

2018-2019 Community Action Plan

California Department of Community Services and Development

Community Services Block Grant



PURPOSE

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

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

COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, [Public Law 105-285](#), Section 676b (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

COMPLIANCE WITH STATE LAW

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

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138 dated January 26, 2015](#), CSBG eligible entities will comply with implementation of the Organizational Standards. Compliance with Organizational Standards will be reported to OCS on an annual basis via the CSBG Annual report. In the section below, CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive community needs assessment. CAP responses should reflect compliance with the Organizational Standards and demonstrate a thorough understanding of the Organizational Standards throughout the development of a comprehensive community needs assessment.

CONSUMER INPUT AND INVOLVEMENT

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

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

COMMUNITY ENGAGEMENT

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

COMMUNITY ASSESSMENT

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

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

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

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

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

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

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

Standard 4.3: The organization's /department's Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle.

STRATEGIC PLANNING

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

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

STATE PLAN AND APPLICATION REQUIREMENTS

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

COMMUNITY SERVICES BLOCK GRANT 2018/2019 PROGRAM YEAR COMMUNITY ACTION PLAN COVER PAGE AND CERTIFICATION

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

FROM:

Agency Contact Person Regarding Community Action Plan


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

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2018/2019 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

Board Chairperson
Shiva Frentzen, Board of Supervisors
County of El Dorado

Date



Executive Director
Patricia Charles-Heathers, Ph.D.
Health and Human Services Agency

5/25/17

Date

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2018 - 2019 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than **June 30, 2017**:

- Cover Page and Certification**
- Table of Contents**
- Vision Statement**
- Mission Statement**
- Comprehensive Community Needs Assessment**
- Documentation of Public Hearing(s)**
- Federal Assurances**
- State Assurances**
- Individual and Community Eligibility Requirements**
- Monitoring and Evaluation**
- Data Collection**
- Appendices (Optional)**

VISION STATEMENT

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

Transforming Lives and Improving Futures

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

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

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

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

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

MISSION STATEMENT

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

Organizational Standard 4.1 references the Mission Statement for private and public entities:

Private Entities

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

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

Public Entities

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

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

Provide your agency's Mission Statement

Mission Statement (Insert Statement)

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

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

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

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

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

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

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

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

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

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

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

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

The Community Needs Assessment captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration

through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The Community Needs Assessment should be comprehensive and serve as the basis for the agency's goals, and program delivery strategies. The Community Needs Assessment should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

As a part of the Community Needs Assessment process, each organization will analyze both qualitative and quantitative data to provide a comprehensive "picture" of their service area. To assist the collection of quantitative data, CSD has provided a link to a data dashboard including instructions and a data dictionary. The link gives agencies access to data for every county in the state. The dashboard can be accessed by clicking on the link or copying and pasting the link in your browser.

https://public.tableau.com/views/Cap_Assessment/CAPData?:embed=y&:display_count=yes

This data can be used as a starting point for developing your needs assessment. It is derived from data sources that align to the federal assurances required for the Community Services Block Grant. Each respondent is responsible for providing information regarding the needs around each federal assurance to indicate whether the agency or some other entity is providing the services.

By clicking on the State and County level Data page, the user will have access to quantitative poverty data. Analysis of the data collected is critical and must include not only the summarization of findings, but the identification, measurement and reporting of improvements and changes in the community both in the conditions and resources to assist low-income consumers on their journey towards self-sufficiency.

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

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

Helpful Resources

United States Census Bureau Poverty Data click here	State of California Department of Justice Statistics by City and County click here	U.S. Department of Housing and Urban Development Homelessness Assistance click here
Employment Development Department Unemployment Insurance Information by County click here	California Department of Education Facts about California Schools Using DataQuest click here	California Department of Public Health Statistical Data click here
Bureau of Labor Statistics Labor Data click here	California Department of Finance Various Projections/ Estimates click here	Community Action Partnership Community Action guide to develop a CNA click here
A Comprehensive Community Needs Assessment (CCNA) Tool Statistical Data to assist CNA development click here		

Comprehensive Community Needs Assessment (Insert Narrative)

Appendix A-Needs Assessment 18-19

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	Page
High Cost and Lack of Community Housing	Yes	<p>El Dorado County Public Housing Authority, MHSA Adult Full Service Partnership , CalWORKS Housing Support Program, Community Services Block Grant, General Assistance</p> <p>Services include: Temporary and permanent housing assistance, landlord assistance, Family Stabilization Program</p>	<p>El Dorado County Housing Community and Economic Development Programs, Housing Emergency Lodging Program (HELP), Center for Violence Free Relationships, Department of Veterans Affairs, South Lake Tahoe Women’s Center, Habitat for Humanity, Only Kindness, Inc. dba the Community Resource Center, Mother Teresa Maternity Home, Hope House, New Morning Emergency Youth Shelter</p>	13,14,15, 16,17,23, Appendix A-NA
Sustain Meaningful Employment	Yes	<p>One-Stop Employment Services, CalWORKs Welfare-to-Work Program, AARP Senior Community Services Employment Program (SCSEP)</p> <p>Services include: Employer and Employee Employment services, job readiness workshops, job search and work placement, employer forums, hiring events, tri-county job fairs, downsize and layoff aversion</p>	<p>AARP, Department of Rehabilitation, Employment Development Department, local businesses, public agencies outside of county boundaries</p>	13,14,15, 20,24,25, 26, Appendix A-NA

		assistance, youth assistance, dislocated worker assistance, labor market information		
Limited Access to Transportation	Yes	Senior Shuttle, Community Services Block Grant Services include: Door to door transportation to grocery stores and places of interest (Western Slope) for adults over 60 years of age, Client survey and development of webpage and transportation brochure.	El Dorado Transit, BlueGo Transit Management	37,38,39, Appendix A-NA
Lack of Adequate Nutrition	Yes	El Dorado County Senior Nutrition Program, Cal Fresh, Supplemental Food Program for Women, Infants and Children (WIC), SNAP-Ed, Senior Farmer's Market Coupons Program Services include: Congregate and home delivered meals for individuals over 60, cash benefits for food for women, infants and children, financial assistance for food for low-income families, \$20 coupons for seniors to use at local Farmer's Markets to buy fresh fruit, vegetables, herbs, and honey, and nutritional education to help individuals make healthy food choices on limited household budgets.	Upper Room, Food Bank of El Dorado County, Reduced School Lunch Programs, Community Development Block Grant Program, faith-based organizations	23,24,27, 31,32,34, 35,37, Appendix A-NA
High Cost of Energy	Yes	El Dorado County Low-Income Home Energy Assistance Program,	Salvation Army REACH Program, PG&E California	15,16,25, 26,27,34,

		<p>Weatherization Program, Helping Hands Outreach Program</p> <p>Services include: Utility assistance with electric, propane, wood, pellets, heating oil and natural gas costs, emergency financial assistance with utility shut- off notices, budget and energy cost counseling, home weatherization services to help make home more energy efficient, financial assistance with past due water bill.</p>	<p>Alternative Rates for Energy (CARE), Green Valley Community Church Common Ground Program, El Dorado Irrigation District, El Dorado Community Foundation-Crisis Angel Program, Soroptomist International-Helping Hands Outreach Program</p>	<p>Appendix A-NA</p>
Limited Access to Health Care Services	Yes	<p>Medi-Cal, In-Home Supportive Services (IHSS), Behavioral Health Services, Public Health Services, County Medical Services Program (CMSP), Multipurpose Senior Service Program (MSSP), Community Corrections Center</p> <p>Services include: The agency offers a wide range of health related services that encompass all facets of the family dynamic from birth to death, health care services for low income people including families with children, seniors, persons with disabilities, persons with alcohol and drug concerns, mental health clinics, wellness centers and intensive case management services, foster care, pregnant women, and low income</p>	<p>El Dorado Community Health Center, Shingle Springs Tribal Health, Marshall Hospital, Barton Hospital, Affordable Care Act Services, Divide Wellness Services, Western Sierra Medical Center</p>	<p>20,31,32, 37,38,39, Appendix A-NA</p>

		people with specific disease such as tuberculosis, breast cancer or HIV/AIDs		
Lack of Access to Quality and Affordable Childcare		CalWorks Welfare-to Work Services include: Childcare assistance to CalWorks Welfare-to Work families	El Dorado County Office of Education, Boys and Girls Club of Lake Tahoe, Boys and Girls Club El Dorado County- Western Slope, Choices for Children	13,22,23, 26

Instructions:

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

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

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

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

Page: Please include the location where this information can be found.

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

Not Applicable

DOCUMENTATION OF PUBLIC HEARING(S)

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

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

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

Public Hearing Process (Insert Narrative)

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

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

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

Attachments

- Provide a copy of each public hearing notice published in the media.
- Provide a summary of all testimony presented by the low-income population:

Appendix B-Public Hearing Flyer 18-19, Appendix C-CAP Public Hearing Flyer Summary

FEDERAL ASSURANCES

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

1. Programmatic Purposes

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

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

The Family Self-Sufficiency component of the Housing Choice Voucher Program (formerly known as Section 8) coordinates with the CalWORKs Program in an effort to promote self-sufficiency among clients. The agency continues to apply to HUD for additional Section 8 Housing Assistance Vouchers specific to the purpose of assisting CalWORKs recipients in their effort to attain self-sufficiency. The agency administers the CalWORKs Welfare-to-Work Program. Employable CalWORKs recipients are provided job search and employment-related services, based on an assessment of the person's education, work history and family need. The goal is to assist parents to obtain employment through job readiness and job search activities and other employment-directed activities. Supportive services, such as childcare, transportation payments and/or work related expenses, are also available to those who participate in Welfare-to-Work program. The Welfare-to-Work program coordinates with other agencies, often 'linking' services for the benefit of families.

In 2015, the agency's CalWorks Program successfully applied for and received a Housing Support Program grant from the State for approximately \$473,000. Since that

time, several families, including many with small children, have been assisted. The goal is to support families in meeting immediate needs, and ultimately for them to become self-sufficient. The agency will continue to refer and increase collaboration with community partners like local non-profits to address the housing, food, basic needs, emergency shelter, transportation and other needs necessary for residents to become self-sufficient, and to expand services specifically for those programs where county-caseloads are high or restricted.

In a collaborative effort with El Dorado County Probation Department, the agency supports the Community Corrections Center out of Assembly Bill 109. This coordination of services includes classes and trainings for recently paroled and incarcerated men and women, including outpatient services, substance abuse classes, parenting classes, Moral Reconciliation Therapy, and nutritional education.

(ii) secure and retain meaningful employment;

The agency takes a proactive approach to provision of employment program services, which are located at both Connections One-Stop employment resource centers, on the West Slope and in South Lake Tahoe. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado County families, youth, unemployed individuals and businesses. The agency administers the CalWORKs Program to assist clients in addressing and overcoming obstacles to obtaining and retaining employment. As Area Partner Consortium Operator under the Local Workforce Investment Act Program, El Dorado County provides job training services to promote and increase employment, job retention, earnings and occupational skills of participants. The agency receives several Workforce Investment Act Program grant allocations to operate the Connections One Stop Career Resource and to provide support and training services, including paid work experience and subsidized employment. In 2009, the agency received WIA ARRA funds to augment One Stop services and provide additional training for dislocated workers, job training for youth and funding for low-income individuals wanting to attend post-secondary education courses. In September 2014, Connections One-Stop expanded their outreach efforts through their Mature Job Seeker Assistance. Adults over the age of 50 are able to obtain free services in order for them to upgrade their skills to compete in the current job market. In 2015, the One Stop Center in a coordinated effort hosted a Tri-County Job Fair. This fair featured more than 65 local employers who were available to meet face to face with job seekers and offered breakout sessions, free resume review clinic and a professional photographer for LinkedIn photos. Workshops are also offered on the Western Slope and in Tahoe Basin for job seekers. Balancing workplace, resume help assistance, motivation and job readiness, interviewing skills, and math skills are just some of the workshops job seekers can take advantage of to improve their job searching skills. In May 2017, South Lake Tahoe Connections One-Stop hosted a hiring event with the Laborers Local 185. During the event, representatives from the Laborers Local 185 shared information about their organization, employment opportunities and explained the hiring process. On-site interviews were also conducted. This proved to be a wonderful opportunity for the residents in the Tahoe Basin, as there are limited

Journeyman and Apprentice employment opportunities in the South Lake Tahoe area.

Additionally, the agency is a Host Agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income unemployed individuals over age 55 with job training skills and temporary employment. Since 2010, the agency has provided training employment for sixteen (16) SCSEP workers who have supported programs such as; Public Guardian's Office, Child Welfare Services, Adult Day Services, Connections One-Stop, Senior Nutrition, and Senior Legal Services

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

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

The Boys and Girls Club of El Dorado County, Western Slope offers a targeted reading program for underachieving K-3 grade readers aimed at helping them read at the appropriate level when they reach 4th grade. Ultimately the focus of the Academic Success program is to ensure every young person utilizing the Club is promoted to the next grade level and eventually can move on to a post-secondary education or trade school.

(iv) make better use of available income;

A Mortgage Credit Certificate Program administered by National Homebuyers Fund, Inc. assists first-time homebuyers by providing them with an IRS tax credit of 15% of the amount of annual interest paid on their mortgage. The Family Self-Sufficiency component of the Housing Choice Voucher Program (HCV) allows participants to sign a 5-year contract and develop a staff supported and monitored plan with goals that will move them off assistance and into a self-sufficient life. A portion of the participant's job earnings is deposited into an escrow account, with the account balance available to the family upon successful completion of the FSS program. The Low-Income Home Energy Assistance Program (LIHEAP) assists with budget counseling to families needing assistance with paying their utility bills. Agency staff reviews the HEAP applicant's household monthly utility usage, monthly household income and helps determine the families monthly energy costs. By saving money on utility bills and household costs, families are encouraged to make educated choices with use of their saved income, fostering the need for self-sufficiency.

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

The agency administers a Housing Choice Voucher Program (HCV), formerly known as Section 8. This program enables eligible persons to rent privately owned, existing, safe, and sanitary housing by making housing assistance payments to private landlords.

Currently 374 vouchers are allocated to provide rental assistance to very-low-income households. Due to the limited availability of HCV housing units in the community, the agency is working to identify homeowners in the community that are willing to partnership with the agency and assist eligible families in renting safe, sanitary and affordable housing. In addition, they are working with local apartment managers to help HCV clients with low-score credits and prior evictions waived so that they may find suitable housing in the community.

Two transitional housing units were opened in South Lake Tahoe in 2015, a first for the area. The T-houses provide a supportive living environment and services for behavioral health clients who need help transitioning to stable, independent living. With the addition of these two new housing units in South Lake Tahoe, Behavioral Health staff now have more options to assist behavioral health clients with housing.

