

COMMUNITY ACTION PLAN REQUIREMENTS

Summary/Checklist

The 2008/2009 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, 2007**. ***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 required and optional components of the CAP that your agency submits to CSD:

- CAP Cover Page (required)
- Agency Vision and Mission Statement (required)
- Requirement 1: Community Information Profile and Needs Assessment (required)
Goal-Setting (optional)
- Requirement 2: State Objectives (optional)
- Requirement 3: Statewide Priority Statement (required)
- Requirement 4: Federal Assurances (required)
- Requirement 5: State Assurances (required)
- Requirement 6: Public Hearing Documentation (required)
- Requirement 7: Monitoring and Evaluation Plan (required)
- CSD 801: CSBG/NPI Programs Report (required)
- CSBG/NPI Programs Report Instructions
- NPI Work Group Supplemental Definitions

**COMMUNITY SERVICES BLOCK GRANT
2008/2009 COMMUNITY ACTION PLAN**

El Dorado County Department of Human Services

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AGENCY VISION AND MISSION STATEMENT

VISION STATEMENT:

The vision of the El Dorado County Department of Human Services is:

- 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.

MISSION STATEMENT:

The El Dorado County Department of Human Services supports its vision by:

- 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.

Requirement 1

COMMUNITY INFORMATION PROFILE, NEEDS ASSESSMENT AND GOAL-SETTING

State law requires each agency to develop a community action plan 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 community action plan shall include the Community Information Profile, Needs Assessment, and Goal-Setting as follows:

1. **Community Information Profile:** The 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).)
 - A. Attach your agency's Community Information Profile. Please provide a narrative description of the following:
 - i) The 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.

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 high of 10,881 feet elevation. El Dorado County is home to nearly 168,100 people. El Dorado County has over 80,279 housing units while the homeownership rate is approximately 75%. In 2000, the population density in the County was 91.3 residents per square mile, putting it well below the statewide average population density. The largest age group in El Dorado County in 2004 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 almost 17% of the population, with 26,023 people. The total median household income in El Dorado County is \$61,548. The average poverty rate in El Dorado County in 1999 was 7% percent, which is well below the statewide average. El Dorado County's labor force has grown steadily in recent years and is totaled at 51,800 in 2005, an increase of 2.3% from 2004. The unemployment rate was 4.6% in 2005 down 0.9% from 2003. El Dorado County enjoys a fairly low crime rate in both crimes against property and persons.

- ii) Describe 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 twenty-five churches are involved in the Upper Room, which is serving over 110 individuals daily and preparing approximately 3,200 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 2,525 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 79,797 congregate and 82,779 home-delivered meals in 2006, 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 and, in a survey conducted in 2002, was identified as one of the two most serious issues confronting the vulnerable senior population. 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 1217 households in 2006, a disproportionately high percentage of the low-income and senior populations of the County utilize alternative fuel resources. During 2006, 1271 households received WPO assistance. 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 2006, 377 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 from December 2006 was \$452,500, a 9.0% increase of the median price in December, 2004. Accordingly, more and more families 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 high 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. Of the approximately 16,914 rental units in the County, only a small percentage are considered low-income approximately 1221 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. Construction is proposed for a new family complex, Runnymede Terrace. Runnymede Terrace will provide 70 units of affordable housing in the Placerville area. 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.

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. Plans are underway for the development of the Lesarra Attached Homes residential condominium project, a senior community in El Dorado Hills. An agreement is being developed to guarantee that a predetermined number of 12 out of the 160 homes being built will 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. Applications are submitted annually for additional Section 8 Vouchers specific for handicapped individuals, but have not yet been funded. Due in part to environmental issues affecting construction costs in the Tahoe Basin, no designated senior only housing units were available until 1999. The 48-unit senior housing complex completed that year already has a five to seven year waiting list. In El Dorado Hills, construction of an upscale senior assisted living facility was completed during 2002.

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 is currently being housed in a local Church and is open five nights a week. Guests are provided with a place to sleep, breakfast and a sack lunch. Volunteers also supervise guests at night, with three different shifts time. Showers and laundry facilities are also available for homeless guests. 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.

The County committed an initial \$2 million and ongoing Tobacco Settlement funds from 2002 through 2006 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 to uninsured residents of El Dorado County, the Community Health Center expanded their facility in 2005 and is serving approximately 7,500 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 6500 seniors in 2006.

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.

- B.** Describe 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 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, the most recent 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.

4. *Planning Sessions:* The Department of Human Services develops 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, indicating 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: The Needs Assessment describes the local poverty-related needs, and identifies and prioritizes eligible activities to be funded by CSBG. It also serves as the basis for the agency's problem statement(s) and goal-setting.

A. Attach 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. Please provide a narrative description of the following:

El Dorado County is home to nearly 168,100 people. El Dorado County has over 80,279 housing units while the homeownership rate is approximately 75%. In 2000, the population density in the county was 91.3 residents per square mile, putting it well below the statewide average population density. The largest age group in El Dorado County in 2004 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 almost 17% of the population with 26,023 people. The total median household income in El Dorado County is \$61,548. The average poverty rate in El Dorado County in 1999 was 7% percent, which is well below the statewide average. El Dorado County's labor force has grown steadily in recent years and is totaled at 51,800 in 2005, an increase of 2.3% from 2004. The unemployment rate was 4.6% in 2005, down 0.9% from 2003. El Dorado County enjoys a fairly low crime rate in both crimes against property and persons.

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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.

i) Assessment of existing programs/services available in your community that ensure the minimum services listed in Government Code section 12745(f) are available to the low-income community. These services shall include, but shall not be limited to, all of the following:

- a. 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 and multiple Care Management Programs, including the Multipurpose Senior Service Program (MSSP), Family Caregiver Support Program (FCSP), and 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. In November of 2005, seniors were able to sign up to for the Medicare Part D program. HICAP training volunteers and Agency staff provided assistance during that time, helping hundreds of seniors during the Medicare Part D enrollment process. The Agency also hosts annual workshops and coordinates provision of services by volunteers to assist seniors with income tax preparation, property tax credit applications and questions.

- b. 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.

- c. 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 of that area and a Senior Shuttle Van that provides specialized door-to-door transportation services for targeted populations on the West Slope.

- d. 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 Human Services Departments 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.

- ii) 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 county-wide. The Agency also partners with numerous private-sector and charitable organizations, such as the Salvation Army, Women's Centers, 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.

- iii) 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 the above referenced programs reflected in the Needs Assessment, each program administered by the CAA places an emphasis on ensuring the delivery of services are met and are efficiently being utilized.

- B. Describe 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. Additionally, describe your agency's plan for periodically reviewing and revising the needs assessment.

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, the most recent 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.
4. *Planning Sessions:* The Department of Human Services develops 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, indicating 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.

- 3. Goal-Setting: CSD recognizes that the CSD 801 forms do not necessarily capture all of the agency activities nor always succinctly “tell your story.” This section offers the opportunity for agencies to describe programmatic goals that are beyond the information collected on the CSD 801’s.**

Goal-Setting identifies feasible goals and strategies which yield program priorities consistent with standards of effectiveness established for the CSBG program. (Government Code 12747(a).) Agency goals should align with community need. This section offers each agency the opportunity to identify top priorities.

