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**COMMUNITY SERVICES BLOCK GRANT
2010/2011 PROGRAM YEAR
COMMUNITY ACTION PLAN
COVER PAGE**

TO: Department of Community Services and Development
Attention: Field Operations
P. O. Box 1947
Sacramento, CA 95812-1947

FROM: Agency: El Dorado County Department of Human Services

Address: 937 Spring Street

City: Placerville, CA 95667

Agency Contact Person Regarding Community Action Plan

Name: Janet Walker-Conroy

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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 2010/2011 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

COMMUNITY ACTION PLAN REQUIREMENTS

Summary/Checklist

The 2010/2011 Request for Community Action Plan (CAP) must meet specific requirements as defined by law, and described in detail in this package. The CAP forms, with specific instructions on how to complete each form are assembled separately for ease in preparing. Once you have completed your CAP, submit to CSD one original document (marked "original") and one copy (marked "copy") postmarked no later than **June 30, 2009**. ***Please allow adequate time for Community Action Plan development, review and approval prior to the due date.***

The following is a check list of the components to be included in the CAP your agency submits to CSD:

- CAP Cover Page with appropriate signatures
- Table of Contents and all CAP pages numbered
- Agency Vision & Mission Statements and Strategic Plan
- Copy of Strategic Plan
- Requirement 1: Community Information Profile and Needs Assessment
- Requirement 2: Statewide Priority
- Requirement 3: Federal Assurances
- Requirement 4: State Assurances
- Requirement 5: Public Hearing Documentation
- Requirement 6: Monitoring and Evaluation Plan
- CSD 801: CSBG/NPI Programs Report

AGENCY VISION & MISSION STATEMENTS and STRATEGIC PLAN

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.

VISION STATEMENT:

- Families who are encouraged to develop supportive relationships within their family unit, positive participation in their community and economic self-sufficiency.
- Agency recognition and facilitation of services that support individuals and families to become self-sufficient members of the community.
- Community participation that ensures social, governmental, and economic systems are effective in achieving a healthy community that supports individuals and the family unit, and the philosophy of collaboration acts as a ladder for client self-sufficiency.

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

Provide your agency's Mission Statement.

MISSION STATEMENT:

- Ensuring that needs are identified and services are coordinated and non-duplicative.
- Facilitating comprehensive, well-planned community action activities and services.
- Encouraging the coordination of available local, state, federal and private resources to measurably impact the causes of poverty.
- Utilizing CSBG funding to facilitate and support the provision of vital services to the community, including the leveraging of additional service dollars.
- Concentrating programs and services in multi-service central locations, essential in a rural area with limited access to public transportation.

- Working to identify and reduce potential gaps in services to the segments of our population in need of support to live independently.
- Providing a variety of direct human and social services that meet individual and community needs for the alleviation of poverty.
- Establishing partnerships and collaborations that support clients who seek self-sufficiency.

STRATEGIC PLAN:

Does your Agency have a Strategic Plan? Yes No

If yes, please attach a copy as an Appendix OR you may paste the information at the bullet below:

Requirement 1

COMMUNITY INFORMATION PROFILE & NEEDS ASSESSMENT

State law requires each CSBG eligible entity to develop a Community Action Plan (CAP) that will assess poverty-related needs, available resources, and 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))

Each CAP shall include the Community Information Profile and Needs Assessment as follows:

1. **Community Information Profile**: Describes the problems and causes of poverty in the agency's service area, based on objective, verifiable data and information. (Government Code 12754(a)) Attach [or type] your agency's Community Information Profile which must include a narrative description of:
 - A. Agency's service area in terms of factors such as poverty, unemployment, educational attainment, 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 other 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 of service providers, surveys of potential customers, statistical data, evaluation studies, key informants, anecdotal sources and/or other sources deemed reliable by the agency.

El Dorado County is located in the Sierra Nevada Mountain Range between Sacramento and the State of Nevada and covers approximately 1,710.8 square miles. The elevation of El Dorado County ranges from 200 feet above sea level on the western slope, to a peak 10,881 foot elevation. As of 2007, the population of El Dorado County was estimated to be 178,699, a 13.9% increase from 2000, compared to a 7.6% increase in the State population during the same period. Of the two incorporated cities in El Dorado County, the City of South Lake Tahoe was the most populous, with 23,374 people in 2007. However, the City of Placerville was the fastest growing incorporated city in the County, with 9,906 people in 2007. El Dorado County has over 82,000 housing units, while the homeownership rate is approximately 75%. In 2006, the population density in the County was 103 residents per square mile, putting it well below the statewide average population density. The largest age group in El Dorado County in 2006 was the 40-49 year-old-range, which makes up almost 18.5% 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 \$64,256. The average poverty rate in El Dorado County in 2007 was 8.2% percent, which is well below the statewide average. El Dorado County's labor force has grown steadily in recent years and is estimated at 93,600 in 2009. The unemployment rate was 4.6% in 2006. However with the economic challenge our State has been faced with, in 2009 the unemployment rate in El Dorado County hit an all time high at 11.5%. El Dorado County enjoys a fairly low crime rate in both crimes against property and persons.

- B. 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 your 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 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 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-eight churches are involved in the Upper Room, which is serving over 125 individuals daily and preparing approximately 3,600 meals on a monthly basis. Take-out meals are offered for a variety of reasons ranging from conflicts with working hours to cultural concerns.

The Supplemental Food Program for Women, Infants and Children (WIC) has an authorized caseload of 3,000 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. The Senior Nutrition Program served 69,967 congregate and 96,454 home-delivered meals in 2008, assisting senior citizens to remain independent and nutritionally stable while providing socialization opportunities. Continued growth in the home-delivery component of Senior Nutrition demonstrates the desire of senior citizens to remain self-sufficient and in their homes as long as possible and is reflective of the growth in the frail, aging senior population.

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 at South Lake Tahoe ranging from 27 degrees in January to 61 degrees in July,

while 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. While HEAP electric assistance has proved to be useful for those households not in crisis, serving 1,731 households in 2008, a disproportionately high percentage of the low-income and senior populations of the County utilize alternative fuel resources. 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, or local churches. Tahoe Basin households may also access SHARE, SAFE and Helping Hands Outreach (H2O) programs for energy crisis assistance. The severe financial stress to those resources, as energy shut-offs often carry additional expenses to resume service, 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 encountering decreasing funding and increasing demand for assistance.

Weatherization services and energy education materials are additional, long-term aids for reducing energy costs. In 2008, 221 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) has suggested that it is unreasonable for a family to pay more than 25% of its income for housing. The El Dorado County Association of Realtors indicates the median price of a single-family residence in El Dorado County in December 2008 was \$340,000, a 33% decrease of the median price in December, 2004. Even with housing market prices in decline, many families still find themselves priced out of the residential market.

HCD finds that 20% of households in El Dorado County are very-low-income and another 17% are low-income. More than 50% of the very low-income renter households and 5% of the low-income renter households pay more than 50% of their income for housing. More than 50% of very-low-income owner households and 20% of low-income owner households pay more than 50% of their income to purchase that home. As these numbers reflect, the cost of housing continues to be a problem in El Dorado County. (California Department of Housing and Community Development.)

Substandard housing units are another area of serious concern. A 1995

Housing Survey Report (Connerly & Associates) found that, in the five areas surveyed on the Western Slope of El Dorado County, 30% of the 5,700 units surveyed were in need of rehabilitation. Those areas remain targeted for CDBG rehabilitation loans as they become available for safety and health improvements and for 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 1880 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.

The elderly segment of the population often experiences housing problems as a result of lower, fixed incomes, as well as physically challenging conditions. Two senior housing complexes received grants during 2000 to expand their facilities by an additional combined 61 units. One was completed during 2002 and one in 2003. The Lesarra Attached Homes residential condominium project, a senior community in El Dorado Hills was completed in 2008. A Developers Agreement and Buyers Agreement was created to guarantee that a predetermined number of 12 out of the 160 homes built would be made available for purchase by income-qualified households. A Buyers Agreement will guarantee that the homes will remain affordable for 20 years should they be resold. Due in part to environmental issues affecting construction costs in the Tahoe Basin, the first senior housing complex wasn't built until 1999. However, in 2008, a 32-unit senior housing complex was constructed and offers Tahoe Basin seniors another option for affordable housing.

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 brought forth "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. The shelter project, formally known as the Homelessness Resource Center, is in the development stage and will focus on transitioning the homeless into permanent housing. Services will include job search/development, public health, mental health and counseling. The other principle providers of emergency shelter are 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 Agency works closely with other County Departments, Law Enforcement and community organizations to address planning and development priorities and advocate 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 who 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 April 1, 2003, and offers full primary care on an outpatient basis and provides the basis for expansion of services such as mobile dental clinics, satellite clinics, roaming screening clinics, 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 and is serving approximately 8,500 recipients on a monthly basis.

