack of access to healthy foods is often a significant barrier to healthy eating habits. Low-income and underserved areas often have limited numbers of stores that sell healthy foods. People living farther away from grocery stores are less likely to access healthy food options on a regular basis and thus are more likely to consume foods which are readily available at convenience stores and fast food outlets.

11. "Conditions of poverty" are the negative environmental, safety, health and/or economic conditions that may reduce investment or growth in communities where low-income individuals live. After review and analysis of the data, describe the conditions of poverty in your agency's service area(s). (Organizational Standard 3.4, State Plan)

Conditions of poverty have affected all of El Dorado County. The COVID-19 pandemic has caused negative environmental, safety, health and economic conditions that reduced investment and growth in our community. El Dorado County's current poverty rate is 10.5%. Not only has our low-income community been impacted by the pandemic, but the community as a whole has been impacted by at least one of the following:

High cost of affordable housing: Across California, there is a shortfall of affordable rental homes

and homes for purchase. The State estimates that we need to build 180,000 new housing units annually in California just to keep up with projected population growth and keep prices from escalating higher. Over the past 10 years, California has averaged less than half that number. C.A.R.'s Housing Affordability Index (HAI) reports that the 2021 Fair Market Rent in El Dorado County for a 2 to 3 bedroom home is \$2,140, a 21% increase from 2019. El Dorado County's medium home price was \$556,000, with a minimum qualifying income of \$100,400. With the rising costs of rental and home costs, many families are finding themselves priced out of the county.

Loss of employment: Due to the COVID-19 Stay at Home Executive Order, issued by the State of California on March 19, 2020, many employers were forced to lay off employees in order to keep their business doors open. By April 2020, the unemployment rate rose to 15.3%, a 10.6% increase from the previous month.

Food insecurity: Two primary factors influence food insecurity rates -- unemployment and poverty, which were significantly impacted by COVID-19. In 2018, according to Feeding America, over 17,040 people in El Dorado County were reported to be food insecure. In 2021, the agency reports that CalFresh had a 22% increase in residents being served through the program this year compared to the previous year. Ed-Data reports that over 9,580 students (K-12) currently qualify for free/reduced price meals. Due to COVID-19 Sheltering in Place Guidance, many individuals, particularly those 60 years of age and old, abstained from leaving their homes to buy food or household items, and opted for curbside pick-up, home delivery or drive through food give-away events.

12. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 6.4, State Plan)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Table 1: Needs Table

Complete the table below. Insert a row if additional space is needed.

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Access to Affordable Health Care	Community	Y	Y	Y
Access to Food	Family	Y	Y	Y
High Cost of Rent/Housing	Family	Y	Y	Y
Loss of Employment	Family	Y	Y	Y
Cost of Utilities	Family	Y	Y	Y

Needs Identified: List the needs identified in your most recent CNA.

Level: List the need level, i.e. community or family. Community Level: Does the issue impact the community, not just clients or potential clients of the agency? For example, a community level employment need is: There is a lack of good paying jobs in our community. Family Level: Does the need concern individuals/families who have identified things in their own life that are lacking? An example of a family level employment need would be: Individuals do not have good paying jobs.

Integral to Agency Mission: Indicate if the identified need aligns with your agency's mission.

Currently Addressing: Indicate if your agency is already addressing the identified need.

Agency Priority: Indicate if the identified need will be addressed either directly or indirectly.

Table 2: Priority Ranking Table

Prioritize all needs identified as an agency priority in Table 1. Insert a row if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
<p>1. Families are not able to afford the high costs of housing rent and/or mortgage costs</p>	<p>Public Housing Authority Housing Choice Voucher Program (HCV); 374 HCV vouchers, in both 2022 and 2023; Veterans Affairs Supportive Housing (VASH) Vouchers, 30 vouchers, in both 2022 and 2023; Mainstream Vouchers, 13 vouchers, in both 2022 and 2023</p> <p><i>Services Include: Provides rental assistance to low income individuals and families, who select their own rentals from homes, mobile homes and apartments on the private market in El Dorado County. 374 HCV are administered at the local level. This past year, the agency also acquired 30 VASH housing vouchers to assist homeless veterans, and 13 Mainstream vouchers for special populations/the disabled.</i></p>	<p>FNPI 4b</p>
<p>2. Families do not have access to healthy, affordable food</p>	<p>El Dorado County Senior Nutrition Program, Senior Farmer’s Market Coupons</p> <p>Senior Nutrition Home Delivered Meals, 548 clients, in both 2022 and 2023; Take-Out/Congregate dining meals, 900 clients, in both 2022 and 2023; Senior Farmers Market coupons, 130 coupon booklets distributed, in both 2022 and</p>	<p>SRV5ii</p>

	<p>2023</p> <p><u>Services include:</u> Congregate and home delivered meals for individuals over age 60, \$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 budget. During COVID-19, grocery boxes and take-out meals were distributed to seniors. Other resources are available in the county and clients are referred, as appropriate. In addition to the above services, the agency offers, CalFresh, Women, Infant & Children (WIC) Supplemental Nutrition Program and SNAP-ED Nutrition Education.</p>	
<p>3. Individuals have lost jobs and need to find other employment opportunities</p>	<p>Community Services does not provide direct employment services with CSBG funding, , but actively refers clients to: Golden Sierra Job Training Agency, Employment Resource Center, Welfare-to-Work, Department of Rehabilitation, ADVANCE, and other local employment search agencies.</p>	<p>FNPI 1b</p> <p>We will not be reporting on this due to the inability to capture unduplicated numbers. However, this is still an agency priority.</p>
<p>4. Families are unable to pay their costly utility bills due to increased utility costs</p>	<p>Low-Income Home Energy Assistance Program (LIHEAP), Weatherization Program</p> <p>Home Energy Assistance Utility Assistance Payments; 2200 clients, in both 2022 and 2023; Home Weatherization services, 195 homes in both</p>	<p>SRV4i, SRV4t</p>

	<p>2022 and 2023</p> <p><u>Services Include:</u> <i>Provides one-time financial assistance to households for utility bills, provides financial assistance to household in crisis, free energy upgrades to homes, energy education and budget counseling.</i></p>	
<p>5. The community doesn't have sufficient health care providers (medical, dental, optometrist, hearing)</p>	<p>Community Services does not provide direct health care services with CSBG funding, but actively refers clients to: Medi-Cal, In-Home Supportive Services (IHSS), Behavioral Health Services, Public Health Services, County Medical Services Program (CMSP), Multipurpose Senior Service Program (MSSP), Community Corrections Center, Veterans Affairs, and local medical/dental/hearing health facilities.</p> <p><u>Services Include:</u> <i>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, veterans, persons with disabilities, persons with alcohol and drug concerns, mental health clinics, wellness centers and intensive case management services, foster care, pregnant women, and low income individuals. Other resources are available in the county and clients are referred, as appropriate.</i></p>	<p>SRV5i</p> <p>We will not be reporting on this due to the inability to capture unduplicated numbers. However, this is still an agency priority.</p>

<p>Agency Priorities: Rank your agency priorities.</p> <p>Description of programs, services, activities: Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.</p> <p>Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.</p>		

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

California Government Code Sections 12745(e), 12747(a)

California Code of Regulations, Title 22, Division 11, Chapter 1, Sections 100651 and 100655

Vision and Mission Statement

1. Provide your agency's Vision Statement.

"Transforming Lives and Improving Futures"

2. Provide your agency's Mission 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.

Tripartite Board of Directors

CSBG Act Sections 676B(a); 676(b)(10)