The El Dorado County Housing, Community and Economic Development Program (HCED) offers several programs to support adequate housing in the community and continues to seek grant funding. Since 1994, HCED has awarded two million dollars through 74 Housing Rehabilitation Loans to low income home owners for health and safety repairs to their homes. Over \$3.3 million in loans to low-income first time homebuyers have provided 40 families with deferred payment mortgage assistance. In addition, Traffic Impact Mitigation (TIM) Fee Offset awards include two new developments in progress. One 15 unit single family development in the Cameron Park area for moderate income households. The second is an 80 unit multi-family development in Diamond Springs for very low-to low income households.

To assist agency clients with the obtaining adequate housing, in 2015 the Agency CalWORKs Program successfully received a Housing Support Program grant from the State for approximately \$473,000. The goal is to support families in meeting immediate needs, and ultimately for them to become self-sufficient and find permanent housing they can afford.

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

The agency administers the Low Income Home Energy Assistance Program (LIHEAP), enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane, pellets or oil vouchers to obtain heating fuel from vendors. The program is able to assist with shut off notices and large utility bills. Within the HEAP Program, there are Emergency Heating and Cooling Program (EHCS) funds available to repair or replace heating/cooling or water heater systems. Coordination with utility companies and heating/cooling vendors enable low-income residents to receive emergency assistance. The Weatherization component improves housing stock and generates long term energy savings to eligible households through installation of weatherization measures and provision of minor home repairs. Coordination with the Salvation Army enables low-income households at risk of imminent shut off of their

utilities to access the Relief for Energy Assistance through Community Help (REACH) program with resources to retain utility service. In December 2010, the agency developed a Helping Hands Outreach Program (West Slope program) in coordination with El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program (Western Slope program) is designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on. Over 136 households have been assisted since the conception of the Helping Hands Program. In 2015, the agency partnered with the Friends of Seniors to assist seniors with emergency assistance through the Senior Emergency Fund. This fund can support seniors in crisis with utility assistance payments and water shut off notices.

In 2016, the agency dedicated CSBG one-time only funding to support temporary winter shelters in the Placerville and South Lake Tahoe area. The funds are to be used to purchase cots, sleeping bags, animal crates, food, utilities and/or transportation expenses for shelter clients.

Coordination with additional antipoverty programs, such as Only Kindness, Inc. dba the Community Resource Center, Lake Tahoe Youth and Family Services, El Dorado Community Health Center, and Green Valley Community Church Common Ground Program is facilitated by the widespread referral system encouraged and utilized by the agency.

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

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

The agency continues to support and collaborate with an array of public and private agencies that work towards expansion of resources and opportunities in order to achieve family self-sufficiency. The agency looks at community outcomes and endeavors to mobilize and leverage resources and works towards attaining a full continuum of care for low-income and vulnerable people living in the community. The agency administers a Housing Choice Voucher Program (HCV), formerly known as Section 8. This program enables eligible persons to rent privately owned, existing, safe and sanitary housing by making housing assistance payments to private landlords. Currently 374 vouchers are allocated to provide rental assistance to very-low-income households

The agency coordinates the Helping Hands Outreach Program (West Slope program) in coordination with El Dorado Irrigation District (EID). The Helping Hands Outreach

Program (Western Slope program) is designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on.

In 2016 the agency was recognized by the State of California for its efficiency in service through the Vital Statistics Office. Each year, the California Department of Public Health, Center for Health Statistics and Informatics provides Local Registration Efficiency Award (Medium District) to the top counties in the State that most efficiently process their county's information into the States Electronic Death Registry System.

Established in 1999, the You Are Not Alone (YANA) Program was created out of concern from agency and El Dorado County Sherriff's Office. Both these programs recognized the need to provide Telephone Reassurance for disabled and senior community members who lived alone and faced isolation due to illness or disability. Together these programs developed a working relationship utilizing private volunteers and Sheriff's Team of Active Retired (S.T.A.R.) Volunteers for the purpose of providing daily telephone check-in calls to seniors and disabled adults living in El Dorado County. Currently the program is serving 55 disabled adults and seniors living in El Dorado County.

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

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

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

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

daily telephone check-in calls to seniors and disabled adults living in El Dorado County. Currently the program is serving 55 disabled adults and seniors living in El Dorado County.

In a collaborative effort with El Dorado County Probation Department, the agency supports the Community Corrections Center out of Assembly Bill 109. This coordination of services includes classes and trainings for recently paroled and incarcerated men and women, including outpatient services, substance abuse classes, parenting classes, MRT, and nutritional education.

In 2016, the agency partnered with the Federal Bureau of Investigation (FBI), District Attorney and local law-enforcement agencies to host a Scam Prevention Workshop to community members. This free workshop had over 80 attendees and provided the community with important information on current scams and how to avoid being a victim.

Please indicate the activities your agency sponsors to satisfy the Federal Assurance listed in #1 above (check all that apply):

- Disaster Preparedness and Relief
- Energy Support
- Job Training
- Asset Development Programs
- Educational Support
- Career Development
- Volunteer Coordination Efforts
- Food Resources
- Health Education
- Tax Preparation /Tax Credit Information
- Mentoring
- Parent Support
- Child Development Information
- Medical Service Access
- Home Visiting/Case management
- Childcare Services/Head Start
- Other: 36T
- Other: 36T

2. Needs of Youth

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

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

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

Please select the types of programs your agency sponsors to address the needs of youth:

- Youth Mediation Programs
- Youth Mentoring Programs
- Tutoring
- Life Skills Training
- Youth Employment
- Entrepreneurship Programs for Youth
- Other: 36T
- Other: 36T
- Other: 36T

Narrative Response:

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

El Dorado County libraries offer opportunities for youth to engage with their community and explore their personal interests. The South Lake Tahoe Library host bi-weekly writers group for young adults and a nature journaling club for youth ages 10 and up. In Spring the library hosts a series of art classes, as well as a bilingual book club during the winter months. The teen area within the library offers passive programming in a welcoming space. The library is currently visiting fourth, sixth and ninth grade classes in the school district to issue Digital Student Library Cards that will offer students access to ebooks, downloadable audiobooks, career resources, tutoring resources, and research materials. In addition, the library will offer STEAM programming open to youth and teens the 2017 summer.

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

Started in 1992, Teen Court is a diversion program of the juvenile court, where juvenile offenders are judged and sentenced by their peers. The program is a collaborative effort of the El Dorado County Alcohol and Drug Programs, the Probation Department, District Attorney, Sheriff's Office and Superior Court. Students recruited from middle schools and high schools in El Dorado County serve as jurors, prosecutors, defense attorneys, bailiffs and court clerks. Adult attorneys mentor youth attorneys and a Superior Court Judge presides over hearings. Sentences include supportive and punitive measures. In the 2015/2016 fiscal year, Teen Court received 36 referrals with over 33 completions to the program, a 94% completion rate.

Live Violence Free (LVF), in South Lake Tahoe, focuses intervention programs on children who have experienced trauma or who are at risk of making poor life decisions. This is being administered through boys only and girls only empowerment sessions- skills and activities that at risk children participate in that build self-esteem, encourage self-worth, learn from mentors about leadership and talks on healthy relationships. LVF's Children's Art/ Group Therapy Class teaches life lessons throughout the year and a through partnership with Horses to Humans, children learn responsibility of taking care of an animal, kindness to one another and how to ride a horse. Individual Counseling-Licensed Therapists are available to help children that have witnessed or suffered domestic abuse, sexual assault or child abuse. In addition, Wilderness Leadership Summer programs for middle school and high school at risk students, hones leadership qualities while enabling socialization with other children.

The Girl's Book Club at the South Lake Tahoe Juvenile Treatment Center is held twice a month for one hour. Up to six girls attend the book club and everyone receives their own book copy. Genres include science fiction, current fiction, utopian society and non-fiction. Books are purchased through grants and support from Friends of the Library. Participants receive points towards their English credit for extra reading and are excited to participate in the selection and discussion of the books. Teachers have noticed an increase in vocabulary and communication skills and the books provide a valuable way to pass time while in the Treatment Center.

The Boys and Girls Club of El Dorado County, Western Slope is dedicated to teach young kids how to be good and responsible members of the community in which they

live in. The vast majority of our kids utilizing the Club come from low-income broken homes. Targeted programming for young men and women focus on providing these kids with opportunities to do the right thing and act the right way. Community service projects are designed and implemented by leadership groups made up of Club members for the betterment of the community. Additionally, the agency collaborates with the Club to make available mentoring services for 3-5 year olds by the Adults and Older Adults Prevention and Early Intervention Project.

In 2016, P.A.T.H. (Partners Against Trafficking of Humans) hosted 3Strands Global, a non-profit foundation dedicated to the education of communities about human/sex trafficking. The program is called PROTECT and is being rolled out in 35 rural California counties. This is P.A.T.H's second year to host 3Strands Global to the 9th grade PE class and Mt. Tallac High School. PROTECT educates school staff about how to identify victims and bring awareness of human trafficking directly to the classroom. Programs are developed for the 5th, 7th, 9th and 11th grade classes. Presentations have been well received by high school faculty and administrators. In addition a task force is being formed to identify and address victims of sex trafficking. P.A.T.H will be receiving proceeds from the Vagina Monologues held February 2017, enabling financial assistance to the school year's training for all four grades.

(ii) after-school childcare programs

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

The El Dorado County Charter Extended Day is the biggest service provider for after-school care in El Dorado County. Extended Day was developed in 1984 to respond to the working parents' need for quality child care. Located on school campuses, Extended Day provides child care before, during and after school, as well as school vacations or intersession times with sufficient interest. The Boys and Girls Club El Dorado County, Western Slope serves over 375 children daily between the ages of 6 and 18 at three locations on the Western Slope of El Dorado County. Services include leadership, sports and fitness, afterschool programs and a summer program. The Boys and Girls Club of Lake Tahoe operates two sites; serving over 700 children a year, approximately 300 children daily. The Club accepts children aged 5 to 18 years (including those enrolled in Pre-K) and focusses on homework completion, social and emotional learning, physical health and STEM programs. The Club also works with local organizations to offer experiential learning opportunities and adventure.

Lake Tahoe Unified School District provides a number of after-school clubs, mostly run

by teaching staff and parents. Activities range from Cooking Club, to the Good News Club and Bike Club. Theater, the arts and choir also host regular after-school activities.

South Lake Tahoe Recreation Center offers a variety of pay for recreational programs serving youth. Examples are Taekwondo, Swim Club and Junior Giants. Junior Giants is a free summer baseball program that provides non-competitive games, team building and leadership skills and healthy lifestyle lessons.

3. Coordination of Other Programs

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

Please indicate the types of programs your agency coordinates services with:

- Local Workforce Investment Boards
- Social Service Departments
- CSBG MSFW Agency
- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Community Based Organizations
- Other: 36T
- Other: 36T
- Other: 36T

Narrative Response:

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

The Agency administers the CalWORKs Welfare-to-Work Program. Employable CalWORKs recipients are provided job search and employment-related services, based on an assessment of the person's education, work history and family need. The goal is to assist parents to obtain employment through job readiness and job search activities and other employment-directed activities. Supportive services, such as childcare, transportation payments and/or work related expenses, are available to those who participate in Welfare to Work program. The Welfare-to-Work program coordinates with other agencies, often 'linking' services for the benefit of families. In 2015, the agency's CalWORKs Program successfully applied for and received a Housing Support Program grant from the state for approximately \$473,000. Since that time, several families,

including many with small children, have been assisted. The goal is to support families in meeting immediate needs, and ultimately for them to become self-sufficient.

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

The agency continues to coordinate with community and faith based organizations to increase programs and services to assist low income and senior residents. Organizations such as Soroptomist International, Friends of El Dorado County Seniors, Green Valley Community Church, and El Dorado Community Foundation offer small grants to assist low income residents in crisis situations to maintain self-sufficiency.

4. Emergency Food and Nutrition

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

The agency provides low-income and other vulnerable individuals seeking food resources with appropriate referrals to churches, food closets, local food banks and the Upper Room Dining Hall. At-risk individuals are encouraged to access the Senior Nutrition congregate meal sites or the Home Delivered Meals Program. In 2016, the agency opened its eighth Senior Nutrition congregate meal site in Cameron Park. This location is serving meals twice a week to seniors in the community. The agency continues to administer the Supplemental Food Program for Women, Infants and Children (WIC), which assists at-risk individuals with nutrition assessments and education, promoting safe, economic and healthy use of available foods along with food-specific WIC vouchers, while promoting good nutrition and reducing the incidence of nutritional at-risk infants, children and pregnant and lactating women. Senior Farmers Market Coupons are distributed by the agency and offers income eligible seniors \$20 coupons to use at certified Farmer's Markets. In 2016, the agency distributed 235 coupons. The agency also administers the CalFresh Program, created to help improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. Over 6,644 families receive Cal-Fresh assistance in the community. In 2015, the agency received a Supplemental Nutrition Assistance Program Education (SNAP-Ed) nutrition grant totaling close to

\$400,000. Overseen by Public Health, the goal of SNAP-Ed is to improve the likelihood that persons eligible for Cal Fresh will make healthy food and lifestyle choices that prevent obesity.

5. Employment and Training

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities as defined in section 3 of the Workforce Innovation and Opportunity Act [29 U.S.C. 3102]. .

Please indicate the types of entities your agency coordinates services with:

- Workforce Investment Boards
- Social Service Departments
- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Local Colleges
- Adult Education programs
- Job Training Organizations
- CSBG MSFW Agency
- CalWORKS
- Community Based Organizations
- Substance Abuse Treatment Providers
- Other: 36T
- Other: 36T
- Other: 36T

Narrative Response:

The agency takes a proactive approach to the provision of employment program services which are located at both One-Stop Employment Resource Centers, on the West Slope and in South Lake Tahoe. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado and Alpine County families, youth, the unemployed and businesses. As Area Partner Consortium Operator under the Local Workforce Investment Act Program since 2006, El Dorado County provides job training services to promote and increase employment, job retention, earnings and occupational skills of participants. The agency receives several Workforce Investment Act (WIA) Program grant allocations to operate the One Stop Career Resource Centers, as well as to provide support and training services, including paid work experience and subsidized employment, to help individuals in becoming self-sufficient. In 2016, the One Stop Center in a coordinated effort hosted a Tri-County Job Fair and multiple employer forums. Workshops are also offered on the Western Slope and in Tahoe basin for job seekers. Balancing workplace, resume help assistance,

motivation and job readiness, interviewing skills, and math skills are just some of the workshops job seekers can take advantage of to improve their job searching skills.

The Agency administers the CalWORKs Welfare-to-Work Program. Employable CalWORKs recipients are provided job search and employment-related services, based on an assessment of the person's education, work history and family need. The goal is to assist parents to obtain employment through job readiness and job search activities and other employment-directed activities. Supportive services, such as childcare, transportation payments and/or work related expenses, are available to those who participate in Welfare-to-Work program. The Welfare-to-Work program coordinates with other agencies, often 'linking' services for the benefit of families.

Additionally, the agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income unemployed individuals over age 55 with job training skills and temporary employment. Since 2010, the agency has provided training employment for sixteen (16) SCSEP workers who have supported programs such as; Public Guardian's Office, Child Protective Services, Adult Day Services, Connections One-Stop, Senior Nutrition, and Senior Legal Services.

