

**COMMUNITY SERVICES BLOCK
GRANT
2014/2015 PROGRAM YEAR COMMUNITY ACTION
PLAN COVER PAGE**

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

FROM: El Dorado County Health & Human Services Agency
937 Spring Street
Placerville, CA 95667

Agency Contact Person Regarding Community Action Plan

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**CERTIFICATION OF COMMUNITY ACTION PLAN AND
ASSURANCES**

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this 2014/2015 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

Board Chairperson

Date

Executive Director

Date

II. Table of Contents

I. Cover Page and Certification 1

II. Table of Contents 2

III. Vision Statement..... 3

IV. Mission Statement..... 3

V. Community Information Profile..... 5

VI. Needs Assessment 12

VII. Statewide Priority 17

VIII. Federal Assurances 19

IX. State Assurances 36

X. Documentation of Public Hearing(s)..... 38

XI. Monitoring and Evaluation Plan 41

XII. CSBG/NPI CAP Projections 43

XIII. Appendices (Optional) 44

The Table of Contents is to be arranged in the order above. Please include the appropriate page numbers for reference. Additional attachments are to be added as appendices.

III. Vision Statement

The Vision Statement describes a desired future based on your agency's values. The vision is broader than what any one agency can achieve; the agency collaborates with others in pursuit of the vision.

Provide your agency's Vision Statement.

- The Agency encourages families to develop supportive relationships within their family unit, contribute positive participation in their community and to strive for economic self-sufficiency.
- The Agency recognizes and facilitates services that support individuals and families to become self-sufficient members of the community.
- The Agency encourages and supports community participation that ensures social, governmental, and economic systems are effective in achieving a healthy community. One that supports individuals and families, with a focus on collaboration that acts as a ladder for client self-sufficiency.
- The Agency commits to maintaining core support services that enhance complementing services within the community to provide an environment of health and security.

IV. Mission Statement

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

Provide your agency's Mission Statement.

Strengthening, Empowering and Protecting the Residents in El Dorado County

- Ensure that the needs of the clients and community are identified and services are coordinated in collaboration and non-duplicative.
- Facilitate comprehensive, well-planned community action activities and services.
- Encourage the coordination of available local, state, federal and private resources to measurably address the causes of poverty.

- Utilize CSBG funding to facilitate and support the provision of vital services to the community, including the leveraging of additional service dollars.
- Locate programs and services in multiservice central locations, that are essential in a rural area with limited access to public transportation.
- Work towards identifying and reducing potential gaps in services to the segments of our population in need of support to assist them in living independently.
- Provide a variety of direct human and social services that meet individual and community needs for the alleviation of poverty.
- Establish partnerships and collaborations that support clients who seek self-sufficiency.

V. Community Information Profile

State law requires each CSBG eligible entity to develop a CAP that will assess poverty-related needs, available resources, feasible goals, and strategies to prioritize its services and activities to promote the goals of self-sufficiency among the low-income populations in its service area (Government Code 12747(a)).

Community Information Profile:

This section captures the problems and causes of poverty in the agency's service area, based on objective, verifiable data and information (Government Code 12754(a)).

Community Information Profiles shall identify the following:

1. The service area in terms of related factors, such as poverty, unemployment, educational achievement, health, nutrition, housing conditions, homelessness, crime rates, incidents of delinquency, the degree of participation by community members in the affairs of their communities and/or similar factors deemed appropriate by the agency. Factors described in the Community Information Profile must be typical for baseline data and substantiated by corroboration gained through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, anecdotal sources and/or other sources deemed reliable by the 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 approximately 1,710.8 square miles. With its western border touching California's Sacramento Valley and its eastern boundary meeting Nevada at Lake Tahoe. El Dorado County stretches across 90 miles of foothills, valleys and mountain peaks. The elevation of El Dorado County ranges from 200 feet above sea level on the western slope, to a peak 10,881 foot elevation. Two major highways, U.S. 50 and State Route 49 intersect the county while State Route 88 establishes the county's southern border with Amador and Alpine Counties. As of 2012, the total population of El Dorado County was approximately 180,712. Of the two incorporated cities in El Dorado County, the City of South Lake Tahoe was the most populous, with an estimated 21,343 people. However, the City of Placerville was the fastest growing incorporated city in the County, with an estimated 10,369 people in 2012. El Dorado County has over 88,159 housing units, and the home ownership rate is approximately 75.3%. The population density in the County is 106 residents per square mile, putting it well below the statewide average population density. The largest age group in El Dorado County in 2010 was the 50-54 year-old-range. This makes up a large portion of the total population, while those age 60 and older make up a higher percentage of the population in El Dorado County than the state average. The total median household income in El Dorado County is \$68,815. The average poverty rate in El Dorado County in 2010 was 8.4% percent, which

is well below the statewide average. El Dorado County's labor force has grown steadily in recent years and was estimated at 90,500 in 2012. With the improved economic structure our State has witnessed, in March of 2013, the unemployment rate in El Dorado County was 9.5%, an 18.8% decrease from 2010. El Dorado County has a fairly low crime rate, but suffered a 23% increase in burglaries in 2012, while other categories of crimes decreased or stayed the same.

2. Community resources and services, other than CSBG, which are available in the agency's service area to ameliorate the causes of poverty and the extent to which the agency has established linkages with those service providers.

Hunger exists in El Dorado County among the low-income population of all ages. The continuing need for adequate nutrition is attributed in part to the high cost of living, unemployment or limited employment opportunities and the incidence of mental or physical disabilities that restrict the ability of individuals to obtain and/or prepare nutritious foods.

In 1999, the Agency obtained a Community Development Block Grant (CDBG) to acquire property and construct a Food Kitchen to enable St. Patrick's Parish to expand their 3 day-a-week meal program to serve the low-income population in the greater Placerville area. The Upper Room Dining Hall commenced operation in May 2002. With the assistance of volunteers from twelve local churches, operations were expanded to seven days a week in 2004. As the need for adequate nutrition has grown, so has the volunteer help. Currently, over thirty-five churches/organizations are involved with the Upper Room. They are serving individuals daily and preparing approximately 4,513 meals on a monthly basis with a total of 54,161 meals served in 2012. Take-out meals are offered for a variety of reasons ranging from conflicts with working hours to cultural concerns. The Upper Room has served over 425,705 meals to the community's low-income population.

The Supplemental Food Program for Women, Infants and Children (WIC) has an authorized caseload of 3,200 persons at nutritional risk, serving all eligible clients each month. WIC is offering evening and weekend services on a limited basis to accommodate working clients. With the drop in birthrates across the State, the WIC Program has seen a decline of participation. WIC is actively seeking new outreach and participant recruitment ideas.

The Senior Nutrition Program served 56,436 congregate and 88,715 home-delivered meals in 2011/2012, an increase from prior years. This increase of need demonstrates the need to further assist senior citizens to remain

independent and nutritionally stable while providing socialization opportunities.

The ever increasing cost of energy is another area of serious concern for low-income households in El Dorado County. This County experiences some of the most extreme weather conditions in California. With the median temperature in South Lake Tahoe ranging from 27 degrees in January to 61 degrees in July, to over 100 degrees in July on the Western Slope. The average annual snowfall in the Tahoe Basin is 215.4 inches. The rural geography of the County and the severe climate, combined with excessively high energy costs, often leads to circumstances where inadequate energy resources become a critical concern for many low-income households. The recent statewide energy crisis has served to escalate this ongoing problem. The Low Income Energy Assistance Program (HEAP) and Weatherization Program have proved to be useful for those households not in crisis, serving approximately 2900 households in 2011. The ongoing increase in energy costs, compounded by limited or declining household income, continues to have a major impact on the local community. Many households experienced the loss of their utilities, while additional households sought assistance through alternative resources, such as the Salvation Army REACH Program, El Dorado Community Foundation Angel Crisis Program, and local churches. In response to the homeless and low-income community needs and with help from a local grant, a Community Resource Center was created and opened its doors in July 2010. This one-stop resource center assists all levels of need such as food, housing, and employment services and offers short-term case management services to help individuals navigate through the community's web of support services. Tahoe Basin households may also access SHARE, SAFE and Helping Hands Outreach (H2O) programs for energy crisis assistance. Energy shut-offs often carry additional expenses to resume service which has resulted in less actual dollar assistance being available, and new and stricter priorities for service recipients. The REACH Program, administered by the Salvation Army, reports decreasing funding with an increasing demand for assistance. In December, 2010, the Agency developed a Helping Hands Outreach Program (West Slope program) in coordination with the El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program (West Slope program) was designed to assist customers who, due to unforeseen circumstances such as medical emergencies, are unable to pay their water bill. The Program assists customers in paying their past due balance, with an end goal of keeping their water service on. Over 66 households have been assisted since the establishment of the Helping Hands Program.

Weatherization services and energy education materials are additional, long-term aids for reducing energy costs. In 2012, 205 homes received Weatherization services. Households receiving weatherization services benefit by an estimated reduction of 30% in home heating and cooling bills.

These are savings that are realized again and again each year. Since this County has many older, poorly insulated homes, addressing energy-related needs is a key factor in confronting the problems of the low-income community.

The State Department of Housing and Community Development (HCD) suggests that it is unreasonable for a family to pay more than 30% of its income for housing. The El Dorado County Association of Realtors indicates the median price of a single-family residence in El Dorado County in March 2012, was \$329,170. A surprising increase from the median price in December of 2010, which was at \$282,500. Across El Dorado County home prices and home sales are on the rise, giving new hope to homeowners and home sellers.

Substandard housing units are another area of serious concern. A 2011 Housing Survey Study conducted by BAE Urban Economics, Inc. (BAE) surveyed six target areas in the unincorporated areas of the County. The Study found that overall, 92.0 percent of the 1,350 units surveyed were determined to be in sound condition. 5% of the housing units surveyed qualified as needing "minor repairs." 2.7% of the units were determined to be in need of "moderate repairs" and four houses were determined to be in need of "substantial repairs" (0.3 percent). Only one house was classified as "dilapidated" (0.1 percent). Of the 108 housing units identified as needing minor to substantial rehabilitation, 72% percent had faded, peeling or flaking exterior paint; 55% were in need of roof repair, 24% were in need of window repair, 11% had visible problems with their foundations, and 9% had doors in need of repair or replacement. Many houses required more than one of these repairs. Those areas remain targeted for CDBG rehabilitation loans as they become available for safety and health improvements and handicapped modifications.

The limited availability of low and moderate cost housing is a significant factor in analyzing the incidence of poverty. El Dorado County has over 1900 units that are considered low-income and are subsidized. Three new facilities with an additional 221 low-income units were completed on the Western Slope during 2000. El Dorado County and the Agency have facilitated various CDBG and HELP Loans to private developers to encourage construction of affordable workforce housing units. White Rock Village was completed in February, 2005, which created 168 units of affordable workforce housing in El Dorado Hills. The Runnymede Terrace Apartments were scheduled to open in 2009 and would offer 70 units of affordable housing in the Placerville area. However, construction was ceased and the project was suspended due to unforeseen circumstances and loss of funding. Since 1994, the Agency has assisted 70 households with Housing Rehabilitation loans through CDBG and HOME grant awards, providing households with health and safety repairs. The County continues to advocate for and facilitate implementation of the El Dorado County

General Plan's Housing Element to be in compliance-with current State law. Ensuring that low-income and vulnerable populations will always have access to safe and affordable housing opportunities. On May 21, 2013 the El Dorado County Board of Supervisors conceptually approved the transfer of the Housing, Community and Economic Development programs to the Office of Economic Development within the Chief Administrative Office. While the Agency will no longer be responsible for administration of these programs, services will still be provided by a County government office and available to County residents.

The elderly segment of the population often experiences housing problems as a result of lower, fixed incomes, as well as physically challenging conditions. Two senior housing complexes received grants during 2000 to expand their facilities by an additional combined 61 units. One was completed during 2002 and one in 2003. Due in part to environmental issues affecting construction costs in the Tahoe Basin, the first senior housing complex wasn't built until 1999. However, in 2008, a 32-unit senior housing complex, Kelly Ridge Apartments was constructed and offers Tahoe Basin seniors another option for affordable housing. The County continues to seek grant funding opportunities. However, as fewer funding opportunities arise, the County is finding it more challenging to compete against other qualified applicants.