The Senior Health Education Program (SHEP) administered by the CAA 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, serving 2000 seniors in 2008. As a result of the current fiscal condition, program cuts have been unavoidable. The SHEP Program received funding reductions, resulting in the loss of two staff positions. However, in recognition of the importance of healthy aging among the older adult population, responsibility for SHEP activities has been assigned to other agency staff and continues to offer a wide variety of services.

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 elderly population in potentially abusive situations.

- C. Your agency's plan for periodically reviewing and revising the Community Information Profile. In particular, describe how your agency ensures that the most current data and relevant factors are included.

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 as well as 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 the reticence of seniors, who represent a high percentage of the low-income population in El Dorado County, to venture forth to participate in public meetings and voice their needs and concerns, a needs assessment, conducted during the last quarter of 2004, was targeted to this 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 mail list resources, with 1,444 responses (36%). This high response rate ensures the validity of survey results and conclusions. The seniors responding expressed satisfaction with existing services, especially Senior Nutrition and Senior Day Care, validating agency efforts. Primary areas of concern 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 2007 and finalized in 2008. The "Older Adults Research Project" was a collaborative effort between the Department and the El Dorado Community Foundation. 10,000 surveys were sent out to area seniors, with a response rate of over 2,100 (22%). Although the majority of respondents reported being in good health, identified concerns were consistent with those of the overall aging population. Housing, transportation, and awareness of services were identified as unmet needs in the community. Over 83% of respondents rated the community in which they live as good/excellent.
4. Planning Sessions: The Department of Human Services 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. Notices in local newspapers, along with human-interest articles, generate public response and encourage participation in the Community Services Block Grant planning process.

6. **Community Forums:** Representatives of the Department of Human Services 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.

2. **Needs Assessment:** Describes local poverty-related needs, with further identification and prioritization of the eligible activities to be funded by CSBG. It also serves as the basis for the agency's goals, problem statement(s) and program delivery strategy(s). Attach [or type] your agency's Needs Assessment. The Needs Assessment should analyze the demographic and economic conditions and other poverty-related factors identified in your Community Information Profile. Assessment of existing resources providing the minimum services listed in Government Code section 12745(f). These services shall include, but shall not be limited to, all of the following:

- i. 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, including the Multipurpose Senior Services Program (MSSP), Family Caregiver Support Program (FCSP), and a Linkages Program that 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 an MOU with Area 4 Agency on Aging, to assist seniors with Medicare issues and Health insurance claims and concerns. The Agency also hosts annual workshops and coordinates provision of services by volunteers to assist seniors with income tax preparation, property tax credit applications, economic stimulus form preparation and AARP mature driving class participation.

- ii. 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 CAA places an emphasis on ensuring client understanding of program requirements and their responsibilities.

- iii. 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 West Slope areas, and Area Transit Management serves the Tahoe Basin. To augment these basic systems, the CAA administers a Special Needs Transportation Program at Tahoe to serve the needs of senior and disabled residents in that area, a TRANSEN on-call van transport service for Tahoe seniors and a Senior Shuttle Van that provides specialized door-to-door transportation services for targeted populations on the West Slope.

- iv. 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 such services to low-income individuals and to avoid duplication of such services.

- B. Specific information about how much and how effective assistance is being provided to deal with the problems and causes of poverty. (Government Code 12754(a))

The Community Action 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 Department of Human Services 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 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.

- C. Establishment of priorities among projects, activities and areas for the best and most efficient use of CSBG resources. (Government Code 12754(a))

In addition to maintaining the above referenced collaborative efforts, the CAA places an emphasis on efficient delivery of unduplicated services that meet identified needs of the target population.

- D. The process your agency utilizes to collect the most applicable information to be included as part of the needs assessment. In particular, describe how your agency ensures that the needs assessment reflects the current priorities of the low-income population in your service area, beyond the legal requirement for a local public hearing of the community action plan.

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 the reticence of seniors, who represent a high percentage of the low-income population in El Dorado County, to venture forth to participate in public meetings and voice their needs and concerns, a needs assessment, conducted during the last quarter of 2004, was targeted to this 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 mail list resources, with 1,444 responses (36%). This high response rate ensures the validity of survey results and conclusions. The seniors responding expressed satisfaction with existing services, especially Senior Nutrition and Senior Day Care, validating agency efforts. Primary areas of concern 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 2007 and finalized in 2008. The "Older Adults Research Project" was a collaborative effort between the Agency and the El Dorado Community Foundation. 10,000 surveys were sent out to area seniors, with a response rate of over 2,100 (22%). Although the majority of respondents reported being in good health, identified concerns were consistent with those of the overall aging population. Housing, transportation, and awareness of services were identified as unmet needs in the community. Over 83% of respondents rated the community in which they live as good/excellent.
4. **Planning Sessions:** The Department of Human Services 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. Notices in local newspapers, along with human-interest articles,

generate public response and encourage participation in the Community Services Block Grant planning process.

6. Community Forums: Representatives of the Department of Human Services 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.

E. Your agency's plan for periodically reviewing and revising the needs assessment.

The above referenced methodologies are used on a continuous and ongoing basis to identify and assess changes in the needs and concerns of the low-income population. Needs assessment updates are conducted periodically via targeted survey or other mechanism.

Requirement 2
2010/2011 STATEWIDE PRIORITY/STRATEGY STATEMENT
Government Code Section 12745(e)

Does your Agency accept the Family Self-Sufficiency Statewide Priority? Yes No

1. What is your 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. Attach or type a narrative description of the strategies utilized to support and achieve the Family Self-Sufficiency priority.

Background:

The El Dorado County Department of Human Services* 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 Department of Human Services* 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 Agency serving a dual role as tripartite board and advisory council to the Board of Supervisors and the Department. 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, including 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.

*In January 2004, the El Dorado County Department of Community Services and the County Department of Social Services merged, creating the El Dorado County

Department of Human Services. 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 and public assistance programs designed to ensure that the basic needs of at-risk persons of all ages are being met.

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 Community Action Agency (CAA) 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 CAA, 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 Information and Assistance program also focuses on providing enhanced short-term case-management for clients needing additional follow-up and support, should a waiting list be encountered for client participation on a program. This service accommodates clients in quickly addressing concerns and limiting the time a client goes without program services and staff follow-up. 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, while encouraging peer counseling, continuing education and literacy programs, use of public transportation, parenting classes, health services, social and volunteer activities, and substance abuse assistance. This CAA 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.

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

N/A

Requirement 3
FEDERAL ASSURANCES

COATES Human Services Reauthorization Act of 1998: Public Law 105-285

To the left of Federal Assurances 676(b)(1)(A-C) please indicate what activities your agency administers by placing a check in the box provided. In addition, attach [or type] a narrative description for the agency activities, as applicable, in accordance with the Federal Assurances 676(b)(1)(A) and 676(b)(1)(B).

1. Section 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, and supportive services. Additional services are provided based on an assessment of the individual's education, work history and family need.

- ii. secure and retain meaningful employment; The Agency takes a proactive approach to provision of employment program services, which are located at both One-Stop employment resource centers, on the West Slope and in Tahoe. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado and Alpine County families, youth, unemployed 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 since 2006, El Dorado County provides job training services to promote and increase employment, job retention, earnings and occupational skills of participants. The Department receives several Workforce Investment Act Program grant allocations to operate the One Stop Career Resource Centers, as well as to provide support and training services, including paid work experience and subsidized employment, to help individuals to become self-sufficient. The Agency also applied to be a host agency for the Senior Community Service Employment Program (SCSEP) to assist low-income individuals over age 55 with job skills and temporary employment.

- 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 Literacy Program conducted by the Public Library.
- iv. make better use of available income; The Agency administers a Mortgage Credit Certificate Program that 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.
- 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, which are fully utilized, provide rental assistance to very-low-income households.
- 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 or oil vouchers to obtain heating fuel from vendors. The Weatherization component, which received a significant funding increase for 2009, 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 antipoverty programs 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; 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.
- I. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;



- II. 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); A Multidisciplinary Adult Services Team 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 Services Department (Mental Health and Public Health), Code Enforcement and Animal Control are among those who attend. The Agency facilitated the development and establishment of and participates with District Attorney and County Counsel staff in an Elder Protection Unit (EPU) that coordinates with law enforcement and emergency response units and is directed at identification and early intervention for the frail, vulnerable elderly population in potentially abusive situations.

2. Section 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 Human Services Department 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 American Recovery and Reinvestment Act. 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.
- (ii) after-school childcare programs. The Agency maintains communications with HeadStart and the El Dorado County Office of Education regarding after school programs.

3. Section 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).

Attach [or type] a narrative description of the agency activities for each of the Assurances listed below:

- 1. Section 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 Department also administers the Food Stamps Program.

- 2. Section 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

This Agency and other County human services departments meet in the form of a Human Services Executive Council to develop linkages and coordinate the provision of human services 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. The Department administers the CalWORKs Program and operates 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.