California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605

State Plan

1. Describe how your Advisory or Governing Board is involved in the decision-making process and participates in the development, planning, implementation and evaluation of programs to serve low-income communities. (CSBG Act Section 676B(a))

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

2. Describe your agency's procedures 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 your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10), State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

3. Describe your Advisory or Governing Board's policy for filling board vacancies in accordance with established bylaws. Include the recruiting process, democratic selections process for low-income board members, and the timeframe established by your agency to fill vacancies. (State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Service Delivery System

CSBG Act Section 676(b)(3)(A)
State Plan

1. Describe your agency's service delivery system. Include a description of your client intake process or system and specify whether services are delivered via direct services or subcontractors, or a combination of both. (CSBG Act Section 676(b)(3)(A), State Plan)

The agency utilizes a number of systems that allow programs to have a comprehensive system for recording, tracking and measuring services delivered. The WellSky database is utilized by Title III/VII Older Americans Act Programs, such as Senior Legal Services, Information and Assistance and Senior Nutrition. The Long-Term Care Ombudsman Program utilizes ODIN/NORS, the Low-Income Home Energy Assistance Program utilizes Servtraq and the Housing Choice Voucher Program uses MRI/HAPPY Software, a database specifically designed to facilitate the provision and monitoring of the Housing Choice Voucher Program activities. In addition, agency software systems meet State and Federal reporting requirements and serve as a data management system for program and client tracking. The agency provides direct and subcontracted services.

The COVID-19 pandemic and the subsequent Governor's Stay-at-Home order provided an opportunity for the agency to evaluate its employees' ability to work from home. The agency provided new laptops for employees and encouraged work-from-home policies. In addition, the agency has been creative in the ways staff conduct client intake and application processes. Client intake forms and program applications are now delivered and received via online, mail, email or fax. The agency also incorporated virtual/Zoom meetings as appropriate. The agency will continue to assess the success of these new processes and may implement new non face-to-face strategies in the future.

2. List your agency's proposed programs/services/activities that will be funded by CSBG. Include a brief explanation as to why these were chosen and how they relate to the CNA. (CSBG Act Section 676(b)(3)(A), State Plan)

The agency utilizes CSBG funds exclusively to support the administration of direct service provision and does not sub-contract CSBG funds. CSBG dollars support staff salary, program support and training and technical assistance needs.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C), (3)(C) and (D), 676(b)(4), (5), (6), and (9)

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(3)(C); Organizational Standard 2.1; State Plan)

The agency has developed responsible administrative and fiscal habits that promote the most appropriate use of CSBG funds. Fiscal accountability of program dollars is a primary goal of the agency. Given the limited CSBG funding allocation, which has not increased to keep pace with the growth of El Dorado County's low-income population, coordination with local service providers is necessary to keep up with the increased need and service demand.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (Organizational Standard 2.1, State Plan)

The agency has a fiduciary obligation to monitor contracts based on the governing terms and conditions related to funding agreements. Agency memorandums of understandings and service agreements all comply with County Policy B-HH-006 and are maintained and monitored by the agency on an as-needed basis.

3. Describe how services are targeted to low-income individuals and families and indicate how staff is involved, i.e. attend community meetings, provide information, make referrals, etc. Include how you ensure that funds are not used to duplicate services. (CSBG Act Section 676(b)(9), California Government Code Section 12760, State Plan)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.
-

4. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. (California Government Code Section 12747, State Plan)

The agency leverages services by making new contacts through networking, growing existing partnerships within community organizations, and obtaining additional funding opportunities through available grant opportunities. By coordinating together with community stakeholders, the agency is able to increase programmatic capacity and demonstrate funding sustainability.

5. Describe your agency's contingency plan for potential funding reductions. (California Government Code Section 12747, State Plan)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

6. Describe how your agency documents the number of volunteers and hours mobilized to support your activities. (Organizational Standard 2.4)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

In addition to our response from our 20/21 CAP, the agency utilizes a database called Volgistics to manage volunteers. Volgistics is a complete online tool that manages program volunteers, hours and trainings.

7. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. (CSBG Act Section 676(b)(1)(B), State Plan)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

Due to COVID-19, many youth development programs and services have been modified, put on hold or cancelled. However, coordination and collaboration with programs and educational institutions serving the youth in low-income communities are an ongoing priority of the agency.

The agency partners with First 5 El Dorado Children and Families Commission. The Commission identified Community Hubs as a key strategy within its 2016-2021 Strategic Plan. Community Hubs are partners who provide prevention and early intervention strategies within local libraries and neighborhoods to help strengthen communities and families. Community Hubs continue to offer

online classes, groups and activities for expectant parents and families with children ages 0-18. Hubs are staffed by a team of family engagement, literacy and health specialists.

8. Describe how your agency will promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs such as the establishment of violence-free zones, youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, after after-school child care. (CSBG Act Section 676(b)(1)(B), State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Due to COVID-19, many youth programs and services have been modified, put on hold or cancelled. Coordination and collaboration with youth development programs and entrepreneurship programs serving the youth are an ongoing priority of the agency.

9. If your agency uses CSBG funding to provide employment and training services, describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5), State Plan)

The agency does not provide employment and training services through CSBG funds, but actively refers individuals to Golden Sierra Job Training Center, the agency's Employment Resource Centers, and other local organizations as appropriate.

10. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services, as may be necessary, to counteract conditions of starvation and malnutrition among low-income individuals. (CSBG Act Section 676(b)(4), State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

As outlined in our 20/21 CAP, the agency continues to provide emergency supplies services, nutritious food and related services for low-income individuals. In response to the COVID-19 pandemic, the agency started a new daily (M-F) Take-Out Meal program and weekly Grocery Box program for seniors, over age 60. Over 1027 seniors were served through the Take-Out Meal Program in 2020. The Grocery Box program proved very successful; from program implementation in May 2020 to March 2021, over 17,100 boxes were distributed to seniors.

The Senior Community Garden ended in 2019.

11. Describe how your agency coordinates with other antipoverty programs in your area, including the emergency energy crisis intervention programs under title XVI (relating to low-income home energy assistance) that are conducted in the community. (CSBG Act Section 676(b)(6), State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

12. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Monitoring

CSBG Act Section 678D(a)(1)(A) and (B)

1. Describe how your agency's monitoring activities are related to establishing and maintaining the integrity of the CSBG program. Include your process for maintaining high standards of program and fiscal performance.

The agency provides ongoing program monitoring in order to maintain the integrity of agency programs. Following identification of a program need or problem, the agency may conduct a review of existing and potential resources. If the potential exists for developing or expanding agency services, the agency would start the planning process, bringing together key agency staff in administration, fiscal and program areas. Proposals to start or implement new services will first be reviewed by the Community Action Council and then County Board of Supervisors for approval. Goals and strategies are developed through this process, and are designed to ensure maximum utilization of high standards of program and fiscal performance.

Community Action Council: Program issues are discussed regularly at the monthly Community Action Council meetings. Representatives from non-profit agencies, community organizations,

local government and low-income individuals discuss and advise on community service needs.

Contract Monitoring: State and Federal agencies conduct program audit and monitoring visits on an ongoing basis. This provides programs with an additional layer of program oversight, including program recommendations, observations, and findings. In addition, the agency has created a HHS Audit Tracking Tool, which is used by agency administration whenever an outside agency is auditing or reviewing agency programs. This tool tracks audit responses, Corrective Action Plans, and close-out reports.

Surveys: Surveys of low-income persons, at-risk older adults, home energy assistance clients, 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: Strategic Planning is an important method used by the agency to determine the future direction of the agency. During this planning process, the agency looks three to five years ahead and charts a course based on strong indicators of what the agency will be like in those years. Strategic Planning assists us in utilizing energies and resources more effectively, despite changes in the environment.