6. Low-Income Home Energy Assistance

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

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

The agency administers the Low-Income Home Energy Assistance Program (HEAP) enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane or oil vouchers to obtain heating fuel from vendors. Partnerships with Pacific Gas & Electric, Southwest Gas, Liberty Energy, and heating/cooling vendors enable low income residents to obtain assistance and offsetting their utility costs during the winter and summer months. In 2016, the agency served approximately 2,400 families in offsetting their heating and cooling costs. While financial assistance is important, the program also provides energy counseling. Counseling households on the importance of conserving energy is viable to ensure low-income families can afford to pay utility bills when faced with limited monthly incomes. Within the HEAP program, Emergency Heating and Cooling Program (EHCS) funds are

available to repair or replace heating/cooling or water heater systems. In 2016, 8 families were assisted with new or repaired heating and cooling units. To be responsive to the rural areas of El Dorado County, HEAP services are now available in seven (7) outlying sites in the community. By bringing the HEAP program to the residents in their community, the program hopes to increase household participation and assist those most in need. In addition, staff provide onsite visits to low-income apartment and mobile home communities at the request of the manager to assist those families who are unable to leave their residences due to transportation or disability barriers.

Weatherization services and energy education materials are additional, long-term aids for reducing energy costs. In 2016, 176 homes received Weatherization services. Households receiving weatherization services can receive an average of \$4,055 in home improvements, benefit by an estimated reduced of 30% in home heating and cooling bills. These are savings that are realized again and again each year. Since the county has many older, poorly insulated homes, addressing energy-related needs is a significant factor in alleviating the energy problems of the low-income and senior population.

The ongoing increase in energy costs, compounded by limited or declining household income, continues to have a major impact on the local community. Many households experienced loss of their utilities while additional households sought assistance through alternative resources, such as the Salvation Army REACH Program, El Dorado Community Foundation-Angel Crisis Program and local churches. The REACH Program, administered by the Salvation Army, reports encountering decreasing funding and increasing demand for assistance. In December 2010, the agency developed a Helping Hands Outreach Program (West Slope program) in coordination with El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program (Western Slope program) was designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on. Over 135 households have been assisted since the conception of the Helping Hands Program.

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

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

Please select the various organizations that your agency forms partnerships to serve low-income residents in your service area, check all that apply:

Local school districts

- Social Service Departments
- State agencies
- Colleges
- Faith-Based Organizations
- Community Based Organizations
- Local Utility Companies
- Charitable Organizations
- Homeless Programs
- Participant in County Taskforce
- Local Food Banks
- Other: 36T
- Other: 36T
- Other: 36T

Narrative Response:

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

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

The agency supports and encourages volunteer activities both within the agency and throughout the community, so that low-income persons receive equal opportunity for the training and experience that a volunteer position can provide. Many of the agency low-income and senior programs are dependent on volunteers. More than 600 volunteers provide, on average, over 37,000 hours of service annually to programs within the agency. As program funding has decreased, the need for volunteers has increased. The agency promotes volunteer participation by advertising through word of mouth, newspaper ads and articles, and radio and television announcements. The use of volunteers benefits both the client and the volunteer themselves by increasing the sense of self and community worth through promotion of service delivery.

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

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

The agency coordinates the You Are Not Alone Program (YANA) that utilizes STAR volunteers, which are trained volunteers under the direction of the Sheriff's Department. The YANA Program is a free daily telephone "check-in" reassurance service which in the event that the person does not answer the phone during a specified time, volunteers are trained to take a series of steps to assure their individual's safety and well-being. Currently 55 El Dorado County older adults utilize this free program.

In every effort to provide early identification and rapid intervention relative to issues of potential discrimination, abuse and/or neglect of low-income adults. The agency administers the Adult Protective Services (APS) and In-Home Supportive Services (IHSS) Programs and works very closely with the Public Guardian (PG) and Social Services Programs that serve the county's most frail, vulnerable and at-risk populations. The agency also provides administrative oversight and contracts staff support for the IHSS Public Authority in accordance with mandates of AB 1682.

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

To more effectively respond to the conditions of hunger and malnutrition, the agency has been instrumental in the support of food closets, local churches, the Salvation Army, local shelters and other local community agencies. In 1999, the agency obtained a Community Development Block Grant (CDBG) to acquire property and construct a Food Kitchen to enable St. Patrick's Parish to expand their 3 day-a-week meal program to serve the low-income population in the greater Placerville area. The Upper Room Dining Hall commenced operation in May 2002. With the assistance of volunteers from twelve local churches, operations were expanded to seven days a week in 2004. As the need for adequate nutrition has grown, so has the need for volunteer help. Currently, over thirty-five churches/organizations are involved in the Upper Room, which is serving individuals and preparing approximately 100 a meals day, approximately 40,000 meals a year. Volunteers donated over 16,000 hours of time in 2016 to assist the operation and success of the Upper Room. The Upper Room has served over 600,000 meals to the community's low-income population since its conception.

8. Establishment of Procedures for Adequate Board Representation

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

The Community Action Council (CAC) is a 15 member advisory board to the Community Action Agency comprised, in accordance with its by-laws, of five government representatives, five community representatives and five low-income representatives. Community representatives are regularly agencies that serve a high percentage of low-income individuals living in the community. Each entity may appoint an alternate to ensure voting privileges in the absence of the representative member. The CAC conducts nine open meetings annually. Agendas are distributed and posted, and the public is encouraged to attend, participate in discussions and express opinions or concerns. When vacancies occur, they are posted and advertised. The agency has developed an application to allow individuals or organizations to request for adequate representation on the Community Action Council that may be obtained by calling or writing the agency. Any requests received are considered at regular CAC meetings and may result in an appointment, if an appropriate vacancy exists. The CAC takes in account that representation by the requesting representative is in the best interests of the community and the low-income population.

9. Cost and Accounting Standards

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

Given the minimal Community Services Block Grant (CSBG) funding level, the agency utilizes CSBG funds exclusively to support the administration of direct service provision

and does not sub-contract CSBG funds. The agency operates under the accounting standards of the Office of Management and Budget.

10. Service Delivery System

- a. Provide a description of your agency's service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.
- b. Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based an in-depth analysis of performance data.

Delivery of accurate, timely information on available services is vital to the community role of agency. To promote self-sufficiency goals and respond to community needs, the agency houses a variety of programs serving clients from infants to senior citizens, which promote intergenerational activities and community awareness. Referrals to other agencies are made promptly, alleviating the sense of urgency a client may feel while seeking resolution to a crisis situation. Because more than 75% of the county's residents live outside of the two incorporated cities, effective information and assistance is vital to the well-being of low-income families and seniors. To this end, the agency networks with other community organizations and invites participation of private sector agencies and individuals through program advisory councils, public hearings and community focus groups. Monthly newsletters are distributed directly to over 1,700 seniors and more than 2,100 WIC clients. The agency develops program brochures and articles of interest that are distributed through the media and encourages volunteer activities and collaborative efforts throughout the community. The agency also offers an interactive web-site that includes programs, services, interactive applications, downloadable forms, and program updates.

11. Linkages

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

As a result of the 1997 Governor's Initiative, state funds were allocated commencing in the latter quarter of the 1997-98 fiscal year through the California Department of Aging (CDA) that enabled the agency to implement community based services programs. A successful proposal to CDA in 1999 resulted in the implementation of Multi-Purpose Senior Services Program (MSSP) services. MSSP is a case management based service that provides a valuable resource in the community to improve or stabilize living conditions for low-income seniors to prevent premature placement into care facilities. Currently 59 seniors take advantage of this case management program enabling them to stay in their homes and prevent earlyout of home placement into a care facility.

The Title III E Family Caregiver Support Program, implemented in 2001, offers support

and respite to family members caring for senior or disabled adult. In 2006, the California Department of Aging recognized the local Family Caregiver Support Program as a “Best Practice Program” to be publicized and shared for replication statewide.

The Information and Assistance (I&A) Program is a free information and referral service for seniors, caregivers, service providers, person’s with disabilities and others and acts as the single point of entry for access to services in El Dorado County. I&A provides referrals to appropriate agency and community programs and provides follow-up for clients needing additional support. Due to large program caseloads and long waiting lists, I&A staff may also provide enhanced short-term case management, limiting the time a client goes without program services and staff follow-up. I&A administers the Senior Farmer’s Market Nutrition Program which provides low-income seniors with coupons that can be exchanged for eligible foods (fruits, vegetables, honey, and fresh-cut herbs) at certified farmer’s markets in the county. In 2016, 235 seniors took advantage of this nutritional provision.

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 agency used MHSA funds to implement a new Friendly Visitor Program, providing mental health assessments and homevisits to homebound adults. Sadly due to loss of staffing and administration oversight, the program ended in 2011.

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

12. Funds Coordination

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

The agency has developed responsible administrative and fiscal habits that promote the most appropriate use of funding dollars. Fiscal accountability of service dollars is a primary goal of the agency. Given the limited CSBG funding allocation, which has not increased to keep pace with the growth of El Dorado County’s low-income population and the resulting increase in the need and service demand. Client demographic data is reported to CSD based on those demographics required by primary funding source(s) of programs administered by this agency. Any additional demographic information requested will be analyzed for relevance to program eligibility requirements and evaluated on a programmatic basis.

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

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

Please select the community and neighborhood initiatives your agency will use to fulfill the purpose of this subtitle:

- Fatherhood Strengthening Classes
- Counseling
- Non-court-ordered parenting classes
- Co-parenting communication skills
- Classes assisting incarcerated or recently paroled men
- Job training and employment assistance
- Other: 36T
- Other: 36T
- Other: 36T

Narrative Response:

The agency supports strengthening families and encouraging effective parenting through a range of activities, including Family Self-sufficiency activities and WIC educational classes that focus on providing basic parenting skills. The agency works closely with local organizations that provide counseling and/or mentoring support to families, ensuring the best use of limited resources are available. In a collaborative effort with El Dorado County Probation Department, the agency supports the Community Corrections Center out of Assembly Bill 109. This coordination of services includes classes and trainings for recently paroled and incarcerated men and women, including outpatient services, substance abuse classes, parenting classes, Moral Reconciliation Therapy, and nutritional education.

STATE ASSURANCES

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

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

Significant funding reductions are first reviewed with the Community Action Council as the advisory body to the El Dorado County Board of Supervisors, the governing

body of the Community Action Agency. Upon exploration of potential avenues for maintaining services through alternative means or determination that funding sources had been exhausted, the Board of Supervisors would be presented with the following information:

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

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

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

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

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

Not applicable

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

- Pay Stubs
- Social Security Award Letters
- Bank Statements
- Tax Statements
- Zero-income Statements
- Unemployment Insurance Letters
- Qualification for other need-based program, describe

The agency follows verification guidelines for programs and ensures state and federal verification and income guidelines are followed. The agency attempts to ensure clients qualify for the maximum extent of eligible services, based off of the client needs. Income qualifications for public, private or faith-based organization programs are based off of program specific eligibility guidelines and verification requirements.

Other, describe:

Not applicable

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

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

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

Senior Emergency Fund:
Seniors state their income on the application form. By stating their income, seniors are stating they are in a crisis situation unable to manage their finances.

Senior Nutrition Program-HDM/Congregate Meals:

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

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

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

MONITORING AND EVALUATION

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

1. Describe your methods for evaluating programs and services.

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

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

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

Planning Sessions: The agency conducts service planning as part of the county budget process, and holds planning sessions with advisory groups. Strategic planning is an important method used by the agency to determine the future direction of the agency. This planning tool is assisting the agency by utilizing resources more effectively and

conducting business more successfully and proactively, despite the changes in the environment. Additional planning data is provided by the county Planning Department, identifying the scope and priority of planning needs within the county.

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

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

2. Describe the frequency of evaluations conducted.

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

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

The receipt of feedback on the goals, priorities and services of the agency is ongoing and effective. Many community residents participate in advisory groups relative to agency programs. In addition, the process of developing outcome measures has allowed a look beyond the "maintenance" of existing services.

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

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

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

In 2014, a survey was conducted by members of the Commission on Aging, targeting seniors living in the northern part area of the county. The survey was filled out by 55 seniors. 52% of survey takers were 70 years and older with 61% being women. Many of the responses noted a high concern about health and getting the health-care they need. When asked about legal matters most concerning to them, 41% of responders stated wills, trusts and probates. 78% of responders stated they have enough money to pay for other expenses after paying for their housing.

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

In 2015, the agency initiated an 18-month Community Health Assessment (CHA) process to identify the most pressing health issues facing county residents and to commit to a common set of strategies to improve the residents’ health and well-being. More than 900 county residents participated in the recent Community Health Survey to create a vivid community profile and give a voice to the residents being served. The four focus areas identified as top priorities in El Dorado County include: *Active Living, Healthy Eating, Access to Health Services and Behavioral Health*. The focus areas serve as the foundation for the community health improvement process to develop and implement strategies for action and establish accountability in order to measure health improvement. This year, the agency is working with community partners to develop a Community Health Improvement Plan (CHIP). The CHIP, which is expected to be finalized in the next couple of months, is based on the results from the CHA. The CHIP also ties into the County’s “Healthy Communities” strategic plan. The El Dorado County CHIP will focus on the four following areas: Active Living, Healthy Eating, Behavioral Health, and Access to Care. Data collected will help the agency make the best

decisions and how to improve the community's health status.

In 2016, a Transportation Survey was conducted on agency clients in regards to transportation services in the community. The survey was distributed by staff, available online and also available at all agency locations. Over 280 clients responded to the survey. 64% of respondents stated they do not have difficulties accessing transportation in El Dorado County. Of the respondents who did have difficulty accessing transportation, 43% stated it was due to no car or inoperable car and 46% noted it was due to no bus service in the area. The majority of respondents were clients utilizing senior and income maintenance programs. To promote transportation needs among the community, a Transportation Services Brochure and website was developed to increase and promote various modes of transportation in the community.

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

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

DATA COLLECTION

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

Describe the data collection process.

The agency has developed a comprehensive system for recording, tracking and measuring services delivered that reflects performance results. The system utilizes software provided by and/or that serves the reporting requirements of various funding sources, including ISIS (WIC), Panoramic (PG), Harmony (Title III/VII Older Americans Act Programs), NORs (Ombudsman), CMIPS (IHSS Public Authority), Harmony (MSSP, Senior Legal, Information and Assistance and Senior Nutrition) and Servtraq (LIHEAP). The Housing Choice Voucher Program uses HAPPY Software, a database specifically designed to facilitate provision and monitoring of Housing Choice Voucher Program activities.

In 2015, Harmony Software was purchased and implemented as the primary database and tracking software for the agency's aging programs and is used as a multi-function database. Clients are entered into the database, which can be updated by program staff. The program is tailored to identify areas of program duplication and create a successful tracking system, ultimately helping staff identify client needs and facilitates access to services. Harmony is currently meeting program needs and state reporting requirements.