As the cost of housing in El Dorado County has increased, many families and individuals cannot meet the expense for shelter. A principle provider of emergency shelter, HELP (Housing Emergency Lodging Program), is a volunteer group utilizing donations to maintain limited rented shelter space and local motel rooms. HELP also maintains a small rented house, which is available to provide longer term shelter combined with mentoring to assist families striving to attain self-sufficiency. In 2006, a group of volunteer organizations and local churches created "Grace Place." Grace Place was housed at a local church and provided homeless guests with sleeping accommodations, breakfast and a sack lunch. Volunteers would supervise guests at night, with three different shifts. Showers and laundry facilities were also available for homeless guests. Due to the loss of room availability at the church and no other location to move into, Grace Place was closed in early 2008. In April, 2008, the Agency applied for and received CDBG allocation of \$1,470,975 to establish a shelter and provide resource services to the homeless. This is known as Grace Place-Perks Place. Due to many challenges, the Agency was not able to work with the 1.4 million dollar grant and declined the contractual agreement. Volunteers took over the Grace Place-Perks Place Shelter and began working towards fundraising for financial support to keep the shelter functioning. The shelter focuses on transitioning the homeless into permanent housing and can serve 2 families. In another effort to assist the homeless community in the harsh winter months, in 2010, the Community Resource Center, along with various churches and volunteer agencies opened up a rotating shelter. They house

houses homeless individuals seven (7) nights a week at various locations in the Placerville area. As the need to serve the homeless has increased, the Placerville County Council approved a plan for volunteers to run an "official" city homeless camp, named Hangtown Haven. This camp commenced operation in the summer of 2012 and was originally planned to remain open for 90 days. The camp is fully fenced with tents, garbage bins, portable toilets and wash stations and can house up to 60 people. City Council approved an extension to the 90 day term and has now extended the term through November 15, 2013 with reviews every 90 days.

The other principle providers of emergency shelter are The Center for Violence-Free Relationships (formally known as the El Dorado County Women's Center) and Live Violence Free (formally known as the South Lake Tahoe Women's Center); non-profit organizations that assist victims of domestic violence and child abuse. Local churches also offer assistance to individuals and families. Meeting the shelter needs of the county's homeless population has been identified as a high priority in El Dorado County.

The Agency works closely with other county departments, including law enforcement and community organizations; addressing planning and development priorities and advocating for the health and safety needs of the low-income population.

The County committed an initial \$2 million start-up and ongoing Tobacco Settlement funds from 2002 through 2006 to enable a private entity to establish and maintain a West Slope Health Center to serve the approximately 11,000 Medi-Cal recipients and 10,000 to 15,000 uninsured residents of the West Slope. These individuals have had no access to health services other than the Marshall Hospital Emergency Room or Rapid Care since the closure of the Molina Clinic several years ago. The new Community Health Center opened on May 19, 2003, and offers full primary care on an outpatient basis and has recently added services. These services include; satellite clinics, roaming screening clinics, mental health services, behavioral health services, etc. Due to the overwhelming need of health services for uninsured residents of El Dorado County, the Community Health Center opened a second location on the West Slope in 2009. Between the two locations, the Centers serve approximately 150-160 clients on a daily basis and receive 1850 calls a day.

The Senior Health Education Program (SHEP) administered by the Agency addresses the specific needs of the aging population, offering free health screening tests, a customized exercise program, senior health fairs, vital health information packets and educational meetings, provides over 3000 hours of services annually. SHEP Active Aging Program also offers customized exercise programs to older adults at five (5) different locations, including Pollock Pines, Diamond Springs, Placerville, Cameron Park, and El

Dorado.

To address the issues of potential discrimination and abuse and/or neglect of low-income adults, Agency staff work with the El Dorado County Round Table on Human Rights and the Multi-Disciplinary Adult Services Team (MAST). The Agency facilitated the development and establishment of and participates in an Elder Protection Unit. Consisting of law-enforcement, human service agencies and community emergency response entities directed at identification of early intervention for the frail, vulnerable, and elderly population in potentially abusive situations.

3. A plan for regularly reviewing and revising the Community Information Profile. In particular, entities are to describe how the agency ensures that the most current data and relevant factors are included.

A plan for regularly reviewing and revising the Community Information Profile.

1. Community Action Council: Program issues are discussed regularly at the monthly Community Action Council meetings. Representatives from non-profit agencies, community organizations, local government, as well as, low-income individuals all come together to discuss and advise on community service needs.
2. Demographic Data: Census records, Chamber of Commerce and State Employment Department data, as well as statistics from various state and local resources are extrapolated for planning purposes.
3. Surveys: Surveys of low-income persons and food program recipients are conducted periodically to evaluate needs and the quality of service delivery. Recognizing that seniors, a high percentage of the low-income population in El Dorado County, are sometimes reluctant to participate in public meetings and voice their concerns. A needs assessment was conducted during the last quarter of 2004, which targeted the vulnerable population. The two part survey consisted of a "Key Informant Survey" that was distributed to community service providers, with 72 responses. A "Senior Survey" direct mailed to 4,057 seniors using a variety of mailing list resources. The Agency received 1,444 responses (36%). This high response rate ensures the validity of survey results and conclusions. Responding seniors expressed satisfaction with existing services (notably Senior Nutrition and Senior Day Care) validating Agency efforts. Primary areas of concerns identified included the high cost of necessary services, especially for health care, prescription medications and utilities, isolation and the need for support services in the home. The most current survey was conducted in 2011 and finalized in 2012. The "Older Adult Survey of Needs" was a collaborative effort between the Agency and the El Dorado County Commission of Aging. The Agency distributed over 4000 surveys to

various locations throughout the community, senior centers, senior apartment complexes. The survey was also available on-line and 796 survey responses were received. Of the responses, 89% of the respondents rated their overall quality of life as good or better, 23% reported to have an excellent quality of life. Less than 3% reported their general well-being as poor. Health care, housing, transportation and legal concerns still weigh on the mind for many of the older adults living in our community.

4. Planning Sessions: The Health and Human Services Agency conducts service 'planning' as part of the County budget process and holds planning sessions with advisory groups. Additional planning data is provided by the El Dorado County Development Services Department identifying the scope and priority of planning needs within the County.

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

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

VI. Needs Assessment

Needs Assessment:

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

The narrative description provided for the needs assessment serves as the basis for the agency's goals, problem statements, and program delivery strategies of the CSBG/National Performance Indicators. The needs assessment should describe local poverty-related needs and prioritize eligible activities to be funded by CSBG.

Agency needs assessments shall identify the processes used to collect the most applicable information. In particular, describe how the agency ensures that the needs assessment reflects the current priorities of the low-income population in the service

area, beyond the legal requirement for a local public hearing of the community action plan.

Many organizations use a combination of activities to perform needs assessments, such as:

- Focus groups
- Surveys
- Community Dialogue
- Asset Mapping
- Interviews
- Public Records

Assessment of Existing Resources:

Conduct an assessment of existing resources providing the minimum services listed in Government Code section 12745(f). Provide a narrative of the services below. These services shall include, but shall not be limited to, all of the following:

1. A service to help the poor complete the various required application forms, and when necessary and possible, to help them gather verification of the contents of completed applications.

The Agency administers the Information and Assistance Program, Senior Legal Services and multiple care management programs. The Multipurpose Senior Services Program (MSSP), and Family Caregiver Support Program (FCSP) to ensure that low-income individuals obtain assistance to which they are entitled. The Agency additionally provides Health Insurance Counseling and Advocacy Program (HICAP) services, under a MOU with Area 4 Agency on Aging, to assist seniors with Medicare issues and health insurance claims and concerns. The Agency also hosts annual employee forum workshops and coordinates provision of services by volunteers to assist seniors with income tax preparation and AARP Driver Safety Class participation.

2. A service to explain program requirements and client responsibilities in programs serving the poor.

In addition to the above referenced programs, each program administered by the Agency places an emphasis on ensuring client understanding of program requirements and their responsibilities.

3. A service to provide transportation, when necessary and possible.

Comprehensive public transportation systems serve the major population centers throughout the County. El Dorado Transit serves the Western Slope area, including weekly services to outlying rural areas, transportation to Sacramento to most major medical facilities and daily commuter trips into the Sacramento area, and BlueGo Transit Management (BTM) serves the Tahoe Basin. To augment these basic systems, the Agency administers a Special Needs Transportation Program in Tahoe and on the West Slope to serve the needs of senior and disabled residents. The TRANSEN program is an on-call van transport service for Tahoe seniors and the Senior Shuttle Van provides specialized door-to-door transportation services for targeted populations on the West Slope.

4. A service which does all things necessary to make the programs accessible to the poor, so that they may become self-sufficient.

The Agency and other county departments develop linkages and coordinate the provision of human services among governmental and other programs to assure the effective delivery of services to low-income individuals and to avoid duplication of services.

To satisfy Government Code 12754 (a) provide specific information about how much and how effectively assistance is being provided to deal with those problems, and causes, and establish priorities among projects, activities, and areas as needed for the best and most efficient use of resources.

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

By providing services at several locations throughout the County, many utilizing volunteers, a link is established between community organizations and their residents and local government. The Agency participates in a cross-referral system that facilitates timely access to and provision of appropriate services to low-income residents countywide. The Agency also partners with numerous private-sector and charitable organizations, such as the Salvation Army, HELP (Housing Emergency Lodging Program), The El Dorado Community Foundation, The Community Resource Center, and The Children and Families Commission

of El Dorado County, (which administers local Proposition 10 funds), local food closets, church groups and volunteer organizations that assist clients to reduce the conditions of poverty and to meet emergency needs, as well as to identify planning needs, gaps in service or service delivery concerns.

The following mechanisms are used to ensure that the needs assessment reflects current priorities of the low-income population of El Dorado County:

1. **Community Action Council:** Program issues are discussed regularly at the monthly Community Action Council meetings. Representatives from non-profit agencies, community organizations and local government and low-income individuals discuss and advise on community service needs.
2. **Demographic Data:** Census records, Chamber of Commerce and State Employment Department data, as well as statistics from various State and local resources are extrapolated for planning purposes.
3. **Surveys:** Surveys of low-income persons and food program recipients are conducted periodically to evaluate needs and the quality of service delivery. Recognizing that seniors, a high percentage of the low-income population in El Dorado County, are sometimes reluctant to participate in public meetings and voice their concerns, a needs assessment was conducted during the last quarter of 2004, which targeted the vulnerable population. The two-part survey consisted of a "Key Informant Survey" distributed to community service providers, with 72 responses. A "Senior Survey" direct mailed to 4,057 seniors using a variety of mailing list resources. The Agency received 1,444 responses (36%). This high response rate ensures the validity of survey results and conclusions. Responding seniors expressed satisfaction with existing services (notably Senior Nutrition and Senior Day Care) validating Agency efforts. Primary areas of concerns identified included the high cost of necessary services, especially for health care, prescription medications, utilities, isolation and the need for support services in the home. The most current survey was conducted in 2011 and finalized in 2012. The "Older Adult Survey of Needs" was a collaborative effort between the Agency and the El Dorado County Commission of Aging. The Agency distributed over 4000 surveys to various locations throughout the community, senior centers, senior apartment complexes and also made the survey available on-line. 796 survey responses were received. Of the responses, 89% of the respondents rated their overall quality of life as good or better, 23% reported to have an excellent quality of life. Less than 3% reported their general well-being as poor. Health care, housing, transportation and legal concerns still weigh on the mind for many of the older adults living in our community.
4. **Planning Sessions:** The Health and Human Services Agency conducts service planning as part of the County budget process, and holds planning sessions with advisory groups. Additional planning data is provided by the County Planning Department, identifying the scope and priority of planning needs within the County.

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

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

VII. Statewide Priority

As identified in Government Code 12745(e) the department may prescribe statewide priorities among eligible activities or strategies that shall be considered and addressed in the local planning process and described in the CAP submitted to the state. Additionally, each eligible entity shall be authorized to set its own program priorities in conformance to its own determination of local needs.

Does the Agency accept the Family Self-Sufficiency Statewide Priority? YES NO
(If "No", answer question 3)

1. What is the agency's definition of Family Self-Sufficiency?

Self-Sufficiency is defined by the Agency as the ability of an individual or family to sustain themselves and meet their basic needs of food, shelter and well-being without receipt of public assistance.

2. Describe the strategies utilized to support and achieve the Family Self-Sufficiency priority.

Background:

The El Dorado County Health and Human Services Agency administers Community Action Agency activities for El Dorado County. The Community Action Agency was initially established in 1969 with the incorporation of the El Dorado County Community Action Council for the primary purpose "to develop, conduct and administer programs as established under provisions of the Economic Opportunity Act of 1964 and any other appropriate government and private organization; to identify and diagnose areas of poverty in this County; to develop a comprehensive plan to combat and prevent poverty in this County."