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

Community Forums: Agency representatives attend county-wide meetings and participate on task forces and community focus groups to offer and gather input on issues such as community needs, nutrition needs, behavioral health, and planning for low-income and older adult services.

2. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency, type of monitoring, i.e., onsite, desk review, or both, follow-up on corrective action, and issuance of formal monitoring reports.

The agency has fiduciary obligation to monitor contracts based on the governing terms and conditions related to funding agreements. Agency subcontractors comply with County Policy B-HH-006 and are maintained and monitored by the agency on an as-needed basis. State and Federal agencies conduct program audit and monitoring visits on an ongoing basis. This provides

programs with an additional layer of program oversight, including program recommendations, observations, and findings. In addition, the agency has created an HSA Audit Tracking Tool, which is used by agency administration whenever an outside agency is auditing or reviewing agency programs. This tool tracks audit responses, Corrective Action Plans, and close-out reports.

Data Analysis and Evaluation

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

1. Describe your agency's method for evaluating the effectiveness of programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)

Monitoring and evaluation of programs and services are ongoing activities at the agency, and performance measures are utilized to improve the quality and efficiency of services.

The agency evaluates the effectiveness of programs and services using multiple performance measurement tools. These tools support new and innovative approaches to identify efficiency and effectiveness of programs:

Community Action Council: Program issues are discussed regularly at the monthly Community Action Council (CAC) meetings. Representatives from non-profit agencies, community organizations, local government and low-income individuals discuss and advise on community service needs. The CAC receives a Programatic Report at each monthly meeting.

Surveys: Surveys of low-income persons, at-risk seniors, disabled adults, and food program recipients are conducted periodically to evaluate needs and the effectiveness of programs and services. Survey results help staff identify areas within programs that may need additional improvement, therefore helping the program become more successful and effective for the community.

Planning Sessions: Strategic Planning is used by the agency to determine the future direction of the agency. During this planning process, the agency looks three to five years ahead. Strategic Planning assist us in controlling our future by utilizing energies and resources more effectively and conducting our business more successfully and proactively, despite 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: Public hearings are held each year to solicit public comment for various agency programs. Notices in local newspapers, posted flyers, and humaninterest articles encourage public participation in the planning process.

Agency employees are evaluated at least annually and are given the opportunity to review their evaluations with management. The agency utilizes performance management software 'PERFORM,' that automates annual and probationary employee evaluations, allowing agency administrative staff to identify skills, gaps, and areas of improvement among employees. A positive effort is made to enhance, on an ongoing basis, staff performance and coordination in the delivery of a wide range of services. Staff are also offered a variety of development trainings throughout the year.

2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

3. Applying the full ROMA cycle, describe one change your agency facilitated to help revitalize the low-income communities in your agency's service area(s). (CSBG Act Section 676(b)(12), Organizational Standard 4.2) (Optional)

The COVID-19 pandemic necessitated the closure of El Dorado County's two Adult Day Centers (also known as The Clubs) on March 17, 2020. The Clubs remained closed throughout the remainder of 2020. The majority of clients of The Clubs have dementia and/or Alzheimer's Disease, and an established routine and mental stimulation is necessary for their well-being and stability. Staff of The Clubs created a YouTube channel as a creative approach and based on conversations with families in the program, to continue to engage, stimulate and communicate with clients and family members sheltering in place at home. The public YouTube channel was created on April 3, 2020 and was accessed by the clients and their caregivers and available to view 24/7. The channel contained recorded videos of messages from the staff, exercise classes, topics of interest, and videos of daily routine activities that the clients had engaged in prior to the March 17th closure date. To ensure clients were engaging with the YouTube channel, staff checked in with families on a weekly basis and inquired about the clients' cognitive improvement or decline, social interactions and physical wellbeing. The channel was updated, as needed, based on feedback from staff and family members. The project ended in June 2020, although the videos remain

available online and accessible to clients. From implementation date to end date the YouTube channel had over 340 views and contained over 59 different videos. Due to COVID-19, evaluation of this project was difficult and results varied by the client's overall health during the duration of sheltering in place. However, based on verbal feedback from several families the YouTube channel proved effective in increasing mental and emotional stimulation in the clients and allowed clients to have a daily routine. An example of the YouTube channel can be found here:

<https://www.youtube.com/channel/UCJ4qkwAOryrYFed8XfF2mAA/videos>

Additional Information (Optional)

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?

Yes

No

2. If so, when was the disaster plan last updated?

May 2019

3. Briefly describe your agency's main strategies to remain operational during and after a disaster.

The agency is included in the County's Continuity of Operations Plan (COOP). The agency has the ability to activate our portions of the COOP in conjunction with or independent of the County. In the event of a disaster, essential functions may be disrupted through a loss of facilities, staff, technology, or other resources that support the delivery of the agency's essential functions. The agency's COOP strategies involve three main steps: 1) Executive Decision Process (Activation), 2) Alert and Notification Procedures, and 3) Reassignment and Relocation. The COOP identifies how each program in the agency will continue essential functions, including critical function, maximum disruption time, activities required by function, required staff, order of succession and authorities, resources required to complete activities, and identifies alternate facilities. The agency reviews and updates the COOP, as needed.

Agency Capacity Building

1. Although the CNA focused on Community and Family Level needs, if your agency identified Agency Level need(s) during the CNA process, list them here.

Agency Level needs were not identified during the CAN process.

2. Describe the steps your agency is planning to take to address the Agency Level need(s).

N/A

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

676(b)(1)(A): The state will assure “that funds made available through grant or allotment will be used – (A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under title IV of the Social Security Act, homeless families and individuals, migrant or seasonal farmworkers, 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 (particularly 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);
 - ii. to secure and retain meaningful employment;
 - iii. to attain an adequate education with particular attention toward improving literacy skills of the low-income families in the community, which may include family literacy initiatives;
 - iv. to make better use of available income;
 - v. to obtain and maintain adequate housing and a suitable living environment;
 - vi. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;
 - vii. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots
 - viii. partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to
-
- I. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and
 - II. strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Needs of Youth

676(b)(1)(B) The state will assure “that funds made available through grant or allotment will be used – (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
- II. after-school childcare programs.

Coordination of Other Programs

676(b)(1)(C) The state will assure “that funds made available through grant or allotment will be used – (C) to make more effective use of, and to coordinate with, other programs related to the purposes of this subtitle (including state welfare reform efforts)

Eligible Entity Service Delivery System

676(b)(3)(A) Eligible entities will describe “the service delivery system, for services provided or coordinated with funds made available through grants made under 675C(a), targeted to low-income individuals and families in communities within the state;

Eligible Entity Linkages – Approach to Filling Service Gaps

676(b)(3)(B) Eligible entities will describe “how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations.”

Coordination of Eligible Entity Allocation 90 Percent Funds with Public/Private Resources

676(b)(3)(C) Eligible entities will describe how funds made available through grants made under 675C(a) will be coordinated with other public and private resources.”

Eligible Entity Innovative Community and Neighborhood Initiatives, Including Fatherhood/Parental Responsibility

676(b)(3)(D) Eligible entities will describe “how the local entity will use the funds [made available under 675C(a)] to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging parenting.”

Eligible Entity Emergency Food and Nutrition Services

676(b)(4) An assurance “that eligible entities in the state will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.”