- 3. Section 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 was established to provide a wide range of services in an easily accessible facility to the low-income and senior populations. A variety of community organizations utilize the building 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 or oil vouchers to obtain heating fuel from vendors. 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.

- 4. Section 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 Community Action 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 Department of Human Services 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 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 encourages and coordinates 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. 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 through promotion of service delivery and improvement to the volunteer's self-esteem.

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 with District Attorney and County Counsel staff in an Elder Protection Unit (EPU) that coordinates with law enforcement and emergency response units and is directed at identification and early intervention for the frail, vulnerable elderly population in potentially abusive situations. 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 encouraging all County staff, including law enforcement, and the community to remain alert and supportive of the effort to prevent such abuse. The STAR program, which is administered through the Sheriff's Department, sends volunteers trained by local law enforcement into the community to observe and act as a deterrent to crime in the community.

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. Human Services administers the Adult Protective Services (APS) and In-Home Supportive Services (IHSS) Programs, and the Agency has facilitated the co-location of a range of programs, including Public Guardian, APS, IHSS, MSSP/Linkages and Social Services Programs that serve the County's most frail, vulnerable and at-risk populations. The Agency also provides administrative oversight and contracts staff support for the IHSS Public Authority in accordance with mandates of AB 1682.

As a result of the current fiscal situation, program cuts have been unavoidable. The Long-Term Care Ombudsman, MSSP, Linkages and Senior Day Care programs have all received substantial program funding cuts, and staffing in these programs staffing has been reduced as necessary. The Department's primary focus continues to be on maintenance and delivery of core services to its most vulnerable clients to the extent possible. When allowable and appropriate, federal Stimulus allocations are being used to offset funding cuts to maintain staffing levels to ensure maintenance of core services.

The CAA has established partnerships and collaborations that support the primary role of the family and give priority to the prevention of youth problems and crime by promoting increased coordination and collaboration in meeting the needs of youth. In partnership with the Social Services Division, the Family Unification Program component of the Housing Choice Voucher Program administered by this Agency targets rental housing

assistance to families at risk of separation due to lack of adequate housing, as identified by referrals from Social 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). 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. The Agency continues to administer a Mortgage Credit Certificate Program that assists first-time homebuyers, 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 western most 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 Senior Nutrition Program is looking into the possibility establishing a congregate meal site at this location. Due to fiscal constraints and high facility rental costs, the Agency closed its Shingle Springs congregate meal site in 2008. Cameron Park/Shingle Springs area participants have been accessing the more distant El Dorado Hills or Diamond Springs meal sites.

* El Dorado County Purchased this facility in May of 2007

The Agency has assisted in the development of housing resources through acquisition of FEMA and ESP funds, administration of Community Development Block Grant 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, 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 64 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 Agency 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. The Lesarra Attached Homes residential condominium project, a senior community in El Dorado Hills was completed in 2008. A Developers Agreement and Buyers Agreement was created to guarantee a predetermined number of 12 out of the 160 homes built would be made available for purchase by income qualified households. A Buyers Agreement will guarantee that the homes will remain affordable for 20 years should they be resold. Due in part to environmental issues affecting construction costs in the Tahoe Basin, the first senior housing complex wasn't built until 1999. However, in 2008, a 32-unit senior housing complex was built and offers Tahoe Basin seniors another option to affordable housing.

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 and ensures ongoing public awareness by providing informational handouts and telephone referrals. In 1999, the Agency established a partnership with St. Patrick's Parish and obtained a CDBG grant to acquire and equip a facility to house a Food Kitchen. St. Patrick's has expanded their meal service for low-income and homeless individuals and families in the greater Placerville area. 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 base. Currently over thirty-eight churches are involved in the Upper Room, which is serving over 125 individuals daily and preparing approximately 3,600 meals on a monthly basis.

**5. Section
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 will be considered at a regular CAC meeting and will result in an appointment if an appropriate vacancy exists or an accommodation should the board find that representation by the petitioning entity is in the best interests of the community and the low-income population thereof.

**6. Section
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), NAPIS (Title III/VII Older Americans Act and CBSP Programs), NORS (Ombudsman), 4th Dimension (MSSP/Linkages, Information and Assistance and Senior Nutrition) and ServTraq LITE (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). Once operational, this system will gather information on unmet needs of the homeless population. 4th DIMENSION 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. In January 2005, the Public Guardian obtained a License Agreement with CompuTrust Software Corporation for software usage, implementation, database conversion and services. The new software replaced outdated computer software. While data necessary to report certain aspects of the new selection of outcome measures is not accessible through the tracking systems required by other state agencies and the cost of running concurrent alternative data collection and reporting systems would be prohibitive, the Agency is ROMA compliant and is committed to reporting outcome measures to the extent feasible.

**7. Section
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 CSBG funding level, the El Dorado County Department of Human Services 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.

**8. Section
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 Department of Human Services. To promote self-sufficiency goals and respond to community needs, the Department 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 Department 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 3,000 WIC clients monthly. The Department develops program brochures and articles of interest that are distributed through the media and encourages volunteer activities and collaborative efforts throughout the community. The Department also offers an interactive web-site that includes programs, services, interactive applications and program updates. The website is updated on an ongoing basis and currently experiences over 11,000 page views each month.

**9. Section
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 Department to implement community based services programs, including Linkages, in El Dorado County. A successful proposal to CDA in 1999 resulted in the implementation of Multi-Purpose Senior Services Program (MSSP) services. Both Linkages and MSSP are case management based services with provisions for purchase of services that provide a valuable resource in the community to improve or stabilize living conditions for low-income seniors or at-risk adults to prevent inappropriate placement in 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 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 Department of Human Services and El Dorado County Mental Health 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 Department of Human Services to the County Health Services Department, Mental Health Division, as the agency could no longer supplement the MHSA dollars to fully fund the program. However, the agency still provides information and referral to this program and works very closely with Mental Health staff to address issues of isolation and depression in older adults living independently in the community. The co-location of the case management services with Public Guardian and Adult Protective Services/In-Home Supportive Services within the Department of Human Services known as the Home of Elder and Adult Resource Team (HEART) 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.

**10. Section
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 Department 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 Department of Human Services. Working through partnerships and collaborations with other organizations, the most effective means of addressing funding responsibilities that allow the least degree of diversion from direct service dollars is sought. Given the limited CSBG funding allocation, which has not increased to keep pace with the growth of El Dorado County's low-income population and the resulting increase in needs and service demand, client demographic data is reported to CSD based on those demographics required by primary funding source(s) of programs administered by this Department. Any additional demographic information requested will be analyzed for pertinence to program eligibility requirements and evaluated on a programmatic basis.

**11. Section
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 Department of Human Services supports strengthening families and encouraging effective parenting through a range of activities, including Family Self-sufficiency activities, Celebrating Families workshops, and WIC educational classes that focus on providing basic parenting skills. The Department 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.

Requirement 4
STATE ASSURANCES
California Government Code

Attach [or type] a narrative description of the Assurances listed below:

**1. Section
12730(h):**

Eligible beneficiaries are the following: (1) all individuals living in households whose income is at or below official poverty income guidelines as defined by the United States Office of Management and Budget; (2) All individuals eligible to receive Temporary Assistance to Needy Families or Federal Supplemental Security Income benefits, and (3) Residents of a target area or members of a target group having a measurably high incidence of poverty and which 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, administered by the CAA.

**2. Section
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 advisory body to the El Dorado County Board of Supervisors, the governing body of the Community Action Agency. Upon discovery that potential avenues for maintaining services through alternative means and 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 Department 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 service dollars. 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.

**3. Section
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) which 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 grantees and the populations they serve.

The Agency and other County human services departments maintain linkages and coordinate the provision of human services 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.

Requirement 5
DOCUMENTATION OF PUBLIC HEARINGS
 Government Code Section 12747(d)

Agencies holding public hearings pursuant to this Article shall identify all testimony presented by the poor, and shall determine whether the concerns expressed by that testimony have been addressed in the Community Action Plan (CAP). If the agency determines that any of the concerns have not been included in the CAP, it shall specify in its response to the CAP information about those concerns and comment as to their validity.

This section shall include the following:

1. Attach [or type] a narrative description of your agency’s public hearing process. Agencies should describe the methods used to invite the local community to the public hearings. Note: Public hearing(s) shall not be held outside of service area(s).