Throughout the 1970's and early 1980's, the Health and Human Services Agency * and the Community Action Council worked in conjunction to provide services to address the needs of low-income, elderly and handicapped residents. In 1982, the Community Action Council dropped its non-profit status and the County became the designated Community Action Agency for El Dorado County. With the Board of Supervisors as governing board and the Community Action Council serving a dual role as tripartite board and advisory council to the Board of Supervisors and the Agency. Among the programs initiated by the Community Action Council were Headstart, CETA, Senior Nutrition, Senior Social Services, El Dorado Transit and a wide range of energy, housing and nutrition services. While many of these programs subsequently became independent of the Agency, additional programs have been implemented over the years. This includes a wide variety of care management and other programs intended to foster independent living and self-sufficiency.

Current services continue to include a diverse range of programs serving priority needs within the community.

The El Dorado County Board of Supervisors serves as the governing board of the Community Action Agency, and the Community Action Council serves in an advisory capacity in the development and administration of services.

By their very nature, programs administered by the Agency are designed to support the goals of Family Self-Sufficiency by assisting clients to identify problems that preclude self-sufficiency and attain solutions to those problems. The Supplemental Food Program for Women, Infants and Children (WIC) evaluates nutritionally at risk clients, identifying health concerns and other services needs and providing nutritional counseling and education and food specific vouchers to ensure adequate nutrition. The local planning process is undertaken with a focus on these goals. Within the Agency, the Information & Assistance program has responsibility for providing a primary focus one-stop information service, limiting the need for clients to conduct multiple telephone inquiries or use limited transportation resources. The Housing Choice Voucher Program establishes a long term relationship and regularly re-evaluates client needs with major emphasis on the Family Self-Sufficiency component. Programs offer in-house referrals as well as referrals to other entities as appropriate. They encourage peer counseling, continuing education and literacy programs, use of public transportation, parenting classes, health services, social and volunteer activities and substance abuse assistance. The Agency networks with other agencies and entities to establish non duplicative services, strong communication and good referral practices, as well as encouraging and facilitating private resource programs, which offer budgeting and credit counseling, goal setting, self-esteem motivation, literacy, education, employment, housing, food and clothing assistance.

*In November 2011, the El Dorado County Department of Human Services, El Dorado County Mental Health and El Dorado County Public Health merged, creating the El Dorado County Health and Human Services Agency. While this merger generated no significant location or program changes, the merger promoted a comprehensive and unified approach to provision of services as well as ready access to a wide range of services, including nutrition, housing, employment and training, protective, mental health, emergency preparedness, and a wide range of public assistance programs designed to ensure that the basic needs of at-risk persons of all ages are being met.

3. If the agency rejects the statewide priority, state the reason(s) for the agency's rejection.

N/A

VIII. Federal Assurances

Public Law 105-285 establishes federal assurances eligible entities are to comply with. Eligible entities are to provide a narrative description for the activities applicable to the services provided by the organization.

APPLICABLE ASSURANCES:

Check **each applicable** activity supported by the agency as identified in the following assurances and provide a narrative description of that activity.

1. Public Law § 676(b) (1) (A):
To support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—
 - i. remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);

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

- ii. secure and retain meaningful employment;

The Agency takes a proactive approach to provision of employment program services, which are located at both Connections One-Stop employment resource centers, on the West Slope and in Tahoe. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado County families, youth, unemployed individuals and businesses. The Agency administers the CalWORKs Program to assist clients in addressing and overcoming obstacles to obtaining and retaining employment. As Area Partner Consortium Operator under the Local Workforce Investment Act Program, El Dorado County provides job training services to promote and increase employment, job retention, earnings and occupational skills of participants. The Agency receives several Workforce Investment Act Program grant allocations to operate the Connections One Stop Career Resource Centers and to provide support and training services, including paid work experience and subsidized employment. In 2009, the agency received WIA ARRA funds to augment One Stop services and provide additional training for dislocated workers, job training for youth and funding for low-income individuals wanting to attend post-secondary education courses to improve employability.

Additionally, the Agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income individuals over age 55 with job skills and temporary employment. The Agency provides training employment for four (4) SCSEP workers who are currently working in programs such as; Public Guardian's Office, Child Protective Services, Senior Nutrition and the Senior Legal Program. In April 2013, the Agency was approved for two (2) additional SCSEP worker slots. The workers will be employed at the Connections One Stop office in Placerville and at the South Lake Tahoe El Dorado Center.

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

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

- iv. make better use of available income;

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

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

- v. obtain and maintain adequate housing and a suitable living environment;

The Agency administers a Housing Choice Voucher Program (HCV), formerly known as Section 8. This program enables eligible persons to rent privately owned, existing, safe and sanitary housing by making housing assistance payments to private landlords. Currently 374 vouchers are allocated to provide rental assistance to very-low-income households. In 2010, the Agency applied for an additional 25 vouchers to assist clients who currently have an open case with the Child Protective Services (CPS) Program, with housing being the main barrier to family reunification. Sadly, the Agency was not awarded the additional vouchers. However, the Agency still coordinates with CPS to provide reunification services among families in need.

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

The Agency administers the Low Income Home Energy Assistance Program (LIHEAP), enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane, pellets or oil vouchers to obtain heating fuel from vendors. Within the HEAP Program, there are Emergency Heating and Cooling Program (EHCS) funds available to repair or replace heating/cooling or water heater systems. Coordination with utility companies and heating/cooling vendors enable low-income residents to receive emergency assistance. The Weatherization component improves housing stock and generates long term energy savings to eligible households through installation of weatherization measures and provision of minor repairs. Coordination with the Salvation Army enables low-income households at risk of imminent shut off of their utilities to access REACH resources to retain utility service. Coordination with additional antipoverty programs, such as the Community Resource Center, Lake Tahoe Youth and Family Services, El Dorado Community Health Center, and the Helping Hands Outreach Program is facilitated by the widespread referral system encouraged and utilized by the Agency.

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

- I. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;

The Agency continues to support and collaborate with an array of public and private entities that work towards expansion of resources and opportunities in order to achieve family and community outcomes and endeavors to mobilize and leverage resources and to work towards attaining a full continuum of care for low-income and vulnerable people. Representatives of the Agency will continue to attend county-wide meetings and participate on task forces and community focus groups to offer and gather input on issues such as outreach to special populations, shelter and nutrition needs and planning for low-income and senior services.

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

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

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

2. Public Law § 676(b) (1) (B):

To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth

development programs that have demonstrated success in preventing or reducing youth crime, such as—

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

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

- (ii) after-school childcare programs.

The Agency maintains communications with several community organizations offering after school childcare programs. The El Dorado County Office of Education (EDCOE) encompasses over 15 school districts with a total of 70 schools. EDCOE offers such educational opportunities as child development, community day school, regional occupational programs, special education and home study academies. Head Start is a federally funded parent participation program for low-income families with children from 3 to 5 years of age. Head Start consists of 3 major service areas: Child Development/Health, Family Community Partnerships and Program Governance. The El Dorado County Charter Extended Day is the biggest service provider for after-school care in El Dorado County. Extended Day was developed in 1984 to respond to the working parents' need for quality child care. Located on school campuses, Extended Day provides child care before, during and after school, as well as school vacations or intersession times with sufficient interest. The Boys and Girls Club El Dorado Western Slope serves over 1500 children annually between the ages of 6 and 18 at three locations on the Western Slope of El Dorado County. Services include leadership, sports and fitness, afterschool programs and a summer program.

3. Public Law § 676(b) (1) (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).

MANDATORY ASSURANCES:

A narrative description is to be provided for **each** federal assurance identified in the sections below:

4. Public Law § 676(b) (4):

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.

Increase access to food resources for the low-income population.

This Agency provides low-income and other vulnerable individuals seeking food resources with appropriate referrals to churches, food closets, local food banks and the Upper Room Dining Hall. At-risk individuals are encouraged to access the Senior Nutrition congregate meal sites or Home Delivered Meals Program. The Agency continues to administer the Supplemental Food Program for Women, Infants and Children (WIC), which assists at-risk individuals with nutrition assessments and education, promoting safe, economic and healthy use of available foods along with food-specific WIC vouchers, while promoting good nutrition and reducing the incidence of nutritional at-risk infants, children and pregnant and lactating women. The Agency also administers the CalFresh Program, created to help improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

5. Public Law § 676(b) (5):

Entities will coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services and a description of how the State and eligible entities will coordinate the provision of employment and training activities, as defined in section 101 of such Act, in the State and in communities with entities providing activities through statewide and local workforce investment system under the Workforce Investment Act of 1998.

Coordination and Linkages to Assure Effective Service Delivery to Low Income Individuals

The Agency administers the CalWORKs Program and operates the Connections One Stop Employment Resource Centers on each slope of the County, providing a multi-faceted job training and job search facility to increase work opportunities for low-income individuals in El Dorado County. As an Area Partner Consortium Operator of the Golden Sierra Job Training Agency Consortium, El Dorado County provides job training services to promote and increase employment, job retention, earnings and occupational skills of participants. In addition, the Agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income individuals over age 55 with job skills and temporary employment. The agency employs four (4) SCSEP workers who are currently working in programs such as Public Guardian's Office, Child Protective Services, Senior Nutrition, and the Senior Legal Program. In April 2013, the Agency was approved for two (2) additional SCSEP worker slots. The workers will be employed at the Connections One Stop Employment Resource Center office in Placerville and at the South Lake Tahoe El Dorado Center.

6. Public Law § 676(b) (6):

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

Coordination Between Antipoverty Programs and Emergency Energy Crisis Intervention Programs

The Community Action Agency provides a wide range of services in an easily accessible location to the low-income and senior populations. A variety of community organizations utilize the location as a community center, expanding the Agency's opportunity to act as a focal point in the community. This diversity and ability to respond to the local community has often allowed the agency to act in a collaborative role, multiplying the effects a single service or program may have on the causes of poverty and making effective use of other program resources as an integral part of service delivery. Clients are provided with information on other services and resources available to them that will support their efforts towards self-sufficiency.

This Agency administers the Low-Income Home Energy Assistance Program (LIHEAP), enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct

payments to energy providers or through wood, propane, pellets, or oil vouchers to obtain heating fuel from vendors. Within the HEAP Program, there are Emergency Heating and Cooling Program (EHCS) funds available to repair or replace heating/cooling or water heater systems. Coordination with utility companies and heating/cooling vendors enable low-income residents to receive emergency assistance. The Weatherization component improves the housing stock and generates long-term energy savings to eligible households through installation of weatherization measures and provision of minor repairs, thereby creating improved heating and cooling efficiency. Education is also provided relative to efficient energy consumption and ways to prevent energy-related crisis. Coordination with the Salvation Army enables low-income households at-risk of imminent shut off of their utilities to access REACH resources to retain utility service. Coordination with antipoverty programs is facilitated by the widespread referral system encouraged and utilized by the Agency. In 2010, the REACH Program received TEAF (Temporary Emergency Assistance Funding) funds. This additional funding enabled families with small children in the home and large utility bills who were at risk of having their utilities shut off to utilize the REACH program. Households could apply for assistance up to \$1500.00.

In December, 2010, the Agency developed a Helping Hands Outreach Program (West Slope program) in coordination with El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program (West Slope program) was designed to assist customers who, due to unforeseen circumstances such as medical emergencies, are unable to pay their water bill. The Helping Hands Program (West Slope program) assists customers in paying their past due balance, with an end goal of keeping their water services on. Over 66 households have been assisted since the establishment of the Helping Hands Program.

7. Public Law § 676(b) (9):

Entities 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.

Coordination of Programs and Partnerships with Other Groups and Organizations Serving Low-Income Residents of El Dorado County

The Agency has established partnerships and collaborations and coordinates services with a wide array of other organizations serving low-income residents of the community, including religious organizations, charitable groups and community organizations. Since the problems of low-income households are

seldom single issue in nature, the Health and Human Services Agency utilizes an eclectic approach towards the development and coordination of services, drawing upon a wide range of resources in seeking to meet the diverse needs of the community.