State and Eligible Entity Coordination/linkages and Workforce Innovation and Opportunity Act Employment and Training Activities

676(b)(5) An assurance “that the State and eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services, and [describe] how the State and the eligible entities will coordinate the provision of employment and training activities, as defined in section 3 of the Workforce Innovation and Opportunity Act, in the State and in communities with entities providing activities through statewide and local workforce development systems under such Act.”

State Coordination/Linkages and Low-income Home Energy Assistance

676(b)(6) “[A]n assurance that the State will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such community.”

Community Organizations

676(b)(9) An assurance “that the State and eligible entities in the state 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.”

Eligible Entity Tripartite Board Representation

676(b)(10) “[T]he State will require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or 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) of the eligible entity to petition for adequate representation.”

Eligible Entity Community Action Plans and Community Needs Assessments

676(b)(11) “[A]n assurance that the State will secure from each eligible entity in the State, as a condition to receipt of funding by the entity through a community service block grant made under this subtitle for a program, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State Plan) that includes a community needs assessment for the community serviced, which may be coordinated with the community needs assessment conducted for other programs.”

State and Eligible Entity Performance Measurement: ROMA or Alternate System

676(b)(12) “[A]n assurance that the State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System, another performance measure system for 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 [describe] outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.”

Fiscal Controls, Audits, and Withholding

678D(a)(1)(B) An assurance that cost and accounting standards of the Office of Management and Budget (OMB) are maintained.

By checking this box and signing the Cover Page and Certification, the agency’s Executive Director and Board Chair are certifying that the agency meets the assurances set out above.

State Assurances and Certification

California Government Code Sections 12747(a), 12760, 12768

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

[California Government Code § 12760](#): CSBG agencies funded under this article shall coordinate their plans and activities with other agencies 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.

For MSFW Agencies Only

[California Government Code § 12768](#): Migrant and Seasonal Farmworker (MSFW) entities funded by the department shall coordinate their plans and activities with other agencies funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries.

- By checking this box and signing the Cover Page and Certification, the agency's Executive Director and Board Chair are certifying the agency meets assurances set out above.**

Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

Category One: Consumer Input and Involvement

Standard 1.1 The organization/department demonstrates low-income individuals' participation in its activities.

Standard 1.2 The organization/department analyzes information collected directly from low-income individuals as part of the community assessment.

Category Two: Community Engagement

Standard 2.1 The organization/department has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area.

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

Standard 2.4 The organization/department documents the number of volunteers and hours mobilized in support of its activities.

Category Three: Community Assessment

Private Agency - Standard 3.1 Organization conducted a community assessment and issued a report within the past 3 years.

Public Agency - Standard 3.1 The department conducted or was engaged in 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 includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).

Standard 3.3 The organization/department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment.

Standard 3.4 The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.

Standard 3.5 The governing board or tripartite board/advisory body formally accepts the completed community assessment.

VISION AND DIRECTION

Category Four: Organizational Leadership

Private Agency - Standard 4.1 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 Agency - Standard 4.1 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.

Standard 4.2 The organization's/department's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.

Standard 4.3 The organization's/department's Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation). In addition, the organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.

Category Six: Strategic Planning

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.

Appendices

Please complete the table below by entering the title of the document and its assigned appendix letter. Agencies must provide a copy of the Notice(s) of Public Hearing and the Low-Income Testimony and the Agency’s Response document as appendices A and B, respectively. Other appendices such as need assessment surveys, maps, graphs, executive summaries, analytical summaries are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Copy of the Notice of Public Hearing) and submitted with the CAP.

Document Title	Appendix Location
Notice of Public Hearing	A
Low-Income Testimony-Agency Response	B
Community Needs Assessment	C
2021 Governing Board Roster	D
22/23 Public Hearing Summary	E

Sponsored by
The El Dorado County Community Action Council

PUBLIC HEARING NOTICE

TOPIC OF HEARING

Review of the Draft 2022/2023 Community Action Plan

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

Hearing Date: Wednesday, May 26, 2021

Time: 10:15 a.m. to 11:00 a.m.

Location: Due to the COVID-19 pandemic, the meeting will be held via ZOOM

Join Zoom Meeting

<https://zoom.us/j/97336887024?pwd=UExDV1I6Zms0eUpUbVpiMEh6RU9hZz09>

Meeting ID: 973 3688 7024 Passcode: 812732

Dial by your location 1 (669) 900 6833

Meeting ID: 973 3688 7024 Passcode: 812732

PUBLIC COMMENTS WILL BE INCORPORATED
INTO THE PLANNING DOCUMENT

Written comments may be submitted to:

CAP 2022/2023

Attention: Star Walker

937 Spring Street, Placerville, CA 95667

Comment Period is 5/3/21 – 5/26/21

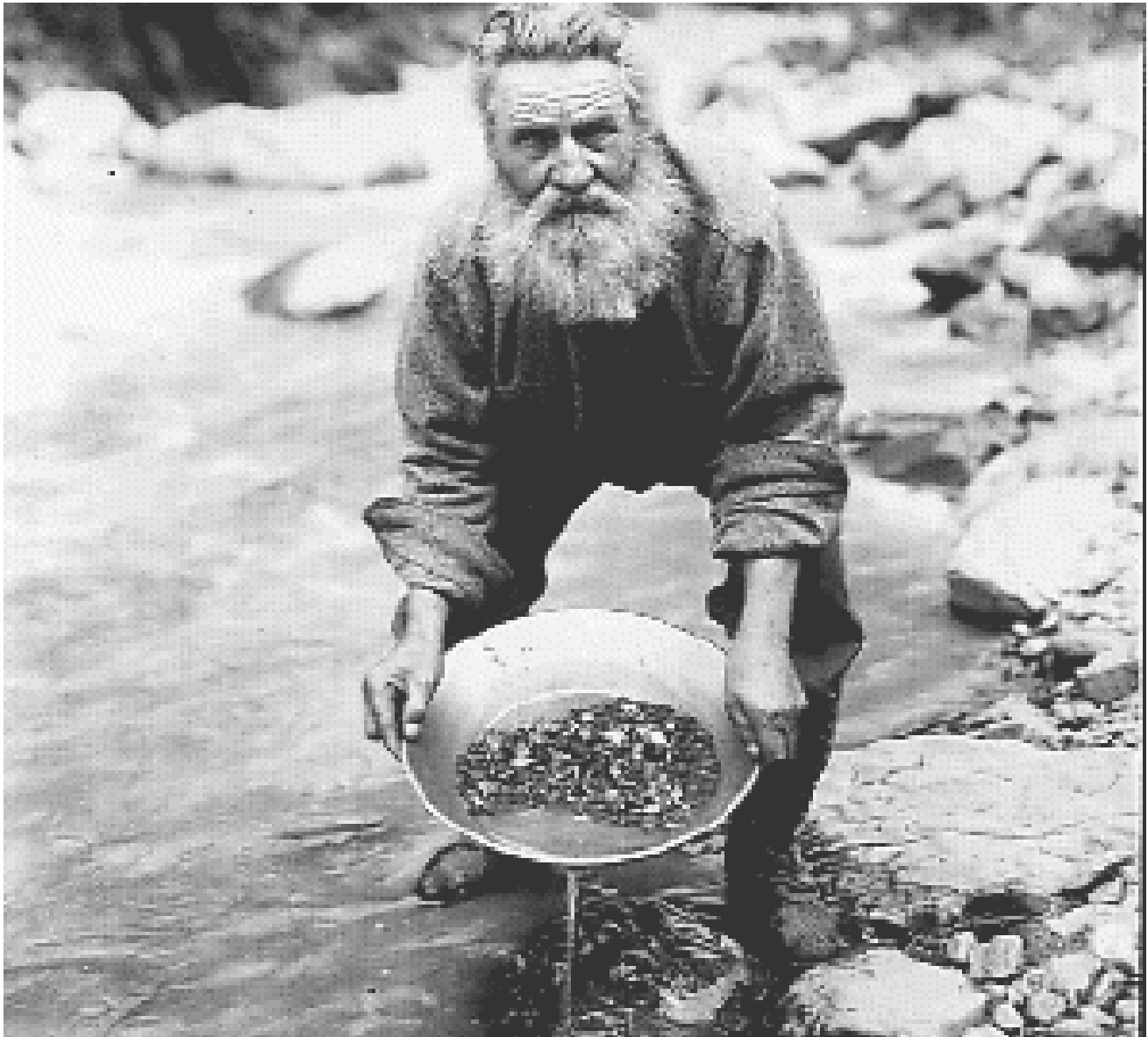
To request a copy of the draft Community Action Plan or for general questions, please contact Star Walker at (530) 621-6255 or star.walker@edcgov.us

