

2026/2027 Community Needs Assessment and Community Action Plan

El Dorado County Health and Human Services



**HEALTH AND HUMAN
SERVICES AGENCY**
EL DORADO COUNTY
Transforming Lives and Improving Futures



Template Revised - 02/13/2025

Contents

Introduction 3

 Purpose 3

 Federal CSBG Programmatic Assurances and Certification..... 3

 State Assurances and Certification 3

 Compliance with CSBG Organizational Standards..... 4

 What’s New for 2026/2027? 4

Checklist..... 5

Cover Page 6

Public Hearing(s) 7

Part I: Community Needs Assessment Summary 9

 Narrative 11

 Results..... 14

Part II: Community Action Plan 16

 Vision and Mission Statements 16

 Causes and Conditions of Poverty 17

 Tripartite Board of Directors 20

 Service Delivery System 21

 Linkages and Funding Coordination..... 22

 Monitoring..... 29

 ROMA Application..... 30

 Federal CSBG Programmatic Assurances 31

 State Assurances..... 34

 Organizational Standards..... 35

Part III: Appendices 37

Introduction

The Department of Community Services and Development (CSD) has developed the 2026/2027 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. CSD requests agencies submit a completed CAP, including a CNA, to CSD on or before **June 30, 2025**. Changes from the previous template are detailed below in the “What’s New for 2026/2027?” section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. A completed CAP template should not exceed 65 pages, excluding the appendices.

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

As required by the CSBG Act, states are required to submit a State Plan as a condition to receive funding. Information provided in agencies’ CAPs will be included in the CSBG State Plan. Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and program performance improvement. A list of the applicable State Assurances is provided in this template. CSBG agencies should review these assurances and confirm that they are in compliance. Signature of the board chair and executive director on the Cover Page certify compliance with the State Assurances.

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138](#) dated January 26, 2015, CSBG agencies will comply with the Organizational Standards. A list of Organizational Standards that are met by an accepted CAP, including a CNA, are found in the Organizational Standards section of this template. Agencies are encouraged to utilize this list as a resource when reporting on the Organizational Standards annually.

What's New for 2026/2027?

Due Date. The due date for your agency's 2026/2027 CAP is June 30, 2025. However, earlier submission of the CSBG Network's CAPs will allow CSD more time to review and incorporate agency information in the CSBG State Plan and Application. CSD, therefore, requests that agencies submit their CAPs on or before May 31, 2025.

ROMA Certification Requirement. CSD requires that agencies have the capacity to provide their own ROMA, or comparable system, certification for your agency's 2026/2027 CAP. Certification can be provided by agency staff who have the required training or in partnership with a consultant or another agency.

Federal CSBG Programmatic and State Assurances Certification. In previous templates, the federal and state assurances were certified by signature on the Cover Page and by checking the box(es) in both federal and state assurances sections. In the 2026/2027 template, CSD has clarified the language above the signature block on the Cover Page and done away with the check boxes. Board chairs and executive directors will certify compliance with the assurances by signature only. However, the Federal CSBG Programmatic Assurances and the State Assurances language remain part of the 2026/2027 template.

Other Modifications. The title page of the template has been modified to include your agency's name and logo. Please use this space to brand your agency's CAP accordingly. CSD has also added references to the phases of the ROMA Cycle i.e. assessment, planning, implementation, achievement of results, and evaluation throughout the 2026/2027 template. Additionally, there are a few new questions, minor changes to old questions, and a reordering of some questions.

Checklist

- ☐ Cover Page
- ☐ Public Hearing Report

Part I: Community Needs Assessment Summary

- ☐ Narrative
- ☐ Results

Part II: Community Action Plan

- ☐ Vision and Mission Statements
- ☐ Causes and Conditions of Poverty
- ☐ Tripartite Board of Directors
- ☐ Service Delivery System
- ☐ Linkages and Funding Coordination
- ☐ Monitoring
- ☐ ROMA Application
- ☐ Federal CSBG Programmatic Assurances
- ☐ State Assurances
- ☐ Organizational Standards

Part III: Appendices

- ☐ Notice of Public Hearing
- ☐ Low-Income Testimony and Agency's Response
- ☐ Community Needs Assessment


Cover Page

Agency Name:	El Dorado County Health and Human Services Agency
Name of CAP Contact:	Rebecca Johnson
Title:	Program Coordinator
Phone:	(530) 621-6255
Email:	Rebecca.johnson@edcgov.us