In 2015, the LIHEAP program switched to Servtraq software. This database is meeting HEAP program client, billing and CSD reporting requirements. The Public Guardians Office switched to Panoramic in October 2014. This replaced the outdated software system CompuTrust that was being used by the program. This is a significant improvement for data entry and client tracking for staff.

To support a new IHSS timesheet process and processing facility, the IHSS and IHSS Public Authority Program switched to a new computer system in December, 2012. CMIPS II is statewide system which allows counties to view timesheets in order to assist providers to resolve any timesheet issues and respond to provider inquiries regarding timesheet/payroll questions. The IHSS Public Authority is in the process of developing a new in-house registry database which will assist with more successful registry matches and client tracking services. The database should be ready in mid 2017.

In 2015, the agency created a new website with the goal of bringing El Dorado County health data, local resources and wealth of other information into one place. The new website, www.WeilDorado.org includes over 90 indicators related to the health and demographics of El Dorado County, such as obesity, cancer, diabetes rates, information on public transportation, availability of healthy foods, etc. The new website has been an important tool to share information related to El Dorado County Public Health Division's process of applying for accreditation through the national Public Health Accreditation Board. In addition, this data can be used, analyzed and acted on to improve agency programs and services.

Describe the data reporting process.

The Health and Human Services Agency maintains its own finance unit, which works closely with the County Auditor/Controller's Office to ensure that all state grant and contract requirements are met in a timely manner. The accounting staff maintains a reporting schedule and both fiscal and programmatic reports are automated to facilitate prompt submittal.

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

If program deficiencies occur, they are analyzed first on a staff level to determine why a particular goal or outcome measure may not be met or a particular schedule is not being adhered to in a timely manner. Analysis of such occurrences may result in discovery of

concerns ranging from personnel to programming to weather conditions. When the ongoing evaluation of programs reveals an interruption in the delivery of services, first the agency director or management staff review the extent and nature of the problem. If personnel issues are involved, established procedures are followed to resolve matters. If service delivery is being affected by an outside factor, the issue is analyzed and addressed by staff. When significant issues arise, they are forwarded to the Community Action Council and the Board of Supervisors. Usually, careful planning and ongoing smaller adjustments in the delivery of services prevent the occurrence of major service deficiencies. Further, the Board of Supervisors and the Community Action Council provide open forums for the public to provide input at any time of the year if it is felt that deficiencies in programs exist.

CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS

The Office of Community Services (OCS) published [CSBG IM #152 Annual Report](#) on January 19, 2017. The CSBG Annual Report replaces the current CSBG IS and includes an updated set of CSBG outcome measures that will replace the current NPI structure. CSBG Eligible Entities will begin data collection with the new structure beginning October 2017. As more information is gathered CSD will ask agencies to complete their projections in accordance with the new outcome reporting structure.

APPENDICES (OPTIONAL)

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

EL DORADO COUNTY COMMUNITY NEEDS ASSESSMENT

OUR COMMUNITY

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



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

Tourism and travel is one of El Dorado County's greatest assets. Tourism allows visitors to support the local business industry, making tourism a huge economic influence in El Dorado County. El Dorado County tourism generates more than \$24 million dollars in



local taxes, over \$31.5 million in state taxes and more than \$689 million in direct travel spending, according to Dean Runyan Associates, California Travel Impacts Study.

With its western border touching California's Sacramento Valley and its eastern boundary meeting Nevada at Lake Tahoe. El Dorado County stretches across 90 miles of foothills, valleys and mountain peaks. The elevation of El Dorado County ranges from 200 feet above sea level on the

western slope, to a peak 10,881 foot elevation. Two major highways, U.S. 50 and State Route 49 intersect the county while State Route 88 establishes the county's southern border with Amador and Alpine Counties.

El Dorado County is home to over 185,000 people and has over 91,257 housing units, while the homeownership rate is over 74.0%. The county has two incorporated cities; the city of South Lake Tahoe was the most populous, with 21,706 people. However, the city of Placerville was the fastest growing incorporated city in the County, with 10,650 people. In 2015 20.6% of the county's population was 18 years and younger, while 18.6% was over age 65 years. Those 65 years and older make up a higher percentage of the population in El Dorado County than the state average of only 13.3%. The total median household income is \$74,505.

The average poverty rate in El Dorado County is 9.0% percent, which is well below the statewide average. El Dorado County's labor force has grown steadily in recent years and is estimated at 89,500. With the improved economic structure our State has observed, in February 2017, the unemployment rate in El Dorado County was 4.9%, a 24% decrease from 2015.

El Dorado County is made up of several health care facilities serving residents of El Dorado County and surrounding areas. Medi-Cal, Medi-Care, publically insured, and uninsured patients make up the population that utilizes the health care facilities in the county. Access to primary care for Medi-Cal and low-income uninsured people is challenging in the county due to: a lower ratio of physicians per resident than the state average, physicians filling their practices with privately insured individuals who have reimbursement rates higher than Medi-Cal, a higher percentage of senior citizens, a higher percentage of residents with behavioral health needs, and reductions in public sector services for mental health due to county and state budget cuts. There are two primary hospitals in the county, Marshall Hospital which serves the Western Slope and

Barton Health serving Lake Tahoe and Carson Valley Area. Additional medical clinics include El Dorado County Community Health Center, which is the county's only Federal Qualified Health Center (FQHC), Shingle Springs Tribal Health Program, Divide Wellness Center, and Western Sierra Medical Center.

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

IMPACTS TO OUR COMMUNITY

Drought

With California facing one of the most severe droughts on record, Governor Brown declared a State of Emergency in January 2015 and directed state officials to take all necessary actions to prepare for water shortages. In addition, the secretaries of U.S. Agriculture, Interior and Commerce announced that areas in 11 states, including 27 of California's 58 counties, were designated primary disaster areas due to drought. The state continued to lead the way to make sure California was able to cope with an unprecedented drought. El Dorado County residents, farms and businesses outside service boundaries of the five public water purveyors rely on wells and ground water springs for their drinking and home water supply. This winter, the County received an unprecedented amount rain fall and snow, local reservoirs are high and the community is optimistic about the possibility of an increase of groundwater for private wells.

El Dorado County Tree Mortality

Drought conditions and resulting bark beetle infestations have caused pervasive tree mortality across the Central and Southern Sierra Nevada Mountains. It is estimated that there are over 102 million dead trees since 2010, and this number continues to grow on a daily basis. El Dorado County is not immune to this epidemic as there are thousands of dead and dying trees threatening public safety and infrastructure. On October 30, 2015, Governor Brown issued a State of Emergency proclamation. This proclamation recognized and addressed the need for the removal of dead and dying trees throughout the State and authorized California Disaster Assistance Act (CDAA) funding which provides 75% reimbursement for all eligible costs related to removal of hazard trees that threaten public infrastructure. On March 28, 2016, the Board of Supervisors proclaimed a State of Emergency due to pervasive tree mortality. There are several tools the County will employ in approaching the removal of hazard trees that threaten public infrastructure and public safety.

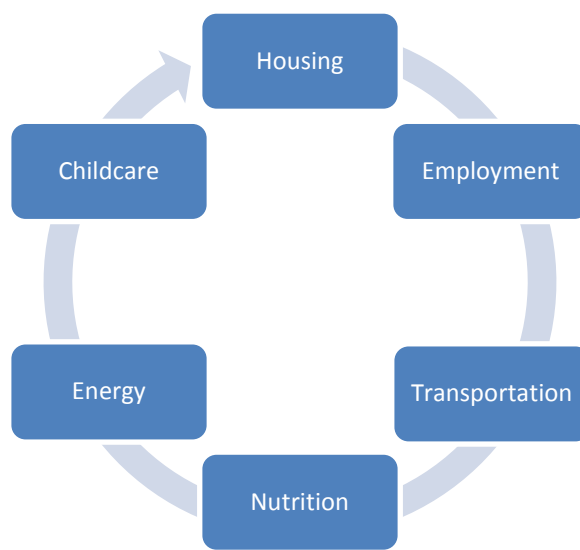


Winter Storms of 2017

The new year brought massive rain and snow storms to the community, causing flooding, mud slides, buckled bridges, road closures, substantial snow levels, and major infrastructure problems. In January 2017, El Dorado County was declared a Local State of Emergency due to damage to local infrastructure from the weather events. Shortly thereafter, Governor Brown declared a State of Emergency across California due to damaging storms. The County estimates over 15 million in damage to roads, parks and landfills. The season rainfall amount for Placerville is 65.73 inches, 171.6% from last year. Snow in the Tahoe Basin was plentiful with most resorts receiving several feet of snow overnight. In the month of January 2017, Sierra at Tahoe Ski Resort, a local ski resort, located on Highway 50 between Placerville and South Lake Tahoe, received close to 18 feet of snow. The current Sierra snowpack is reported at 190% of average. The potent combination of heavy snow and current spring conditions are expected to cause high water in rivers and lakes, with possible flooding around low-lying neighborhoods.

ASSESSING COMMUNITY NEEDS

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



HIGH COST AND LACK OF COMMUNITY HOUSING

As the cost of housing in El Dorado County has increased, many families and individuals cannot meet the expense for shelter. The State Department of Housing and Community Development (HCD) suggest that it is unreasonable for a family pay more than 25% of its income for housing. The El Dorado County Association of Realtors indicates the median price of a single-family residence in El Dorado County in February 2016 was close to \$529,000 a 7.9% increase over the past year. It is estimated that will rise 4.5% within the next year. Across El Dorado County home prices and home sales are at a rise, giving new optimism to homeowners and home sellers. A principle provider of emergency shelter, HELP (Housing Emergency Lodging Program), is a volunteer group utilizing donations to maintain limited rented shelter space and local motel rooms. HELP also maintains a small rented house, which is available to provide longer-term shelter combined with mentoring to assist families striving to attain self-sufficiency. In 2006, a group of volunteer organizations and local churches created "Grace Place." Grace Place was housed at a local church and provided homeless guests with sleeping accommodations, breakfast and a sack lunch. Due to the loss of room availability at the church and no other location to move into, Grace Place was closed in early 2008. In April, 2008, the Agency applied for and received CDBG allocation of \$1,470,975 to establish a shelter known as Grace Place-Perks Place. Due to many challenges, the agency was not able to work with the 1.4 million dollar grant and declined the contractual grant. Volunteers took over the Grace Place-Perks Place Shelter and began working towards fundraising for financial support to keep the shelter functioning. The shelter focuses on transitioning the homeless into permanent housing and can serve 2 families. In another effort to assist the homeless community in the harsh winter months, in 2010, Only Kindness, Inc. dba the Community Resource Center, along with various churches and volunteer agencies opened up a rotating nomadic shelter that houses homeless individuals seven (7) nights a week at various locations in the Placerville area. As the need to serve the homeless increased, the City of Placerville County Council approved a plan for volunteers to run an "official" city homeless camp, named Hangtown Haven. This camp commenced operation in the summer of 2012 and was originally planned to remain open for 90 days. The camp was located on a lot, fully fenced with tents, garbage bins, portable toilets, wash stations and housed up to 60 people. City Council approved an extension to the 90 day term through November 15, 2013. However, the camp was closed shortly thereafter as the City was not willing to renew the permit. With many of the organizations supporting the homeless community closing, El Dorado County is struggling to support this population with limited resources and services available. For several years, community agencies have struggled with developing a comprehensive

I'm homeless...

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

~Anonymous

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

In 2016, the agency dedicated CSBG one-time only funding to support temporary winter shelters in the Placerville and South Lake Tahoe area. The funds are to be used to purchase cots, sleeping bags, animal crates, food, utilities and/or transportation expenses for shelter clients.

Additionally, the Center for Violence-Free Relationships (formally known as the Placerville Women's Center) and the South Lake Tahoe Women's Center, non-profit organizations that assist victims of domestic violence and child abuse and local churches also offer temporary assistance to individual households in need.

The El Dorado County Housing, Community and Economic Development Program (HCED) offer several programs to support adequate housing in the community and will continue to seek grant funding. Since 1994, HCED has assisted 74 households with Housing Rehabilitation loans through CDBG and HOME grant awards, providing households with home repairs to correct health and safety issues or to meet code compliance standards. This program is designed as a gap financing program for applicants that would not qualify for a bank loan due to limited resources/income. Over \$3.3 million in loans to low-income first time homebuyers have provided 40 families with deferred payment mortgage assistance.

El Dorado County has long recognized that high traffic impact fees, while appropriate to address traffic impacts from development, have a negative effect on efforts to develop housing affordable for lower income households. The Traffic Impact Mitigation Fee Offset Program for Developments with Affordable Housing units includes a provision to set aside \$1.0 million of federal and state transportation revenues annually, for a period of twenty (20) years, to be used to offset Traffic Impact Mitigation fees in the development of affordable housing. Most recently, the agency applied and received awards to include two new developments; one 15 unit single family development in the Cameron Park area for moderate income households and the second is an 80 unit multi-family development in Diamond Springs for very low-to low income households.

To assist agency clients with the obtaining adequate housing, in 2015 the agency CalWORKs Program successfully received a Housing Support Program grant from the State for approximately \$473,000. The goal is to support families in meeting immediate needs, and ultimately for them to become self-sufficient and find permanent housing they can afford.

The agency continues to advocate for and facilitate implementation of the El Dorado County General Plan's Housing Element. Ensuring the plan is in compliance with current State laws and to ensure that low-income and vulnerable populations will always have access to safe and affordable housing opportunities.

The elderly segment of the population often experiences housing problems as a result of lower, fixed incomes, as well as physically challenging conditions. Two senior housing complexes received grants during 2000 to expand their facilities by an additional combined 61 units. One was completed during 2002 and one in 2003. The Lesarra Attached Homes residential condominium project, a senior community in El Dorado Hills, was completed in 2008. A Developers Agreement and Buyers Agreement



were created to guarantee that a predetermined number of 12 out of the 160 homes built would be made available for purchase by income-qualified households. A Buyers Agreement guarantees that the homes will remain affordable for 20 years should they be resold. Due in part to environmental issues affecting construction costs in the Tahoe Basin, the first senior housing complex wasn't built until 1999. However, in 2008, a 32-unit senior housing complex, Kelly Ridge

Apartments was constructed and offers Tahoe Basin seniors another option for affordable housing. In 2012, a survey was conducted by Second 50 Years in El Dorado County, and when asked if there should be more affordable senior rental apartments available in El Dorado County, 94.8% of respondents answered, yes. HCED continues to seek grant funding opportunities. However, as fewer funding opportunities arise, HCED is finding it more challenging to compete against other qualified applicants. Meeting the shelter needs of these vulnerable populations has been identified as a high priority in El Dorado County.