Appendix B: 2021 Low-Income Testimony-Agency Response

Low-Income Testimony and Agency Response			
Name	Verbatim Testimony	Concern addressed in draft CAP? (Y/N)	If not, Agency's Response
No Low-Income Testimony provided during the CAP 22/23 Public Hearing			

El Dorado County Health and Human Services Agency

2022/2023 Community Overview and Assessment



"The new dream was the dream of instant wealth, won in a twinkling by audacity and good luck." H.W. Brand

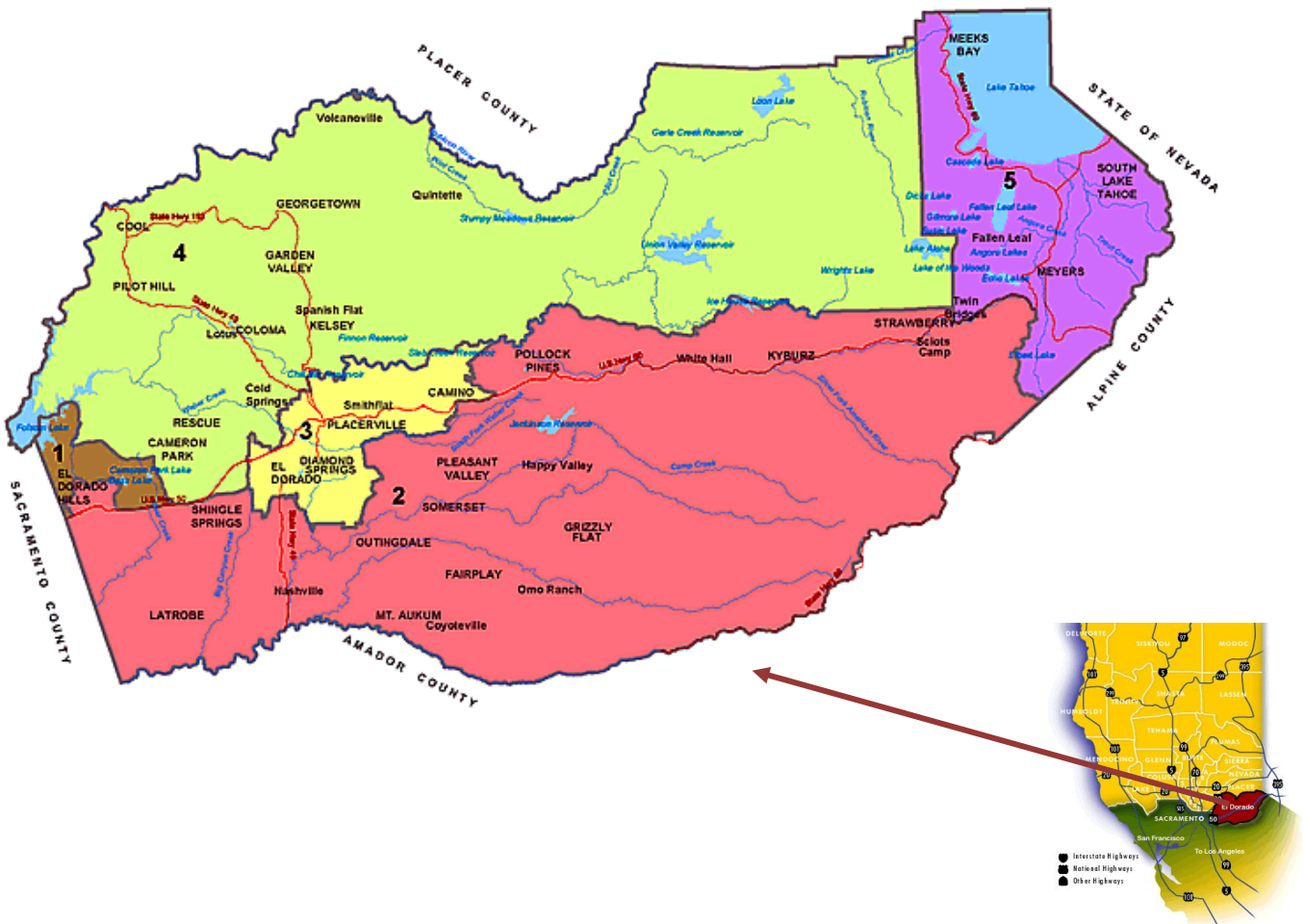
Prepared by:
El Dorado County Health and Human Services Agency

OUR GOLDEN 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 present-day site of El Dorado County was once home to the Maidu, Washoe, and Miwok Native American tribes, and is notable for being the site of the 1848 gold discovery that sparked the California Gold Rush. The County of El Dorado was one of California's original 27 counties created. Its name is derived from the Spanish meaning "the gilded/golden".

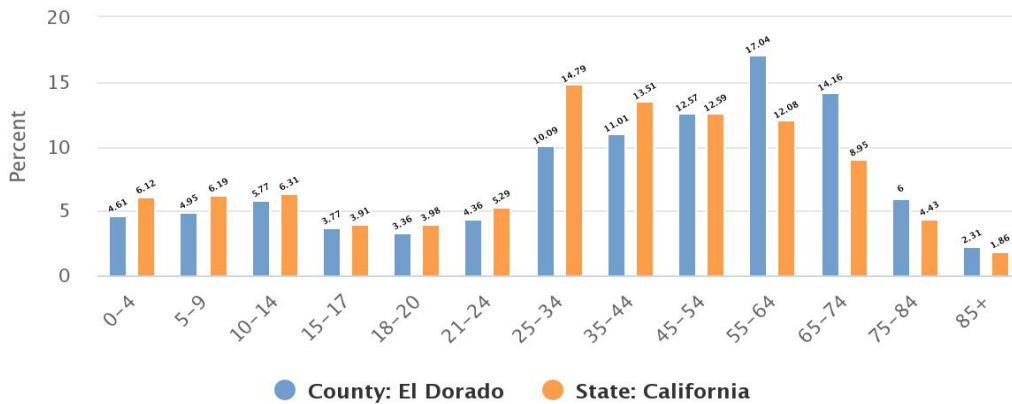
The county is topographically divided into two zones. The northeast corner of the county is in the Lake Tahoe basin, while the remainder is in the "western slope," the area west of Echo Summit. This landscape invites residents and tourists alike to enjoy outdoor recreation activities year-round. The 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.



COMMUNITY PROFILE

El Dorado County is home to over 190,000 people and has over 90,000 housing units. Homeownership rate is over 75% which is higher than the national average of 65.8%. The county has two incorporated cities; the city of South Lake Tahoe is the most populous, with 21,939 people and the city of Placerville with 10,970 people. According to the US Census data, in 2019, 19.9% of the county’s population was 18 years and younger, while 21.8% was over age 65 years. Those between the ages of 55-64 make up the largest population by age group of 17.04% and are a higher percentage than the state average of only 12.08%.