For the CAP submitted in 2007, your agency can respond to the programmatic goals or strategic plan or both. Place a check mark in the box(es) your agency elects to complete.

- A. Programmatic Goals:** Please provide a description of your agency’s biannual programmatic goals. Each goal statement should include the following:
- A description of the need to be addressed
 - The program, activity or service designed to meet the identified need
 - One of more **objective** outputs or outcomes to measuring progress toward the goal.

The goals should be based on your agency’s current needs assessment and establishment of priorities, and include the following at a minimum:

- i) If needed, goals to meet the need for a minimum level of services listed in Government Code section 12745(f).
- ii) Consideration of projects responsive to the needs of the poor which are not otherwise being met pursuant to Government Code section 12754(c).
- iii) Consideration of the standards of effectiveness identified in Government Code section 12745(g) in setting goals and assessing accomplishments.
- iv) Description of how accomplishing the goal(s) will have a measurable and potentially major impact on causes of poverty in the local community. (Government Code section 12750(b).)

B. Strategic Plan: Please provide a description of your agency's strategic plan for goal-setting. In particular, please include the following:

- How the goals relate to the agency's strategic plan.
- How your agency ensures that low-income residents in the service area participate in the goal setting.
- Beyond the legal requirement for a local public hearing of the community action plan, do the goals reflect the current priorities of the poor in the community?

OP

Original

Requirement 2
STATE OBJECTIVES

As the State recipient of the federal CSBG block grant, CSD is accountable to ensure that all CSBG dollars are spent to carry out the federal program purposes. Recognizing the differences among each community action agency and the local communities they serve, CSD developed the attached pathway as a simple but effective way to measure how each agency uses its CSBG funding to create, expand or improve programs serving the low income population in its community. The following outputs will enable California to demonstrate how CSBG funds support federal program purposes, and quantify the added value that CSBG funds give to community action programs.

For the CAP submitted in 2007, your agency can elect to complete all or part of 1, 2 or 3 of the following projections as they pertain to your agency. Place a check mark in the box your agency elects to complete.

1. **Added Capacity:** CSBG funds may be used to strengthen an agency's capacity to plan and coordinate the broad range of resources to ameliorate the local causes of poverty.

A. Percentage of Total Operating Budget: Please complete the following formula to project the overall capacity that CSBG funds will add to your agency's total annual operating budget.

CSBG annual allocation	Agency Total annual Operating Budget (TOB)	% of TOB
\$ _____	\$ _____	= _____%

B. Percentage of Indirect/Administrative Costs: If your agency allocates any or all of its annual CSBG allocation to the administrative costs (costs not allocated to direct services) of the agency, please complete the following formula to project the indirect capacity that CSBG funds will add to your agency:

CSBG funds allocated to agency Indirect costs	Agency total annual Indirect/Administrative costs	% of Indirect costs
\$ _____ /	\$ _____	= _____%

- 2. **Direct Program Services:** CSBG funds may be used to support direct program services and activities that will have a measurable impact on the causes of poverty and help low-income individuals and families achieve self-sufficiency.

A. Number of Clients Served: If your agency allocates any CSBG funds to directly support program services and activities, please complete the following worksheet to project the number of clients served directly by CSBG funds. *[Note: In the worksheet below, "number of clients served" includes those clients served by a delegate agency where your agency subcontracts for those services. If your agency does not currently gather information relative to the number of clients served by delegate agencies, please attach a statement describing how this data will be collected in the future.]*

Direct costs of community action program services and activities $\frac{\$ \text{_____} / \text{CSBG funds}}{\$ \text{_____} / \text{All other funds}} = \frac{\text{_____}}{\text{_____}} \% \text{ CSBG Direct Cost Percentage}^{**}$

Number of clients served by CSBG funds, based on percentage of total direct costs $\frac{\text{_____} / \text{Total number of clients served by agency}}{\text{_____} / \text{CSBG Direct Cost Percentage}^{**}} = \text{_____} / \text{Clients}$

OPTIONAL: If the following information is known, indicate the portion of CSBG funds and all other funds directly allocated to each program type, to calculate the number of clients served in each program by CSBG funds. Indicate which of the following program types are supported by directly allocated CSBG funds. Check as many as applicable.

-	Employment	$\frac{\$ \text{_____} / \text{CSBG funds}}{\$ \text{_____} / \text{All other funds}} = \frac{\text{_____}}{\text{_____}} \% \text{ CSBG Direct Cost Percentage}^{**}$
		$\frac{\text{_____} / \text{Total number of clients served by agency}}{\text{_____} / \text{CSBG Direct Cost Percentage}^{**}} = \text{_____} / \text{Clients}$
-	Education	$\frac{\$ \text{_____} / \text{CSBG funds}}{\$ \text{_____} / \text{All other funds}} = \frac{\text{_____}}{\text{_____}} \% \text{ CSBG Direct Cost Percentage}^{**}$
		$\frac{\text{_____} / \text{Total number of clients served by agency}}{\text{_____} / \text{CSBG Direct Cost Percentage}^{**}} = \text{_____} / \text{Clients}$
-	Income Management	$\frac{\$ \text{_____} / \text{CSBG funds}}{\$ \text{_____} / \text{All other funds}} = \frac{\text{_____}}{\text{_____}} \% \text{ CSBG Direct Cost Percentage}^{**}$
		$\frac{\text{_____} / \text{Total number of clients served by agency}}{\text{_____} / \text{CSBG Direct Cost Percentage}^{**}} = \text{_____} / \text{Clients}$

****CSBG Direct Cost Percentage (both percentages must match)**

Direct Program Services Continued

-	Emergency Services	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ / Total number of clients served by agency	X _____ / CSBG Direct Cost Percentage **	= _____ Clients
-	Nutrition	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ / Total number of clients served by agency	X _____ / CSBG Direct Cost Percentage **	= _____ Clients
-	Linkages	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ / Total number of clients served by agency	X _____ / CSBG Direct Cost Percentage **	= _____ clients
-	Self-Sufficiency	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ / Total number of clients served by agency	X _____ / CSBG Direct Cost Percentage **	= _____ clients
-	Health	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage
		_____ / Total number of clients served by agency	X _____ / CSBG Direct Cost Percentage **	= _____ clients
-	Other	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ / Total number of clients served by agency	X _____ / CSBG Direct Cost Percentage **	= _____ clients

****CSBG Direct Cost Percentage (both percentages must match)**

B. Number of Programs Dependent Upon CSBG Funds: For any of the program types checked above, please identify which program types your agency could no longer offer if CSBG funds were not available.

- 3. Coordination:** The CSBG Program encourages agencies to coordinate and link with other funding and in-kind resources and service providers in local communities.

A. Direct Leveraging: One way to measure the value of CSBG funds to the coordination and linkage effort is to quantify the number of dollars, or in-kind resources valued at fair market value, leveraged directly as a result of your agency's CSBG allocation and/or designation.

Please indicate the **total number of dollars your agency receives as a direct result of your agency's CSBG allocation and/or designation**. Any format submitted by the agency will be accepted. Your agency shall keep on file the required documentation supporting this amount and shall make it available to CSD on request.