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

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

To address the issues of potential discrimination and abuse and/or neglect of low-income adults, Agency staff work with the El Dorado County Round Table on Human Rights and the Multi-Disciplinary Adult Services Team (MAST). The Agency facilitated the development and establishment of an Elder Protection Unit (EPU) in participation with District Attorney and County Counsel staff and coordinates with law enforcement and emergency response units. The EPU is directed at identification and early intervention of potentially abusive situations involving the frail, vulnerable elderly population. A partnership established with local law enforcement agencies addresses the needs of the vulnerable senior population through an Elder I.D. Program operated by this Agency's Senior Day Care Program. The Board of Supervisors has adopted a Resolution proclaiming "Zero Tolerance" for abuse of senior and disabled individuals in El Dorado County and encourages all County staff, including law enforcement, and the community to remain alert and supportive of the effort to prevent such abuse. The agency coordinates the You Are Not Alone Program (YANA) that utilizes STAR volunteers, which are trained volunteers under the direction of the Sheriff's Department. The YANA Program is a free daily telephone "check-in" reassurance service which in the event that the person does not answer the

phone during a specified time, volunteers are trained to take a series of steps to assure the individual's safety and well-being. Currently 41 El Dorado County older adults utilize this free program. In an effort to better serve our older adult population in the event of an emergency, in 2012 a collaboration between the Sheriffs Department and the Agency has brought forth the YANA II Program. YANA II was created to identify disabled and older adults who require evacuation assistance during a disaster through a centralized database. The community has voiced the need for this new program which is still in the beginning stages

The Agency makes every effort to provide early identification and rapid intervention relative to issues of potential discrimination, abuse and/or neglect of low-income adults. The Health and Human Services Agency administers the Adult Protective Services (APS) and In-Home Supportive Services (IHSS) Programs and works very closely with the Public Guardian (PG), MSSP and Social Services Programs that serve the County's most frail, vulnerable and at-risk populations. The Agency also provides administrative oversight and contracts staff support for the IHSS Public Authority in accordance with mandates of AB 1682. In March, 2013 the Agency co-located APS and PG staff and a Mental Health Case Manager from the Mental Health division to assist with early intervention with the protection of the at-risk population.

As a result of the recent fiscal situations, program cuts have been unavoidable. The Long-Term Care Ombudsman, MSSP, Senior Nutrition, Information and Assistance, Family Caregiver Support Program (FCSP) and Senior Day Care programs have all received substantial program funding cuts, and staffing in these programs has been reduced as necessary. In 2009 the Linkages Program was fully eliminated due to state funding reductions. This elimination of service was unavoidable and other agency programs such as FCSP, MSSP and the Information and Assistance Program were utilized to assist former Linkages clients in short-term case management. The Agency's primary focus continues to be on maintenance and delivery of core services to its most vulnerable clients to the full extent possible.

The Agency has established partnerships and collaborations that support the primary role of the family and give priority to the prevention of barriers affecting youth by promoting increased coordination and collaboration to meet the needs of youth. The Family Unification Program component of the Housing Choice Voucher Program administered by the Agency targets rental housing assistance to families at risk of separation due to lack of adequate housing, as identified by referrals from Child Protective Services. The Family Self-Sufficiency component of the Housing Choice Voucher Program coordinates with the CalWORKs Program in an effort to promote self-sufficiency among Temporary Assistance to Needy Families (TANF) recipients. Unless special circumstances exist, all households entering the Housing Choice Voucher Program are encouraged to participate in the Family Self-Sufficiency component of the program. A Mortgage Credit Certificate Program administered by National Homebuyers Fund, Inc. assists first-time homebuyers by providing them with an IRS tax

credit of 15% of the amount of annual interest paid on their mortgage.

Leadership and support have been provided in collaborative community efforts to secure Community Development Block Grant (CDBG) funding for community centers in less accessible areas of the County, resulting in construction of community centers in the South County area (Pioneer Park) and in the North County area Georgetown Divide (Greenwood). With the cooperation of the El Dorado Hills Fire District and the El Dorado Hills Community Services District, a newly reconstructed El Dorado Hills Senior Center* opened its doors in the Summer of 2006, to better serve the far western area of the County. The new facility is staffed with an Activities Coordinator and may house a Senior Day Care Program in the future. In May of 2009 the Cameron Park Community Services District opened its doors to a new Community Center, which offers a wide variety of services, including senior activities, to Cameron Park area residents.

The Agency has assisted in the development of housing resources through acquisition of FEMA and ESP funds, administration of CDBG resources for the acquisition and renovation of a shelter facility for The Center for Violence-Free Relationships and annual applications for Emergency Housing Assistance Program funds to provide temporary shelter to the homeless. The Agency supports local shelter resources such as HELP, the Tahoe Women's Center, The Center for Violence Free Relationships, Community Resource Center and New Morning Youth and Family Services. In 2001, the Agency received a CDBG Housing Rehabilitation Grant to assist eligible households below the 80% median income, to rehabilitate homes in need of structural repair. To date the County has provided 75 homeowners with rehabilitation loans. In 2005, the Agency received funding through the HOME Investment Partnership Program to assist with rehabilitation of owner-occupied homes that are considered substandard but suitable for repairs. Funds from repayment of these loans are retained in a revolving loan account for provision of additional loans.

The County continues to collaborate with private developers to facilitate the construction of additional affordable rental units within the County. Diamond Sunrise Phase II in Diamond Springs was completed during 2003 and offers 17 low-income rental units. The Agency obtained a \$3,070,000 HOME grant that enabled Mercy Housing California to construct 168 affordable rental-housing units known as White Rock Village in El Dorado Hills. White Rock Village was completed in February of 2005 and enables low-income individuals who work in the relatively affluent El Dorado Hills area to obtain affordable housing close to their place of employment. Due in part to environmental issues affecting construction costs in the Tahoe Basin, the first senior housing complex wasn't built until 1999. However, in 2008, a 32-unit senior housing complex was built and offers Tahoe Basin seniors another option to affordable housing. The Agency received authority to use grant funds for a new 40-unit multi-family residential project located in Shingle Springs. This project is to be completed in the summer of 2013.

To more effectively counteract the conditions of starvation and malnutrition, the Agency has been instrumental in the support of food closets, local churches, the Salvation Army, local shelters and other local community agencies to ensure ongoing public awareness by providing informational handouts and telephone referrals. In 1999, the Agency obtained a Community Development Block Grant (CDBG) to acquire property and construct a Food Kitchen to enable St. Patrick's Parish to expand their 3 day-a-week meal program to serve the low-income population in the greater Placerville area. The Upper Room Dining Hall commenced operation in May 2002. With the assistance of volunteers from twelve local churches, operations were expanded to seven days a week in 2004. As the need for adequate nutrition has grown, so has the volunteer help. Currently, over thirty churches/organizations are involved in the Upper Room, which is serving individuals daily and preparing approximately 4,513 meals on a monthly basis with a total of 54,161 meals served in 2012. Take-out meals are offered for a variety of reasons ranging from conflicts with working hours to cultural concerns.

In 2010, the agency received \$30,582 in CSBG ARRA funds to offset salaries and facility lease costs for two congregate meal sites in the Senior Nutrition Program at risk of being closed due to loss of local-match funding. The meal sites in Diamond Springs and Pollock Pines, two communities with relatively large senior populations, were maintained with CSBG ARRA funds through September, 2010. With generous support from the community and an increase of program funds, these two congregate meal sites are no longer at risk of being closed.

* El Dorado County purchased the El Dorado Hills Senior Center facility in May of 2007

8. Public Law § 676(b) (10):

Each eligible entity 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.

Representation on the Community Action Council, Advisory Board to the Community Action Agency

The Community Action Council (CAC) is a 15 member advisory board to the Community Action Agency comprised, in accordance with its by-laws, of five government representatives, five community representatives and five low-income representatives. Community representatives are frequently agencies

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

9. Public Law § 676(b) (12):

All eligible entities will not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System (ROMA), or 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 a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

Measuring performance and results

The Agency has developed a comprehensive system for recording, tracking and measuring services delivered that reflects performance results. The system utilizes software provided by and/or that serves the reporting requirements of various funding sources, including ISIS (WIC), Panoramic/CompuTrust (PG), NAPIS (Title III/VII Older Americans Act Programs), NORS (Ombudsman), 4th Dimension-4D (MSSP), Senior Legal, Information and Assistance and Senior Nutrition) and EPD (LIHEAP). The Housing Choice Voucher Program uses HAPPY Software, a database specifically designed to facilitate provision and monitoring of Housing Choice Voucher Program activities. In 2008, the County received funding to purchase and implement a Homeless Management Information System (HMIS). This system gathers information on unmet needs of the homeless population in El Dorado County. The Agency remains the HMIS lead through the current grant period. If the 2012 renewal and expansion application of the HMIS grant is awarded, the Agency will apply to HUD and transfer HMIS responsibility and funding to the Center for Violence Free Relationships as a lead agency of the County's Continuum of Care. This change would be effective August 1, 2013. The 4D database is the primary database and tracking software for the CAA and is used as a multi-function database. Clients are entered into the database, which can be updated by program staff. The program is tailored to identify areas of program duplication and create a

successful tracking system, ultimately helping staff identify client needs and facilitates access to services. Unfortunately, in 2012, the Agency received notification that the 4D database would no longer be supported. The database is currently still being used by the Agency, until the Agency finds a replacement that will meet program needs and State reporting requirements. The California Community Services and Development (CSD) Agency is actively pursuing the development of a new statewide data collection and reporting system for the LIHEAP Program. With CSD moving towards a new system, all LIHEAP Providers across the State are required to move to a new CSD approved vendor database. The Agency is actively pursuing a new database to replace EPD. The new database must be implemented by December 15, 2013. CSD allocated \$50,000 to each Agency to actively pursue new software, software systems, trainings and support. To meet the Department of Energy (DOE) requirements when conducting DOE weatherization services, the Agency is purchasing a new energy audit software system, REM Design. This system will be used to conduct energy audits on all DOE and LIHEAP eligible homes, assisting with cost-effective energy improvements and monthly energy savings.

10. Public Law § 678D(a)(1)(B):

Ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds under this subtitle.

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

11. Public Law § 676(b)(3)(A):

Provide a description of the service delivery system, for services provided or coordinated with funds made available through grants under section 675C (a), targeted to low-income individuals and families in communities within the State.

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

through program advisory councils, public hearings and community focus groups. Monthly newsletters are distributed directly to over 1,700 senior citizens and more than 3,200 WIC clients. The Agency develops program brochures and articles of interest that are distributed through the media and encourages volunteer activities and collaborative efforts throughout the community. The Agency also offers an interactive web-site that includes programs, services, interactive applications and program updates.

12. Public Law § 676(b)(3)(B):

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

As a result of the 1997 Governor's Initiative, State funds were allocated commencing in the latter quarter of the 1997-98 fiscal year through the California Department of Aging (CDA) that enabled the Agency to implement community based services programs. A successful proposal to CDA in 1999 resulted in the implementation of Multi-Purpose Senior Services Program (MSSP) services. MSSP is a case management based service that provides a valuable resource in the community to improve or stabilize living conditions for low-income seniors or at-risk adults to prevent premature placement into care facilities. The Title III E Family Caregiver Support Program, implemented in 2001/02 offers support and respite to family members caring for senior or disabled adults. In 2006, the California Department of Aging recognized the local Family Caregiver Support Program as a "Best Practice Program" to be publicized and shared for replication statewide. The Information and Assistance (I&A) Program is a free information and referral service for seniors, caregivers, service providers, person's with disabilities and others and acts as the single point of entry for access to services in El Dorado County. I&A provides referrals to appropriate Agency and community programs and provides follow-up for clients needing additional support. Due to large program caseloads and long waiting lists, I&A staff may also provide enhanced short-term case management, limiting the time a client goes without program services and staff follow-up. In 2009, \$144,793 in CSBG ARRA funds allowed for development of the I&A Care Coordination and Monitoring (CCM) Program, which provided needs assesment, eligibility determination for appropriate community based programs, service arrangements, and more extensive care coordination that exceeded standard I&A follow-up. CSBG ARRA funding was used from October 2009 to September 2010.

In November 2004, California voters passed Proposition 63, the Mental Health Services Act (MHSA) to expand funding for a comprehensive, community-based mental health system for individuals with some form of mental illness. The Health and Human Services Agency and El Dorado County Mental Health Department collaborated to use MHSA funds to implement a new Friendly Visitor Program. In 2008 the administration of the Friendly Visitor Program was

transitioned from the Health and Human Services Agency to the County Mental Health Department, as the Agency could no longer supplement the MHSA dollars to fully fund the program. In 2010 and with funding through MHSA funds, Mental Health in collaboration with the Senior Nutrition Program created a new program, the Home-Delivered Meals Wellness Outreach Program. The program was designed to help further the mission of the Nutrition Program's goal of assisting homebound older adults to remain living independently in their own homes, promoting better health and providing access to support services. This collaborative effort enhanced the meal service to include mental health prevention and brief intervention services to the participants and their caregivers. Twenty-four home-delivered meal volunteer drivers received comprehensive training on 11/17/10 on observational skills for recognizing signs and symptoms of depression and the referral protocol for accessing mental health support. Mental Health personnel accompanied volunteer drivers on 18 routes on the west slope and 5 routes in the South Lake Tahoe region in FY 10-11 to meet a total of 240 program participants and initiate the dialogue about mental health and wellness. Sixteen participants were referred to mental health services and 24 received referrals to other appropriate community resources.