Date Most Recent CNA was Completed: (Organizational Standard 3.1)	5/6/2025
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Board and Agency Certification

The undersigned hereby certifies that this agency will comply with the [Federal CSBG Programmatic Assurances \(CSBG Act Section 676\(b\)\)](#) and [California State Assurances \(Government Code Sections 12747\(a\), 12760, and 12768\)](#) for services and programs provided under the 2026/2027 Community Needs Assessment and Community Action Plan. The undersigned governing body accepts the completed Community Needs Assessment. (Organizational Standard 3.5)


 Olivia Byron-Cooper (Jun 4, 2025 09:17 PDT)

Name:	Olivia Byron-Cooper	Name:	
Title:	Executive Director	Title:	Board Chair
Date:	06/04/2025	Date:	

ROMA Certification

The undersigned hereby certifies that this agency's Community Action Plan and strategic plan document the continuous use of the Results Oriented Management and Accountability (ROMA) system or comparable system (assessment, planning, implementation, achievement of results, and evaluation). (CSBG Act 676(b)(12), Organizational Standard 4.3)

Name:	Rebecca Johnson
ROMA Title:	California ROMA Representative
Date:	5/6/2025

CSD Use Only

Dates CAP		Accepted By
Received	Accepted	

Public Hearing(s)

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

State Statute Requirements

As required by California Government Code Section 12747(b)-(d), agencies are required to conduct a public hearing for the purpose of reviewing the draft CAP. Testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP.

Guidelines

Notice of Public Hearing

1. Notice of the public hearing should be published at least 10 calendar days prior to the public hearing.
2. The notice may be published on the agency's website, social media channels, and/or in newspaper(s) of local distribution.
3. The notice should include information about the draft CAP; where members of the community may review, or how they may receive a copy of, the draft CAP; the dates of the comment period; where written comments may be sent; date, time, and location of the public hearing; and the agency contact information.
4. The comment period should be open for at least 10 calendar days prior to the public hearing. Agencies may opt to extend the comment period for a selected number of days after the hearing.
5. The draft CAP should be made available for public review and inspection approximately 30 days prior to the public hearing. The draft CAP may be posted on the agency's website, social media channels, and distributed electronically or in paper format.
6. Attach a copy of the Notice(s) of Public Hearing in Part III: Appendices as Appendix A.

Public Hearing

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

Additional Guidance

For the purposes of fulfilling the public hearing requirement on the draft CAP, agencies may conduct the public hearing in-person, remotely, or using a hybrid model based on community need at the time of the hearing.

Public Hearing Report

Date(s) the Notice(s) of Public Hearing(s) was/were published	Tuesday, April 1, 2025
Date Public Comment Period opened	Wednesday, April 16, 2025
Date Public Comment Period closed	Wednesday, April 30, 2025
Date(s) of Public Hearing(s)	Wednesday, April 23, 2025
Location(s) of Public Hearing(s)	330 Fair Lane, Building A, Conference Room A, Placerville, CA 95667
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Agency Website, Agency Facebook Page, and Flyers
Number of attendees at the Public Hearing(s)	12

Part I: Community Needs Assessment Summary

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

A community needs assessment provides a comprehensive “picture” of the needs in your service area(s). Resources are available to guide agencies through this process.

- CSD-lead training – “Community Needs Assessment: Common Pitfalls and Best Practices” on Tuesday, September 10, 2024, at 1:00 pm. [Registration is required](#). The training will be recorded and posted on the Local Agencies Portal after the event.
- Examples of CNAs, timelines, and other resources are on the [Local Agencies Portal](#).
- [Community Action Guide to Comprehensive Community Needs Assessments](#) published by the National Association for State Community Service Programs (NASCSPP).
- [Community Needs Assessment Tool](#) designed by the National Community Action Partnership (NCAP).
- National and state quantitative data sets. See links below.