For purposes of measuring this objective, agencies may include the following:

- i) Grants, donations, in-kind services or other income to your agency where there is documented evidence that the contribution is dependent upon your agency's CSBG allocation and/or designation.
- ii) Matching funds committed by your agency in exchange for other funding, where there is documented evidence that CSBG funds are allocated as the matching funds.
- iii) Matching funds or in-kind services by other organizations promised in exchange for sub grants, subcontracts, in-kind services or other payments from your agency where there is documented evidence that the matching funds will be directed to programs, services and activities that serve CSBG Program purposes.

B. Partnerships: One way to measure the value of CSBG funds to the partnerships that your agency possesses is to quantify the number of partnerships that would not exist but for your agency's CSBG allocation and/or designation.

Please indicate the total number of **partnerships you project** to have with other community organizations that are directly linked to your agency's CSBG allocation and/or designation. Any format submitted by the agency will be accepted. Your agency shall keep on file the required documentation supporting this number and shall make it available to CSD on request.

For purposes of measuring this state objective, agencies may include the following:

- i) Partnerships supported through sub grants or subcontracts using CSBG funds.
- ii) Formal written agreements or understandings with other organizations that specifically refer to your agency's CSBG allocation and/or designation.
- iii) Seats on other boards, commissions or other community entities that are formally reserved for a representative from your agency.
- iv) Partnerships where there is some other documented evidence that the relationship would not exist but for your agency's CSBG allocation and/or designation.

Please indicate the **total number of partnerships** you project to have with other community organizations that are directly linked to your agency's CSBG allocation and/or designation. Your agency shall keep on file the required documentation supporting this number and make it available to CSD on request.

Optimized

Requirement 3

2008/2009 STATEWIDE PRIORITY/STRATEGY STATEMENT

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

Please include a narrative description of the strategies supporting Family Self-Sufficiency strategies by your agency in the local planning process as required by Government Code Section 12745(e). In this narrative, please provide the agency's definition of Family Self-Sufficiency and the strategy utilized to achieve these priorities.

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

Background

The El Dorado County Department of Human Services* serves as the Community Action Agency for El Dorado County. The Community Action Agency was 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 provision 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 1980's and early 1990'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. 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 Department of Social Services merged creating the El Dorado County Department of Human Services. While there are no significant location or program changes, the merger creates a unified accessibility of services and is comprehensive in addressing and providing services regarding nutrition, housing, employment training, protective and public assistance, including 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.

Family Self-Sufficiency Strategies

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 Section 8 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 and food and clothing assistance.

Requirement 4 FEDERAL ASSURANCES COATES Human Services Reauthorization Act of 1998: Public Law 105-285

To the left of Federal Assurances 676(b)(1)(A) and 676(b)(1)(B) please indicate what activities your agency administers by placing a check in the box provided. **Additionally, provide a narrative description of the agency activities for each of the Assurances checked below:**

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 Temporary Assistance to Needy Families recipients. The Family Loan Program is another collaborative effort developed between these two programs to assist eligible CalWORKs participants with the transition to self-sufficiency with a loan to repair an owned vehicle or purchase a used vehicle to ensure they have reliable transportation to seek and retain employment. The Agency continues to apply to HUD for additional Section 8 Housing Assistance Vouchers specific to the purpose of assisting TANF and other recipients in their effort to attain self-sufficiency.

- ii. secure and retain meaningful employment;

The Agency is providing a more active approach in employment programs and is providing on-going employment services from the Briw Road location. On September 7, 2005, the Golden Sierra Governing Board approved establishing El Dorado County as the first Consortium Operator established under the Local Workforce Investment Act Program, effective July 1, 2006. On June 20, 2006, the Board of Supervisors approved establishment of a budget and approved Human Services staffing for implementation of the Workforce Investment Act Program. As an Area Partner Consortium Operator of the Golden Sierra Job Training Agency Consortium, El Dorado County provides job training services to promote

and increase employment, job retention, earnings, and occupational skills of participants. El Dorado County uses funds to strengthen the "One Stop" system by meeting the multiple needs of El Dorado and Alpine County families, children, unemployed and businesses.

- ☒ 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;

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, 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) provides training on budgeting and money management.

- ☒ 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.

- ☒ 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, enabling eligible households to receive available assistance in reducing their household energy costs through the HEAP application process or through the wood, propane and oil application processing and Energy Assistance payments to 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. 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, 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) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts.

The Department of Human Services facilitated establishment of the Elder Abuse and Protection Council (EAPC) in 2000 and continues to provide staff support. Representatives include professionals from Health Agencies, Law Enforcement, and County Programs serving the elderly. 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 Area Agency on Aging, Mental Health, Code Enforcement, Animal Control, and the Health Department are among those who attend. The Agency facilitated the development and establishment of and participates in an Elder Protection Unit (EPU) consisting of courts, law-enforcement, health and human service agencies, and community emergency response entities directed at identification and early intervention for the frail, vulnerable elderly population in potentially abusive situations.

Federal Assurances (cont.)

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 provides an Independent Living Program (ILP), Transitional Housing Program (THP-Plus) and the Transitional Housing Placement Program (THPP) to address the needs of foster care youth transitioning to independence.

- ☒ (ii) after-school childcare programs; and

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).

Provide 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 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, Home Delivered Meals Program and Congregate Meal Sites. The Agency continues to administer the Supplemental Food Program for Women, Infants and Children (WIC), assist 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.

**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. County departments and the Private Industry Council work in cooperation under Job One, a multi-faceted job training and job search effort to increase work opportunities for low-income individuals in El Dorado County. Since July 2006, Human Services has been administering the Workforce Investment Act Program.

**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, enabling eligible households to receive available assistance in reducing their household energy costs through the HEAP application process or through the wood, propane and oil application processing and Energy Assistance payments to 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 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 county-wide. The Agency also partners with numerous private-sector and charitable organizations, such as the Salvation Army, Women's Centers, 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 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 and newspaper ads and articles. The use of volunteers benefits both services 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, 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 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 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 sends volunteers trained by local law enforcement into the community to observe and act as a deterrent to crime in the community.

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 and MSSP/Linkages, and Social Services Programs that serve the County's most frail, vulnerable and at-risk populations. In a further effort to provide early identification and rapid intervention relative to issues of potential discrimination and abuse and/or neglect of low-income adults, the Agency is also providing administrative oversight and contracting staff support for the IHSS Public Authority in accordance with mandates of AB 1682.

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 Section 8 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 Section 8 Housing Choice Voucher Program coordinates with the CalWORKs Program in an effort to promote self-sufficiency among Temporary Assistance to Needy Families recipients. The Family Loan Program is another collaborative effort developed between these two Department Divisions to assist eligible CalWORKs participants with the transition to self-sufficiency with a loan to repair an owned vehicle or purchase a used vehicle to ensure they have reliable transportation to seek and retain employment. Unless special circumstances

exist, all households entering the Section 8 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 to 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 new 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 will welcome a Senior Day Care Program in the fall of 2007*. The Agency continues to collaborate with the Cameron Park Community Services District and local residents in an effort to develop a community center for provision of services in the Cameron Park area.
* El Dorado County Purchased this facility in May of 2007

The Agency has assisted in the development of housing resources such as acquisition of FEMA and ESP funds, has assisted in the administration of Community Development Block Grant resources for the acquisition and renovation of a shelter facility for the Placerville Women's Center, applies annually for Emergency Housing Assistance Program funds to provide temporary shelter to the homeless and supports local shelter resources such as HELP, the El Dorado Women's Center, the Tahoe Women's Center and New Morning Youth and Family Services. In 2001 the Agency received a CDBG Housing Rehabilitation Grant to assist eligible households below the 80% median income, to rehabilitate their homes that are in need of structural repair. In 2005, the Agency received funding through the HOME Investment Partnership Program to assist with rehabilitation of owner-occupied homes in need of rehabilitation, that are considered substandard and 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 developers, including Mercy Housing California, 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. Plans are underway for the development of the Lesarra Attached Homes residential condominium project, a senior community in El Dorado Hills. An agreement is being developed

to guarantee that a predetermined number of 12 out of the 160 homes being built will 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.