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

13. Public Law § 676(b)(3)(C):

Provide a description of how funds made available through grants under section 675C (a) will be coordinated with other public and private resources.

Coordination of Funds with Other Public and Private Resources

The Agency has developed responsible administrative and fiscal habits that promote the most appropriate use of funding dollars. Accountability of service dollars is a primary goal of the Health and Human Services Agency. Working through partnerships and collaborations with other organizations is sought to create the most effective means of addressing funding responsibilities and cause the least degree of diversion from direct service dollars. The limited CSBG funding allocation has not increased to keep pace with the growth of El Dorado County's low-income population and the resulting increase in needs and service demand. Client demographic data is reported to CSD based on those demographics required by primary funding source(s) of programs administered by this Agency. Any additional demographic information requested will be analyzed for pertinence to program eligibility requirements and evaluated on a programmatic basis.

14. Public Law § 676(b)(3)(D):

Provide a description of how the local entity will use the funds 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 effective parenting.

Support of Innovative Community And Neighborhood Based Initiatives

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

IX. State Assurances

Agencies are required to provide narrative descriptions of how the organization is meeting each assurance below.

Government Code § 12730(h): "Eligible beneficiaries" means all of the following:

- (1) All individuals living in households with incomes not to exceed the official poverty line according to the poverty guidelines updated periodically in the Federal Register by the United States Department of Health and Human Services, as defined in Section 9902 of Title 42 of the United States Code, as amended.
- (2) All individuals eligible to receive Temporary Assistance for Needy Families under the state's plan approved under Public Law 104-193, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, and (Chapter 2 (commencing with Section 11200) of Part 3 of Division 9 of the Welfare and Institutions Code) or assistance under Part A of Title IV of the Social Security Act (42 U.S.C. Sec. 601 et seq.).
- (3) Residents of a target area or members of a target group having a measurably high incidence of poverty and that is the specific focus of a project financed under this chapter.

The Agency deems all disabled individuals and seniors age 60+ to be members of a target group having a measurably high incidence of poverty. These target groups are the focus of several programs, including Senior Nutrition, Senior Legal Services, LIHEAP, Senior Information and Assistance, administered by the Agency.

Government Code § 12747 (a): Community action plans shall provide for the contingency of reduced federal funding. Provide your agency's contingency plan for reduced federal funding. Also, include a description of how your agency will be impacted in the event of reduced CSBG funding.

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

1. The source and amount of funds being reduced.
2. The anticipated impact of a loss of funding on service levels.
3. The long term consequences to the community and its most vulnerable populations.
4. Alternative plans for Agency operations assuming that all, part or none of the reduced revenues are replaced.

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

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

The Agency and other departments maintain linkages and coordinate the provision of human services between governmental and other social services programs to assure the effective delivery of services to low-income individuals and to avoid duplication of services.

X. Documentation of Public Hearing(s)

California Government Code 12747(b)-(d) requires all eligible entities to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies are to identify all testimony presented by the low-income and identify whether the concerns expressed by that testimony are addressed in the CAP. If the agency determines that any of these concerns have not been included in the plan it shall specify in its response to the plan information about those concerns and comment as to their validity.

Provide a narrative description of the agency’s public hearing process and methods used to invite the local community to the public hearing(s) are to be captured here. A copy of each public notice published in the media to advertise the public hearing is to be attached; in addition to, a summary of all low-income testimony with an indication of what section of the CAP addresses the concern or an explanation about the validity of the comment. Agencies must also provide a narrative description of other methods used to gather information about the low-income community’s needs. Examples include: Surveys, public forums, secondary data collection, and etcetera.

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

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

1. Attach a narrative description of the agency’s public hearing process. Also, describe the methods used to invite the local community to the public hearings.
Note: Public hearing(s) shall not be held outside of the service area(s).

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

2. Provide one (1) copy of each public notice published in the media to advertise the public hearing.
3. Attach a summary of all testimony presented by the poor and identify the following:
 - Was the testimony addressed in the CAP? (If so, indicate the page).
 - If the testimony was not addressed in the CAP, provide an explanation.

4. Attach a narrative description of other methods the agency used to gather information regarding the needs of the community (i.e. surveys and public forums).

The following mechanisms are used to identify and assess the needs and problems of the low-income population of El Dorado County:

1. Community Action Council: Program issues are discussed regularly at the monthly Community Action Council meetings. Representatives from non-profit agencies, community organizations and local government and low-income individuals discuss and advise on community service needs.
2. Demographic Data: Census records, Chamber of Commerce and State Employment Department data, as well as statistics from various State and local resources are extrapolated for planning purposes.
3. Surveys: Surveys of low-income persons and food program recipients are conducted periodically to evaluate needs and the quality of service delivery. Recognizing that seniors, a high percentage of the low-income population in El

Dorado County, are sometimes reluctant to participate in public meetings and voice their concerns, a needs assessment was conducted during the last quarter of 2004, which targeted the vulnerable population. The two-part survey consisted of a “Key Informant Survey” distributed to community service providers, with 72 responses, and a “Senior Survey” direct mailed to 4,057 seniors using a variety of mailing list resources. The Agency received 1,444 responses (36%). This high response rate ensures the validity of survey results and conclusions. Responding seniors expressed satisfaction with existing services (notably Senior Nutrition and Senior Day Care) validating Agency efforts. Primary areas of concerns identified included the high cost of necessary services, especially for health care, prescription medications, utilities, isolation and the need for support services in the home. The most current survey was conducted in 2011 and finalized in 2012. The “Older Adult Survey of Needs” was a collaborative effort between the Department and the El Dorado County Commission of Aging. The Department distributed over 4000 surveys to various locations throughout the community, senior centers, senior apartment complexes and also made the survey available on-line. 796 survey responses were received. Of the responses, 89% of the respondents rated their overall quality of life as good or better, 23% reported to have an excellent quality of life. Less than 3% reported their general well-being as poor. Health care, housing, transportation and legal concerns still weigh on the mind for many of the older adults living in our community.

4. Planning Sessions: The Health and Human Services Agency conducts service planning as part of the County budget process, and holds planning sessions with advisory groups. Additional planning data is provided by the County Planning Department, identifying the scope and priority of planning needs within the County.

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

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

XI. Monitoring and Evaluation Plan

To ensure a CSBG eligible entity is involved in the evaluation of its community action programs the agency is to provide a narrative description of the specific method(s) of evaluation, frequency, and monitoring that ensures program and fiscal performance in accordance with the objectives in the agency's CAP. The narrative description must satisfy two criteria:

1. Data is collected to measure the progress of the agency's goals.

The process of identifying measurable goals is ongoing and dependent as much on the realistic availability of resources as upon priority determinations.

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

Monitoring and evaluation are ongoing activities at the Health and Human Services Agency, and performance measures are utilized to improve the quality and efficiency of services. Agency staff are evaluated at least once annually, and staff are given the opportunity to review their evaluations with management. A constructive effort is made to enhance staff performance on an ongoing basis and to enhance coordination in the delivery of a wide range of services. Program performance evaluation occurs monthly through a reporting process reviewed cooperatively by both reporting and program staff to identify individual measurable accomplishments, problems, planned changes, training and technical assistance needs and an assessment of effectiveness. Necessary changes may then be adopted for improved program productivity. Annual contract processes allow further planning, evaluation and review of program activities.

If program deficiencies do occur, they are analyzed first on a staff level to determine why a particular goal or outcome measure may not be met or a particular schedule is not being adhered to in a timely manner. Analysis of such occurrences may result in discovery of concerns ranging from personnel to programming to weather conditions. When the ongoing evaluation of programs reveals an interruption in the delivery of services, first the Agency Director or management staff review the extent and nature of the problem. If personnel issues are involved, established procedures are followed to resolve matters. If

service delivery is being affected by an outside factor, the issue is analyzed and addressed by staff. When significant issues arise, they are forwarded to the Community Action Council and the Board of Supervisors. Usually, careful planning and ongoing smaller adjustments in the delivery of services preclude the occurrence of major service deficiencies. Further, the Board of Supervisors and the Community Action Council provide open forums for the public to provide input at any time of the year if it is felt that deficiencies in programming exist.

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

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

2. Ensure reports are prepared and submitted to CSD in accordance with contractual requirements.

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

XII. CSBG/ National Programs Indicators (NPI) CAP Projections (CSD 801 CAP)

The U.S. Department of Health and Human Services, Office of Community Services issued the attached *National Indicators of Community Action Performance*. The list contains 16 broad outcome measures or indicators that will capture the universal accomplishments of the various local and state CSBG agencies in our Community Services Network. These indicators are very important in telling the story of what community action accomplishes as a national Network. At the same time, these indicators have been designed to evaluate performance of community action in assessing the needs of our communities and to address poverty alleviation in a comprehensive way.

As part of the CAP process, each agency is asked to review and identify the appropriate National Indicators, and develop two years of projections/goals and strategies based on these indicators. These National Indicators were developed using the six National Goals and Outcome Measures. For the most part, you will be able to identify and develop strategies based on the national indicators.

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

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

XIII. Appendices (Optional)

- Needs Assessment
- El Dorado County Board of Supervisors Governing Board
- Health and Human Services Agency Organizational Chart
- Community Action Council Roster
- Public Hearing Documentation

Needs Assessment

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 approximately 1,710.8 square miles. El Dorado County is home to over 180,712 people. El Dorado County has over 88,159 housing units, with a homeownership rate of approximately 75.3%. Of the two incorporated cities in El Dorado County, the City of South Lake Tahoe was the most populous, with 21,343 people in 2012. 20-29 year olds make up 25.8% of the population which is the largest adult age group for the city, as estimated by the US Census. However, the City of Placerville was the fastest growing incorporated city in the County, with 10,369 people in 2012. The largest age group in El Dorado County in 2012 was the 50-54 year-old-range, which makes up a large portion of the total population, while those aged 60 and older made up a higher percentage of the population in El Dorado County than the state average. The total median household income in El Dorado County for 2010 was \$68,815. The average poverty rate in El Dorado County in 2010 was 8.4% percent, which is well below the statewide average. El Dorado County's labor force has grown steadily in recent years and was estimated at 90,500 in 2012. More than half of South Lake Tahoe's (SLT) population (51.2%) had an annual income of \$50,000-\$60,000 or below in 2008/09 and are defined as low and moderate income residents. With the improved economic structure our State has seen, in March of 2013, the unemployment rate in El Dorado County was 9.5%, an 18.8% decrease from 2010. The April 2013 the unemployment rate in SLT was 11.8% and 12.8% in Placerville. El Dorado County has a fairly low crime rate, but suffered a 23% increase in burglaries in 2012, while other categories of crimes decreased or stayed the same.

The current economic conditions have made it more difficult to obtain employment. Many individuals who may have not had to seek employment in the past are seeking employment opportunities to support their families. The Agency takes a proactive approach in the provision of employment program services which are located at both Connections One-Stop Employment Resource Centers on the West Slope and in SLT. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado and Alpine County families, youth, unemployed individuals and businesses. The Agency administers the CalWORKs Program to assist clients in addressing and overcoming obstacles to obtaining and retaining employment. As Area Partner Consortium Operator under the Local Workforce Investment Act Program, El Dorado County provides job training services to promote and increase employment, job retention, earnings and occupational skills of participants. The Agency receives several Workforce Investment Act Program grant allocations to operate the Connections One Stop Career Resource Centers, as well as to provide support and training services, including paid work experience and subsidized employment. In 2009, the agency received WIA ARRA funds to augment Connections One Stop Services and provide additional training for

dislocated workers, job training for youth and funding for low-income individuals to attend post-secondary education courses to improve employability. In addition, the Agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income individuals over age 55 with job skills and temporary employment. The Agency provides training employment for four (4) SCSEP workers who are currently working in programs such as the Public Guardian Office, Child Protective Services, Senior Nutrition, and the Senior Legal Program. In April 2013, the Agency was approved for two (2) additional SCSEP worker slots. The workers will be employed at the Connections One Stop office in Placerville and at the El Dorado Center in South Lake Tahoe. The County continues to advocate for and facilitate implementation of the El Dorado County General Plan's Housing Element for compliance with current State law to ensure that low-income and vulnerable populations will have access to safe and affordable housing opportunities.

The State Department of Housing and Community Development (HCD) suggests that it is unreasonable for a family to pay more than 30% of its income for housing. The El Dorado County Association of Realtors indicates the median price of a single-family residence in El Dorado County in March 2013 was \$329,170 a surprising increase from the median price in December of 2010, which was at \$282,500. Across El Dorado County home prices and home sales are on the rise, giving new hope to homeowners and home sellers.