The CAA 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 board to the Community Action Agency and to the Board of Supervisors, 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. One copy of each public notice(s), published in the media to advertise the public hearing.
3. Attach [or type] a summary of all testimony received using the format below:

Name	Sector (low-income, private, public)	Testimony or concerns	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason
		SEE ATTACHED SUMMARY OF PUBLIC HEARING			

4. Attach [or type] a narrative description of other methods the agency used to gather information on the needs of the community (i.e. surveys, public forums, etc).
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 the reticence of seniors, who represent a high percentage of the low-income population in El Dorado County, to venture forth to participate in public meetings and voice their needs and concerns, a needs assessment, conducted during the last quarter of 2004, was targeted to this 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 mail list resources, with 1,444 responses (36%). This high response rate ensures the validity of survey results and conclusions. The seniors responding expressed satisfaction with existing services, especially Senior Nutrition and Senior Day Care, validating agency efforts. Primary areas of concern 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 2007 and finalized in 2008. The "Older Adults Survey" was a collaborative effort between the Department and the El Dorado Community Foundation. 10,000 surveys were sent out to area seniors, with a response rate of over 2,100 (22%). Although the majority of respondents reported being in good health, identified concerns were consistent with those of the overall aging population. Housing, transportation, and awareness of services were identified as unmet needs in the community. Over 83% of respondents rated the community in which they live as good/excellent.
 4. Planning Sessions: The Department of Human Services 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. Notices in local newspapers, along with human-interest articles, generate public response and encourage participation in the Community Services Block Grant planning process.
 6. Community Forums: Representatives of the Department of Human Services 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.

Requirement 6 MONITORING AND EVALUATION PLAN

Attach [or type] a **narrative description** of the specific method(s) of evaluation and monitoring that ensures program and fiscal performance in accordance with the objectives in your Community Action Plan.

The monitoring and evaluation plan shall ensure the following:

1. Data is collected to measure the progress of the agencies 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 Department of Human Services, 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.

Using the process described throughout this plan, feedback on the goals, priorities and services of the El Dorado County Community Action Agency is ongoing and effective. Many citizens participate on advisory groups to the range of 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, make 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 that reports are prepared and submitted to CSD in accordance with contract requirements.

As a County Department, Human Services maintains its own accounting staff, which works closely with the County Auditor'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 computerized to facilitate prompt submittal. When necessary, the hiring of extra-help employees has augmented regular staffing to ensure timely compliance with reporting requirements.

Appendices

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

APPENDICES

Needs Assessment

El Dorado County is home to over 178,000 people. El Dorado County has over 82,000 housing units while the homeownership rate is approximately 75%. In 2006, the population density in the county was 103 residents per square mile, putting it well below the statewide average population density of 239.5 people per square mile. The largest age group in El Dorado County in 2006 was the 40-49 year-old-range, which makes up almost 18.5% of the total population, while those ages 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 \$64,256. The average poverty rate in El Dorado County in 2007 was 8.2% percent, which is well below the statewide average. El Dorado County's labor force has grown steadily in recent years and is totaled at 93,600 in 2009. The unemployment rate was 4.6% in 2006. However, with the economic challenge our State has been faced with, in 2009 the unemployment rate in El Dorado County hit an all time high at 11.5%. El Dorado County enjoys a fairly low crime rate in both crimes against property and persons.

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 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. Currently over thirty-eight churches are involved in the Upper Room, which is serving over 125 individuals daily and preparing approximately 3,400 meals on a monthly basis. Take-out meals are offered for a variety of reasons ranging from conflicts with working hours to cultural concerns.

The Supplemental Food Program for Women, Infants and Children (WIC) has an authorized caseload of 3,000 persons at nutritional risk, is serving all eligible clients each month and is offering evening and weekend services on a limited basis to accommodate working clients. The Senior Nutrition Program served 69,967 congregate and 96,454 home-delivered meals in 2008, assisting senior citizens to remain independent and nutritionally stable while providing socialization opportunities. Continued growth in the home-delivery component of Senior Nutrition demonstrates the desire of senior citizens to remain self-sufficient and in their homes as long as possible and is reflective of the growth in the frail, aging senior population.

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 mean temperature at South Lake Tahoe ranging from 27 degrees in January to 61 degrees in July, while 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. While

HEAP electric assistance has proved to be useful for those households not in crisis, serving 1,731 households in 2008, a disproportionately high percentage of the low-income and senior populations of the County utilize alternative fuel resources. The ongoing increase in energy costs compounded by limited funding 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 or local churches. Tahoe Basin households may also access SHARE, SAFE and Helping Hands Outreach (H2O) programs for energy crisis assistance. The severe financial stress to those resources, as energy shut-offs often carry additional expenses to resume service, 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 encountering decreasing funding and increasing demand for assistance.

Weatherization services and energy education materials are additional, long-term aids for reducing energy costs. In 2008, 221 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) has suggested that it is unreasonable for a family to pay more than 25% of its income for housing. The El Dorado County Association of Realtors indicates the median price of a single-family residence in El Dorado County in December 2008 was \$340,000, a 33% decrease from the median price in December, 2004. Even with housing market prices at a decline, many families still find themselves priced out of the residential market.

HCD finds that 20% of households in El Dorado County are very-low-income and another 17% are low-income. More than 50% of the very low-income renter households and 5% of the low-income renter households pay more than 50% of their income for housing. More than 50% of very-low-income owner households and 20% of low-income owner households pay more than 50% of their income to purchase that home. As these numbers reflect, the cost of housing continues to be a problem in El Dorado County. (California Department of Housing and Community Development.)

The limited availability of low and moderate cost housing is a significant factor in analyzing the incidence of poverty. El Dorado County has over 1880 housing 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 significant increase in the number of subsidized units on the Western Slope is due in part to additional allocations for Section 8 Housing Assistance, but resources remain inadequate to meet identified needs. Applications are submitted annually for additional Section 8 Vouchers specific for handicapped individuals, when HUD makes has funding available.

As the cost of housing in El Dorado County has increased, many families and individuals cannot meet the expense for shelter. Two senior housing complexes received grants

during 2000 to expand their facilities by an additional combined 61 units. One was completed during 2002 and one in 2003. The Lesarra Attached Homes residential condominium project, a senior community in El Dorado Hills was completed in 2008. A Developers Agreement and Buyers Agreement was created to guarantee a predetermined number of 12 out of the 160 homes built would be made available for purchase by income qualified households. A Buyers Agreement will guarantee that the homes will remain affordable for 20 years should they be resold. Due in part to environmental issues affecting construction costs in the Tahoe Basin, no designated senior only housing units were available until 1999. However, in 2008, a 32-unit senior housing complex was built and offers Tahoe Basin seniors another option to affordable housing.

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 brought forth "Grace Place." Grace Place was housed in a local church and provided homeless guests sleeping accommodations, breakfast and a sack lunch. Volunteers would supervise guests at night, with three different shifts time. 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 a CDBG allocation of \$1,470,975 to establish a shelter and provide resource services to the homeless. The shelter project formally known as the Homelessness Resource Center will be focused on transitioning the homeless into permanent housing. Services will include job search/development, public health, mental health and counseling. The other principle providers of emergency shelter are two Women's Centers, one based on each slope of the County, non-profit organizations that assist victims of domestic violence and child abuse, and local churches. Meeting the shelter needs of these vulnerable populations has been identified as a high priority in El Dorado County.

The Agency works closely with other County Departments, Law Enforcement and community organizations to address planning and development priorities and advocate for the health and safety needs of the low-income population.

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 courts, law-enforcement, health and human service agencies, and community emergency response entities directed at identification of and early intervention for the frail, vulnerable elderly population in potentially abusive situations.

Requirement 5: Documentation of Public Hearings Government Code Section 12747(d)
3. Summary of Public Hearing Testimony

Public Hearing - May 27, 2009, 10:15 a.m. - 10:45 a.m.
El Dorado County Department of Human Services
937 Spring Street, Placerville, CA 95667

Acting Department Director Jan Walker-Conroy convened the Public Hearing on the 2010/2011 Community Action Plan (CAP) at 10:15 a.m. and made copies of the draft CAP available. She invited comments and/or questions during the Public Hearing. She also encouraged interested individuals to retain their copy of the CAP for later review and invited additional comments or questions to be called in within the next few days, noting that public comments will be incorporated into the planning document. The CAP defines an integrated service delivery system and is required by the state government for receipt of CSBG funds, which represent core funding for administration of the Department. She explained that, after the Public Hearing, the CAP is approved by the Community Action Council and Board of Supervisors prior to submittal to the State. The State compiles information from each local agency into a plan for submittal to the federal government. Walker-Conroy noted that the CAP covers a two-year span, 2010 and 2011.

Walker-Conroy reviewed programs within the Department of Human Services. Department services fall within eight categories: Community Action Programs, Senior Programs, Home of Elder and Adult Resource Team (HEART) Programs, Housing, Community and Economic Development Programs, IHSS Public Authority, Employment and Training, Protective Services and Income Maintenance.

Walker-Conroy discussed the Department's staffing levels and revenue sources and pointed out that each revenue source (contract) is managed separately, but contributes to the overall provision of integrated services.

With no public comment or recommended changes to the 2010/2011 CAP offered, Chair Anna Richter closed the Public Hearing at 10:45 a.m.