Population by Age Group
County: El Dorado



Claritas, 2021. www.welldorado.org

In 2019, the total median household income for El Dorado County was nearly \$84,000. The 2015-2019 median household income in South Lake Tahoe was about \$49,000, \$59,247 in Placerville and \$62,370 in Diamond Springs. Conversely, the median household income for El Dorado Hills was almost \$137,726. The average household size is 2.5 persons. There are over 24,346 households with children living in El Dorado County. El Dorado County’s labor force has grown steadily in recent years and in 2021 is estimated at 91,800. In December 2019, the unemployment rate was 3.3%. However, due to the COVID-19 pandemic, by April 2020 the unemployment rate in El Dorado County was 15.5%, an increase of 369%.

El Dorado County law enforcement agencies consist of the El Dorado County Sheriff’s Office, South Lake Tahoe Police Department, Placerville Police Department and the California Highway Patrol. Local law enforcement agencies work together to ensure that the safety and wellbeing of El Dorado County residents are sustained.

El Dorado County Office of Education (EDCOE) offers a variety of services to many county-wide programs and 15 school districts. In the 2019-2020 school year, more than 31,000 students attended K-12. EDCOE directly supports more than 3,000 students through early education and development, charter school program and special education services. Collaborative partnerships between EDCOE, government agencies, and community organizations maximize taxpayer dollars in order to provide additional cost-effective assistance and opportunities to students and the community.

THE COMMUNITY WE CALL HOME

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. 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, and the average snowfall of 190.7 inches in the Tahoe Basin area.

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.

Much of the county is public land. The El Dorado National Forest comprises a significant portion (approximately 43%) of the county's land area, primarily on the western slope. The Lake Tahoe Basin Management Unit, formerly part of the El Dorado and two other National Forests, manages much of the land east of the crest. The Pacific Crest Trail runs through the eastern part of the county, along or roughly paralleling the Sierra crest. The county is home to the Desolation Wilderness, a popular destination for hiking, backpacking, and fishing. The setting of the county allows for residents and visitors to take advantage of the many activities offered.

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. In 2019, El Dorado County tourism generated more than \$49 million dollars in local taxes, over \$50 million in state taxes and more than \$1.1 billion in direct travel spending, according to Dean Runyan Associates, California Travel Impacts Study. As the popularity of the community steadily increases and more individuals and families are visiting El Dorado County, the community and cities are starting to convene and address the emergent need of improved roads and infrastructures.

Home to some of the most picturesque topography in the country, El Dorado County offers hiking, camping, rafting, snow sports, biking, off-roading and fishing.



El Dorado County is known for producing beautiful wines. With over 70 wineries and tasting rooms located throughout the region, visitors and locals can enjoy music, friends and beautiful views.

Emerging as one of the nation's premier resort getaways, South Lake Tahoe offers ski resorts, beaches, and endless miles of wilderness. Did you know that Lake Tahoe is the third deepest lake in North America and the tenth deepest in the world?



COMMUNITY ACCOMPLISHMENTS

Residents of the community are proud to call El Dorado County home. The community strives for health and wellness and focuses on positive outcomes. The community is also humble in its successes and strives for continued growth within core services. In the last two years, the community has had several achievements of which should be acknowledged.



El Dorado County Parks Division Receives \$2 Million for New Bike Park

The El Dorado County Parks Division was awarded \$2 million in Prop 68 funding to create the Old Depot Bike Park in Placerville. The County acquired the property at 40 Old Depot Rd, Placerville in May 2018. The project site is currently a fenced vacant lot, making it inaccessible to the public. The surrounding area of Missouri Flat is mostly for commercial use and does not have any existing park space; however, the site is adjacent to a walking trail that spans from El Dorado Hills to Camino. The County purchased the site for the purpose of developing a park. The park will include ADA-compliant exercise equipment suitable for all fitness levels and a wide range of ages, playground equipment for toddlers to older youth, climbing/bouldering structures accessible to a wide age range, a BMX track for youth and adults, a freestyle slope-style course that caters to youth and adults, and a trick area/bowl for teens and adults.

EL DORADO COMMUNITY



El Dorado County Wins Award for Outstanding Program

El Dorado County's Community Hubs programs received an award from the California State Association of Counties (CSAC) recognizing it as an exemplary and innovative service to the community. The Community Hubs program is located in each of the five supervisorial districts, using the local library as a "hub" to provide prevention and early intervention services to families. The Hubs are comprised of a multidisciplinary team including a public health nurse, a community health advocate, a family engagement specialist and an early childhood literacy specialist. It is a collaborative effort between the Health and Human Services Agency, County Libraries, First 5 El Dorado Children and Families Commission, and El Dorado County Office of Education. The Hubs have served more than 6,000 children age zero to five and almost 5,000 parents and caregivers in the last two years. In 2018, Hubs provided almost 900 literacy activities, nearly 200 family engagements and connected close to 900 families with health providers.



El Dorado Opportunity Knocks Provider Prevents 30 People from Being Homeless

Thirty people in seventeen households avoided becoming homeless in El Dorado County as a result of efforts from the Tahoe Coalition for the Homeless and the El Dorado Opportunity Knocks Continuum of Care (EDOK), utilizing CSBG one-time discretionary funding. Thirteen households had a head of household between the ages of 51 and 72. One of those households is caretaker for a minor daughter. The remaining 4 households had a head of household between the ages of 23 and 38. Three of those households had a total of 6 children, with one household having a baby. To access the homeless prevention funding, households had to verify that they earn an income at 30% or below Area Median Income and that they were imminently at risk of losing their housing and becoming homeless. This effort was only one of

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many initiated through El Dorado County and its partner agencies over the past two years to enhance and expand services and supports for homeless individuals and families in El Dorado County.



El Dorado County Awarded Grant for Bicycle, Pedestrian Education

El Dorado County received a \$100,000 grant from the California Office of Traffic Safety (OTS) for programs that focus on the safety and awareness of bicyclists and pedestrians. The grant funding will be used to develop an educational and community outreach program, with an emphasis in areas of the County where data shows a disproportionately high number of pedestrian and bicycle collisions. Grant funds will be used for activities promoting bicyclist and pedestrian safety: Education workshops geared toward youth and older adults; Education on the importance of safety equipment that improves visibility, such as reflective armbands, bicycle headlights and taillights; Community walks and bicycle safety courses; Bicycle helmet inspections; and Distribution of bicycle helmets to those in need following education presentations.

COMMUNITY IMPACTS

These past two years have brought several unique challenges to El Dorado County. The community that was once vibrant and full of life spent the last two years becoming wiser, safer, resilient and full of perseverance. Going without power due to Public Safety Power Shut-Off (PSPS) events for days at a time became a new way of life, and peering through face masks and learning the true measure of “6 feet apart” have become wearisome for many residents. Our community witnessed restrictions and closures of roadways, parks, restaurants, and schools. Both the COVID-19 pandemic and PSPS events, although completely different in nature, were remarkably similar in the social, economic and financial impacts they brought to our community.