As the cost of housing in El Dorado County has increased, many families and individuals cannot meet the expense for shelter. A principle provider of emergency shelter, HELP (Housing Emergency Lodging Program), is a volunteer group utilizing donations to maintain limited rented shelter space and local motel rooms. HELP also maintains a small rented house, which is available to provide longer-term sheltering combined with mentoring to assist families striving to attain self-sufficiency. In 2006, a group of volunteer organizations and local churches created "Grace Place." Grace Place was housed at a local church and provided homeless guests with sleeping accommodations, breakfast and a sack lunch. Volunteers would supervise guests at night, with three different shifts. Showers and laundry facilities were also available for homeless guests. Due to the loss of room availability at the church and no other location to move into, Grace Place was closed in early 2008. In April, 2008, the Agency applied for and received CDBG allocation of \$1,470,975 to establish a shelter and provide resource services to the homeless. This is known as Grace Place-Perks Place. Due to many challenges, the Agency was not able to work with the 1.4 million dollar grant and declined the contractual agreement. Volunteers took over the Grace Place-Perks Place Shelter and began working towards fundraising for financial support to keep the shelter functioning. The shelter focuses on transitioning the homeless into permanent housing and can serve 2 families. In another effort to assist the homeless community in the harsh winter months, in 2010, the Community Resource Center, along with various churches and volunteer agencies opened up a rotating shelter and houses homeless

individuals seven (7) nights a week at various locations in the Placerville area. As the need to serve the homeless has increased, the City of Placerville County Council approved a plan for volunteers to run an "official" city homeless camp, named Hangtown Haven. This camp commenced operation in the summer of 2012 and was originally planned to remain open for 90 days. The camp is fully fenced with tents, garbage bins, portable toilets, and wash stations and can house up to 60 people. City Council approved an extension to the 90 day term and has now extended the term through November 15, 2013 with reviews every 90 days. The Center for Violence-Free Relationships (formally known as the Placerville Women's Center) and the South Lake Tahoe Women's Center, non-profit organizations that assist victims of domestic violence and child abuse. Local churches may also offer assistance to individual households. Meeting the shelter needs of these vulnerable populations has been identified as a high priority in El Dorado County.

The limited availability of low and moderate cost housing is a significant factor in analyzing the incidence of poverty. El Dorado County has over 1900 units that are considered low-income and are subsidized. Three new facilities with an additional 221 low-income units were completed on the Western Slope during 2000. El Dorado County and the Agency have facilitated various CDBG and HELP Loans to private developers to encourage construction of affordable workforce housing units. White Rock Village was completed in February, 2005, which created 168 units of affordable workforce housing in El Dorado Hills. The Runnymede Terrace Apartments were scheduled to open in 2009 and would offer 70 units of affordable housing in the Placerville area. However, construction was ceased and the project was suspended due to unforeseen circumstances and loss of funding. Since 1994, the Agency has assisted 70 households with Housing Rehabilitation loans through CDBG and HOME grant awards, providing households with health and safety repairs. The Agency continues to advocate for and facilitate implementation of the El Dorado County General Plan's Housing Element to be in compliance with current State law to ensure that low-income and vulnerable populations will always have access to safe and affordable housing opportunities.

The elderly segment of the population often experiences housing problems as a result of lower, fixed incomes, as well as physically challenging conditions. Two senior housing complexes received grants during 2000 to expand their facilities by an additional combined 61 units. One was completed during 2002 and one in 2003. Due in part to environmental issues affecting construction costs in the Tahoe Basin, the first senior housing complex wasn't built until 1999. However, in 2008, a 32-unit senior housing complex, Kelly Ridge Apartments was constructed and offers Tahoe Basin seniors another option for affordable housing. The County continues to seek grant funding opportunities. However, as fewer funding opportunities arise, the Agency is finding it is more challenging to compete against other qualified applicants.

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

The needs of low income individuals are not always apparent to others around them. The Community Action Council (CAC) ensures participation of low income individuals on the advisory council to advocate for the needs of the low income population. This group is a 15 member advisory board to the Community Action Agency comprised, in accordance with its by-laws, of five government representatives, five community representatives and five low-income representatives. Community representatives are frequently agencies that serve a high percentage of low-income individuals. Each entity may appoint an alternate to ensure voting privileges in the absence of the representative member. The CAC conducts nine open meetings annually. Agendas are distributed and posted, and the public is encouraged to attend, participate in discussions and express opinions or concerns. When vacancies occur, they are posted and advertised. The Agency has developed an application to allow individuals or organizations to petition for adequate representation on the Community Action Council that may be obtained by calling or writing the Agency. Any petitions received are considered at regular CAC meetings and may result in an appointment if an appropriate vacancy exists or an accommodation can be made should the CAC find that representation by the petitioning entity is in the best interests of the community and the low-income population.

The Agency works closely with other County departments, law enforcement agencies and community organizations to address planning and development priorities and advocate for the health and safety needs of the low-income population. To increase program efficiencies and ensure compliance between the various programs and regulations, the Agency continues to provide ongoing staff trainings on various topics throughout the year. To address the needs of expanding opportunities through community wide partnerships, the Agency continues to maintain a strong viable administrative unit to network with an array of collaborative public and private entities that work towards the expansion of resources and services.

Many individuals and families in need of services find themselves unable to connect to the necessary services, due to a wide range of disconnected profit and nonprofit agencies within the community and a lack of knowledge on how to access available services. The Information and Assistance (I&A) Program is a free information and referral service for seniors, caregivers, service providers,

person's with disabilities and others and acts as the single point of entry for access to services in El Dorado County. I&A provides referrals to appropriate Agency and community programs and provides follow-up for clients needing additional support. Due to large program caseloads and long waiting lists, I&A staff may also provide enhanced short-term case management, limiting the time a client goes without program services and staff follow-up. The Agency administers the Information and Assistance Program, Senior Legal Services, and multiple care management programs, including the Multipurpose Senior Services Program (MSSP), and Family Caregiver Support Program (FCSP) that ensure low-income individuals obtain the assistance to which they are eligible for. The Agency additionally provides Health Insurance Counseling and Advocacy Program (HICAP) services, under a MOU with the Area 4 Agency on Aging, to assist seniors with Medicare issues and health insurance claims and concerns. In addition to the above-referenced programs, each program administered by the Agency places an emphasis on ensuring client understanding of program requirements and their responsibilities.

Hunger exists in El Dorado County among the low-income population of all ages. The continuing need for adequate nutrition is attributed in part to the high cost of living and unemployment or limited employment opportunities and the incidence of mental or physical disabilities that restrict the ability of individuals to obtain and/or prepare nutritious foods. In 1999, the Agency obtained a Community Development Block Grant (CDBG) to acquire property and construct a Food Kitchen to enable St. Patrick's Parish to expand their 3 day-a-week meal program to serve the low-income population in the greater Placerville area. The Upper Room Dining Hall commenced operation in May 2002. With the assistance of volunteers from twelve local churches, operations were expanded to seven days a week in 2004. As the need for adequate nutrition has grown, so has the volunteer help. Currently, over thirty-five churches/organizations are involved in the Upper Room, which serves individuals daily and prepares approximately 4,513 meals on a monthly basis with a total of 54,161 meals served in 2012. Take-out meals are offered for a variety of reasons ranging from conflicts with working hours to cultural concerns. The Upper Room has served over 425,705 meals to the community's low-income population.

The Supplemental Food Program for Women, Infants and Children (WIC) has an authorized caseload of 3,200 persons at nutritional risk, serving all eligible clients each month, and is offering evening and weekend services on a limited basis to accommodate working clients. School aged students eligible to receive free or reduced school meals is a good indicator of poverty levels. The percentage of students eligible to receive free or reduced school meals for Lake Tahoe Unified school district was 59.4% in 2011, which is 26.1% higher than the El Dorado County-wide average of 33.3% (Kidsdata.org). The Senior Nutrition Program served 56,436 congregate and 88,715 home-delivered meals in 2011/2012, an increase from prior years. This increase in demand demonstrates the need to further assist senior citizens to remain independent and nutritionally stable while

providing socialization opportunities. The increased use of the home-delivery component of the Senior Nutrition Program demonstrates the need of senior citizens to remain self-sufficient and in their homes as long as possible and is reflective of the growth in the frail, aging senior population.

The ever-increasing cost of energy is another area of serious concern for low-income households in El Dorado County. This County experiences some of the most severe weather conditions in California, with the median temperature in South Lake Tahoe ranging from 27 degrees in January to 61 degrees in July, to over 100 degrees on the West Slope in the summer months. The average annual snowfall in the Tahoe Basin is 215.4 inches. The rural geography of the County and the extreme climate, combined with excessively high energy costs, often leads to circumstances where inadequate energy resources become a critical concern for many low-income households. The recent statewide energy crisis has served to escalate this ongoing problem.

Home Energy Assistance Program (HEAP) electric/Wood Propane Oil (WPO) assistance has proven to be useful for those households not in crisis, serving over 2900 households in 2011. The ongoing increase in energy costs, compounded by limited or declining household income, continues to have a major impact on the local community. Many households experienced the loss of their utilities, while additional households sought assistance through alternative resources, such as the Salvation Army REACH Program, El Dorado Community Foundation-Angel Crisis Program and local churches. In response to the homeless and low-income community need and with help from a local grant, a Community Resource Center was created and opened its doors in July, 2010. This one-stop resource center assists all levels of need such as food, housing, and employment and offers short-term case management services. Tahoe Basin households may also access SHARE, SAFE and Helping Hands Outreach (H2O) programs for energy crisis assistance. The REACH Program, administered by the Salvation Army, reports encountering decreased funding and increased demand for assistance. In December 2010, the Agency developed a Helping Hands Outreach Program (West Slope program) in coordination with the El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program (West Slope program) was designed to assist customers who, due to unforeseen circumstances such as medical emergencies, are unable to pay their water bill. The Program assists customers in paying their past due balance, with an end goal of keeping their water service on. Over 66 households have been assisted since the establishment of the Helping Hands Program.

The Agency administers the Low-Income Home Energy Assistance Program (LIHEAP) enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane or oil vouchers to obtain heating fuel from vendors. Within the HEAP Program, there are Emergency

Heating and Cooling Program (EHCS) funds available to repair or replace heating/cooling or water heater systems. Coordination with utility company's and heating/cooling vendors enable low-income residents to get emergency assistance.

Weatherization services and energy education materials are additional, long-term aids for reducing energy costs. In 2012, 205 homes received Weatherization services. Households receiving weatherization services benefit by an estimated reduction of 30% in home heating and cooling bills. These are savings that are realized again and again each year. Since this County has many older, poorly insulated homes, addressing energy-related needs is a significant factor in confronting the problems of the low-income and senior population.

EL DORADO COUNTY BOARD OF SUPERVISORS - 2013

(GOVERNING BOARD)