PUBLIC HEARING ATTENDANCE RECORD

SUBJECT: 2010/11 COMMUNITY ACTION PLAN

DATE: May 27, 2009

TIME: 10:15 AM

LOCATION: El Dorado County Department of Human Services
937 Spring Street, Placerville

Room 46

NAME (Please Print)	AFFILIATION	PHONE (Optional)
ANNA RICHTER	SLT WOMEN'S CENTER	(530)542-7633
MATT HUCKSHAY	The Center	530-295-9207
BERNEK A DOWSE	SALVATION ARMY	530-622-1564
Bex Van Meurs	United Outreach	530-622-7813
Janet Walker Conroy	DHS	530-642-7272
Naomi Hemmelbach	SHARE	916-953-2437
Naval Hemmelbach	SHARE	" " "
Stacy Walker	DHS	530-621-6255
Lorna Roscoe	SPC	530-626-9234
Judith Jackson	Board of Supervisors	621-6577
Cathy Britovich	Diamond Sunrise Sr. Apts	(530)622-4121

EL DORADO COUNTY

DEPARTMENT OF HUMAN SERVICES

Jan Walker-Conroy
Acting Director

937 Spring Street
Placerville, CA 95667
(530) 621-6150
3368 Lake Tahoe Blvd., Suite 202
South Lake Tahoe, CA 96150

May 11, 2009

POST NOTICE
PUBLIC HEARING

FOR RELEASE ON THE DAY OF MAY 15TH

Contact Person: Star Walker

LEARN ABOUT LOW-INCOME PROGRAMS IN EL DORADO COUNTY

Jan Walker-Conroy, Acting Director of the County Department of Human Services, announced today that the El Dorado County Community Action Agency is sponsoring a Public Hearing on the 2010/2011 Community Services Block Grant Community Action Plan. 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 currently provided include Energy Assistance, Weatherization, Section 8 Housing Choice Voucher Assistance, Supplemental Food Program for Women, Infants and Children (WIC) and a range of support services. "The programs are funded primarily by federal grant funds received through various state departments", said Mrs. Walker-Conroy, "with core funding for administration of the programs provided by the Community Services Block Grant.

The Public Hearing is scheduled for Wednesday, May 27, 2009 from 10:15 am to 11:00 am at the Department of Human Services, Room 46, 937 Spring Street in Placerville. Public comment is invited and will be incorporated into the planning document. For further information, call Star Walker at 530-621-6255.

**PUBLIC NOTICE
LEARN ABOUT LOW-INCOME PROGRAMS IN EL DORADO
COUNTY**

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05/15

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09-0755.B.46

PUBLIC HEARING

SPONSORED BY
THE EL DORADO COUNTY COMMUNITY ACTION AGENCY

FOR THE
2010/2011 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 27, 2009

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

DEPARTMENT OF HUMAN SERVICES
Room 46
937 SPRING STREET
PLACERVILLE

PUBLIC COMMENTS WILL BE INCORPORATED
INTO THE PLANNING DOCUMENT

Written comments may be submitted to the above address, attention: Star Walker.

EL DORADO COUNTY BOARD OF SUPERVISORS - 2009

(GOVERNING BOARD)

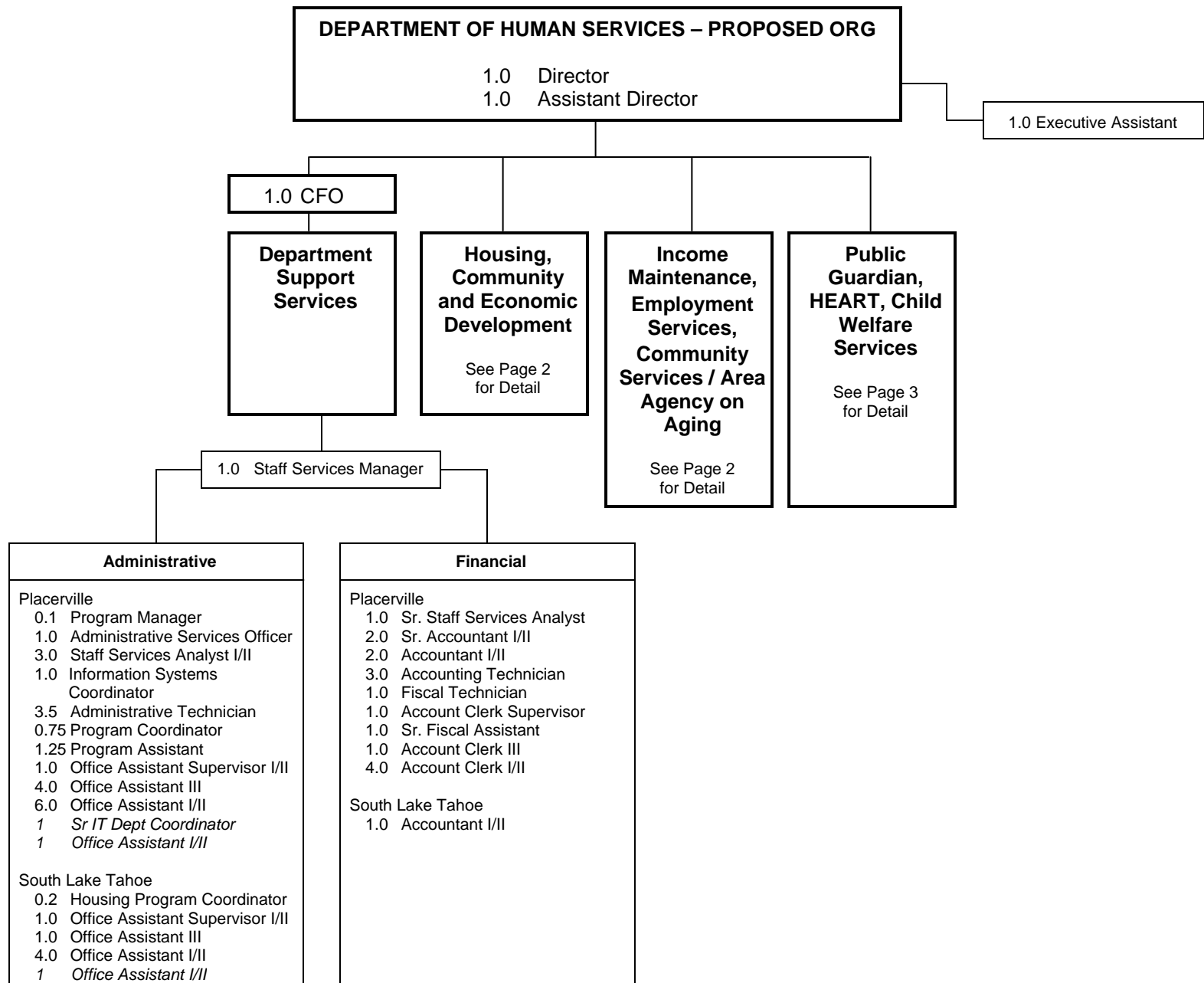
- DISTRICT I: John Knight
330 Fair Lane
Placerville, CA 95667
(530) 621-5650
- DISTRICT II: Ray Nutting
330 Fair Lane
Placerville, CA 95667
(530) 621-5651
- DISTRICT III: Jack Sweeney
330 Fair Lane
Placerville, CA 95667
(530) 621-5652
- DISTRICT IV: Ron Briggs
330 Fair Lane
Placerville, CA 95667
(530) 621-6513
- DISTRICT V: Norma Santiago
3368 Lake Tahoe Blvd., Suite 102
South Lake Tahoe, CA 96150
(530) 573-3411