To more effectively counteract the conditions of starvation and malnutrition, the Agency has been instrumental in the support of local churches, the Salvation Army, local shelters and other local community agencies and ensures ongoing public awareness by providing 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 from two to seven days a week. Local churches and community organizations collaborate with St. Patrick's and continue to expand services to address the alleviation of hunger in the community.

**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), HAPPY software (Section 8 Housing Choice Voucher Programs), and 4th Dimension (MSSP/Linkages, Information and Assistance and Senior Nutrition). In 2005, the Section 8 Housing Choice Voucher Program started using HAPPY software, a database specifically designed to facilitate provision and monitoring of Section 8 Housing Choice Voucher Program activities. 4th DIMENSION is the primary database and tracking software for the Community Action Agency 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 1,400 senior citizens and more than 2,525 WIC clients monthly. The Department also develops program brochures and articles of interest that are distributed through the media and encourages volunteer activities and collaborative efforts throughout the community.

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) to the Department's Senior Services Division 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 entry for 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 are collaborated to use MHSA funds to impliment a new Friendly Visitor Program. The Friendly Visitor Program recruits volunteers to provide in-home companionship to older adults over the age of 60, as a peer support intervention and to address issues of isolation and depression. The goal of the Friendly Visitor Program is to prevent early institutionalization and to enhance the quality of life for 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 trainings 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 available resources for this purpose.

Requirement 5

STATE ASSURANCES

California Government Code

Provide a narrative description of the Assurances listed below:

1. Section

12730(f):

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)

Contingency planning for 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 on 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. 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 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 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.

Requirement 6

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. Clear 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 a public hearing on the CAP during 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 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. Copy of public notice(s), which were published in the media to advertise the public hearings.
See Attachments

3. Summarize all testimony received using the format below:
No testimony offered

Name	Sector (low-income, private)	Testimony or concerns	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason

4. Please attach a description of other methods the agency used to address the needs of the community.

Public Hearing – May 30, 2007, 10:15 a.m. - 11:00 a.m.

El Dorado County Department of Human Services, 937 Spring Street, Placerville, CA 95667

Department Director John Litwinovich convened the Public Hearing on the 2008/2009 Community Action Plan (CAP) at 10:15 a.m. and made copies of the draft CAP available. He invited comments and or questions during the Public Hearing. He 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. Public comments will be incorporated into the planning document. The CAP defines an integrated service delivery system and is required by the state and federal governments for receipt of CSBG funds, which represent core funding for administration of the Department. After the Public Hearing, the CAP is approved by the Community Action Council and Board of Supervisors prior to submission to the State. The State compiles information from each local agency into a plan for submission to the federal government. Litwinovich noted that the CAP covers a two-year span (2008-2009). He reviewed a budget summary handout that showed annual funding levels for each Department program and explained that some programs administer services that are paid directly by a state agency, while others include direct service dollars in their budgets.

Litwinovich reviewed each program as summarized on budget worksheets he made available to attendees. Services fall within eight divisions: 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.

Annual CSBG funding for department administration is approximately \$175,000. The Supplemental Food Program for Women, Infants and Children (WIC) offers nutrition education and food specific vouchers for moderate to low-income pregnant or lactating women and children up to five years, issuing over \$ 1,840,000 in food vouchers annually. These funds are not budgeted, but are paid directly by the State to the grocery stores where the vouchers are used. Weatherization weatherizes approximately 350 households annually. The Tahoe Offices offers Department services on the Eastern Slope of the County as well as Energy Assistance, Weatherization and WIC services to Alpine County residents.

The Area Agency on Aging directly administers programs for seniors age 60+ in El Dorado County, which is a state-designated single-county planning and service area (PSA). Services include Legal Assistance from staff attorneys, the Ombudsman Program, which addresses concerns at facilities and Senior Activities, which arranges trips, paid for by participating seniors, through tour companies. Senior Day Care, celebrating its 17th year of operation, is a fee-for service program that provides respite for caregivers. A second Senior Day Care location will open in El Dorado Hills later in the year and will be housed with the Senior Nutrition Program and a Senior Activities Program. The Senior Nutrition Program is serving around 13,500 meals monthly. 6,600 meals are served at eight congregate sites countywide, and over 6,900 meals are delivered to homebound seniors. Many of the Department's 300 volunteers assist in provision of Senior Nutrition services. The Community Based Services Programs, the Multipurpose Senior Services Program (MSSP) and Linkages, assist eligible senior and adult clients to remain in their homes independently. These services have been co-located to prevent duplication of services and to ensure rapid intervention and resolution in potential crisis situations. The Public Guardian Office carries a caseload of more than 300 conservatorships. Most of the conservatees are seniors, with the others being in the mental health system. The Public Guardian is responsible for both the person and estate of most of the clients. Adult Protective Services (APS) investigates high-risk situations and works to prevent elder abuse in all forms, including neglect and fiduciary or physical abuse. In 2006, approximately 650 reports of alleged abuse were referred to the Adult Protective Services Program. As this number is high, all efforts are being made to enhance community awareness relative to preventing and reporting abuse. In-Home Supportive Services (IHSS) provides support services to income eligible clients. IHSS authorizes hours and payment for services to eligible clients. Providers keep records and receive payment

through a County/State payment system. As a component of the IHSS program and under State law, counties are mandated to establish an IHSS Public Authority for purposes of collective bargaining and for maintaining an IHSS care provider registry. The Public Authority provides health insurance to eligible IHSS care providers, who would otherwise be unable to afford insurance independently. United domestic Workers of Americans now represents the approximately 600 private providers currently in El Dorado County

The Section 8 Housing Choice Voucher Program serves 340 households, enabling them to pay approximately 30% of their income for rent. Rental funds come directly from HUD and are included in the Department's budget. The Family Self-Sufficiency component provides counseling, resources and incentives to encourage and enable participants to become self-sufficient within the five years that they are eligible to receive assistance.

The County applies for Community Development Block Grant (CDBG) funding annually. The Pioneer Park and Greenwood Community Centers and the Food Kitchen were constructed with CDBG grant funds. An Economic Development Block Grant makes high-risk loans available to local companies to expand and create additional jobs.

With the merger of two Departments (Community Services Division and Social Services Division) into the Department of Human Services, all Department programs were reflected on the budget summary handout and briefly discussed during the Public Hearing, however only Community Services Programs are represented in the 2008/2009 CAP.

Below is a brief outline on Social Services Division Programs discussed at the Public Hearing

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

Child Protective Services (CPS) protects children from abuse, neglect and exploitation. It strengthens and preserves families and helps maintain self-sufficiency. There are over 35 social workers on staff that maintain a heavy caseload. CPS is a large funding source and is a key program of the Social Services Division.