COVID-19

The Coronavirus 19 (COVID-19) pandemic has been in the forefront of the news and all media platforms for over a year now. In El Dorado County, the first cases of COVID-19 were recorded in February of 2020. COVID-19 is known as a virus that can cause respiratory and other symptoms. Most people, who become ill from COVID-19 recover on their own, but some, particularly those whom have underlying health problems, may require more intensive medical care. COVID-19 is highly contagious, and in March of 2020, the Governor of California issued a stay-at-home mandate in hopes of lessening the spread of the virus and protecting California residents. The stay-at-home order had an immeasurable impact on El Dorado County. All non-essential businesses were forced to close their doors, all schools were mandated to transition to distanced learning and our county residents were isolated and confined to their homes. As of April 2021, the county has seen 9,641 laboratory confirmed

“My greatest concern is getting sick and dying...”

“With COVID it’s just been harder. It’s like you float around trying to figure out where you are going to sleep and what you’re going to eat, but it’s just harder. Everything has been harder.”

-Homeless community member

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positive cases and 151,828 negative test results. The El Dorado County Public Health Department has been working tirelessly to ensure our residents are informed and educated on the status of the virus within our county. Although COVID-19 created much grief for the community, its members responded with great resilience and hope. Community members continued to support local businesses by ordering food and goods through pick up only. The El

“I’m looking forward to feeling safe...”

“I’m looking forward to maybe hugging my grandchildren and being able to share the holidays with family again.”

-75 year old community member

Dorado Hills Chambers of Commerce and the El Dorado Community Foundation created a Small Business Relief Fund to help small business with unpaid invoices. The Food banks came together and had weekly and monthly grocery drive by pick-ups for families. The county’s Senior Nutrition program distributed approximately 17,100 grocery boxes to our seniors to assist them with their food needs and lessen their need to go out during the uncertain time. COVID-19 also had an immense effect on the residents’ mental health. Jim Hadley, from local business Hadley’s Porcelain, shared that his biggest struggle has been “the mental health toll, the stress and the loss of social interaction” during this time. Chapter

president of the National Alliance on Mental Illness shared with the *Mountain Democrat* newspaper that there has been a reported increase in people saying they are at their breaking point. El Dorado County has numerous resources and programs to assist those who are in crisis and in need. To combat isolation and mental health decline among our local seniors, the Placerville Senior Center connected with the Senior Nutrition Program, Long-Term Care Ombudsman Program, and Adult Day Services and distributed 680 Senior Activity Kits and flyers, which included valuable information about agency programs and supports available for seniors. The Placerville Senior Center and the programs such as Senior Nutrition, Family Caregiver Support, You Are Not Alone Telephone Reassurance Program, Information and Assistance and others continue to reach out to the community and encourage resilience and hope that the county will one day open again. California will begin to emerge out of its stay-at-home order in June of 2021. By then the state will have been under the order for 15 months.

PSPS Events

Over the past few years, as the climate has been changing, California has experienced an unprecedented number of catastrophic wildfires. High temperatures, extreme dryness and record-high winds have increased fire risks across the areas that Pacific Gas & Electric (PG&E) serves in Northern and Central California. Nearly one third of the electric lines that provide PG&E customers with power are now located in High Fire-Threat District (HFTD) areas, as designated by the California Public Utilities Commission (CPUC). To help keep customers and communities safe, PG&E took steps to improve the safety of their electric system and reduce wildfire risks. PG&E is meeting and exceeding state vegetation safety standards, hardening the electric system and testing and using new technologies to reduce wildfire risks. As a last resort, PG&E also turns off power during times when high winds could cause tree branches or debris to contact energized electric lines, which could



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damage their equipment and cause a major wildfire. The action of PG&E turning off power during these high wildfire risk situations is called a Public Safety Power Shutoff (PSPS) event. El Dorado County observed its first PSPS event in October 2018. Over 26,000 households and commercial/industrial businesses throughout El Dorado County had their power shut off during this event. With little warning, households and businesses found themselves unprepared and without water, lights, back-up generators, and a way to keep food cold. This was the first of several events during a one month period. Households found themselves going 2-4 days without power. With businesses losing food and customers, these events resulted in economic losses. Since 2018, PSPS events are now expected during fire season months in El Dorado County. Households and businesses have become more prepared and taken steps to lessen the inconvenience and financial impact during PSPS events. PG&E has taken steps to educate and prepare customers by offering resources before and during a PSPS event. These efforts have included online outage alerts, special notification systems for clients enrolled in Medical Baseline, mailers, flyers, phone/email alert messages, and television campaigns.. In addition, PG&E offers support such as free Wi-Fi, device charging stations, bagged ice, ADA-accessible restrooms and hand-washing stations in affected communities once the power has been turned off. El Dorado County has taken extra steps in educating program participants with ongoing outreach and distribution of thousands of flyers/handouts focused on wildfire safety, emergency preparedness and CodeRED, an emergency notification service that allows emergency officials to notify residents and businesses by telephone, cell phone, text message, email, and social media.. For home-delivered meal program recipients, shelf-stable emergency food boxes are distributed throughout the year to ensure homebound seniors have nourishment during emergency events. Since project implementation, over 17,100 emergency food boxes have been dispersed. The Low-Income Home Energy Assistance Program (LIHEAP) has distributed over 230 insulated bags to HEAP participants on PG&E Medi-Cal Baseline. The bags are designed to keep medicine cold during a power outage. In addition, over 900 solar lanterns have been distributed to low-income families in the community through the LIHEAP Program.

ASSESSING THE COMMUNITY NEED - KEY FINDINGS

The El Dorado County Health and Human Services Agency cares about the health and wellbeing of the community. The agency strives to protect, educate and assist community members to stay healthy and become self-sufficient. The agency has five (5) divisions: Community Services, Behavioral Health, Public Health, Social Services, and Administration.

Over the past two years, the agency has conducted surveys and assessments focusing on community health and welfare issues. The Community Action Council (CAC), advisory board to the Community Action Agency wanted to highlight three surveys conducted by the agency, focusing on poverty related needs, available resources, goals and strategies.

Older Adult Needs Assessment

The El Dorado County Health and Human Services Agency, Area Agency on Aging (AAA), a



Appendix C: Community Needs Assessment

program under the Community Services Division, in partnership with the Commission on Aging, conducted an Older Adults Needs Assessment in January 2020 of older adults 60 years of age and older living in El Dorado County. El Dorado County is experiencing an extraordinary increase in its older adult population. In 2010, there were 39,955 adults aged 60 and over, representing 21.8% of the total population. In 2020, it was projected that the aged 60 and over population would grow to 61,438. The Needs Assessment was created to help identify the needs, priorities and challenges faced by current and future seniors in the community. The results of the Needs Assessment helped the AAA develop its four-year Area Plan which outlined services and programs for older adults in the community. The Needs Assessment was distributed at all of the Nutrition Sites and Senior Centers in El Dorado County, and to Community Groups, Support Groups, posted on websites, etc. The final survey consisted of 31 questions and over 1,045 responses were received. This is double the amount of responses received during the 2016-2020 Needs Assessment which received 522 responses. Prioritizing services for local seniors, 67% of respondents noted that the Senior Nutrition Program was the most needed, Senior Legal came in second with 55% and Senior Center Activities came in third (45%). The Needs Assessment asked about anticipated challenges of aging. Top aging concerns from respondents ranked from 1-5, with 1 being the biggest concern/challenge: 1. Physical health (56%), 2. Having visual or auditory impairments (36%), 3. Having adequate transportation (32%), 4. Having financial problems (28%), 5. Getting Needed Health Care 28.32%. Respondents also identified affordable medication, living alone and providing care for another person as top concerns. Transportation, visual or auditory impairments, financial problems and health care continue to be concerns and challenges. Respondents were asked if they had enough money to pay for other expenses once they had paid for their housing. Those who responded that they did not, were asked to identify the items or expenses that they could not afford.. The top five responses are noted here. Top items from respondents ranked from 1-5, with 1 being the top response: 1. Dental Care (52%), 2. Utilities (38%), 3. Eye Glasses (37%), 4. Clothing (36%), 5. Food (35%). When asked if respondents were prepared for a natural or man-made emergency, 78% of respondents responded "Yes", which supports the outreach efforts the agency has put forth in the last two years, frequently distributing informational materials on emergency preparedness. Looking ahead, the top programs that seniors are planning to access are those that will assist them as they age in place allowing them to remain longer in their homes living independently. The YANA program provides daily check-in calls to frail home-bound seniors. Also included is the Ombudsman program which advocates for residents living in skilled nursing facilities, assisted living facilities and board and care homes.