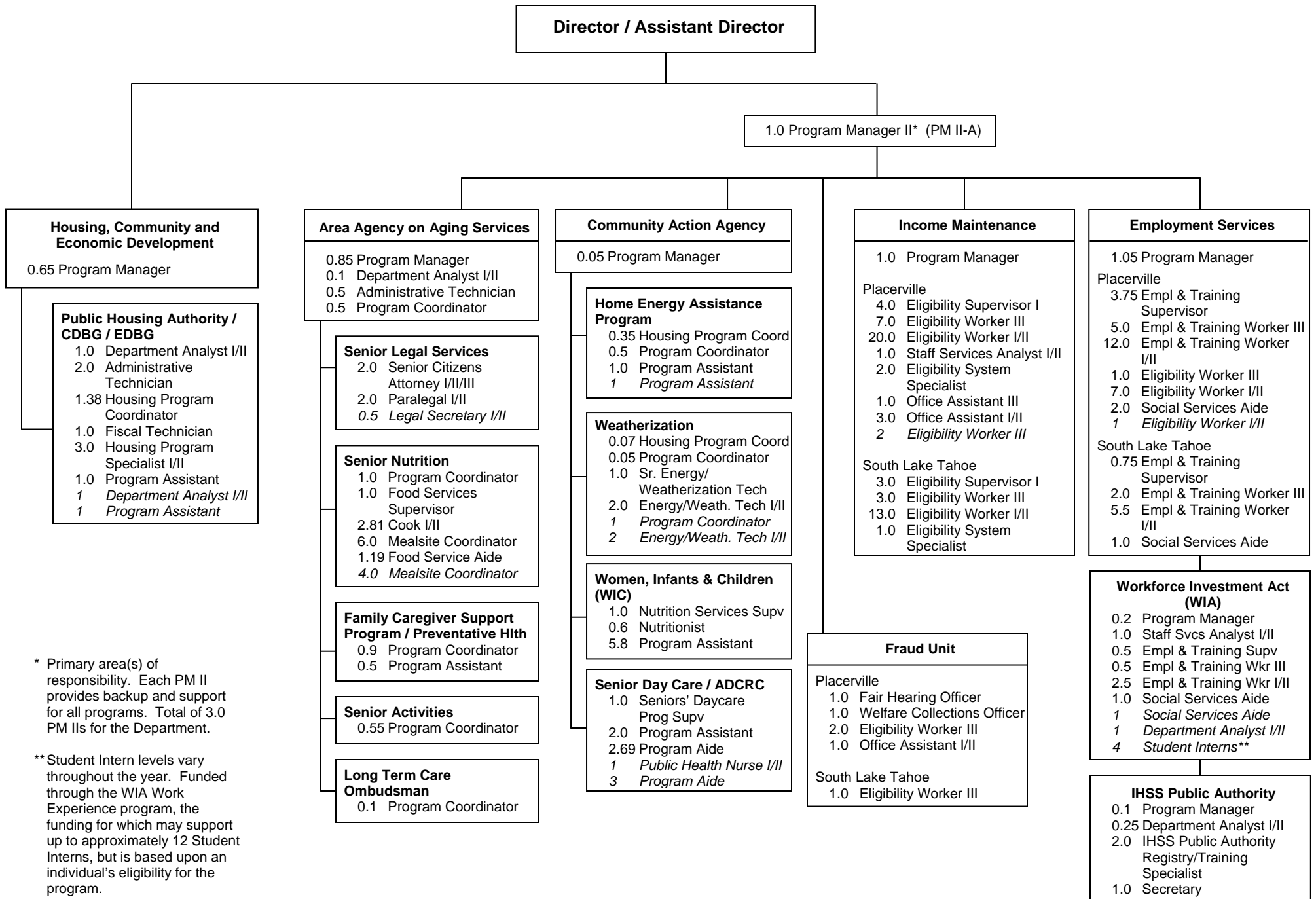
BUSINESS ADDRESS

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

and

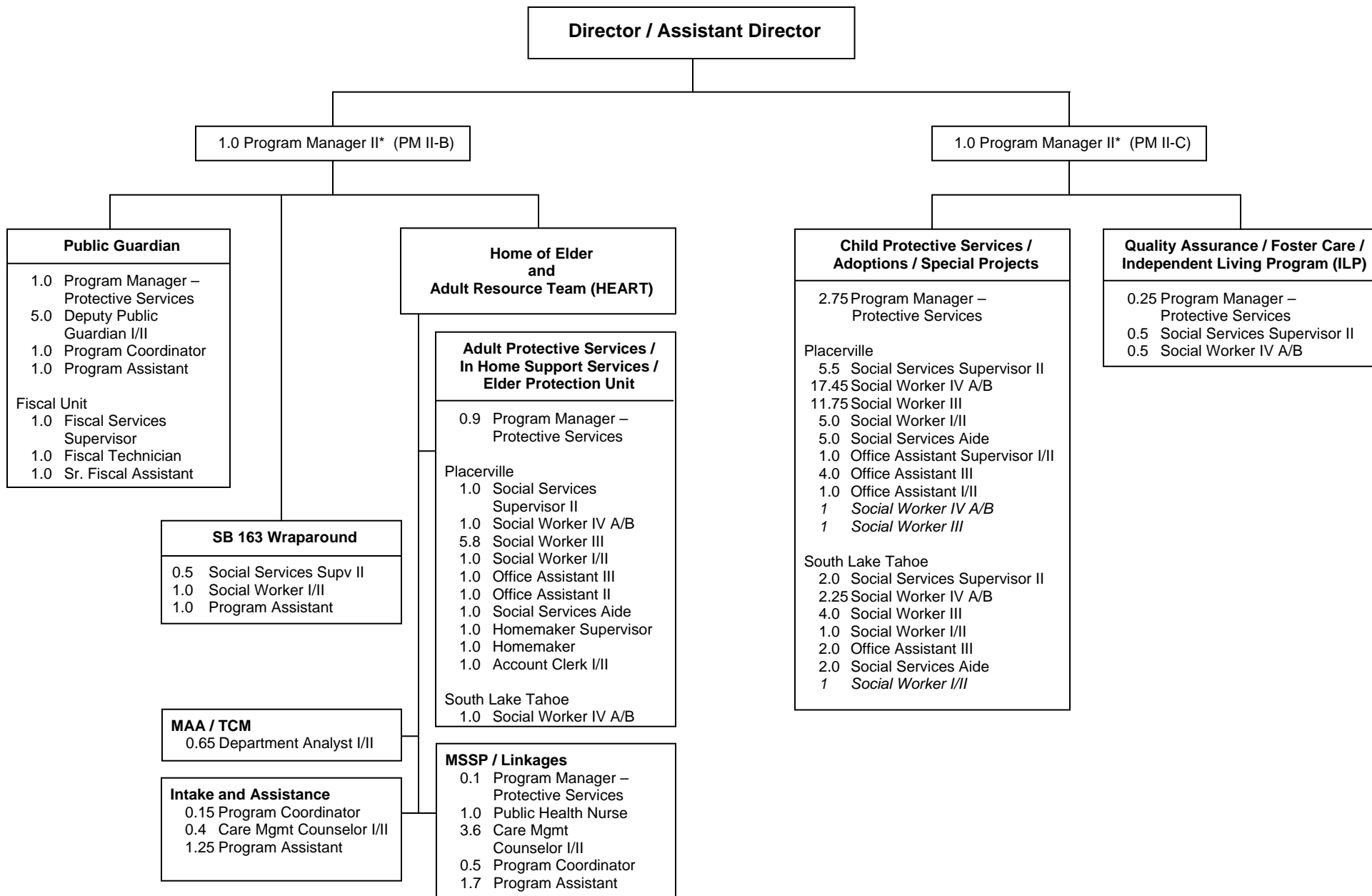
3368 Lake Tahoe Blvd., Suite 102
South Lake Tahoe, CA 96150





* Primary area(s) of responsibility. Each PM II provides backup and support for all programs. Total of 3.0 PM IIs for the Department.

** Student Intern levels vary throughout the year. Funded through the WIA Work Experience program, the funding for which may support up to approximately 12 Student Interns, but is based upon an individual's eligibility for the program.



*Primary area(s) of responsibility.
 Each PM II provides backup and support for all programs. Total of 3.0 PM IIs for the Department.

EL DORADO COUNTY COMMUNITY ACTION COUNCIL

MEMBER ROSTER: 05/2009

Ray Nutting Board of Supervisors, Dist II 330 Fair Lane Placerville, CA 95667 <u>Government Rep</u>	Ext. 5651 Year Appointed: 2009	Kitty Miller Board of Supervisors, Dist II (A) 330 Fair Lane Placerville, CA 95667 <u>Government Rep</u>	Ext. 5651 Year Appointed: 2009
Norma Santiago Board of Supervisors, Dist V 330 Fair Lane Placerville, CA 95667 <u>Government Rep</u>	Term exp. 2011 Ext. 6577 Year Appointed: 2005	Judi Harkins Board of Supervisors, Dist V (A) 330 Fair Lane Placerville, CA 95667 <u>Government Rep</u>	Ext. 6577 Year Appointed: 1993
Carl Hagen Mayor, City of Placerville 3101 Center Street Placerville, CA 95667 <u>Government Rep</u>	642-5220 Year Appointed: 2008	Robert McGee City of Placerville (A), Vice-Chair 2818 Silvercrest Street Placerville, CA 95667 <u>Government Rep</u>	Vice 4/25/07 622-9424 Year Appointed: 1997
Jerry Birdwell Mayor, City of South Lake Tahoe 1901 Airport Road, suite 206 South Lake Tahoe, CA 96150 <u>Government Rep</u>	542-6000 Year Appointed: 2008	John Collins City of South Lake Tahoe (A) 3050 Highway 50 South Lake Tahoe, CA 96150 <u>Government Rep</u>	542-6094 Year Appointed: 2004
Ron Briggs Board of Supervisors, Dist IV 330 Fair Lane Placerville, Ca 95667 <u>Government Rep</u>	Term exp. 2011 Ext. Year Appointed: 2007	Todd White Board of Supervisors, Dist IV (A) 330 Fair Lane Placerville, Ca 95667 <u>Government Rep</u>	Ext. Year Appointed: 2007
Les Burnett EDC Area Agency on Aging P.O. Box 382 Somerset, CA 95684-0382 <u>Community Rep</u>	344-0998 Year Appointed: 2002	Bev VanMeurs United Outreach 3079 Cedar Ravine Road Placerville, CA 95667 <u>Community Rep</u>	626-7813 Year Appointed: 1994
Stephanie Lopez Salvation Army PO Box 348000 Sacramento, CA 95834 <u>Community Rep</u>	(916) 563-3791 Year Appointed: 2002	Bernie Dowse Salvation Army (A) 1564 Lotus Road Placerville, CA 95667 <u>Community Rep</u>	622-1564 Year Appointed: 2008
Lorna Roscoe Senior Peer Counseling 1281 Pleasant Valley Rd. #30 Daimond Springs, Ca 95667 <u>Community Rep</u>	626-9234 Year Appointed: 2007	Matt Huckabay The Center 344 Placerville Drive, Suite 11 Placerville, CA 95667 <u>Community Rep</u>	626-1450, Ext. 29 Year Appointed: 2009