SUSTAIN MEANINGFUL EMPLOYMENT

The current economic conditions have made it more difficult to obtain employment. Many individuals who may have not had to seek employment in the past are seeking employment opportunities to support their families. The agency takes a proactive approach to the provision of employment program services which are located at both One-Stop Employment Resource Centers, on the western slope and in Tahoe. El Dorado County uses available funds to strengthen the "One Stop" system to meet the multiple needs of El Dorado and Alpine County families, youth, the unemployed, and businesses. As Area Partner Consortium Operator under the Local Workforce Investment Act Program since 2006, El Dorado County provides job training services to

promote and increase employment, job retention, earnings, and occupational skills of participants. The agency receives several Workforce Investment Act Program grant allocations to operate the One Stop Career Resource Centers, as well as to provide support and training services, including paid work experience and subsidized employment, to help individuals in becoming self-sufficient. In 2009, the agency received WIA ARRA funds to augment One Stop Services and provide additional training for dislocated workers, job training for youth and funding for low-income individuals wanting to attend college courses to help attain on-site training and permanent employment opportunities.

In addition, the One Stop Center in a coordinated effort hosts annual Tri-County Job Fairs and Hiring Events in order to assist workers improve their job searching skills and meet employer representatives sharing information about their organizations and employment opportunities. Past job fairs have featured more than 65 local employers who were available to meet face to face with job seekers and offered breakout sessions, free resume review clinic and a professional photographer for LinkedIn photos. Hiring events allows workers to speak directly to recruiters and learn about job opportunities, benefits and the hiring process. In addition, employment workshops and trainings are offered throughout the community for job seekers. Balancing workplace workshops, resume help assistance, motivation and job readiness, interviewing skills, and math skills are just some of the services job seekers can take advantage of. In 2015, over 9,000 people were assisted in their job search efforts through the agency.

The Agency administers the CalWORKs Welfare-to-Work Program. Employable CalWORKs recipients are provided job search and employment-related services, based on an assessment of the person's education, work history and family need. The goal is to assist parents to obtain employment through job readiness and job search activities and other employment-directed activities. Supportive services, such as childcare, transportation payments and/or work related expenses, are available to those who participate in Welfare to Work program. The Welfare-to-Work program coordinates with other agencies, often 'linking' services for the benefit of families.

Additionally, the agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income unemployed individuals over age 55 with job training skills and temporary employment. Since 2010, the agency has provided training employment for sixteen (16) SCSEP workers who have supported programs such as; Public Guardian's Office, Child Protective Services, Adult Day Services, Connections One-Stop, Senior Nutrition, and Senior Legal Services.

LIMITED ACCESS TO TRANSPORTATION

Limited access to transportation in rural communities is a continued concern among El Dorado County households. El Dorado Transit is the county's local transit authority. Serving the Western Slope of the County, El Dorado Transit (EDT) provides local fixed routes (Placerville, Pollock Pines, Diamond Springs, and Cameron Park), 50 Express,

providing service to Folsom, Commuter Services, Dial-a-Ride, Para Transit, Taxi Voucher Program, and Sac Med.

The Tahoe Transportation District (TTD) serves the Tahoe Basin area and is the main transit system in South Lake Tahoe area. The South Shore area's coordinated transit system includes local fixed-route bus service and commuter bus service connecting the area with Carson City and the Carson Valley. The system also includes winter ski shuttles, summer trolley service to Emerald Bay, and summer bus service from Incline Village and Stateline to Sand Harbor. In 2016, TTD implemented a pilot program to provide interregional and out of area transportation for adults 60 years of age and older and individuals with disabilities. The South Lake Tahoe-Specialized Transportation Service (SLT-STS) provides monthly trips to Sacramento, Placerville/western El Dorado County, North Lake Tahoe/Truckee, and Reno/Carson City. The local service brings those living in outlying neighborhoods to programs and services in the community, as well as provides transportation to regional programs and services they are unable to access without assistance

To address the transportation needs among the senior population, the Agency administers the Senior Shuttle program. The Senior Shuttle provides door-to-door transportation services for those 60 years and older to access grocery shopping needs. To meet the needs of seniors living in rural community that have limited or no access to public transportation, in March 2015 the Senior Shuttle expanded services, offering transportation services to include Pollock Pines, El Dorado Hills and the Georgetown area.

To promote and enhance transportation services for community members, the agency developed a brochure to assist community members in transportation options in the community. The brochure consists of public, senior, non-profit, private pay, non-emergency medical, and alternative transportation options. A Transportation Services webpage has also been added to the El Dorado County Government Website to ensure all residents in the community have clear and concise awareness of transportation services and alternative options.

Rural communities that are not served by El Dorado Transit are limited as to how they can access other types of reliable transportation. The cost of vehicle fuel, cost of local transportation taxi systems, along with the aging community will be impacted by the limited access. Families that are not able to afford the cost of transportation may be impacted with obtaining employment and sustaining employment.

LACK OF ADEQUATE NUTRITION

Hunger exists in El Dorado County among the low-income population of all ages. The continuing need for adequate nutrition is attributed in part to the high cost of living and unemployment or limited employment opportunities and the incidence of mental or physical disabilities that restrict the ability of individuals to obtain and/or prepare nutritious foods. In 1999, the agency obtained CDBG to acquire property and construct

a Food Kitchen to enable St. Patrick's Parish to expand their 3 day-a-week meal program to serve the low-income population in the greater Placerville area. The Upper Room Dining Hall commenced operation in May 2002. With the assistance of volunteers from twelve local churches, operations were expanded to seven days a week in 2004. As the need for adequate nutrition has grown, so has the volunteer help. Currently, over thirty-five churches/organizations are involved in the Upper Room, which is serving individuals daily and preparing approximately 100 meals day, approximately 40,000 meals a year. Volunteers donated over 16,000 hours of time in 2016 to assist the operation and success of the Upper Room. The Upper Room has served over 600,000 meals to the community's low-income population since its conception.

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

To offer a fresh, nutritious, unprepared, locally grown fruits, vegetables, honey and herbs from farmers' markets, roadside stands and community supported agriculture programs to low-income seniors in the community, \$20 coupons are distributed by the agency at local farmers markets. In 2016, the agency distributed 235 coupons to income eligible seniors.

The Supplemental Food Program for Women, Infants and Children (WIC) has an authorized caseload of 2,800 persons at nutritional risk, serving all eligible clients each month, and is offering evening and weekend services on a limited basis to accommodate working clients. School aged students eligible to receive free or reduced school meals is a good indicator of poverty levels. The percentage of students eligible to receive free or reduced school meals for Lake Tahoe Unified school district was 60.4% in 2015, which is 51.4% higher than the El Dorado County-wide average of 31.1% (Kidsdata.org). The Food Bank of El Dorado County is the largest collaborative charity in the County, as they work with over 30 Partner Charities that distribute food throughout El Dorado County. In 2015, the Food Bank of El Dorado County distributed more than 2.1 million pounds of food. The Senior Nutrition Program served 59,921 congregate and 112,233 home-delivered meals in 2015/2016, an increase from prior years. This increase of need demonstrates the need to further assist seniors to remain independent and nutritionally stable while providing socialization opportunities. Continued need in the home-delivery component of Senior Nutrition demonstrates the

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

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

~Anonymous

Choosing between eating or paying utility bills...

Mr. Watson, an 82 year old widow came into the Home Energy Assistance Program (HEAP) Office looking to get financial assistance with his PG&E bill. After losing his wife three years ago, his family started to notice that his health was declining. He wasn't taking care of himself and he was picking paying bills over buying food. His son told him about the HEAP Program and the Home Delivered Meals programs and told him to call for assistance. During his appointment with the HEAP intake worker, the worker was able to talk with him about what his needs were. Mr. Watson mentioned to the worker that due to not having enough money he had to choose between eating or paying his utility bills to stay warm.

The intake worker was able to get Mr. Watson financial credit towards his PG&E bill, but was also able to assist him with some left over grant funding, almost doubling the credit towards his PGE bill. The intake worker was also able to sign Mr. Watson up for the home delivered meal service through the Senior Nutrition Program, giving him a hot meal every day. Mr. Watson left the office grateful and happy knowing that he will not have to choose between staying warm in his home or eating a meal.

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

HIGH COST OF ENERGY

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

The agency administers the Low-Income Home Energy Assistance Program (HEAP) enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane or oil vouchers to obtain heating fuel from vendors. Partnerships with Pacific Gas & Electric, Southwest Gas, Liberty Energy, and heating/cooling vendors enable low income residents to obtain assistance and off set their utility costs during the winter and summer months. In 2016, the agency served approximately 2,400 families in offsetting their heating and cooling costs. While financial assistance is important, the program also provides energy and budget counseling. Counseling households on the importance of conserving energy is viable to ensure low-income families can afford to pay utility bills when faced with limited monthly incomes. Within the HEAP program, Emergency Heating and Cooling Program(EHCS) funds are available

to repair or replace heating/cooling or water heater systems. In 2016, 8 families were assisted with new or repaired heating, cooling, and water heater units. To be responsive to the rural areas of El Dorado County, HEAP services are now available in seven (7) sites in the rural areas of the community. In addition, staff provide onsite visits to low-

income apartment and mobile home communities at the request of the manager to assist those families who are unable to leave their residences due to transportation or disability barriers. By bringing the HEAP program to the residents in their community, the program hopes to increase services and household participation and assist those most in need.

The ongoing increase in energy costs, compounded by limited or declining household income, continues to have a major impact on the local community. Many households experienced loss of their utilities while additional households sought assistance through alternative resources, such as the Salvation Army Relief for Energy Assistance through Community Help (REACH) Program, El Dorado Community Foundation-Angel Crisis Program, and local churches. The REACH Program, administered by the Salvation Army, reports encountering decreasing funding and increasing demand for assistance. In December 2010, the Agency developed a Helping Hands Outreach Program (Western Slope program) in coordination with El Dorado Irrigation District (EID). EID serves approximately 100,000 residents and is the local provider for drinking and recycled water. The Helping Hands Outreach Program was designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on. Over 135 households have been assisted since the conception of the Helping Hands Outreach Program.

Weatherization services and energy education materials are additional, long-term aids for reducing energy costs. In 2016, 176 homes received Weatherization services. Households receiving weatherization services can receive an average of \$4,055 in home improvements, benefit by an estimated reduced of 30% in home heating and cooling bills. These are savings that are realized again and again each year. Since this county has many older, poorly insulated homes, addressing energy-related needs is a significant factor in confronting the problems of the low-income and senior population.

LACK OF ACCESS TO QUALITY AND AFFORDABLE CHILDCARE

El Dorado County suffers from a lack of affordable childcare for pre-school and school aged children. Access to childcare is measured in the vacancy rate; how many places are available at existing childcare facilities. According to Choices for Children, a healthy vacancy rate is 15%, this allows parents' choice in where their child will attend according to type of facility, hours and pricing. South Lake Tahoe currently has a vacancy rate less than 10%, with the Western Slope higher at 12%. The majority of facilities have long-wait lists and parents are prevented from re-entering the workforce due to a lack of childcare. This is particularly acute for infants and toddlers. El Dorado County has a decline in the number of facilities due to fluctuating populations, increased costs and lack of qualified staff. Those parents that do find a place for their child face high costs, ranging from \$35 to \$50 a day in the Tahoe Basin and \$40 to \$70 on the Western Slope. There is financial assistance with offsetting these costs through Choices for Children, CalWorks and other agencies. However, these programs have eligibility criteria and long waitlists due to limited program funding. In El Dorado County,

a family of three (3) must earn under \$42,216 a year to qualify for a subsidy. Children who experience ad-hoc childcare or who do not attend a quality facility are at risk of not being ready for school placement or being inadequately supervised. This ongoing need increases risks to their person or failure to thrive emotionally and academically. El Dorado County is working diligently to combat these issues: Lack of facilities and staff: Choices for Children is conducting an outreach campaign to recruit businesses and staff to the childcare profession. Two recruitment fairs have been held in the County, providing information on staff vacancies and starting an in-home childcare. Colleges offering childcare classes are also advertising staff vacancies and matching students to facilities for internships and work experience. The Choices for Children program offers a referral service, linking families with quality childcare providers. They also support facilities and encourage businesses to expand where possible. El Dorado County Office of Education provides funding and resources for staff training and development; as well as support for licensed daycares. The El Dorado Early Childhood Education Council has provided advocacy to the County Superintendents and at the State level to encourage the support for quality childcare and bills that seek to increase funding for both pre-school and school aged children. Lastly, First 5 El Dorado is creating community hubs to provide support and access to healthcare and education for families with young children. This will include access to a nurse and a community advocate. The hubs will be based in County libraries.

The agency administers the CalWORKs Welfare-to-Work Program. Employable CalWORKs recipients are provided job search and employment-related services, based on an assessment of the person's education, work history and family need. The goal is to assist parents to obtain employment through job readiness and job search activities and other employment-directed activities. Supportive services, such as childcare, transportation payments and/or work related expenses, are available to those who participate in Welfare to Work program. The Welfare-to-Work program coordinates with other agencies, often 'linking' services for the benefit of families.

Additionally, El Dorado County has included the need of childcare as part of the County-Wide Strategic Plan, Healthy Communities, Objective 2.1.3: Promote the need for high-quality care providers with the goal of increasing the availability and options for those seeking care. El Dorado County is taking a proactive approach in providing effective programs to assist individuals and families in achieving self-sufficiency.

[Data Source: 2013-2021 Housing Element, Kidsdata.org, United States Census Bureau, Quickfacts California, After 50 Older Adult Survey, Housing, HHS Report to the Community 2016, Community and Economic Development Data, El Dorado County Technical Assessment of Economic and Demographic Conditions 2/23/15, El Dorado County Association of Realtors, El Dorado County Sheriff's Office Annual Report 2016, Bureau of Labor Statistics, HHS Client Transportation Survey 2016, State of California, El Dorado County Visitors Authority, WellDorado.org]

PUBLIC HEARING

Sponsored by
The El Dorado County Community Action Council

For the:
**2018/2019 Planning and Funding Process for
Low Income Programs in El Dorado County**

Programs Include:

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

**Wednesday, May 24, 2017
10:15 a.m. to 11:00a.m.**

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

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

**Written comments may be submitted to:
CAP 2018/2019
Attention: Star Walker
937 Spring Street, Placerville, CA 95667**

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

Appendix C-CAC 18/19 Public Hearing Summary

Community Action Plan Public Hearing Summary

May 24, 2017

Star Walker commenced the Public Hearing at 10:15 a.m. and made copies of the Community Action Plan (CAP) 2018/2019 available. She provided a brief overview of the Community Action Plan and distributed documents for the public to view. She also invited comments and or questions during the Public Hearing.

A brief program overview was presented and discussed. The Agency organizational chart was distributed to attendees.

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 2100 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 170 households annually and HEAP helps approximately 2400 households pay their energy bills. The Tahoe Office offers Department services on the Eastern Slope of the County as well as Energy Assistance, Weatherization and WIC services to Alpine County residents.