Sample Data Sets		
U.S. Census Bureau Poverty Data	U.S. Bureau of Labor Statistics Economic Data	U.S. Department of Housing and Urban Development Housing Data & Report
HUD Exchange PIT and HIC Data Since 2007	National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS
California Department of Education School Data via DataQuest	California Employment Development Department UI Data by County	California Department of Public Health Various Data Sets
California Department of Finance Demographics	California Attorney General Open Justice	California Health and Human Services Data Portal
CSD Census Tableau Data by County		Population Reference Bureau KidsData
Data USA National Public Data	National Equity Atlas Racial and Economic Data	Census Reporter Census Data

Sample Data Sets		
Urban Institute SNAP Benefit Gap	Race Counts California Racial Disparity Data	Rent Data Fair Market Rent by ZIP
UC Davis Center for Poverty & Inequality Poverty Statistics	University of Washington Center for Women's Welfare California Self-Sufficiency Standard	University of Wisconsin Robert Wood Johnson Foundation County Health Rankings
Massachusetts Institute of Technology Living Wage Calculator	Nonprofit Leadership Center Volunteer Time Calculator	Economic Policy Institute Family Budget Calculator

Narrative

CSBG Act Section 676(b)(9)

Organizational Standards 2.2, 3.3

ROMA – Assessment

Based on your agency's most recent CNA, please respond to the questions below.

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

The County of El Dorado is in the historic Gold Country in the Sierra Nevada Mountains and foothills between Sacramento and the State of Nevada and covers over 1,710 square miles. Made up of forests, lakes, rivers, trails, and mountain ranges, El Dorado County's unique geographic area and location allows for some of the most beautiful weather and scenery in the country. The agency serves the entire county, which is home to more than 192,000 people. There are two municipalities within the county. The City of South Lake Tahoe has over 29,000 people; the City of Placerville has over 37,000 people. The agency has two primary office locations in both the South Lake Tahoe and Placerville areas. To ensure high-needs areas and neighborhoods of poverty are being served by the agency, the agency has partnered with local libraries throughout the county to ensure clients are able to access services and resources closer to home. Some of these high-needs areas are towns like Georgetown, Somerset, Pollock Pines, and Grizzly Flats. These communities have homes in hard-to-reach places due to difficult terrain and large properties. Residents in these communities often rely on their local supports such as the libraries and local businesses that work closely with El Dorado County Health and Human Services Agency.

2. Indicate from which sources your agency collected and analyzed quantitative data for its most recent CNA. (Check all that apply.) (Organizational Standard 3.3)

Federal Government/National Data Sets

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

Local Data Sets

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

California State Data Sets

- ☐ Employment Development Department
- ☒ Department of Education
- ☐ Department of Public Health
- ☐ Attorney General
- ☐ Department of Finance
- ☐ Other

Surveys

- ☐ Clients
- ☒ Partners and other service providers
- ☒ General public
- ☒ Staff
- ☒ Board members
- ☒ Private sector
- ☒ Public sector
- ☒ Educational Institutions
- ☐ Other

Agency Data Sets

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

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

Surveys

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

Interviews

- ☐ Local leaders
- ☐ Elected officials
- ☐ Partner organizations' leadership
- ☐ Board members
- ☐ New and potential partners
- ☒ Clients

Focus Groups

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

☒ **Community Forums**☐ **Asset Mapping**☐ **Other**

4. Confirm that your agency collected and analyzed information from each of the five community sectors below as part of the assessment of needs and resources in your service area(s). Your agency must demonstrate that all sectors were included in the needs assessment by checking each box below; a response for each sector is required. (CSBG Act Section 676(b)(9), Organizational Standard 2.2)

Community Sectors

- ☒Community-based organizations: Input from community-based organizations such as Motherload Rehabilitation Center (MORE) and Stanford Youth and Family Services.
- ☒Faith-based organizations: Local organizations such as Green Valley Church and the Church of Jesus Christ of Latter-Day Saints shared input.
- ☒Private sector (local utility companies, charitable organizations, local food banks): Companies such as Liberty Utilities and Food Bank of El Dorado County shared information and input.
- ☒Public sector (social services departments, state agencies): Health and Human Services Agency staff shared input.
- ☒Educational institutions (local school districts, colleges): Information was gathered from El Dorado County Office of Education

Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Organizational Standards 4.2

State Plan Summary and Section 14.1a

ROMA – Planning

Based on your agency's most recent CNA, please complete Table 1: Needs Table and Table 2: Priority Ranking Table.

Table 1: Needs Table					
Needs Identified	Level (C/F)	Agency Mission (Y/N)	Currently Addressing (Y/N)	If not currently addressing, why?	Agency Priority (Y/N)
The community lacks affordable housing options.	C	Y	Y	Choose an item.	Y
Families are unable to pay their utility bills.	F	Y	Y	Choose an item.	Y
Low-income community members lack affordable and healthy food options.	C	Y	Y	Choose an item.	Y
				Choose an item.	
				Choose an item.	