EL DORADO COUNTY COMMUNITY ACTION COUNCIL

MEMBER ROSTER: 05/2009

Elizabeth Blakemore Office of Education/CAPC 6767 Green Valley Road Placerville, CA 95667 <u>Low-Income Rep</u>	295-2307 Year Appointed: 2008	Susan Dorsey CASA of El Dorado 347 Main Street Placerville, Ca 95667 <u>Low-Income Rep</u>	622-9882 Year Appointed: 2006
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Naomi Himmelsbach SHARE 1535 Barcelona Drive El Dorado Hills, CA 95762 <u>Low-Income Rep</u>	916-933-2437 Year Appointed: 2000	Harold Himmelsbach SHARE (A) 1535 Barcelona Drive El Dorado Hills, CA 95762 <u>Low-Income Rep</u>	916-933-2437 Year Appointed: 2000
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Anna Richter SLT Women's Center, Chair 2941 Lake Tahoe Blvd. South Lake Tahoe, CA 96156 <u>Low-Income Rep</u>	Chair 04/25/07 542-7620 Year Appointed: 2006	Kevin Carlson Eskaton Lincoln Manor 6600 Mother Lode Drive Placerville, Ca 95667 <u>Low-Income Rep</u>	621-4455 Year Appointed: 2009
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Janet Walker-Conroy EDC Dept. of Human Services 3057 Briw Road Placerville, CA 95667 <u>Staff</u>	642-7272
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Contractor Name: El Dorado County Department of Human Services
 Contact Person and Title: Sarah De Stefano, Program Coordinator
 Phone Number: (530) 621-6369 Ext. Number: _____
 E-mail Address: sdestefano@co.el-dorado.ca.us Fax Number: (530) 295-2714

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.)

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

National Performance Indicator 1.1	1	2	3	4	5
Employment The number and percentage of low-income participants in community action employment initiatives who get a job or become self-employed, as measured by <u>one or more</u> of the following:	Number of Participants Projected to be Served for Contract Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (%)
A. Unemployed and obtained a job					
B. Employed and obtained an increase in employment income					
C. Achieved "living wage" employment and benefits					

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

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.)

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

National Performance Employment Supports The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from community action, as measured by <u>one or more</u> of the following:	1 Number of Participants Projected to be Served for Contract Period (#)	2 Number of Participants Enrolled in Program(s) in Reporting Period (#)	3 Number of Participants Achieving Outcome in Reporting Period (#)
A. Obtained pre-employment skills/competencies required for employment and received training program certificate or diploma			
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, in order to gain or maintain employment			
E. Obtained care for child or other dependant in order to gain or maintain employment			
F. Obtained access to reliable transportation and/or driver's license in order to gain or maintain employment			
G. Obtained health care services for themselves or a family member in support of employment stability needed to gain or retain employment.			
H. Obtained safe and affordable housing in support of employment stability needed to gain or retain employment.			
I. Obtained food assistance in support of employment stability needed to gain or retain employment.			

In the rows below, please include any additional indicators for NPI 1.2 that were not captured above.

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

NPI 1.3: Economic Asset Enhancement and Utilization

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

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

National Performance Indicator 1.3 Economic Asset Enhancement and Utilization The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by <u>one or more</u> of the following:	1 Number of Participants Projected to be Served for Contract Period (#)	2 Number of Participants Enrolled in Program(s) in Reporting Period (#)	3 Number of Participants Expected to Achieve Outcome in Reporting Period (#)	4 Number of Participants Achieving Outcome in Reporting Period (#)	5 Aggregated Dollar Amounts (Payments, Credits or Savings) (\$)	6 Percentage Achieving Outcome in Reporting Period (%)
A. ENHANCEMENT						
1. Number and percent of participants in tax preparation programs who identify any type of Federal or State tax credit and the aggregated dollar amount of credits						
2. Number and percentage obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments						
3. Number and percentage enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.						

In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.

					09-0755.B.56	

National Performance Indicator 1.3 (Continued) 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:	1 Number of Participants Projected to be Served for Contract Period (#)	2 Number of Participants Enrolled in Program(s) in Reporting Period (#)	3 Number of Participants Expected to Achieve Outcome in Reporting Period (#)	4 Number of Participants Achieving Outcome in Reporting Period (#)	5 Aggregated Dollar Amounts (Payments, Credits or Savings) (\$)	6 Percentage Achieving Outcome in Reporting Period (%)
B. UTILIZATION						
1. Number and percent demonstrating ability to complete and maintain a budget for over 90 days						
2. Number and percent opening an Individual Development Account (IDA) or other savings account and increased savings, and the aggregated amount of savings						
3. Of participants in a community action asset development program (IDA and others):						
a. Number and percent capitalizing a small business due to accumulated savings						
b. Number and percent pursuing post-secondary education due to savings						
c. Number and percent purchasing a home due to accumulated savings						
<i>In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.</i>						

OPTIONAL

Agency's Narratives Goal 1: Low-income people become more self-sufficient.

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1. Activities or programs that relate to special regional needs or conditions

2. Activities or programs that reflect innovative combinations of services or community interventions

3. Agency development activities that are not easily categorized or counted by more traditional outcome measures

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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.)

See Attached

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

See Attached

National Performance Community Improvement and Revitalization Increase in, or safeguarding of threatened opportunities and community resources or services for low-income people in the community as a result of community action projects/initiatives or advocacy with other public and private agencies, as measured by <u>one or more</u> of the following:	1 Number of Projects Projected for Contract Period (#)	2 Number of Projects or Initiatives (#)	3 Number of Opportunities and/or Community Resources Preserved or Increased (#)
A. Accessible "living wage" jobs created or saved from reduction or elimination in the community.			
B. Safe and affordable housing units created in the community	1	1	
C. Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by community action activity or advocacy	3	3	
D. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination.			
E. Accessible safe and affordable childcare or child development placement opportunities for low-income families created or saved from reduction or elimination.			
F. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination.			
G. 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.			
H. 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.

		09-0755.B.59	

GOAL 2: The conditions in which low-income people's lives are improved.

NPI 2.1: Community Improvement and Revitalization

Problem Statement:

Many low-income households pay more than 30% of their income for shelter, experiencing difficulty in obtaining safe, sanitary affordable rental housing. Other households have achieved stability in rental housing, but are unable to garner sufficient savings to progress to home-ownership via conventional home loans. Of approximately 16,950 rental units in the County, only a small percentage are considered low-income, approximately only 1880 are subsidized. Many low and fixed-income households are affected by the limited affordable housing opportunities. This condition exists countywide and is not focused in one primary area.

Program Activities and Delivery Strategies:

B) Work with developer to ensure completion of Habitat for Humanity single family detached project, which creates 25 units.

C) 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. Administer Weatherization Program, providing energy efficient improvements to low-income renters and homeowners, lowering energy costs while increasing household income available to meet basic living expenses.

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.)

See Attached

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

See Attached

<p align="center">National Performance Indicator 2.2 Community Quality of Life and Assets</p> <p>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:</p>	<p align="center">1 Number of Programs Projected for Contract Period (#)</p>	<p align="center">2 Number of Program Initiatives or Advocacy Efforts (#)</p>	<p align="center">3 Number of Community Assets, Services or Facilities Preserved or Increased (#)</p>
<p>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</p>	1	2	
<p>B. Increase in the availability or preservation of community facilities</p>			
<p>C. Increase in the availability or preservation of community services to improve public health and safety</p>			
<p>D. Increase in the availability or preservation of commercial services within low-income neighborhoods</p>			
<p>E. Increase or preservation of neighborhood quality-of-life resources</p>			

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

GOAL 2: The conditions in which low-income people's lives are improved.