The Area Agency on Aging directly administers programs for seniors age 60+ in El Dorado County, which is a state-designated single-county planning and service area (PSA). Services include Legal Assistance from staff attorneys, the Ombudsman Program, which addresses concerns at facilities and Senior Activities, which arranges trips, paid for by the participating seniors, through tour companies. The Senior Nutrition Program is serving around 13,707 meals monthly, served at eight congregate sites countywide. 269 volunteers assist in provision of Senior Nutrition services. Adult Day Services operates two Adult Day Centers - one in Placerville and one in El Dorado Hills, serving approximately 50 participants a day. The Public Guardian Office carries large caseloads conservatorships and rep payee recipients. 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. Annually, APS receives approximately 1000 reports of alleged abuse, which was an increase of reports from the previous year. 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. United Domestic Workers of America now represents approximately 1,231 independent providers currently in El Dorado County and approximately 1,143 eligible IHSS recipients.

The Section 8 Housing Choice Voucher Program serves 374 households, allowing low-income participants to rent in the private market. Rental funds come directly from HUD.

Appendix C-CAC 18/19 Public Hearing Summary

The Family Self-Sufficiency component provides counseling, resources and incentives to encourage and enable participants to become self-sufficient and off cash aid within 4 years that they are eligible to receive assistance.

The CalWORKS Employment and Training Program complements the Workforce Investment Act Program administered by the Community Services Division and plays a significant role in the self-sufficiency component of the Department's efforts, providing services such as work experience, job search workshops, supportive services, and child-care assistance. Approximately 9,000 people are assisted annually in their job search efforts through the HHSA job centers and employment program.

Child Welfare Services (CWS) 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. Child Welfare Services screens/investigates approximately 2,000 reports of child neglect, abuse or exploitation a year. CWS is a large funding source and is a key program of the Social Services Division of the Agency.

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

Comments:

It was noted by CAC member, Jude Wood to include childcare into the CAP Needs Assessment 18-19, due to the access to quality and affordable childcare in El Dorado County. Star Walker will work with Jude to get this need added to the Needs Assessment 18-19.

With the noted recommended addition to the 2018/2019 Community Action Council, Chair Gerald Lillpop closed the Public Hearing at 10:45 a.m.

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and

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South Lake Tahoe, CA 96150

CSBG/NPI Workplan Instructions

Purpose The CSBG/NPI Work Plan (CSD 801 W) establishes performance expectations and goals for the contract term. The CSD 801 W must be completed and returned annually with the contract.

Suggested Tools When projecting data for the contract term, use the suggested tools below as a guide:

- Review your Community Action Plan (CAP) data.
 - CAP projected work plan must correspond to the contract work plan data.
- National Performance Indicators (NPI) Instruction Manual* (October 2015)
- The Targeting Field Manual*

*documents accessible on the CSD's Providers' website on the Forms page

Workplan Format The CSD 801 W consists of orange tabs within the excel workbook. Complete the applicable work plan Goals 1 - 6 and return with the contract. There are six goals and under each goal is a list of indicators, problem statement, program activities and delivery strategies that pertain to that goal.

- The first orange tab is the Workplan Instructions
- The subsequent orange tabs are the Workplan Goals 1 through 6.

Note: The green tabs will be used later in the contract term when reporting the progress on achieving goals during the mid-year (January – June) and annual (January – December) reporting periods.

Completing the NPI Workplan

- On the “Goal 1 Workplan” tab enter the contract number, contractor’s name, contact person and title, phone number, e-mail address and fax number. This information will only need to be provided once. The data will automatically populate into all other tabs from the “Goal 1” tab.
- Project the number of participants expected to achieve the performance indicator(s) identified in Goals 1 – 6 that represents the outcome(s) of the planned program activities during the contract term. If the indicator does not apply to the planned program activities leave the cell blank.

CSBG/NPI Workplan Instructions, Con't

• **Problem Statement:** In this section clearly and thoroughly describe the problems facing low-income individuals in the community as it relates to achieving each goal. This information should be detailed and include the following:

- What is the problem?
- What is the cause of the problem?
- Who is affected?
- Location of those affected?

• **Program Activities and Delivery Strategies:** In this section, provide a detailed description of the planned program activities to be undertaken in order to alleviate the barriers identified in the problem statement.

• **Number of Participants Expected to Achieve Outcome in Reporting Period:** This column will be filled out on the CSD 801 W for Goals 1 through 6. Provide the number of participants expected to achieve the goal at the mid-year and annual reporting periods for each indicator. The workplan numbers will automatically populate into the reporting (green) tabs for Goals 1 through 6.

Note: ALL DATA FIGURES should be NUMERICAL. Do not use percentages, fractions, abbreviations or alpha text.

Sample of NPI Workplan

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.)
 Young women and men in Sacramento County have a difficult time finding gainful employment due to a lack of skills and education. When employed, this population commonly is employed in minimum wage jobs that do not provide health benefits.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
 The youth job program will provide job search and resume assistance in the Young People to Work Program. This program will track individuals in the program to ensure they are in employment that will be maintained and increase their wages.

National Performance Indicator 1.1	Reporting Period	WORKPLAN Number of Participants Expected to Achieve Outcome in Reporting Period (#)
Employment The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:	Mid-Year	5
	Annual	10
A. Unemployed and obtained a job	Mid-Year	5
	Annual	10
B. Employed and maintained a job for a least 90 days	Mid-Year	20
	Annual	40
C. Employed and obtained an increase in employment income and/or benefits	Mid-Year	20
	Annual	40
D. Achieved "living wage" employment and/or benefits	Mid-Year	5
	Annual	10
<i>In the rows below, please include any additional indicators for NPI 1.1 that were not captured above</i>		
	Mid-Year	
	Annual	

CSBG/NPI Workplan

Contractor Name: El Dorado County
 Contact Person and Title: Kristine Oase-Guth, Program Manager
 Phone Number: 530-621-7582 Ext. Number _____
 E-mail Address: kristine.oase@edcgov.us Fax Number: _____

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

NPI 1.1: Employment

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

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

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

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

<p align="center">National Performance Indicator 1.1</p> <p>Employment</p> <p>The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:</p>	<p align="center">Reporting Period</p>	<p align="center">WORKPLAN</p> <p align="center">Number of Participants Expected to Achieve Outcome in Reporting Period (#)</p>
<p>A. Unemployed and obtained a job</p>	<p>Mid-Year</p>	<p align="center">4</p>
	<p>Annual</p>	<p align="center">8</p>
<p>B. Employed and maintained a job for at least 90 days</p>	<p>Mid-Year</p>	
	<p>Annual</p>	
<p>C. Employed and obtained an increase in employment income and/or benefits</p>	<p>Mid-Year</p>	
	<p>Annual</p>	
<p>D. Achieved "living wage" employment and/or benefits</p>	<p>Mid-Year</p>	
	<p>Annual</p>	
<p><i>In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.</i></p>		
	<p>Mid-Year</p>	
	<p>Annual</p>	

CSBG/NPI Workplan

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

NPI 1.2: Employment Supports

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

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

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

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

National Performance Indicator 1.2	Reporting Period	WORKPLAN Number of Participants Expected to Achieve Outcome in Reporting Period (#)
Employment Supports		
The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action, as measured by <u>one or more</u> of the following:		
A. Obtained skills/competencies required for employment	Mid-Year	10
	Annual	20
B. Completed ABE/GED and received certificate or diploma	Mid-Year	
	Annual	
C. Completed post-secondary education program and obtained certificate or diploma	Mid-Year	
	Annual	
D. Enrolled children in "before" or "after" school programs	Mid-Year	
	Annual	
E. Obtained care for child or other dependant	Mid-Year	
	Annual	
F. Obtained access to reliable transportation and/or driver's license	Mid-Year	
	Annual	
G. Obtained health care services for themselves and/or a family member	Mid-Year	
	Annual	
H. Obtained and/or maintained safe and affordable housing	Mid-Year	
	Annual	
I. Obtained food assistance	Mid-Year	
	Annual	
J. Obtained non-emergency LIHEAP energy assistance	Mid-Year	
	Annual	
K. Obtained non-emergency WX energy assistance	Mid-Year	
	Annual	
L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX)	Mid-Year	
	Annual	

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

	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 1.3: Economic Asset Enhancement and Utilization

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

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

National Performance Indicator 1.3	Reporting Period	WORKPLAN
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:		Number of Participants Expected to Achieve Outcome in Reporting Period (#)

ENHANCEMENT

A. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits	Mid-Year	
	Annual	
B. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments	Mid-Year	
	Annual	
C. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings	Mid-Year	
	Annual	

UTILIZATION

D. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days	Mid-Year	
	Annual	
E. Number and percent of participants opening an Individual Development Account (IDA) or other savings account	Mid-Year	
	Annual	
F. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings	Mid-Year	
	Annual	
G. Number and percent of participants capitalizing a small business with accumulated IDA or other savings	Mid-Year	
	Annual	
H. Number and percent of participants pursuing post-secondary education with accumulated IDA or other savings	Mid-Year	
	Annual	
I. Number and percent of participants purchasing a home with accumulated IDA or other savings	Mid-Year	
	Annual	
J. Number and percent of participants purchasing other assets with accumulated IDA or other savings	Mid-Year	
	Annual	

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

	Mid-Year	
	Annual	

CSBG/NPI Workplan

Contractor Name: El Dorado County
 Contact Person and Title: Kristine Oase-Guth, Program Manager
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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.)

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

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

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

	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 2.2: Community Quality of Life and Assets

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

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

<p style="text-align: center;">National Performance Indicator 2.2</p> <p>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 style="text-align: center;">Reporting Period</p>	<p style="text-align: center;">WORKPLAN</p> <p style="text-align: center;">Number of Program Initiatives or Advocacy Efforts Expected to Achieve in Reporting Period (#)</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>	Mid-Year	
	Annual	
<p>B. Increase in the availability or preservation of community facilities</p>	Mid-Year	
	Annual	
<p>C. Increase in the availability or preservation of community services to improve public health and safety</p>	Mid-Year	
	Annual	
<p>D. Increase in the availability or preservation of commercial services within low-income neighborhoods</p>	Mid-Year	
	Annual	
<p>E. Increase or preservation of neighborhood quality-of-life resources</p>	Mid-Year	
	Annual	
<p><i>In the rows below, please include any additional indicators for NPI 2.2 that were not captured above.</i></p>		
	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 2.3: Community Engagement

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

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

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

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

National Performance Indicator 2.3		WORKPLAN
Community Engagement	Reporting Period	Number of Total Contribution by Community Expected to Achieve in Reporting Period (#)
The number of community members working with Community Action to improve conditions in the community.		
A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives	Mid-Year	25
	Annual	25
B. Number of volunteer hours donated to the agency (This will be All volunteer hours)	Mid-Year	10,000
	Annual	20,000
<i>In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.</i>		
	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 3.1: Community Enhancement through Maximum Feasible Participation

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

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

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

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

National Performance Indicator 3.1 Community Enhancement through Maximum Feasible Participation The number of volunteer hours donated to Community Action.	Reporting Period	WORKPLAN Total Number of Volunteer Hours Expected to Achieve in Reporting Period (#)
The total number of volunteer hours donated by <u>low-income</u> individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.)	Mid-Year	35
	Annual	75
<i>In the rows below, please include any additional indicators for NPI 3.1 that were not captured above.</i>		
	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 3.2: Community Empowerment through Maximum Feasible Participation

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

A need exists to ensure participation of low income individuals on advisory councils that enable them to provide input to decision making and policy setting boards relative to community action issues.

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

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

<p style="text-align: center;">National Performance Indicator 3.2 Community Empowerment through Maximum Feasible Participation</p> <p>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:</p>	<p style="text-align: center;">Reporting Period</p>	<p style="text-align: center;">WORKPLAN Number of Low-Income People Expected to Achieve in Reporting Period (#)</p>
<p>A. Number of low-income people participating in formal community organizations, government, boards, or councils that provide input to decision making and policy setting through community action efforts</p>	<p>Mid-Year</p>	<p>19</p>
	<p>Annual</p>	<p>19</p>
<p>B. Number of low-income people acquiring businesses in their community as a result of community action assistance</p>	<p>Mid-Year</p>	
	<p>Annual</p>	
<p>C. Number of low-income people purchasing their own home in their community as a result of community action assistance</p>	<p>Mid-Year</p>	
	<p>Annual</p>	
<p>D. Number of low-income people engaged in non-governance community activities or groups created or supported by community action</p>	<p>Mid-Year</p>	
	<p>Annual</p>	
<p><i>In the rows below, please include any additional indicators for NPI 3.2 that were not captured above.</i></p>		
	<p>Mid-Year</p>	
	<p>Annual</p>	

CSBG/NPI Workplan

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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.)

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

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

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

National Performance <u>Indicator 4.1</u> Expanding Opportunities through Community-Wide Partnerships	Reporting Period	WORKPLAN	
		I Number of Organizations Expected to Achieve in Reporting Period (#)	II Number of Partnerships Expected to Achieve (#)
The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.			
A. Non-Profit	Mid-Year	25	25
	Annual	25	25
B. Faith Based	Mid-Year	4	4
	Annual	4	4
C. Local Government	Mid-Year	16	16
	Annual	16	16
D. State Government	Mid-Year	4	4
	Annual	4	4
E. Federal Government	Mid-Year	1	1
	Annual	1	1
F. For-Profit Business or Corporation	Mid-Year	8	8
	Annual	8	8
G. Consortiums/Collaboration	Mid-Year	1	1
	Annual	1	1
H. Housing Consortiums/Collaboration	Mid-Year	1	1
	Annual	1	1
I. School Districts	Mid-Year	1	1
	Annual	1	1
J. Institutions of postsecondary education/training	Mid-Year	3	3
	Annual	3	3
K. Financial/Banking Institutions	Mid-Year	6	6
	Annual	6	6
L. Health Service Institutions	Mid-Year	14	14
	Annual	14	14
M. State wide associations or collaborations	Mid-Year		
	Annual		
<i>In the rows below, please add other types of partners with which your CAA has formed relationships that were not captured above.</i>			
	Mid-Year		
	Annual		
The total number of organizations CAAs work with to promote family and community outcomes (automatically calculates)	Mid-Year	84	84
	Annual	84	84

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Goal 5: Agencies increase their capacity to achieve results.