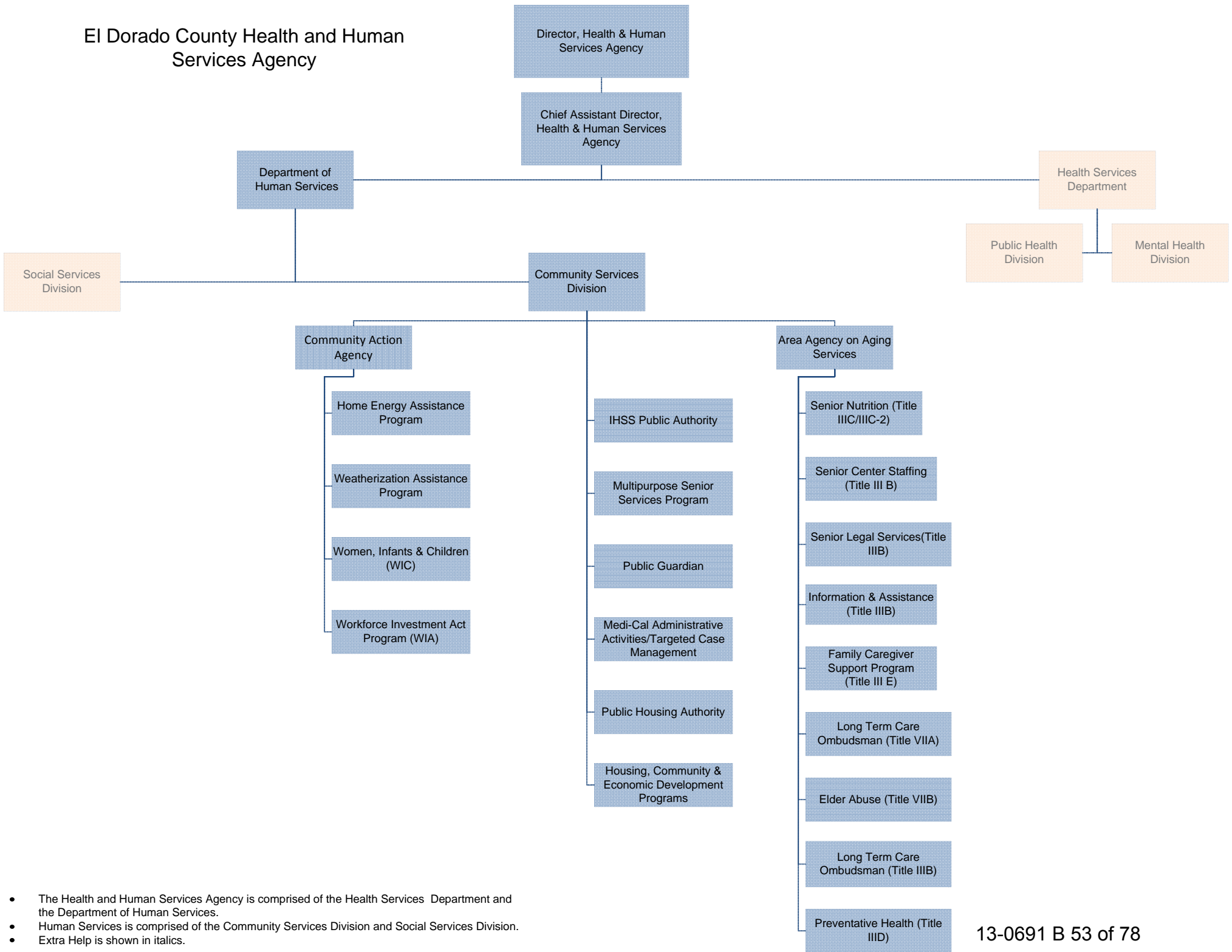
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South Lake Tahoe, CA 96150
(530) 573-3411

BUSINESS ADDRESS
330 FAIR LANE
PLACERVILLE, CA 95667
(530) 621-5390

and

3368 Lake Tahoe Blvd., Suite 102
South Lake Tahoe, CA 96150

El Dorado County Health and Human Services Agency



- The Health and Human Services Agency is comprised of the Health Services Department and the Department of Human Services.
- Human Services is comprised of the Community Services Division and Social Services Division.
- Extra Help is shown in italics.

EL DORADO COUNTY COMMUNITY ACTION COUNCIL

MEMBER 5/2013

Ray Nutting
Board of Supervisors, Dist II
330 Fair Lane
Placerville, CA 95667 Ext. 5651
Government Rep Year Appointed: 2011

Norma Santiago
Board of Supervisors, Dist V
330 Fair Lane
Placerville, CA 95667 Ext. 6577
Government Rep Year Appointed: 2005

Wendy Mattson
Mayor, City of Placerville
3101 Center Street
Placerville, CA 95667 642-5220
Government Rep Year Appointed: 2010

Hal Cole
Mayor, City of South Lake Tahoe
1901 Airport Road, suite 206
South Lake Tahoe, CA 96150 542-6000
Government Rep Year Appointed: 2008

Ron Briggs
Board of Supervisors, Dist IV
330 Fair Lane
Placerville, Ca 95667 Ext.
Government Rep Year Appointed: 2007

Holly Morrison
Board of Supervisors, District II (A)
3025 Granada Court
Cameron Park, CA 95682
Government Rep Year Apointed: 2013

Judi Harkins
Board of Supervisors, Dist V (A)
330 Fair Lane
Placerville, CA 95667 Ext. 6577
Government Rep Year Appointed: 2005

Ellenn Yevdakimov
City of Placerville
4067 Clear Court
Placerville, CA 95667 622-6860
Government Rep Year Appointed: 2013

VACANT

Brenda Bailey
Board of Supervisors, Dist IV (A)
330 Fair Lane
Placerville, Ca 95667 Ext. 6153
Government Rep Year Appointed: 2011

Norman Smith
Commission on Aging
6280 Sly Park Road
Placerville, CA 95667 530-207-3439
Community Rep Year Appointed: 2009

Stephanie Lopez
Salvation Army
PO Box 348000
Sacramento, CA 95834 (916) 563-3791
Community Rep Year Appointed: 2002

Maria Mathews
Senior Peer Counseling
867 Cottage Street
Placerville, Ca 95667 622-0273
Community Rep Year Appointed: 2010

Erica Eng
Tahoe Youth and Family Services
1021 Fremont Ave
South Lake Tahoe, CA 96150 541-2445
Community Rep Year Appointed: 2013

Carolyn Gilmore
Salvation Army (A)
1689 Sandridge Road
El Dorado, CA 95623 620-4994
Community Rep Year Appointed: 2012

VACANT

EL DORADO COUNTY COMMUNITY ACTION COUNCIL

MEMBER 5/2013

Elizabeth Blakemore Office of Education/CAPC 6767 Green Valley Road Placerville, CA 95667 <u>Low-Income Rep</u>	295-2307 Year Appointed: 2008	Stacy Bolton El Dorado Community Health Center 4327 Golden Center Drive Placerville, C 95667 <u>Low-Income Rep</u>	Chair 5/2012 621-7333 Year Appointed: 2010
Kevin Carlson Eskaton Lincoln Manor 6600 Motherlode Road Placerville, CA 95667 <u>Low-Income Rep</u>	Vice Chair 5/2012 Year ReAppointed: 2012	Susie Davies MORE 399 Placerville Drive Placerville, CA 95667 <u>Low-Income Rep</u>	530-622-4048 Year Appointed: 2011
Kelly Krohn Individual P.O. Box 434 Shingle Springs, CA 95682 <u>Low-Income Rep</u>	530-916-326-7415 Year Appointed: 2012		

Daniel Nielson EDC Health and Human Services 3057 Briw Road Placerville, CA 95667 <u>Staff</u>	642-7300	Michelle Hunter EDC Health and Human Services 937 Spring Street Placerville, CA 95667 <u>Staff</u>	621-6161
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EL DORADO COUNTY
Health and Human Services Agency

Janet-Walker-Conroy
Interim Director

April 15, 2013

POST NOTICE
PUBLIC HEARING

FOR RELEASE FOR THE WEEKS OF MAY 8TH –May 22nd

Contact Person: Star Walker

LEARN ABOUT LOW-INCOME PROGRAMS IN EL DORADO COUNTY

Janet Walker-Conroy, Interim Director of the Health and Human Services Agency, announced today that the El Dorado County Community Action Agency is sponsoring a Public Hearing on the 2014/2015 Community Services Block Grant Community Action Plan (CAP). Mrs. Walker-Conroy encourages County residents to attend the hearing. The planning and funding process for low-income programs will be reviewed, and this is an excellent opportunity to learn about the services that are available to low-income and disabled persons. Programs in the CAP review include Energy Assistance, Weatherization, Public Housing, Supplemental Food Program for Women, Infants and Children (WIC) and a wide range of support services.

The Public Hearing is scheduled for **Wednesday, May 22, 2013 from 10:15 am to 11:00 am** at the Mother Lode Rehabilitation Enterprises (MORE), 399 Placerville Drive, Placerville. Public comment is invited and will be incorporated into the planning document. For further information, call Star Walker at 530-621-6255.

PUBLIC HEARING

SPONSORED BY
THE EL DORADO COUNTY COMMUNITY ACTION AGENCY

FOR THE
2014/2015 PLANNING AND FUNDING PROCESS
FOR LOW-INCOME PROGRAMS

WHICH CURRENTLY INCLUDE:

- ENERGY ASSISTANCE
- WEATHERIZATION
- SECTION 8 HOUSING CHOICE VOUCHER ASSISTANCE
- WIC (SUPPLEMENTAL FOOD FOR WOMEN, INFANTS & CHILDREN)
- GENERAL PROGRAMMING AND SUPPORT SERVICES

WEDNESDAY, MAY 22, 2013

10:15 A.M. to 11:00 A.M.

Mother Lode Rehabilitation Enterprise (MORE)
Conference Room
399 Placerville Drive, PLACERVILLE

PUBLIC COMMENTS WILL BE INCORPORATED
INTO THE PLANNING DOCUMENT

Written comments may be submitted to the above address, attention: Star Walker.
For further information, call 621-6255

Community Action Plan
Public Hearing Summary
May 22, 2013

Michelle Hunter commenced the Public Hearing at 10:26 a.m. and made copies of the Community Action Plan (CAP) 2014/2015 available. She provided a brief overview of the Community Action Plan and distributed two documents for the public to view. She also invited comments and or questions during the Public Hearing.

A brief program overview was presented and discussed.

The Supplemental Food Program for Women, Infants and Children (WIC) offers nutrition education and food specific vouchers for moderate to low-income pregnant or lactating women and children up to five years, issuing over \$2,191,000 in food vouchers annually. These funds are not budgeted, but are paid directly by the State to the grocery stores where the vouchers are used. Weatherization weatherizes approximately 200 households annually and HEAP helps approximately 2500 households pay their energy bills. The Tahoe Office offers Department services on the Eastern Slope of the County as well as Energy Assistance, Weatherization and WIC services to Alpine County residents.

The Area Agency on Aging directly administers programs for seniors age 60+ in El Dorado County, which is a state-designated single-county planning and service area (PSA). Services include Legal Assistance from staff attorneys, the Ombudsman Program, which addresses concerns at facilities and Senior Activities, which arranges trips, paid for by the participating seniors, through tour companies. Senior Day Care, celebrating its 23rd year of operation, is a fee-for-service program that provides respite for caregivers. The Senior Nutrition Program is serving around 12,000 meals monthly. 4,400 meals are served at seven congregate sites countywide, and over 7,600 meals are delivered to homebound seniors. Many of the Department's 300+ volunteers assist in provision of Senior Nutrition services. The Multipurpose Senior Services Program (MSSP) assists eligible senior clients to remain in their homes independently. The Public Guardian Office carries a caseload of 400 conservatorships. The Public Guardian is responsible for both the person and estate of most of the clients. Adult Protective Services (APS) investigates high-risk situations and works to prevent elder abuse in all forms, including neglect and fiduciary or physical abuse. In Fiscal Year 2011-2012, approximately 1030 reports of alleged abuse were referred to the Adult Protective Services Program, which was an increase of approximately 132 from the previous year. The entire Adult Protective Services Unit, Public Guardian's Office, and a Mental Health Case Manager are now housed together, providing more integrated services for shared clients of these three programs. In-Home Supportive Services (IHSS) provides support services to income eligible clients. IHSS authorizes hours and payment for services to eligible clients. Providers keep records and receive payment through a County/State payment system. As a component of the IHSS program and under State law, counties are mandated to establish an IHSS Public Authority for purposes of collective bargaining and for maintaining an IHSS care provider registry. The Public Authority

provides funding for health insurance to eligible IHSS care providers, who would otherwise be unable to afford insurance independently. United Domestic Workers of America now represents approximately 790 private providers currently in El Dorado County.

The Section 8 Housing Choice Voucher Program serves 374 households, enabling them to pay approximately 30% of their income for rent. Rental funds come directly from HUD and are included in the Department's budget. The Family Self-Sufficiency component provides counseling, resources and incentives to encourage and enable participants to become self-sufficient and off cash aid within 5 years that they are eligible to receive assistance.

The CalWORKS Employment and Training Program complements the Workforce Investment Act Program administered by the Community Services Division and plays a significant role in the self-sufficiency component of the Department's efforts, providing services such as work experience, job search workshops, supportive services, and child-care assistance.

Child Protective Services (CPS) protects children from abuse, neglect and exploitation. It strengthens and preserves families and helps maintain self-sufficiency. There are over 36 social workers on staff that maintain a heavy caseload. CPS is a large funding source and is a key program of the Social Services Division.

The Income Maintenance Programs constitute a significant Department funding source consisting of Cash Aid, CalFresh, and Medi-Cal. These programs provide government assistance to low-income individuals financially, nutritionally, and medically.

Comments:

Erica Eng, CAC Representative with Tahoe Youth and Family Services
Eng offered her comments in regards to the CAP 2014/2015. She noted that although South Lake Tahoe is the most populous city in the county and twice the population of Placerville, the Needs Assessment lacked South Lake Tahoe-specific statistics and most of the programs and services in the CAP appear to be primarily in Placerville. She emphasized the need to separately assess and address the needs of different areas within the county, and especially that of South Lake Tahoe since it has the largest population and the poverty level is higher than in Placerville and county-wide. She also noted that the CAP and Needs Assessment addressed the needs of the senior population very well. However, she expressed that the needs assessment and strategies in the CAP need to also target other significant sub-groups including the homeless and disadvantage/at-risk youth which are large populations that have little mention or targeted resources in the CAP. Eng stated that the need and amount of people in such populous groups has increased, while the availability of services in the area is low due to lack of program funding and a lack of focus on these sub-populations. Eng said specifically there is a lack of available transportation in the community for these other sub-populations and in the Lake Tahoe basin area.