The Income Maintenance Programs constitute a significant Department funding source consisting of Cash Aid, Food Stamps, and Medi-Cal. These programs provide government assistance to low-income individuals financially, nutritionally, and medically. Another program that is available and mandated by law is the Immigrant Assistance Program.

Litwinovich discussed the Department's staffing levels. Over 330 individuals staff the Department of Human Services (1/3 Community Services Division, 2/3 Social Services Division). He discussed revenue sources and pointed out that each revenue source (contract) is managed separately but contributes to the overall provision of integrated services. Litwinovich also discussed how participant donation and fee revenues augment and contribute to the provision of additional services.

With no further public comment, Chair Anna Richter closed the Public Hearing at 11:05 a.m.

Requirement 7

MONITORING AND EVALUATION PLAN

Describe a specific method(s) of evaluation and monitoring that ensures program and fiscal performance in accordance with the objectives in your Community Action Plan.

The plan must include the following:

1. A process to ensure that data are collected to document the progress of the agency's projections.
2. A process to ensure that reports are prepared and submitted to CSD in accordance with contract requirements.

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 forwarded 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 activity. 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 problems.

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.

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 submission. When necessary, the hiring of extra-help employees has augmented regular staffing to ensure timely response to reporting requirements.

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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.)
 N/A

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

National Performance Indicator 1.1 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:	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 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.)

N/A

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

N/A

<p align="center">National Performance Indicator 1.2</p> <p>Employment Supports</p> <p>The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from community action, as measured by <u>one or more</u> of the following:</p>	<p align="center">1</p> <p align="center">Number of Participants Projected to be Served for Contract Period (#)</p>	<p align="center">2</p> <p align="center">Number of Participants Enrolled in Program(s) in Reporting Period (#)</p>	<p align="center">3</p> <p align="center">Number of Participants Achieving Outcome in Reporting Period (#)</p>
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.)

N/A

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

N/A

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 one or more of the following:	1 Number of Participants Projected to be Served for Contract Period (#)	2 Number of Participants Enrolled in Program(s) in Reportin 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.						
<i>In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.</i>						

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 (%)
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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						

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

OPTIONAL

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

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Please note that the data entry spaces below will accept up to 1500 characters, which includes spaces and punctuation. If additional space is needed, continue on a word document and submit both documents via e-mail. **Please narrate activities and outcomes that support one or more of the national indicators in ways that may not be covered by the exact wording of the indicators. Among the kinds of outcomes that are most likely to be described in narratives are:**

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.

OPTIONAL

Agency's Optional Narrative Continuation Page Only

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

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Please note that the data entry spaces below will accept up to 1200 characters, which includes spaces and punctuation. If additional space is needed, continue on a word document and submit both documents via e-mail). **Please narrate activities and outcomes that support one or more of the national indicators in ways that may not be covered by the exact wording of the indicators. Among the kinds of outcomes that are most likely to be described in narratives are:**

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.

<p align="center">National Performance Indicator 2.1 Community Improvement and Revitalization</p> <p>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:</p>	<p align="center">1</p> <p align="center">Number of Projects Projected for Contract Period (#)</p>	<p align="center">2</p> <p align="center">Number of Projects or Initiatives (#)</p>	<p align="center">3</p> <p align="center">Number of Opportunities and/or Community Resources Preserved or Increased (#)</p>
<p>A. Accessible "living wage" jobs created or saved from reduction or elimination in the community.</p>			
<p>B. Safe and affordable housing units created in the community</p>	1		
<p>C. Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by community action activity or advocacy</p>	2		
<p>D. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination.</p>			
<p>E. Accessible safe and affordable childcare or child development placement opportunities for low-income families created or saved from reduction or elimination.</p>			
<p>F. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination.</p>			
<p>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.</p>			
<p>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.</p>			

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

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</p> <p align="center">Number of Programs Projected for Contract Period (#)</p>	<p align="center">2</p> <p align="center">Number of Program Initiatives or Advocacy Efforts (#)</p>	<p align="center">3</p> <p align="center">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		
<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 live 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 16,914 rental units in the County, only small percentage are considered low-income, approximately only 1221 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 and lease up of Runnymede Terrace project, which creates 70 units.

C) Obtain grant funding and administer a Housing Rehabilitation Program to benefit low-income homeowners, providing them with a 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:

Many low-income households pay more than 30% of their income for shelter, experiencing difficulty in obtaining safe, sanitary affordable rental housing. Of approximately 16,914 rental units in the County, only small percentage are considered low-income, while only 1221 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 Housing Element of the recently adopted El Dorado County General Plan 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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OPTIONAL

Agency's Optional Narrative Continuation Page Only

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

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 3.1		1	2
Civic Investment		Number of Volunteer Hours Projected for Contract Period (#)	Total Number of Volunteer Hours Achieved in Reporting Period
The number of volunteer hours donated to Community Action *			
A. Total number of hours volunteered to Community Action*		40,400	

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

*** This number 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.)
 See attached.

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

National Performance Indicator 3.2	1	2
Community Empowerment Through Maximum Feasible Participation	Number of Participants Projected for Contract Period (#)	Number of Low-Income People Achieved in Reporting Period
The number of low-income people mobilized as a direct result of community action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by <u>one or more</u> of the following:		
A. Number of low-income people participating in formal community organizations, government, boards or councils provide input to decision-making and policy setting through community action efforts	30	
B. Number of low-income people acquiring businesses in their community as a result of community action assistance	4	
C. Number of low-income people purchasing their own homes in their community as a result of community action assistance	5	
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.

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

NPI 3.1: Civic Investment

Problem Statement:

Many programs and services the Agency administers would not be possible without the assistance and dedication of many volunteers, i.e. volunteers deliver over 350 Senior Nutrition meals to home-bound seniors daily. The Senior Day Center utilizes over 380 volunteer hours a month. Use of volunteers benefits both services and the volunteers themselves through promotion of service delivery and improvement in the volunteers' self-esteem, providing them with reasons to become involved in the community.

Program Activities and Delivery Strategies:

The agency enthusiastically encourages and promotes volunteer participation by advertising through word of mouth, newspaper ads and articles. Many of the agency volunteers become interested through friends and/or family members that have accessed the services or are volunteers for one of the agency programs and wanted to be a part of the community action.

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

NPI 3.2: Community Empowerment through Maximum Feasible Participation

Problem Statement:

A need exists to ensure participation of low-income individuals on advisory councils that enable them to provide input to decision-making and policy setting boards relative to community action issues. A need exists to provide assistance to low-income individuals who have an idea and ability to initiate a small business, but lack capital and knowledge to implement their idea. The ever-rising cost of housing in El Dorado County renders home acquisition beyond the means of most low-to-moderate income families. These considerations exist countywide and are not focused in any one area.

Program Activities and Delivery Strategies:

A) Convene monthly meetings of Community Action Council (9 annually) and ensure ongoing participation of at least three low-income individuals.

B) Seek ongoing grant funding and continue to administer EDBG Micro-Enterprise grant to provide technical assistance training and loans to small businesses and entrepreneurs to encourage development or continuation of self-employment.