HEAP Client Satisfaction Survey

To ensure client program satisfaction and to assess the community need during the COVID-19 pandemic, the El Dorado County Health and Human Services Agency, Home Energy Assistance Program (HEAP) staff conducted a Client Satisfaction Survey for HEAP clients. HEAP clients were encouraged to fill out the survey and provide feedback on several topics related to current intake processes, past experiences, past due notices, and the impacts of COVID-19 on their family. Surveys were distributed at Placerville and South Lake Tahoe HEAP office locations, via email, the agency Facebook page, and HEAP Website. The survey was sent out on February 22, 2021, and concluded on March 10, 2021. In a little over 17 days, over 209 HEAP clients responded to the survey. 92% of clients responded they had applied for HEAP in the last 12 months. 41% received electricity assistance, 42% received propane assistance and the

Appendix C: Community Needs Assessment

remaining clients received wood, natural gas, pellets or kerosene. 97% of respondent's reported that the HEAP Program helped save them money on their home energy costs.

When asked about COVID-19 and how it has impacted their family, the responses were telling: In the last 12 months.....

39% of respondents had difficulty paying for food

30% had difficulty paying for rent/mortgage

25% lost their job or had a reduction of hours

16% had difficulty accessing reliable transportation

Many of the HEAP respondents provided additional insights regarding how the HEAP Program helped them save money on their energy costs. Below are a few responses that stood out to agency staff:

"This program (HEAP) has permitted me to stay in my home instead of a nursing facility. Financially it is a god send."

"Without heap we wouldn't have the money we need to buy certain necessities like food and gas for transportation. HEAP is very important to us and helped our household a great deal. Thank you for the HEAP Program. Without it we would be living off very little money."

"The HEAP program has helped me with my overdue electric bills. Being a single mom and only being able to work limited hours because of attending college has helped make it so my son and I have warmth and energy in our apartment."

"I am 82 years old and because of HEAP I can turn on my heater without worrying if I can pay for it."

"We have 8 people in our family and is always trying to conserve energy...turning off the lights, bundling up in the winter, sharing bath water, etc. It is so nice to also have help from HEAP in paying for our utilities!"

HEAP staff continues to assess households' needs during the initial HEAP application process, and remains diligent to ensure clients are referred to community resources such as community-based organizations, faith-based organizations, private and public sectors, and educational institutions. Leveraging with these sectors is an important component to family self-sufficiency and success among our low-income families.

2021 Annual Meal Survey

Congregate meals are an integral part of the socialization network for many of our seniors (age 60 and over). In March 2020, due to the COVID-19 Pandemic and the Governor's Stay-at-Home orders, El Dorado County closed all seven dining sites within the county for indoor dining. Seniors are the age group that was determined to be most likely to have adverse effects from COVID-19 and were encouraged to self-quarantine. However, food is still a necessity for this age group. The El Dorado County Health & Human Services Agency, Area Agency on Aging evaluated all of the County senior meal sites for a new daily (Monday-Friday) Take-Out Meal program and weekly Grocery Box. The new take-out meal program allows Senior Nutrition staff to maintain contact and also intervene if a noticeable decline is identified. To assess the success of the Take-Out Meal program and clients' overall health, a survey was developed and

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distributed in March 2021 to approximately 443 clients. With over 300 responses (68%), the survey response rate was outstanding. 44% of respondents noted that receiving Take-Out Meals was their first experience with the Senior Nutrition Program. 72% rated their experience with the Take-Out Meals “Excellent”. 55% of respondents reported that once congregates sites are opened for indoor dining, they will attend indoor dining. 39% reported they would not, with explanations including: “Don’t drive”, “Prefer eating at home”, and “Mobility issues”. 36% of respondents noted that the Senior Nutrition Program is a major source of food for their overall diet and 63% reported that the program is one of several sources of food. 11% of respondents say their health is excellent, while the highest percentage (36%) said their health was very good. Respondents were asked to answer a series of questions related to the impact of the Senior Nutrition Program. The survey results showed that “as a result of the Senior Nutrition Program....”

66% of respondents said they can continue to live in their own home

85% eat a healthier variety of food

78% eat less high fat foods

56% believe their health has improved and they feel better.

The health and wellbeing of seniors is a major focus of the Senior Nutrition Program and learning more about their experience with the new Take-Out Service Program will assist the agency in determining program level needs once COVID-19 has ended. The Senior Nutrition Program will be conducting a survey in April 2021 to assess the needs of home-delivered meal clients focusing on nutrition, health and program experience.

[Data Source: 2013-2021 Housing Element, Kidsdata.org, United States Census Bureau, Quickfacts California, Community and Economic Development Data, Bureau of Labor Statistics, State of California, El Dorado County Visitors Authority, WellDorado.org, California Department of Public Health, CHIP

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2016/2020, Community HUBS Impact Report, Datausa.org, El Dorado Chamber of Commerce, EDC Health Assessment, Employment Development Department, U.S. Department of Housing and Urban Development, Bureau of Labor Statistics, Dean Runyan Associates, California Travel Impacts Study, National Low-Income Housing Coalition, Mt. Democrat Newspaper]

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Appendix E-CAC 22/23 Public Hearing Summary

Community Action Plan

Public Hearing

Summary May 26, 2021

Chair Gerald Lillpop commenced the Public Hearing at 10:10 am and made copies of the Community Action Plan (CAP) 2022/2023, and Community Overview and Assessment available. Ranell Brown provided a brief overview of the Community Action Plan and invited comments and or questions during the Public Hearing.

A brief overview of the Community Needs Assessment and Community Action Plan (CAP) 2022/2023, and Community Overview and Assessment was presented and discussed.

The following areas were highlighted:

- The Community Action Plan (CAP) was posted 5/3-5/26/21. No public comments were received.
- El Dorado County community profile and demographics
- Agency Highlights:
 - Approximately 17,100 grocery boxes delivered to seniors
 - 680 Senior Activity Kits distributed
 - You Tube channel created to support Senior Day clients
 - 230 insulated bags distributed to HEAP participants & 900 solar lanterns to low-income families through the LIHEAP Program
- Community Achievements:
 - El Dorado County Parks Division Receives \$2 Million for New Bike Park
 - El Dorado County Wins Award for Outstanding Program
 - El Dorado Opportunity Knocks Provider Prevents 30 People from Being Homeless
 - El Dorado County Awarded Grant for Bicycle, Pedestrian Education
- State Impacts Effecting Our Community
 - COVID-19
 - PSPS Events

It was noted that over the past several years, the agency has conducted several surveys and assessments focusing on community health and welfare. The following focus areas were identified: Access to Affordable Health Care, Access to Food, High Cost of Rent/Housing, Loss of Employment, and Cost of Utilities, which were incorporated into the Community Action Plan.

There were no comments or recommended additions to the 2022/2023 Community Action Plan. Chair Gerald Lillpop closed the Public Hearing at 10:20 am.