NPI 5.1: Agency Development

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

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

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

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

National Performance Indicator 5.1	Reporting Period	WORKPLAN
Agency Development The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:		Number of Resources in Agency Expected to Achieve in Reporting Period (#)
A. Number of Certified Community Action Professionals	Mid-Year	
	Annual	
B. Number of Nationally Certified ROMA Trainers	Mid-Year	
	Annual	
C. Number of Family Development Certified Trainers	Mid-Year	
	Annual	
D. Number of Child Development Certified Trainers	Mid-Year	
	Annual	
E. Number of staff attending trainings	Mid-Year	35
	Annual	70
F. Number of Board Members attending trainings	Mid-Year	
	Annual	
G. Hours of staff in trainings	Mid-Year	3,500
	Annual	7,000
H. Hours of Board Members in trainings	Mid-Year	
	Annual	
<i>In the rows below, please include any additional indicators that were not captured above.</i>		
	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 6.1: Independent Living

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

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

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

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

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

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

	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 6.2: Emergency Assistance

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

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

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

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

National Performance Indicator 6.2		WORKPLAN
Emergency Assistance	Reporting Period	Number of Individuals Expected to Achieve in Reporting Period (#)
The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided, including such service as:	Mid-Year	130
	Annual	130
A. Emergency Food	Mid-Year	25
	Annual	50
B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	Mid-Year	8
	Annual	17
C. Emergency Rent or Mortgage Assistance	Mid-Year	
	Annual	
D. Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)	Mid-Year	35
	Annual	75
E. Emergency Temporary Shelter	Mid-Year	
	Annual	
F. Emergency Medical Care	Mid-Year	
	Annual	
G. Emergency Protection from Violence	Mid-Year	
	Annual	
H. Emergency Legal Assistance	Mid-Year	
	Annual	
I. Emergency Transportation	Mid-Year	
	Annual	
J. Emergency Disaster Relief	Mid-Year	
	Annual	
K. Emergency Clothing	Mid-Year	
	Annual	

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

	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 6.3: Child and Family Development

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

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

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

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

National Performance Indicator 6.3	Reporting Period	WORKPLAN
Child and Family Development The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following:		Number of Participants Expected to Achieve Outcome in Reporting Period (#)
INFANTS & CHILDREN		
A. Infants and children obtain age appropriate immunizations, medical, and dental care	Mid-Year	
	Annual	
B. Infant and child health and physical development are improved as a result of adequate nutrition	Mid-Year	2,000
	Annual	2,000
C. Children participate in pre-school activities to develop school readiness skills	Mid-Year	
	Annual	
D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade	Mid-Year	
	Annual	
YOUTH		
E. Youth improve health and physical development	Mid-Year	
	Annual	
F. Youth improve social/emotional development	Mid-Year	
	Annual	
G. Youth avoid risk-taking behavior for a defined period of time	Mid-Year	
	Annual	
H. Youth have reduced involvement with criminal justice system	Mid-Year	
	Annual	
I. Youth increase academic, athletic, or social skills for school success	Mid-Year	
	Annual	
PARENTS AND OTHER ADULTS		
J. Parents and other adults learn and exhibit improved parenting skills	Mid-Year	
	Annual	
K. Parents and other adults learn and exhibit improved family functioning skills	Mid-Year	
	Annual	
<i>In the rows below, please include any additional indicators for NPI 6.3 that were not captured above.</i>		
	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 6.4: Family Supports

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

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

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

National Performance <u>Indicator 6.4</u> Family Supports (Seniors, Disabled and Caregivers)	Reporting Period	WORKPLAN Number of Participants Expected to Achieve Outcome in Reporting Period (#)
Low-income people who are unable to work , especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:	Mid-Year	
	Annual	
A. Enrolled children in before or after school programs	Mid-Year	
	Annual	
B. Obtained care for child or other dependent	Mid-Year	
	Annual	
C. Obtained access to reliable transportation and/or driver's license	Mid-Year	
	Annual	
D. Obtained health care services for themselves and/or family member	Mid-Year	
	Annual	
E. Obtained and/or maintained safe and affordable housing	Mid-Year	370
	Annual	370
F. Obtained food assistance	Mid-Year	
	Annual	
G. Obtained non-emergency LIHEAP energy assistance	Mid-Year	750
	Annual	1,500
H. Obtained non-emergency WX energy assistance	Mid-Year	60
	Annual	120
I. Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)	Mid-Year	
	Annual	
<i>In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.</i>		
	Mid-Year	
	Annual	

CSBG/NPI Workplan

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

NPI 6.5: Service Counts

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

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

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

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

National Performance <u>Indicator 6.5</u>	Reporting Period	WORKPLAN Number of Services Expected in Reporting Period (#)
Service Counts The number of services provided to low-income individuals and/or families, as measured by <u>one or more</u> of the following:		
A. Food Boxes	Mid-Year	
	Annual	
B. Pounds of Food	Mid-Year	
	Annual	
C. Units of Clothing	Mid-Year	
	Annual	
D. Rides Provided	Mid-Year	
	Annual	
E. Information and Referral Calls	Mid-Year	7,000
	Annual	14,000
<i>In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.</i>		
	Mid-Year	
	Annual	

CSBG/NPI Program Report Instructions

Purpose The CSD 801 captures the progress and achieved outcomes that an agency has performed over the reporting time frame. The CSD 801 is to be completed and submitted for Mid-year and Annual reporting. The reports must be submitted electronically by the due date to CSBGReports@csd.ca.gov.

Suggested Tools Suggested tools needed to assist you when reporting your progress and achieved outcomes for Mid-Year and Annual Report

- Review your contract workplan
- National Performance Indicators (NPI) Instruction Manual* (October 2015)

*documents accessible on the CSD's Providers' website on the Forms page

Approving the Mid-year and Annual

- The Mid-year and Annual reports will be reviewed and approved by your field representative.
-

NPI Program Reporting Format

The CSD 801 is one section of the excel workbook, these are the Green tabs. There are six goals and under each goal is a list of indicators, problem statement, program activities and delivery strategies, number of participants enrolled, number of participants achieving outcomes and achieving percentages that pertain to that goal.

- The first Green tab is the NPI Program Instructions
- The subsequent Green tabs are the Program Reporting for Goals 1 through 6.

Note: The Contract Workplan data (Orange tabs) column I "Number of Participants Expected to Achieve Outcome in Reporting Period" will automatically populate into the NPI reporting tabs for Mid-year and Annual reporting periods.

Completing the NPI Report for Mid-Year

- On the "Goal 1 Reporting" tab enter an X in the upper right hand box, indicating Mid-year (January - June) Reporting period and is due June 30th.

Note: The following information automatically populated from the goal 1 workplan tab: contract number, contractor's name, contact person and title, phone number, e-mail address and fax number.

CSBG/NPI Program Report Instructions, Con't

- For the Mid-Year Progress Report, covering January through June, only report data on the grey sections.
- **Number of Participants/Units Expected to Achieve Outcome in Reporting Period:** The Workplan numbers will be automatically populated into the Reporting Document for Goals 1 through 6.
- **Number of Participants/Units Enrolled in Program(s) in Reporting Period:** Enter actual number enrolled in program (s) for the reporting period.
- **Number of Participants/Units Achieving Outcome in Reporting Period:** Enter the number that achieved the outcome for the reporting period.
- **Percentage Achieving Outcome in Reporting Period:** This field requires no data entry and will be automatically calculated from previous columns.
- **Required Explanation:** This field requires no data entry and will automatically calculated from previous columns. If a response is required, provide the explanation for the variance on the "Explanations Required Mid-Year" tab. The acceptable range for achievement for each reporting period is 80% to 120% of what the agency expected to achieve.

Note: ALL DATA FIGURES should be NUMERICAL. If the indicator does not apply to your agency's work, or data pertaining to that question is not available, leave the cell blank. Do not use percentages, fractions, abbreviations or alpha text.

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

Sample of NPI Report for Mid-Year

National Performance Indicator 1.1	Reporting Period	I Number of Participants Expected to Achieve Outcome in Reporting Period (#)	II Number of Participants Enrolled in Program(s) in Reporting Period (#)	III Number of Participants Achieving Outcome in Reporting Period (#)	IV Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	V Explanations Required (Report on last tab)
Employment The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by <u>one or more</u> of the following:						
A. Unemployed and obtained a job	Mid-Year	5	2	3	60%	Explanation
	Annual					
B. Employed and maintained a job for at least 90 days	Mid-Year					
	Annual					
C. Employed and obtained an increase in employment income and/or benefits	Mid-Year	20	15	12	60%	Explanation
	Annual					
D. Achieved "living wage" employment and/or benefits	Mid-Year					
	Annual					
<i>In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.</i>						
	Mid-Year					
	Annual					

CSBG/NPI Program Report Instructions, Con't

Completing the NPI Report for Annual

- On the “Goal 1 Reporting” tab enter an X in the upper right hand box indicating Annual Report. The Annual Report covers the term of January through December (cumulative) and is due January 20th. Each Report will reflect the agency’s success in achieving the outcomes.
- For the Annual Report, covering January through December, report data on the blue sections. Do not delete the data that was reported for the Mid-Year Progress Report.
- **Number of Participants/Units Expected to Achieve Outcome in Reporting Period:** The Workplan numbers will be automatically populated into the Reporting Document for Goals 1 through 6.
- **Number of Participants/Units Enrolled in Program(s) in Reporting Period:** Enter actual number enrolled in program (s) for the reporting period.
- **Number of Participants/Units Achieving Outcome in Reporting Period:** Enter the number that achieved the outcome for the reporting period.
- **Percentage Achieving Outcome in Reporting Period:** This field requires no data entry and will be automatically calculated from previous columns.
- **Required Explanation:** This field requires no data entry and will be automatically calculated from previous columns. If a response is required, provide the explanation for the variance on the "Explanations Required Annual" tab. The acceptable range for achievement for each reporting period is 80% to 120% of what the agency expected to achieve.

ALL DATA FIGURES should be NUMERICAL. If the indicator does not apply to your agency’s work, or data pertaining to that question is not available, leave the cell blank. Do not use percentages, fraction, abbreviations or alpha text.

Sample of NPI Report for Annual

National Performance Indicator 1.1	Reporting Period	I	II	III	IV	V
Employment		Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	Explanations Required (Report on last tab)
The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by <u>one or more</u> of the following:	Mid-Year					
	Annual	10	10	8	80%	
A. Unemployed and obtained a job	Mid-Year					
	Annual					
B. Employed and maintained a job for a least 90 days	Mid-Year					
	Annual					
C. Employed and obtained an increase in employment income and/or benefits	Mid-Year					
	Annual	40	30	25	63%	Explanation
D. Achieved "living wage" employment and/or benefits	Mid-Year					
	Annual					
<i>In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.</i>						
	Mid-Year					
	Annual					

CSBG/NPI Programs Report

Contractor Name: El Dorado County
 Contact Person and Title: Kristine Oase-Guth, Program Manager
 Phone Number: 530-621-7582 Ext. Number: _____
 E-mail Address: kristine.oase@edcgov.us Fax Number: _____

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

NPI 1.1: Employment

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

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

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

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

National Performance Indicator 1.1		I	II	III	IV	V
Employment	Reporting Period	Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	Explanations Required (Report on explanation tab)
The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by <u>one or more</u> of the following:	Mid-Year	4				
	Annual	8	37	37	463%	Explanation
B. Employed and maintained a job for a least 90 days	Mid-Year					
	Annual					
C. Employed and obtained an increase in employment income and/or benefits	Mid-Year					
	Annual					
D. Achieved "living wage" employment and/or benefits	Mid-Year					
	Annual					

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

	Mid-Year					
	Annual					

CSBG/NPI Programs Report

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

NPI 1.2: Employment Supports

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

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

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

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

National Performance Indicator 1.2		I	II	III	IV	V
Employment Supports	Reporting Period	Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	Explanations Required (Report on explanation tab)
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:	Mid-Year	10				
	Annual	20	59	37	185%	Explanation
A. Obtained skills/competencies required for employment	Mid-Year					
	Annual					
B. Completed ABE/GED and received certificate or diploma	Mid-Year					
	Annual					
C. Completed post-secondary education program and obtained certificate or diploma	Mid-Year					
	Annual					
D. Enrolled children in "before" or "after" school programs	Mid-Year					
	Annual					
E. Obtained care for child or other dependant	Mid-Year					
	Annual					
F. Obtained access to reliable transportation and/or driver's license	Mid-Year					
	Annual					
G. Obtained health care services for themselves and/or a family member	Mid-Year					
	Annual					
H. Obtained and/or maintained safe and affordable housing	Mid-Year					
	Annual					
I. Obtained food assistance	Mid-Year					
	Annual					
J. Obtained non-emergency LIHEAP energy assistance	Mid-Year					
	Annual					
K. Obtained non-emergency WX energy assistance	Mid-Year					
	Annual					
L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX)	Mid-Year					
	Annual					

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

	Mid-Year					
	Annual			13-0691	3A 86 of 102	

CSBG/NPI Programs Report

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

NPI 1.3: Economic Asset Enhancement and Utilization

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

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

National Performance Indicator 1.3		I	II	III	IV	V	VI
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:	Reporting Period	Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	Explanations Required (Report on explanation tab)	Aggregated Dollar Amounts (Payments, Credits or Savings) (\$) <i>If no dollars reported please explain</i>

ENHANCEMENT

A. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits.	Mid-Year						
	Annual						
B. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.	Mid-Year						
	Annual						
C. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.	Mid-Year						
	Annual						

CSBG/NPI Programs Report

National Performance Indicator 1.3		I	II	III	IV	V	VI
<p>Economic Asset Enhancement and Utilization</p> <p>The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by <u>one or more</u> of the following:</p>	Reporting Period	Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	Explanations Required (Report on explanation tab)	Aggregated Dollar Amounts (Payments, Credits or Savings) (\$) <i>If no dollars reported please explain</i>

UTILIZATION

D. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days	Mid-Year						N/A
	Annual						
E. Number and percent of participants opening an Individual Development Account (IDA) or other savings account	Mid-Year						N/A
	Annual						
F. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings	Mid-Year						
	Annual						
G. Number and percent of participants capitalizing a small business with accumulated IDA or other savings	Mid-Year						
	Annual						
H. Number and percent of participants pursuing post-secondary education with accumulated IDA or other savings	Mid-Year						
	Annual						
I. Number and percent of participants purchasing a home with accumulated IDA or other savings	Mid-Year						
	Annual						
J. Number and percent of participants purchasing other assets with accumulated IDA or other savings	Mid-Year						
	Annual						

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

	Mid-Year						
	Annual						

CSBG/NPI Programs Report

Contractor Name: El Dorado County
 Contact Person and Title: Kristine Oase-Guth, Program Manager
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 E-mail Address: kristine.oase@edcgov.us Fax Number: _____

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

NPI 2.1: Community Improvement and Revitalization

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

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

National Performance <u>Indicator 2.1</u> Community Improvement and Revitalization		I	II	III	IV	V	VI
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:	Reporting Period	Number of Projects or Initiatives Expected to Achieve in Reporting Period (#)	Number of Projects or Initiatives (#)	Number of Opportunities and/or Community Resources Preserved or Increased (#)	Percentage Achieving Outcome in Reporting Period (II/I=IV) (%)	Explanations Required (Report on explanation tab) (II/I=V)	Explanations Required for Projects to Opportunities Ratio (II is greater than III) (Report on explanation tab)
A. Jobs created, or saved, from reduction or elimination in the community.	Mid-Year						
	Annual						
B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community.	Mid-Year						
	Annual						
C. Safe and affordable housing units created in the community	Mid-Year						
	Annual						
D. Safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy	Mid-Year						
	Annual						
E. Accessible safe and affordable health care services/facilities for low-income people created, or saved from reduction or elimination	Mid-Year						
	Annual						
F. Accessible safe and affordable child care or child development placement opportunities for low-income families created, or saved from reduction or elimination	Mid-Year						
	Annual						
G. Accessible "before school" and "after school" program placement opportunities for low-income families created, or saved from reduction or elimination	Mid-Year						
	Annual						
H. Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation.	Mid-Year						
	Annual						
I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education	Mid-Year						
	Annual						