NPI 2.2: Community Quality of Life and Assets

Problem Statement:

Many low-income households pay more than 30% of their income for shelter, experiencing difficulty in obtaining safe, sanitary affordable rental housing. Of approximately 16,950 rental units in the County, only a small percentage are considered low-income, while only 1880 are subsidized. Many low and fixed-income households are affected by the limited affordable housing opportunities. In El Dorado County, ready access to health care is generally limited to the two incorporated cities. There exists a need to promote availability of basic health services in additional outlying areas of the County. These conditions exist countywide and is not focused in one primary area.

Program Activities and Delivery Strategies:

A) Advocate for and facilitate implementation of the El Dorado County General Plan's Housing Element (recently amended by the Board of Supervisors April 21, 2009 to be in compliance with 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.

OPTIONAL

Agency's Narratives Goal 2: The conditions in which low-income people live are improved.

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

NPI 3.1: Civic Investment

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This information will be reported in Part I: Section F, Subsection IV (g) of the CSBG IS Survey.

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.)

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

National Performance Indicator 3.2	1	2
Community Empowerment Through Maximum Feasible Participation 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:	Number of Participants Projected for Contract Period (#)	Number of Low-Income People Achieved in Reporting Period
A. Number of low-income people participating in formal community organizations, government, boards or councils provide input to decision-making and policy setting through community action efforts		
B. Number of low-income people acquiring businesses in their community as a result of community action assistance		
C. Number of low-income people purchasing their own homes in their community as a result of community action assistance		
D. Number of low-income people engaged in non-governance community activities or groups created or supported by community action		

In the rows below, please include any additional indicators for NPI 3.2 that were not captured above.

OPTIONAL

Agency's Narratives Goal 3: Low-income people own a stake in their community.

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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.)

See Attached

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

See Attached

National Performance Indicator 4.1	1	2
Expanding Opportunities Through Community-Wide Partnerships The number of organizations, both public and private, community action actively works with to expand resources and opportunities in order to achieve family and community outcomes.	Number of Partnerships Projected for Contract Period (#)	Number of Organizational Partnerships Achieved in Reporting Period (#)
A. Number of organizations community action agencies work with to expand family and community outcomes	29	
B. Number of partnerships that were with faith-based organizations.	17	

In the rows below, please include any additional indicators for NPI 4.1 that were not captured above.

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:

A need exists to maintain a strong, viable administrative unit and to establish and maintain partnerships and collaborate with community entities working to expand resources and opportunities in order to achieve positive family and community outcomes, to encourage participation by the community to identify and evaluate existing services and gaps in services, streamlining the process, to promote fiscal responsibility; and to provide accurate, responsive service information to clients seeking assistance. As the effectiveness of available service dollars is diminished by a combination of budget cuts and growth in the vulnerable populations, resulting in increased service demands, communities must strengthen their infrastructure to provide the most effective and beneficial programs and services in a fiscally responsible manner to ensure that low-income households are not placed in jeopardy due to lack of knowledge about or limited access to a range of unduplicated support programs. Vulnerable populations are affected throughout El Dorado County. The problem is not limited to specific area(s).

Program Activities and Delivery Strategies:

A) and B) The agency will continue to maintain a strong, viable administrative unit and to partner, network, 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 strive to leverage resources and to work towards completion of 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, nutrition needs and planning for low-income and senior services. Agency will continue to work closely with emergency food resources, the Women's Centers (Placerville and South Lake Tahoe), - Salvation Army Extension, private developers and many churches in the area to promote provision of necessary services.

OPTIONAL

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

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3. Agency development activities that are not easily categorized or counted by more traditional outcome measures

Goal 5: Agencies increase their capacity to achieve results.

NPI 5.1: Broadening the Resource Base

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The totals will be reported in PART I: SECTION F, Subsection I-IV of the CSBG/IS
Survey

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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.)
 See Attached

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

National Performance Indicator 6.1	1	2
Independent Living The number of vulnerable individuals receiving services from community action that maintain an independent living situation as a result of those services:	Number of Individuals Projected to be Served for Contract Period (#)	Number of Vulnerable Individuals Living Independently in Reporting Period (#)
A. Senior Citizens	3,500	
B. Individuals with Disabilities	2,000	

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

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:

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. With growth in the vulnerable populations, resulting in increased service demands, communities must strengthen their infrastructure to provide the most effective and beneficial programs and services in a manner to ensure that vulnerable households are not placed in jeopardy due to lack of knowledge about or limited access to a range of unduplicated support programs. Vulnerable populations are affected throughout El Dorado County. The problem is not limited to specific area(s).

Program Activities and Delivery Strategies:

A) and B) The Agency will administer an array of programs, including Linkages, Multi-Purpose Senior Services Program, Senior Nutrition (congregate and home-delivered meals), In Home Supportive Services, Family Caregiver Support Program, 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.

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.)
 See Attached

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

National Performance Indicator 6.2 Emergency Assistance The number of low-income individuals or families served by community action that sought emergency assistance and the percentage of those households for which assistance was provided, including such services as:	1 Unit of Measurement	2 Number of Households Projected to be Served for Contract Period (#)	3 Number of Household Seeking Assistance in Reporting Period (#)	4 Number of Households Receiving Assistance in Reporting Period (#)
A. Food - Indicate your state's unit of measurement, such as bags, packages, cartons, families, individuals, etc.	(Number of times Household Received Food)	7,000		
B. Emergency payments to vendors, including Fuel and Energy bills and Rent/Mortgage payments	Households	4,000		
C. Temporary shelter	Households			
D. Emergency medical care	Households			
E. Protection from violence	Households			
F. Legal assistance	Households	6,500		
G. Transportation	Households			
H. Disaster Relief	Households			
I. Clothing	Households			

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

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:

A) 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 high unemployment rates and/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.

B) Low-income, senior and disabled households throughout El Dorado County frequently encounter energy crisis situations. Limited housing availability combined with severe weather extremes creates a potential for high-energy costs and energy loss, affecting those segments of the population least able to financially manage excessive utility bills. Limited choices for utility providers is also a factor in high energy costs; there is no natural gas available in most of El Dorado County, and residents must rely on electricity or wood, propane or oil to meet their heating and cooling needs.

F) The elderly on fixed incomes find it a challenge to acquire assistance with legal concerns in emergency situations relating to such issues as deteriorating health, exploitation and property disputes. These concerns affect the majority of low-income, disabled and senior households. The problem exists countywide and is not limited to specific area(s).

Program Activities and Delivery Strategies:

A) Agency will make appropriate referrals to the Food Bank of El Dorado County and the established network of food closets, to the Upper Room Dining Hall for hot meals daily and to the many churches 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, including the use of Fast Track dollars for extreme emergencies, or through the wood, propane and oil application process, with Energy Assistance payments to vendors. Coordinate with Salvation Army and energy providers to enable low-income households at-risk of imminent shut off of their utilities to access REACH, SAFE, SHARE or H²Oresources to retain utility service.

F) Administer Legal Assistance Program for the senior population, offering legal advice and services on such issues as health care (including health care directives), exploitation and property disputes. Refer non-seniors to Legal Services of Northern California or to a free legal service at the local courthouse to enable them to access no-cost assistance.

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.)

See Attached

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

See Attached

National Performance Indicator 6.3 Child and Family Development The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following:	1 Number of Participants Projected to be served for Contract Period (#)	2 Number of participants Enrolled in Program(s) in Reporting Period (#)	3 Number of Participants Expected to Achieve Outcome in Reporting Period (#)	4 Number of Participants Achieving Outcome in Reporting Period (#)	5 Percentage of Participants Achieving Outcome in Reporting Period (%)
A. INFANTS & CHILDREN					
1. Infants and children obtain age appropriate immunizations, medical and dental care					
2. Infant and child health and physical development are improved as a result of adequate nutrition	3000				
3. Children participate in pre-school activities to develop school readiness skills					
4. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade					

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:

Hunger exists in El Dorado County among the low-income population, from infants to senior citizens. The continuing need for nutrition assistance is attributed in part to unemployment and limited employment opportunities for blue-collar workers. Given ongoing inflation, the "working poor", including a large percentage of the growing minority populations, are often unable to stretch their limited resources to obtain nutritious sustenance. Additionally, families with young children and single parents living on fixed or low incomes with nutritionally at-risk infants or children often require assistance to alleviate hunger and obtain proper nutrition. This problem exists countywide and is not limited to any primary area(s).

Program Activities and Delivery Strategies:

A) Administer Supplemental Food Program for Women, Infants and Children (WIC), providing a revolving caseload of 3,000 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.

B. YOUTH					
1. Youth improve physical health and development					
2. Youth improve social/emotional development					
3. Youth avoid risk-taking behavior for a defined period of time					
4. Youth have reduced involvement with criminal justice system					
5. Youth increase academic, athletic or social skills for school success by participating in before or after school programs					

C. PARENTS AND OTHER ADULTS					
1. Parents and other adults learn and exhibit improved parenting skills					
2. 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.

OPTIONAL

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

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