C) Administer a CDBG Housing Acquisition Program to assist eligible (80% of median income and below) first-time homebuyer households to obtain deferred payment "silent" second mortgages for "gap" financing and closing cost assistance to facilitate purchase of affordable units. Continue to seek grants and continue to administer Mortgage Credit Certificate, First-time Homebuyer and other programs that facilitate home-ownership by low-income households.

OPTIONAL

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

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OPTIONAL Agency's Optional Narrative Continuation Page Only

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	Number of Partnerships Projected for Contract Period #	Number of Organizational Partnerships Achieved in Reporting Period
The number of organizations, both public and private, community action actively works with to expand resources and opportunities in order to achieve family and community outcomes.		
A. Number of organizations community action agencies work with to expand family and community outcomes	8	
B. Number of partnerships that were with faith-based organizations.	7	

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 family and community outcomes, to encourage participation by the community to identify and evaluate existing services and gaps in services, thereby strengthening the planning and evaluation 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 inflation 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) 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 endeavor to mobilize and 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), Mercy Housing California, Salvation Army Extension, 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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Agency's Optional Narrative Continuation Page Only

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

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Goal 5: Agencies increase their capacity to achieve results.

NPI 5.1: Broadening the Resource Base

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 5.1	1	2	3
Broadening the Resource Base The number of dollars mobilized by community action, including amounts and percentages from:*	Projected Dollars (\$)	Dollars Mobilized (\$)	Percentage of Total (%)
A. Community Services Block Grant (CSBG)	\$347,112		0.0000%
B. Non-CSBG Federal programs	\$17,738,294		0.0000%
C. State programs	\$2,358,034		0.0000%
D. Local public funding	\$3,621,126		0.0000%
E. Private sources (including foundations and individual contributors, goods and services donated)	\$896,152		0.0000%
F. Value (at Federal minimum wage) of volunteer time	\$206,000		0.0000%
TOTAL	\$25,166,718		

In the rows below, please include any additional indicators for NPI 5.1 that were not captured above.

* These totals will be reported in Part I: Section F, Subsection I - IV of the CSBG/IS Survey.

Goal 5: Agencies increase their capacity to achieve results

NPI 5.1: Broadening the Resource Base

Problem Statement:

A need exists to maintain a strong, viable administrative unit to promote fiscal and program responsibility and to provide accurate, responsive reporting to ensure ongoing grant funding for provision of services. As the effectiveness of available service dollars is diminished by a combination of inflation and growth in the vulnerable populations, resulting in increased service demands, there is a need to continue to identify and seek additional grant dollars through the application process whenever possible.

Program Activities and Delivery Strategies:

The Agency will continue to maintain strong, viable administrative and fiscal units to ensure reporting accountability for ongoing grant funding and will continue to endeavor to mobilize and leverage resources to the extent possible. The Agency will continue to identify and apply for additional grant funding. Use of federal, state and local county funds, augmented by donations and fees on a sliding schedule ensure access to a range of services while facilitating community involvement for residents throughout El Dorado County.

OPTIONAL

Agency's Narratives Goal 5: Agencies increase their capacity to achieve results.

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OPTIONAL
Agency's Optional Narrative Continuation Page Only

Agency's Narratives Goal 5: Agencies increase their capacity to achieve results.

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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	900	
B. Individuals with Disabilities	1,050	

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 6.2: 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.)

See attached.

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 Households Seeking Assistance in Reporting Period (#)	4 Number of Households Receiving Assistance in Reporting Period (#)	5 Percentage of Households Receiving Assistance (%)
A. Food - Indicate <u>your state's</u> unit of measurement, such as bags, packages, cartons, families, individuals, etc.	Number of times Household Received Food	175,000			
B. Emergency payments to vendors, including Fuel and Energy bills and Rent/Mortgage payments	Households	340			
C. Temporary shelter	Households				
D. Emergency medical care	Households				
E. Protection from violence	Households				
F. Legal assistance	Households	2,800			
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 6.3: 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	1	2	3	4	5
Child and Family Development The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following:	Number of Participants 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 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					
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					

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

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) & B) The Agency will administer an array of programs including Linkages, Multi-Purpose Senior Services Program, Senior Nutrition (congregate and home-delivered meals), a Representative Payee Program, In Home Support 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 endeavoring 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:

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 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.

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, wood, propane and 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 to enable low-income households at-risk of imminent shut off of their utilities to access REACH resources to retain utility service.

F) Administer Legal Assistance Program for the senior population, offering legal advise 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:

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:

Administer Supplemental Food Program for Women, Infants and Children (WIC), providing a revolving caseload of 2,500 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.

Community Action Plan	
Contract No.	
Mid-Year Report (Jan-Dec)	
Annual Report (Jan-Dec)	

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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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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CSBG/NPI PROGRAMS REPORT INSTRUCTIONS
for the
Community Action Plan (CAP)

Background:

The CSD 801 (Rev. 1/06) report form is used as a Community Action Plan (CAP), Contract form, Mid-Year Progress Report, and an Annual Report. This form is used to establish CAP projections and goals over a two-year period, as well as capture Contract projections and goals over a one-year period. The Progress Report and Annual Report will capture the agency's success in accomplishing the goals. The goals and National Performance Indicators (NPI) used in the CSD 801 form are National Goals and Indicators, which CSD is required to annually report to the U.S Health and Human Services Agency (HHS), Office of Community Services (OCS), and the National Association of Community Service Programs (NASCSPP).

There are six OCS Goals which CSD is required to track and report outcomes to the NASCSPP and OCS. Under each goal are the NPI's that capture outcomes, which contribute to the accomplishment of the OCS goals. The CSD 801 consists of OCS Goals and under each goal is a list of indicators, which pertain to the goals. The listed indicators were taken from the OCS Guide to Organizing and Reporting National Indicators of Community Action Performance, which was created in collaboration with the Community Services Network.

Completing the CAP form:

- This report is created in an excel template and designed to be completed on the PC using excel. Please download the template at www.csd.ca.gov under "Contractor's Only Section (CAP)". The form can then be saved to your PC hard drive and completed. The CSD 801 is one (1) workbook, broken down into eighteen (18) worksheets. At the bottom of the excel screen will be tabs labeled for each goal (1-6) as well as instructions.
- Put an X in the upper right hand box, indicating this form is a Community Action Plan form – this form will cover the two year CAP period and project the goals of the agency throughout the CAP.
- Be sure to completely fill out the Contractor's Name, Contract Number (when submitting a CAP, write CAP in the space provided for Contract number), Contact Person, Phone Number, e-mail, fax, and date at the top of each OCS Goal your agency is reporting on.
- Problem Statement: Problem statements identified must be supported in the needs assessment and goal-setting process. Briefly address the following components:
 - What is the Problem?
 - What is the cause of the problem?
 - Who is affected?
 - Location of those affected?
- Program Activities and Delivery Strategies: Enter all of the planned activities and delivery strategies necessary to achieve the National Performance Indicators. Include a description of services along with a brief explanation of how those services will be delivered.