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

	Mid-Year						
	Annual						

CSBG/NPI Programs Report

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

NPI 2.2: Community Quality of Life and Assets

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

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

National Performance <u>Indicator 2.2</u>		I	II	III	IV	V	VI
Community Quality of Life and Assets	Reporting Period	Number of Program Initiatives or Advocacy Efforts Expected to Achieve in Reporting Period (#)	Number of Projects or Initiatives or Advocacy Efforts (#)	Number of Community Assets, Services or Facilities Preserved or Increased (#)	Percentage Achieving Outcome in Reporting Period (II/I=IV) (%)	Explanations Required (Report on explanation tab)	Explanations Required for Project to Opportunity Ratio (II is greater than III) (Report on explanation tab)
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:	Mid-Year						
	Annual						
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	Mid-Year						
	Annual						
B. Increase in the availability or preservation of community facilities	Mid-Year						
	Annual						
C. Increase in the availability or preservation of community services to improve public health and safety	Mid-Year						
	Annual						
D. Increase in the availability or preservation of commercial services within low-income neighborhoods	Mid-Year						
	Annual						
E. Increase or preservation of neighborhood quality-of-life resources	Mid-Year						
	Annual						
<i>In the rows below, please include any additional indicators for NPI 2.2 that were not captured above.</i>							
	Mid-Year						
	Annual						

CSBG/NPI Programs Report

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

NPI 2.3: Community Engagement

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

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

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

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

National Performance Indicator 2.3		I	II	III	IV
Community Engagement	Reporting Period	Number of Total Contribution by Community Expected to Achieve in Reporting Period (#)	Total Contribution by Community	Percentage Achieving Outcome in Reporting Period (II/I=III) (%)	Explanations Required (Report on explanation tab)
The number of community members working with Community Action to improve conditions in the community.	Mid-Year	25			
	Annual	25	32	128%	Explanation
A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives	Mid-Year	10,000			
	Annual	20,000	25,840	129%	Explanation
B. Number of volunteer hours donated to the agency (This will be All volunteer hours)	Mid-Year				
	Annual				
<i>In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.</i>					
	Mid-Year				
	Annual				

CSBG/NPI Programs Report

Contractor Name: El Dorado County

Contact Person and Title: Kristine Oase-Guth, Program Manager

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

NPI 3.1: Community Enhancement through Maximum Feasible Participation

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

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

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

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

National Performance <u>Indicator 3.1</u> Community Enhancement through Maximum Feasible Participation	Reporting Period	I Total Number of Volunteer Hours Expected to Achieve in Reporting Period (#)	II Total Number of Volunteer Hours (#)	III Percentage Achieving Outcome in Reporting Period (II/I=III) (%)	IV Explanations Required (Report on explanation tab)
The number of volunteer hours donated to Community Action.					
The total number of volunteer hours donated by <u>low-income</u> individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.)	Mid-Year	35			
	Annual	75	78	104%	

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

	Mid-Year				
	Annual				

CSBG/NPI Programs Report

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

NPI 3.2: Community Empowerment Through Maximum Feasible Participation

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

A need exists to ensure participation of low income individuals on advisory councils that enable them to provide input to decision making and policy setting boards relative to community action issues.

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

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

National Performance <u>Indicator 3.2</u>		I	II	III	IV
Community Empowerment through Maximum Feasible Participation	Reporting Period	Number of Low-Income People Expected to Achieve in Reporting Period (#)	Number of Low-Income People in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (II/I=III) (%)	Explanations Required (Report on explanation tab)
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:	Mid-Year	19			
	Annual	19	19	100%	
A. Number of low-income people participating in formal community organizations, government, boards, or councils that provide input to decision making and policy setting through community action efforts	Mid-Year				
	Annual				
B. Number of low-income people acquiring businesses in their community as a result of community action assistance	Mid-Year				
	Annual				
C. Number of low-income people purchasing their own home in their community as a result of community action assistance	Mid-Year				
	Annual				
D. Number of low-income people engaged in non-governance community activities or groups created or supported by community action	Mid-Year				
	Annual				

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

	Mid-Year				
	Annual				

CSBG/NPI Programs Report

Contractor Name: El Dorado County
 Contact Person and Title: Kristine Oase-Guth, Program Manager
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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.)

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

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

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

National Performance Indicator 4.1 Expanding Opportunities Through Community- Wide Partnerships	Reporting Period	I	II	III	IV	V	VI
The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.		Number of Organizations Expected to Achieve in Reporting Period (#)	Number of Partnerships Expected to Achieve in Reporting Period (#)	Number of Organizations in Reporting Period (#)	Number of Partnerships in Reporting Period (#)	Explanations Required (III/I=V) (Report on explanation tab)	Explanations Required (IV/II=VI) (Report on explanation tab)
A. Non-Profit	Mid-Year	25	25				
	Annual	25	25	25	25		
B. Faith Based	Mid-Year	4	4				
	Annual	4	4	4	4		
C. Local Government	Mid-Year	16	16				
	Annual	16	16	16	14		
D. State Government	Mid-Year	4	4				
	Annual	4	4	4	4		
E. Federal Government	Mid-Year	1	1				
	Annual	1	1	1	1		
F. For-Profit Business or Corporation	Mid-Year	8	8				
	Annual	8	8	8	8		
G. Consortiums/Collaboration	Mid-Year	1	1				
	Annual	1	1	1	1		
H. Housing Consortiums/Collaboration	Mid-Year	1	1				
	Annual	1	1	1	1		
I. School Districts	Mid-Year	1	1				
	Annual	1	1	1	1		
J. Institutions of postsecondary education/training	Mid-Year	3	3				
	Annual	3	3	3	3		
K. Financial/Banking Institutions	Mid-Year	6	6				
	Annual	6	6	6	6		
L. Health Service Institutions	Mid-Year	14	14				
	Annual	14	14	14	14		
M. State wide associations or collaborations	Mid-Year						
	Annual						

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

	Mid-Year						
	Annual						
The total number of organizations CAAs work with to promote family and community outcomes (automatically calculates)	Mid-Year	84	84				
	Annual	84	84	84	82		

CSBG/NPI Programs Report

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Goal 5: Agencies increase their capacity to achieve results.

NPI 5.1: Agency Development

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

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

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

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

National Performance Indicator 5.1		I	II	III	IV
Agency Development	Reporting Period	Number of Resources in Agency Expected to Achieve in Reporting Period (#)	Number of Resources in Agency in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (II/I=III) (%)	Explanations Required (Report on explanation tab)
The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by <u>one or more</u> of the following:	Mid-Year				
	Annual				
A. Number of Certified Community Action Professionals	Mid-Year				
	Annual				
B. Number of Nationally Certified ROMA Trainers	Mid-Year				
	Annual				
C. Number of Family Development Certified Trainers	Mid-Year				
	Annual				
D. Number of Child Development Certified Trainers	Mid-Year				
	Annual				
E. Number of staff attending trainings	Mid-Year	35			
	Annual	70	437	624%	Explanation
F. Number of Board Members attending trainings	Mid-Year				
	Annual				
G. Hours of staff in trainings	Mid-Year	3,500			
	Annual	7,000	12,821	183%	Explanation
H. Hours of Board Members in trainings	Mid-Year				
	Annual				

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

	Mid-Year				
	Annual				

CSBG/NPI Programs Report

Contractor Name: El Dorado County
 Contact Person and Title: Kristine Oase-Guth, Program Manager
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Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

NPI 6.1: Independent Living

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

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

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

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

National Performance Indicator 6.1		I	II	III	IV
Independent Living	Reporting Period	Number of Vulnerable Individuals Living Independently Expected to be Served in Reporting Period (#)	Number of Vulnerable Individuals Living Independently in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (II/I=III) (%)	Explanations Required (Report on explanation tab)
The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services:	Mid-Year	2,000			
	Annual	4,000	4,037	101%	
A. Senior Citizens (<i>seniors can be reported twice, once under Senior Citizens and again, if they are disabled, under Individuals with Disabilities, ages 55-over.</i>)					
B. Individuals with Disabilities					
Ages:	Mid-Year	100			
a. 0-17	Annual	100	197	197%	Explanation
b. 18-54	Mid-Year	150			
	Annual	150	277	185%	Explanation
c. 55-over	Mid-Year	500			
	Annual	500	782	156%	Explanation
d. Age Unknown	Mid-Year		2		#DIV/0!
	Annual				
TOTAL Individuals with Disabilities (automatically calculates)	Mid-Year	750	2	0%	Explanation
	Annual	750	1,256	167%	Explanation
<i>In the rows below, please include any additional indicators for NPI 6.1 that were not captured above.</i>					
	Mid-Year				
	Annual				

CSBG/NPI Programs Report

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

NPI 6.2: Emergency Assistance

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

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

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

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

National Performance Indicator 6.2		I	II	III	IV	V
Emergency Assistance	Reporting Period	Number of Individuals Seeking Assistance Projected to be Served in Reporting Period (#)	Number of Individuals Seeking Assistance in Reporting Period (#)	Number of Individuals Receiving Assistance in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	Explanations Required (Report on explanation tab)
The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided, including such service as:	Mid-Year	130				
	Annual	130	130	130	100%	
A. Emergency Food	Mid-Year	25				
	Annual	50	90	90	180%	Explanation
B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	Mid-Year					
	Annual					
C. Emergency Rent or Mortgage Assistance	Mid-Year	8				
	Annual	17	5	5	29%	Explanation
D. Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)	Mid-Year					
	Annual					
E. Emergency Temporary Shelter	Mid-Year					
	Annual					
F. Emergency Medical Care	Mid-Year					
	Annual					
G. Emergency Protection from Violence	Mid-Year	35				
	Annual	75	72	72	96%	
H. Emergency Legal Assistance	Mid-Year					
	Annual					
I. Emergency Transportation	Mid-Year					
	Annual					
J. Emergency Disaster Relief	Mid-Year					
	Annual					
K. Emergency Clothing	Mid-Year					
	Annual					

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

	Mid-Year					
	Annual					

CSBG/NPI Programs Report

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

NPI 6.3: Child and Family Development

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

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

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

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

National Performance Indicator 6.3		I	II	III	IV	V
Child and Family Development	Reporting Period	Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	Explanations Required (Report on explanation tab)
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:						

INFANTS & CHILDREN

A. Infants and children obtain age appropriate immunizations, medical, and dental care	Mid-Year					
	Annual					
B. Infant and child health and physical development are improved as a result of adequate nutrition	Mid-Year	2,000				
	Annual	2,000	2,154	2,154	108%	
C. Children participate in pre-school activities to develop school readiness skills	Mid-Year					
	Annual					
D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade	Mid-Year					
	Annual					

YOUTH

E. Youth improve health and physical development	Mid-Year					
	Annual					
F. Youth improve social/emotional development	Mid-Year					
	Annual					
G. Youth avoid risk-taking behavior for a defined period of time	Mid-Year					
	Annual					
H. Youth have reduced involvement with criminal justice system	Mid-Year					
	Annual					
I. Youth increase academic, athletic, or social skills for school success	Mid-Year					
	Annual					

PARENTS AND OTHER ADULTS

J. Parents and other adults learn and exhibit improved parenting skills	Mid-Year					
	Annual					
K. Parents and other adults learn and exhibit improved family functioning skills	Mid-Year					
	Annual					

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

	Mid-Year					
	Annual					

CSBG/NPI Programs Report

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

NPI 6.4: Family Supports

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

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

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

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

National Performance Indicator 6.4 Family Supports (Seniors, Disabled and Caregivers)	Reporting Period	I	II	III	IV	V
Low-income people who are unable to work , especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:		Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (III/I=IV) (%)	Explanations Required (Report on explanation tab)
A. Enrolled children in before or after school programs	Mid-Year					
	Annual					
B. Obtained care for child or other dependent	Mid-Year					
	Annual					
C. Obtained access to reliable transportation and/or driver's license	Mid-Year					
	Annual					
D. Obtained health care services for themselves and/or family member	Mid-Year					
	Annual					
E. Obtained and/or maintained safe and affordable housing	Mid-Year	370				
	Annual	370	374	374	101%	
F. Obtained food assistance	Mid-Year					
	Annual					
G. Obtained non-emergency LIHEAP energy assistance	Mid-Year	750				
	Annual	1,500	3,001	3,001	200%	Explanation
H. Obtained non-emergency WX energy assistance	Mid-Year	60				
	Annual	120	176	176	147%	Explanation
I. Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)	Mid-Year					
	Annual					

In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.

	Mid-Year					
	Annual					

CSBG/NPI Programs Report

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

NPI 6.5: Service Counts

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

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

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

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

National Performance Indicator 6.5		I	II	III	IV
Service Counts	Reporting Period	Number of Services Expected in Reporting Period (#)	Number of Services in Reporting Period (#)	Percentage Achieving Outcome in Reporting Period (II/I=III) (%)	Explanations Required (Report on explanation tab)
The number of services provided to low-income individuals and/or families, as measured by <u>one or more</u> of the following:	Mid-Year				
	Annual				
A. Food Boxes	Mid-Year				
	Annual				
B. Pounds of Food	Mid-Year				
	Annual				
C. Units of Clothing	Mid-Year				
	Annual				
D. Rides Provided	Mid-Year				
	Annual				
E. Information and Referral Calls	Mid-Year	7,000			
	Annual	14,000	8,371	60%	Explanation
<i>In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.</i>					
	Mid-Year				
	Annual				

Contractor Name: El Dorado County
 Contact Person and Title: Kristine Oase-Guth, Program Manager
 Phone Number: 530-621-7582 Ext. Number: _____
 E-mail Address: kristine.oase@edcgov.us Fax Number: _____

Annual NPI Explanations

This space is to record an explanation for not meeting or exceeding your projections. This information should include any program changes, achievement trends or reductions or additions in funding. In addition, this space is available to provide any significant narrative information for national goals.

NPI	Select the reason from the dropdown menu	Add a brief explanation
1.1.A		Stabilization of staff within the program which allowed for increased program outreach within the community
1.2.A		Stabilization of staff within the program which allowed for increased program outreach within the community
2.3A		Included additional advisory board volunteers
2.3B		Able to capture additional program volunteer hours
5.1.E		Changes to the Training Data Base Reporting system provided additional information.
5.1.G		Changes to the Training Data Base Reporting system provided additional information.
6.1.B		The ACA has allowed more individuals to be eligible for Medi-Cal. As a result, we have seen an increase in disabled individuals seeking services such as IHSS.
6.2B		The Agency received additional requests during 2016 due to the weather and also the program was fully staffed.
6.2.D		The Agency received reduced requests for emergency repairs. Many of the emergency repairs also included non-emergency repairs.
6.4G		The Agency received additional requests during 2016 due to the weather and also the program was fully staffed.
6.5.E		The Agency is using a different data base for Information & Referral calls.