In addition, Eng asked whether the Family Self-Sufficiency program described on page 22 of the CAP was available for people who were not part of the Housing Choice Voucher program. A representative from El Dorado County responded that only individuals in the Housing Choice Voucher program (formerly Section 8) are eligible for the Family Self-Sufficiency program. Eng stated that this seemed like a good program that could be helpful and expanded to more low-income residents especially considering the waitlist is closed and so few people can become enrolled in the Housing Choice Voucher program. She mentioned that this and the CalWORKS programs are the only services addressing the Federal assurance to remove obstacles blocking the achievement of self-sufficiency. Since this program is limited to a small number of people, she suggested adding something to the CAP to encourage more referrals and collaboration between county-run programs funded by CSBG to community partners like local non-profits to better address the food, basic needs, emergency shelter, transportation and other needs that are part of achieving self-sufficiency.

With no other comments or recommended changes to the 2014/2015 CAP offered, Chair Stacy Bolton closed the Public Hearing at 11: 43 a.m.

2014-2015 CSBG/NPI CAP Projections

Contractor Name: El Dorado County Health & Human Services Agency
 Contact Person and Title: Michelle Hunter, Program Manager
 Phone Number: (530) 621-6161 Ext. Number: _____
 E-mail Address: michelle.hunter@edcgov.us Fax Number: (530) 295-2581

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

NPI 1.1: Employment

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

The current economic conditions has made it more difficult to obtain employment. Many individuals who may not have had to seek employment in the past, are seeking employment opportunities to support their families.

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

A) The Agency administers the Workforce Investment Act (WIA) program and assists clients who are unemployed secure positions with the community. WIA works with employers in the community who have existing and/or upcoming vacancies to place clients needing employment.

National Performance Indicator 1.1	CAP 2 YEAR PROJECTIONS
<p>Employment</p> <p>The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:</p>	<p>Number of Participants Expected to Achieve Outcome (#)</p>
<p>A. Unemployed and obtained a job</p>	<p>16</p>
<p>B. Employed and maintained a job for a least 90 days</p>	<p></p>
<p>C. Employed and obtained an increase in employment income and/or benefits</p>	<p></p>
<p>D. Achieved "living wage" employment and/or benefits</p>	<p></p>

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

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2014-2015 CSBG/NPI CAP Projections

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

NPI 1.2: Employment Supports

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

The current economic conditions has made it more difficult to obtain employment. Many individuals who may not have needed to seeking employment in the past are now seeking opportunities to support their families. Individuals may need training for new fields or to upgrade their skills to compete in the workforce.

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

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

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

2014-2015 CSBG/NPI CAP Projections

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

NPI 1.3: Economic Asset Enhancement and Utilization

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

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

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

2014-2015 CSBG/NPI CAP Projections

Contractor Name: El Dorado County Health & Human Services Agency
 Contact Person and Title: Michelle Hunter, Program Manager
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 E-mail Address: michelle.hunter@edcgov.us Fax Number: (530) 295-2581

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

NPI 2.1: Community Improvement and Revitalization

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

Many low income households have difficulty obtaining affordable housing for rent or purchase in locations convenient for employment and/or services available within the community. Many also have difficulty building savings to progress to home ownership via conventional home loans.

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

- C) Work with developers of affordable housing projects located in areas close to employment and services.
- D) Obtain grant funding and administer a Housing Rehabilitation Program to benefit low-income homeowners providing them with low interest loans resulting in improved housing conditions in unincorporated areas of the County.

National Performance Indicator 2.1	CAP 2 YEAR PROJECTIONS
Community Improvement and Revitalization	Number of Projects or Initiatives Expected to Achieve (#)
Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies, as measured by <u>one or more</u> of the following:	
A. Jobs created, or saved, from reduction or elimination in the community.	
B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community.	
C. Safe and affordable housing units created in the community	2
D. Safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy	3
E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination	
F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or elimination	
G. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination	
H. Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation.	
I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education	

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

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2014-2015 CSBG/NPI CAP Projections

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

NPI 2.2: Community Quality of Life and Assets

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

Many low income households have difficulty obtaining affordable housing for rent or purchase. Many also have difficulty building savings to progress to home ownership via conventional home loans.

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

A) Advocate for and facilitate implementation of the El Dorado County General Plan's Housing Element (last amended by the Board of Supervisors in 2009) to be in compliance with current State law to ensure that low-income and vulnerable populations will be able to access safe and affordable housing opportunities and will have their financial and housing situations improved.

National Performance Indicator 2.2	CAP 2 YEAR PROJECTIONS
Community Quality of Life and Assets	Number of Program Initiatives or Advocacy Efforts Expected to Achieve (#)
The quality of life and assets in low-income neighborhoods are improved by Community Action initiative or advocacy, as measured by <u>one or more</u> of the following:	
A. Increases in community assets as a result of a change in law, regulation, or policy, which results in improvements in quality of life and assets	1
B. Increase in the availability or preservation of community facilities	
C. Increase in the availability or preservation of community services to improve public health and safety	
D. Increase in the availability or preservation of commercial services within low-income neighborhoods	
E. Increase or preservation of neighborhood quality-of-life resources	

In the rows below, please include any additional indicators for NPI 2.2 that were not captured above.

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2014-2015 CSBG/NPI CAP Projections

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

NPI 2.3: Community Engagement

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

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

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

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

National Performance Indicator 2.3	CAP 2 YEAR PROJECTIONS
Community Engagement The number of community members working with Community Action to improve conditions in the community.	Number of Total Contribution by Community Expected to Achieve (#)
A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives	15
B. Number of volunteer hours donated to the agency (This will be All volunteer hours)	25,000

In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.

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2014-2015 CSBG/NPI CAP Projections

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

NPI 2.4: Employment Growth from ARRA Funds

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

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

National Performance Indicator 2.4	CAP 2 YEAR PROJECTIONS
Employment Growth from ARRA Funds	Number of Jobs Expected to Achieve (#)
The total number of jobs created or saved, at least in part by ARRA Funds, in the community.	
A. Jobs created at least in part by ARRA funds	
B. Jobs saved at least in part by ARRA funds	
<i>In the rows below, please include any additional indicators for NPI 2.4 that were not captured above.</i>	

2014-2015 CSBG/NPI CAP Projections

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

NPI 3.1: Community Enhancement Through Maximum Feasible Participation

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

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

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

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

National Performance <u>Indicator 3.1</u>	CAP 2 YEAR PROJECTIONS
Community Enhancement Through Maximum Feasible Participation	Total Number of Volunteer Hours Expected to Achieve (#)
The number of volunteer hours donated to Community Action.	
A. The total number of volunteer hours donated by low-income individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.)	75

In the rows below, please include any additional indicators for NPI 3.1 that were not captured above.

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2014-2015 CSBG/NPI CAP Projections

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

NPI 3.2: Community Empowerment Through Maximum Feasible Participation

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

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

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

- A) Convene monthly meetings of the Community Action Council to ensure that the needs of the low income segment are addressed. Also convene meetings of the Commission on Aging and IHSS Advisory Board to include the needs of these unique populations.
- B) Continue to promote and administer the Micro-Enterprise grant to encourage the development of small entrepreneurial businesses.
- C) Administer the Home Investment Partnership Grant (HOME) to assist first time buyers who are low income.

National Performance Indicator 3.2	CAP 2 YEAR PROJECTIONS
Community Empowerment Through Maximum Feasible Participation	Number of Low- Income People Expected to Achieve (#)
The number of low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by <u>one or more</u> of the following:	
A. Number of low-income people participating in formal community organizations, government, boards, or councils that provide input to decision making and policy setting through Community Action efforts	19
B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance	1
C. Number of low-income people purchasing their own home in their community as a result of Community Action assistance	3
D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action	
<i>In the rows below, please include any additional indicators for NPI 3.2 that were not captured above.</i>	

2014-2015 CSBG/NPI CAP Projections

Contractor Name: El Dorado County Health & Human Services Agency
 Contact Person and Title: Michelle Hunter, Program Manager
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 E-mail Address: michelle.hunter@edcgov.us Fax Number: (530) 295-2581

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

NPI 4.1: Expanding Opportunities through Community-Wide Partnerships

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

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

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

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

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

2014-2015 CSBG/NPI CAP Projections

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

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

2014-2015 CSBG/NPI CAP Projections

Contractor Name:	El Dorado County Health & Human Services Agency		
Contact Person and Title:	Michelle Hunter, Program Manager		
Phone Number:	(530) 621-6161	Ext. Number:	
E-mail Address:	michelle.hunter@edcgov.us	Fax Number:	(530) 295-2581

Goal 5: Agencies increase their capacity to achieve results.

NPI 5.1: Agency Development

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

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

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

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

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

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

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2014-2015 CSBG/NPI CAP Projections

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

NPI 6.1: Independent Living

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

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

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

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

National Performance Indicator 6.1	CAP 2 YEAR PROJECTIONS
Independent Living The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services:	Number of Vulnerable Individuals Living Independently Expected to Achieve (#)
A. Senior Citizens (<i>seniors can be reported twice, once under Senior Citizens and again, if they are disabled, under Individuals with Disabilities, ages 55-over.</i>)	3,500
B. Individuals with Disabilities	3,150
Ages:	
a. 0-17	50
b. 18-54	600
c. 55-over	2,500
d. Age Unknown	
Total Individuals with Disabilities:	3,150

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

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2014-2015 CSBG/NPI CAP Projections

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

NPI 6.2: Emergency Assistance

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

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

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

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

National Performance Indicator 6.2	CAP 2 YEAR PROJECTIONS
Emergency Assistance The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided.	Number of Individuals Expected to Achieve (#)
A. Emergency Food	130
B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	2,000
C. Emergency Rent or Mortgage Assistance	
D. Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)	
E. Emergency Temporary Shelter	
F. Emergency Medical Care	
G. Emergency Protection from Violence	
H. Emergency Legal Assistance	
I. Emergency Transportation	
J. Emergency Disaster Relief	
K. Emergency Clothing	

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

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2014-2015 CSBG/NPI CAP Projections

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

NPI 6.3: Child and Family Development

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

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

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

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

National Performance Indicator 6.3	CAP 2 YEAR PROJECTIONS
Child and Family Development The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following:	Number of Participants Expected to Achieve Outcome (#)
INFANTS & CHILDREN	
A. Infants and children obtain age appropriate immunizations, medical, and dental care	3,100
B. Infant and child health and physical development are improved as a result of adequate nutrition	
C. Children participate in pre-school activities to develop school readiness skills	
D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade	
YOUTH	
E. Youth improve health and physical development	
F. Youth improve social/emotional development	
G. Youth avoid risk-taking behavior for a defined period of time	
H. Youth have reduced involvement with criminal justice system	
I. Youth increase academic, athletic, or social skills for school success	
PARENTS AND OTHER ADULTS	
J. Parents and other adults learn and exhibit improved parenting skills	
K. Parents and other adults learn and exhibit improved family functioning skills	

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

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2014-2015 CSBG/NPI CAP Projections

2014-2015 CSBG/NPI CAP Projections

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

NPI 6.4: Family Supports

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

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

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

National Performance Indicator 6.4	CAP 2 YEAR PROJECTIONS
Family Supports (Seniors, Disabled and Caregivers)	Number of Participants Expected to Achieve Outcome (#)
Low-income people who are unable to work , especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:	
A. Enrolled children in before or after school programs	
B. Obtained care for child or other dependent	
C. Obtained access to reliable transportation and/or driver's license	
D. Obtained health care services for themselves or family member	
E. Obtained and/or maintained safe and affordable housing	374
F. Obtained food assistance	
G. Obtained non-emergency LIHEAP energy assistance	2,000
H. Obtained non-emergency WX energy assistance	300
I. Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)	
<i>In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.</i>	

2014-2015 CSBG/NPI CAP Projections

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

NPI 6.5: Service Counts

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

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

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

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

National Performance Indicator 6.5	CAP 2 YEAR PROJECTIONS
Service Counts The number of services provided to low-income individuals and/or families, as measured by one or more of the following:	Number of Services Expected (#)
A. Food Boxes	
B. Pounds of Food	
C. Units of Clothing	
D. Rides Provided	
E. Information and Referral Calls	10,000
<i>In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.</i>	