**CSBG/NPI Programs Report Instructions for the CAP
(continued)**

- National Performance Indicators: The 12 NPI's are about community action, not just the Community Services Block Grant. Outcomes should be counted and reported from all relevant community action programs and activities. Reference the Federal Guide to Organizing and Reporting National Indicators of Community Action Performance for detailed information, updated (September 1, 2005) and is available on the CSD web site.
 - Only the first column (1) should be completed for the CAP form.
 - All projections should be numerical.
 - Do not use zeros, percentages, or fractions.
 - If the question or NPI is not applicable to your agency's work, leave the cell blank.
 - Enter data for NPI's that directly relate to your agency's work.
 - All data should reflect the projected outcomes to be tracked during the 2-year CAP and 1-year CSBG contract period.
 - Blank rows are used to capture additional indicators that are NOT identified.
 - Submit narrative reports only to describe activities and outcomes that support one or more of the National Performance Indicators in ways that may not be covered by the exact wording of the indicator.

Submitting the CAP form

This report shall be downloaded and completed using excel. For the CAP, please print and submit the CSD 801 in hard copy with your CAP. To print the CSD 801, go to file, print and in the "print what" section choose entire workbook. The entire workbook option will print each page in the workbook for submission. **The CAP is due to your Field Representative by June 30, 2007.**

National Performance Indicator (NPI) Work Group Supplemental Definitions

The California NPI Work Group defines the following:

Barriers to Initial or Continuous Employment: Any obstacle preventing a person from obtaining or continuing employment.

Disaster Relief: Any form of disaster awareness, preparedness or emergency assistance and response.

Employed: Employment that is unsubsidized, part-time, seasonal, full-time or self-employed with or without benefits.

Increase in Employment Income: Upward movement from a baseline income. More money, more hours, more benefits or permanent increase in hours, benefits, or wages received.

Living Wage: Earnings that are sufficient to allow an individual or family to meet basic needs without public assistance.

Obtained a Job: Self-employed or secured a job with the expectation of long-term employment.

Quality of Life Increased: Communities are improved by participation of all their members (i.e., households, businesses, faith based organizations, public and private organizations).

Safe and Affordable Housing: Housing that complies with local building codes, safety and environmental regulations, and should be fully accessible to persons with physical disabilities. An individual or family should not spend more than 30 percent of its total household income on housing (percentage can be determined by local areas).

Self-Sufficiency: Able to provide for basic needs of self and household, without ongoing public assistance.

Unemployed: Having no earned income from wages or self-employment.

**COMMUNITY SERVICES BLOCK GRANT
2008/2009 COMMUNITY ACTION PLAN**

El Dorado County Department of Human Services

ATTACHMENTS

EL DORADO COUNTY
DEPARTMENT OF HUMAN SERVICES

John Litwinovich
Department Director

937 Spring Street
Placerville, CA 95667
(530) 621-6150

3368 Lake Tahoe Blvd. Suite 202
South Lake Tahoe, CA 96150

FAXED

April 27th, 2007

POST NOTICE
PUBLIC HEARING

FOR RELEASE ON THE DAY OF MAY 11TH

Contact Person: Star Walker

LEARN ABOUT LOW-INCOME PROGRAMS IN EL DORADO COUNTY

John Litwinovich, 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 2008/2009 Community Services Block Grant Community Action Plan. Mr. Litwinovich 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 Mr. Litwinovich, "with core funding for administration of the programs provided by the Community Services Block Grant.

The Public Hearing is scheduled for Wednesday, May 30, 2007 from 10:15 am to 11:00 am at the Department of Human Services, Room 38, 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.



Proof and Statement of Publication

3079 Harrison Avenue,
South Lake Tahoe, CA 96150
Phone (775) 881-1201
Fax (775) 887-2408

Account Number: #33100060

Legal Acct
El Dorado County Department of Community
Attn: Star Walker
937 Spring Street
Placerville, CA 95667

Virginia Marsh says:
That (s)he is a legal clerk of the **TAHOE DAILY TRIBUNE**, a daily newspaper published at South Lake Tahoe, in the State of California.

Post Notice/Public Hearing

Learn About Low-Income Programs in El Dorado County
El Dorado County Community Action Agency is Sponsoring a Public Hearing on the 2008/2009 Community Services Block Grant Community Action Plan
Wednesday, May 30, 2007 from 10:15 a.m. to 11:00 a.m.
Ad: #03524960

of which a copy is hereto attached, was published in said newspaper for the full required period of **1 time** commencing on **May 9, 2007**, and ending **May 9, 2007**, all days inclusive.

Signed: Virginia Marsh

STATEMENT:

Date	Amount	Credit	Balance
05/09/07	\$85.33	\$0.00	\$85.33

POST NOTICE PUBLIC HEARING

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Contact Person: Star Walker

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Pub. May 9, 2007

Ad#03524960

Mountain Democrat

PROOF OF PUBLICATION

(2015.5 C.C.P.)

Proof of Publication of NOTICE OF PUBLIC HEARING

STATE OF CALIFORNIA
County of El Dorado

I am a citizen of the United States and a resident of the County aforesaid; I'm over the age of eighteen years, and not a party to or interested in the above-entitled matter. I am principal clerk of the printer at the Mountain Democrat, 1360 Broadway, a newspaper of general circulation, printed and published Monday, Wednesday, Thursday & Friday, in the City of Placerville, County of El Dorado, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court to the County of El Dorado, State of California, under the date of March 7, 1952, Case Number 7258; that the notice, of which the annexed is a printed copy (set in type no smaller than non-pareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

05/11

All in the year 2007.

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Placerville, California, this day of **MAY 11, 2007**


Signature

NOTICE OF PUBLIC HEARING
LEARN ABOUT LOW-INCOME PROGRAMS IN EL DORADO COUNTY
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5/11 **02518840**

RECEIVED
MAY 11 2007
EDC HUMAN SERVICES
HOUSING PROGRAMS

PUBLIC HEARING

SPONSORED BY
THE EL DORADO COUNTY COMMUNITY ACTION AGENCY

FOR THE
2008/09 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 30, 2007

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

DEPARTMENT OF HUMAN SERVICES
Room 38
937 SPRING STREET
PLACERVILLE

PUBLIC COMMENTS WILL BE INCORPORATED
INTO THE PLANNING DOCUMENT

Written comments may be submitted to the above address, attention: John Litwinovich.

For further information, call 621-6255

PUBLIC HEARING ATTENDANCE RECORD

SUBJECT: 2008/09 COMMUNITY ACTION PLAN

DATE: May 30, 2007

TIME: 10:15 AM

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

Room 38

NAME (Please Print)	AFFILIATION	PHONE (Optional)
Anna K. Richter	SLTWC	(530) 544-2118
John Collins	City of SLT	530 542 6094
David Winnebach	SHARE	(916) 933 2437
Der Van Meurs	Affordable Housing Coalition	(530) 626 7813
Christine Schmalzberg	SHARE	916-933-2437
Lorena Reynolds	County Office of Ed	(530) 295-2299
Todd White	BOSIV	(530) 417-0807

EL DORADO COUNTY BOARD OF SUPERVISORS - 2007

(GOVERNING BOARD)

- DISTRICT I: Rusty Dupray
330 Fair Lane
Placerville, CA 95667
(530) 621-5650
- DISTRICT II: Helen Baumann
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