Needs Identified: Enter each need identified in your agency's most recent CNA. Ideally, agencies should use ROMA needs statement language in Table 1. ROMA needs statements are complete sentences that identify the need. For example, "Individuals lack living wage jobs" or "Families lack access to affordable housing" are needs statements. Whereas "Employment" or "Housing" are not. Add row(s) if additional space is needed.

Level (C/F): Identify whether the need is a community level (C) or a family level (F) need. If the need is a community level need, the need impacts the geographical region directly. If the need is a family level need, it will impact individuals/families directly.

Agency Mission (Y/N): Indicate if the identified need aligns with your agency's mission.

Currently Addressing (Y/N): Indicate if your agency is addressing the identified need.

If not currently addressing, why?: If your agency is not addressing the identified need, please select a response from the dropdown menu.

Agency Priority: Indicate if the identified need is an agency priority.

Table 2: Priority Ranking Table

	Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category
1.	The community lacks affordable housing options.	El Dorado County provides HUD rental subsidy assistance to provide affordable housing options and for residents to afford housing.	FNPI 4b.
2.	Low-income community members lack affordable and healthy food options.	The Senior Nutrition program provides healthy and affordable lunch options to seniors for a suggested donation amount of \$3.00 a meal. The Food Bank of El Dorado County also partners with the county agency to promote food boxes for families in need, free of charge.	SRV 5ii.
3.	Families are unable to pay their utility bills.	The Low-Income Home Energy Assistance Program helps qualifying families pay their utility bills.	FNPI 4h.
4.			
5.			

Agency Priorities: Rank the needs identified as a priority in Table 1: Needs Table according to your agency's planned priorities. Ideally, agencies should use ROMA needs statement language. Insert row(s) if additional space is needed.

Description of programs, services, activities: Briefly describe the program, services, or activities that your agency will provide to address the need. Including the number of clients who are expected to achieve the indicator in a specified timeframe.

Indicator/Service Category: List the indicator(s) (CNPI, FNPI) or service(s) (SRV) that will be reported on in Modules 3 and 4 of the CSBG Annual Report.

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

California Code of Regulations Sections 100651 and 100655

Vision and Mission Statements

ROMA – Planning

1. Provide your agency's Vision Statement.
Transforming lives and improving futures.
2. Provide your agency's Mission Statement.
Unified in building a stronger, safer, and healthier community.

Causes and Conditions of Poverty

Organizational Standards 1.1, 1.2, 3.2, 3.4

ROMA – Planning

1. Describe the key findings of your analysis of information collected directly from low-income individuals to better understand their needs. (Organizational Standards 1.1, 1.2)

Low-income households in El Dorado County often struggle to meet basic needs. For many, the overall high cost of living has had a cumulative negative effect, creating a constant struggle of being in and out of debt. Many community members experience food insecurity and cannot absorb recent increases in food costs at the grocery store. Many utilize local food distribution sites, such as the Food Bank of El Dorado County and churches to help put food on the table. Individuals also state that the cost of utility bills (such as electricity and propane), and bills for water, sewer and refuse service have risen dramatically and are becoming too high to manage. Some households report relying on credit cards to pay monthly bills or simply forgoing making payments at all, risking utility shut offs or mounting debt. Income has not kept pace with inflation. The constant struggle to manage debt and meet basic needs has created ongoing stress on individuals and their families.

2. Describe your agency's assessment findings specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area(s). (Organizational Standard 3.2)

Seven percent of adults 65 years old and older live in poverty in El Dorado County. The poverty rate for children under age 18 is higher, with 9.1 percent living in poverty. The poverty rate for women is slightly higher than for men – 6.7 percent for women and 6 percent for men. Household income data for El Dorado County show large gaps and disparities in income based on race and ethnicity. In 2024, the median household income for a White household was \$99,608, whereas the median household income for a Black/African American household was \$67,941, and the median household income for a Native American/Pacific Islander household was \$58,190. This data is found on the Well Dorado website.

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

Several factors contribute to the poverty rate in El Dorado County. The high cost of living, particularly housing expenses, is a significant challenge for many people in our county. The rural nature of the county can lead to fewer job opportunities and difficulties in accessing essential services. Other primary causes of poverty in our county include low-paying jobs, unemployment, devastation caused by the Mosquito and Caldor fires, and lack of education.