EL DORADO COUNTY COMMUNITY ACTION COUNCIL

MEMBER ROSTER: 01/07

Helen Bauman Board of Supervisors, Dist II 330 Fair Lane Placerville, CA 95667 <u>Government Rep</u>	Ext. 5651 Year Appointed: 2001
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
Pierre Rivas Mayor, City of Placerville 487 Main Street Placerville, CA 95667 <u>Government Rep</u>	642-5220 Year Appointed: 2006
Hal Cole Mayor, City of South Lake Tahoe 1052 Tata Lane South Lake Tahoe, CA 96156 <u>Government Rep</u>	542-6000 Year Appointed: 2006
Ron Briggs Board of Supervisors, Dist IV 330 Fair Lane Placerville, Ca 95667 <u>Government Rep</u>	Term exp. 2011 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
Stephanie Lopez Salvation Army PO Box 348000 Sacramento, CA 95834 <u>Community Rep</u>	(916) 563-3791 Year Appointed: 2002
Jannete Robinson El Dorado Women's Center 1248 Broadway, Suite C Placerville, CA 95667 <u>Community Rep</u>	626-1450, Ext. 29 Year Appointed: 2006
Brenda Bailey Board of Supervisors, Dist II (A) 330 Fair Lane Placerville, CA 95667 <u>Government Rep</u>	Ext. 5651 Year Appointed: 2001
Judi Harkins Board of Supervisors, Dist V (A) 330 Fair Lane Placerville, CA 95667 <u>Government Rep</u>	Ext. 6577 Year Appointed: 1993
Robert McGee City of Placerville (A) 2818 Silvercrest Street Placerville, CA 95667 <u>Government Rep</u>	622-9424 Year Appointed: 1997
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
Todd White Board of Supervisors, Dist IV (A) 330 Fair Lane Placerville, Ca 95667 <u>Government Rep</u>	Year Appointed: 2007
Wendy Woods Family Connections 344 Placerville Drive, suite 10 Placerville, Ca 95667 <u>Community Rep</u>	295-8528 Year Appointed: 2006
Lorna Roscoe Salvation Army 1281 Pleasant Valley Rd. #30 Diamond Springs, Ca 95667 <u>Community Rep</u>	626-9234 Year Appointed: 2007
Bev VanMeurs United Outreach 3079 Cedar Ravine Road Placerville, CA 95667 <u>Community Rep</u>	626-7813 Year Appointed: 1994

EL DORADO COUNTY COMMUNITY ACTION COUNCIL

MEMBER ROSTER: 01/07

Lorena Reynolds
Headstart (A)
6767 Green Valley Road
Placerville, CA 95667 295-2307
Low-Income Rep Year Appointed: 2006

Cathie Watson
CASA of El Dorado
347 Main Street
Placerville, Ca 95667 622-9882
Low-Income Rep Year Appointed: 2006

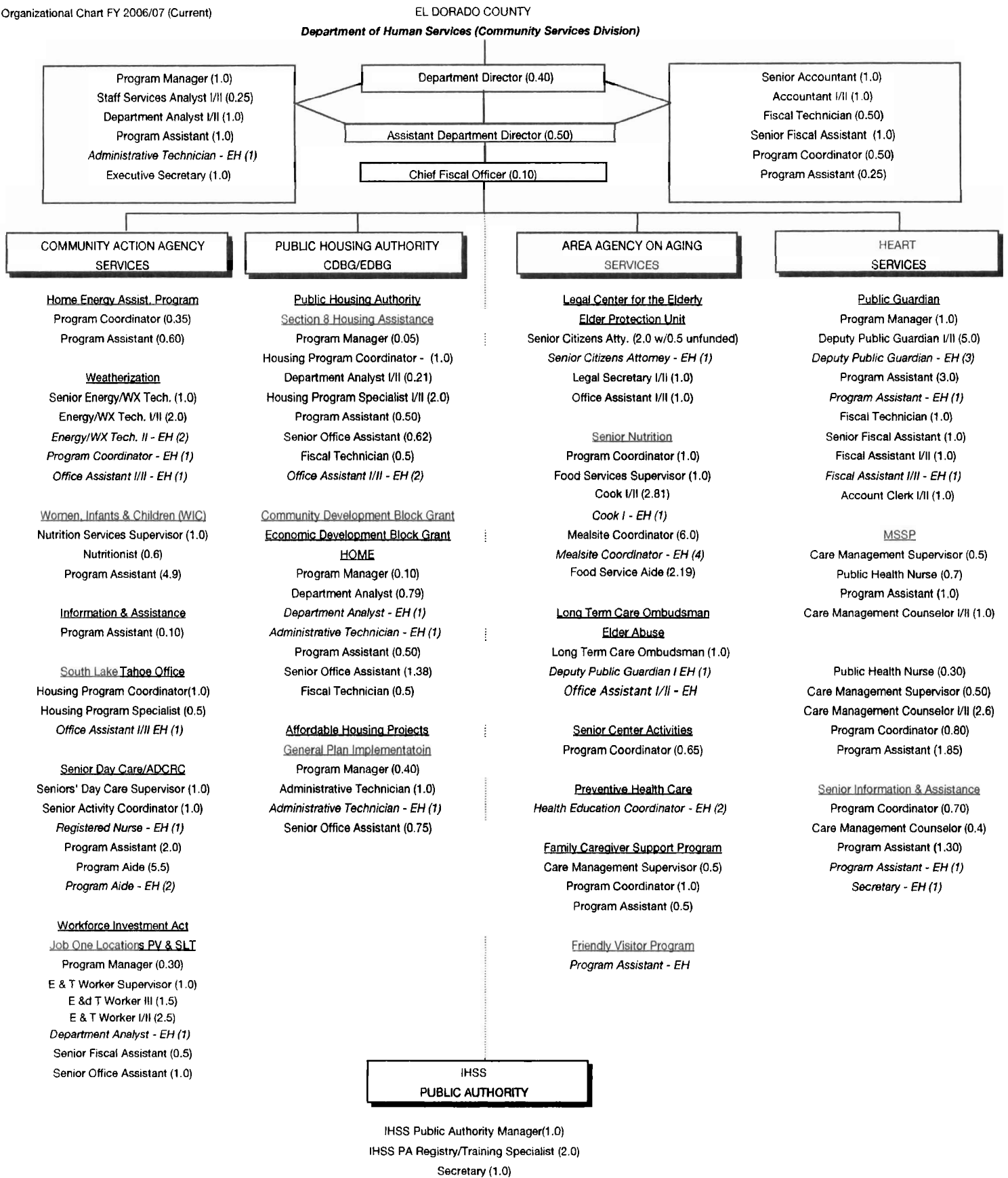
Naomi Himmelsbach, Chair
SHARE
1535 Barcelona Drive 916-933-2437
El Dorado Hills, CA 95762
Low-Income Rep Year Appointed: 2000

Harold Himmelsbach
SHARE (A)
1535 Barcelona Drive 916-933-2437
El Dorado Hills, CA 95762
Low-Income Rep Year Appointed: 2000

Rene Evans
Green Valley Community Church
3500 Missouri Flat Road
Placerville, CA 95667 622-3231 Ext 242
Low-Income Rep Year Appointed: 2005

Anna Richter
SLT Women's Center (A)
2941 Lake Tahoe Blvd.
South Lake Tahoe, CA 96156 542-7620
Low-Income Rep Year Appointed: 2006

John Litwinovich
EDC Dept. of Human Services
937 Spring Street
Placerville, CA 95667 621-6163
Staff



NOTE: EH staff numbers represent individual persons, not time allocated.

EH Positions are in Italics