Lack of Affordable Housing: Seventy percent of extremely low-income households in El Dorado County pay more than half of their income on housing costs. Renters in El Dorado County need to earn \$35.21 per hour – 2.2 times the state minimum wage – to afford the average monthly rent of \$1831. According to the California Housing Partnership, 3,555 low-income renter households in El Dorado County do not have access to an affordable home.

Lack of Jobs and/or Reduction of Hours: Stable employment with higher wages allow people to afford the goods and services that are necessary to meet basic needs and enhance their well-being. Economic opportunity, especially having a job that pays well, is one of the most powerful predictors of good health. Unemployment, especially for people in or near poverty, is associated with higher rates of stress-related illnesses and increased mortality. According to the California Labor Market Review for 2024, 4.4% of the labor force in El Dorado County is unemployed. The lack of higher paying jobs and reduction of work hours can create a downward spiral for families. Without stable employment and a stable paycheck, many families will not be able to afford rent/mortgage, utility bills, medical bills, and food.

Rising Costs of Utilities: The rising costs of utilities are affecting the community. Heating and cooling bills come on top of rising costs for other needs such as housing and food. Many families are forced to choose between paying their heating or cooling bill, their rent or mortgage, or putting food on their table.

Food Insecurity: The U.S. Department of Agriculture (USDA) defines food insecurity as limited or uncertain availability of nutritionally adequate foods or uncertain ability to acquire these foods in socially acceptable ways. The child food insecurity rate in El Dorado County is 11.7 percent. The food insecurity rate for all people in the county is 9.9 percent. Low-income and underserved areas often have limited numbers of stores that sell healthy foods. People living farther away from grocery stores are less likely to access healthy food options on a regular basis and thus are more likely to consume foods which are readily available at convenience stores and fast-food outlets.

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

El Dorado County continues its recovery from the COVID-19 pandemic, 2021 Caldor Fire and the 2022 Mosquito Fire. However, growth is slow and community members have been impacted by at least one of the following:

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

for purchase. USHousingData.com reports that the Fair Market Rent in El Dorado County for a 3-bedroom home is \$2,992. However, in smaller areas such as Cameron Park, the rental cost for a 3-bedroom home is \$3,110. With over 53.1% of renters spending 30% or more of household income on rent, many families are finding themselves priced out of the county. Spending a high percentage of household income on housing can create financial hardship, especially for home renters with limited incomes. High housing costs can make it hard to afford other expenses for health care, food, transportation, and savings, which can also increase stress, mental health problems, and other issues.

High cost of utility bills: Over the past year, many of our families have seen an increase in their monthly utility costs. California residents pay 22% more on average for utilities than the average U.S. resident. In 2024, the average El Dorado County HEAP clients' combined cost for utilities was \$301.00 per month. The average monthly income was \$1,881. On average HEAP applicants are using 16% of their income on utilities. The high cost of rent leaves low-income residents with very little left to cover additional expenses. This high monthly cost is a burden to low-income families living in the community, especially those living on a fixed income.

Food insecurity: Factors influencing food insecurity rates include unemployment, lack of affordable housing, chronic health conditions or lack of access to healthcare and overall increased cost. By the end of 2024, the agency reported that CalFresh had 9,087 CalFresh cases. This is an increase of over 200 cases compared to the previous year.

5. Describe your agency's data and findings obtained through the collecting, analyzing, and reporting of customer satisfaction data.

Feedback from customers is gathered primarily through one-on-one interactions during client contact and/or appointments with program staff. However, members of the public are also able to provide feedback through online submission of emails, and periodic customer satisfaction surveys. Staff have had positive feedback from clients regarding the customer service provided. Clients have also commented on their appreciation for services which have helped them meet important needs, including financial assistance through the LIHEAP program, socialization and low-cost meals through the Senior Nutrition program, linkages to resources and supports via the Senior Information and Assistance program, and more.

Tripartite Board of Directors

CSBG Act Sections 676B(a) and (b), 676(b)(10)

Organizational Standards 1.1. 3.5

ROMA – Evaluation

1. Describe your agency's procedures under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10), Organizational Standard 1.1)

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 public representatives, five community representatives and five representatives of the low-income sector. Community representatives are from agencies that serve a high percentage of low-income individuals living in El Dorado County. 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 to the County's website, and the public is encouraged to attend, participate in discussions, provide their feedback and information about local needs, and/or to express opinions or concerns. Meetings are held in person and available via ZOOM. When member vacancies occur, they are advertised through public notices, web postings and other venues. The agency has developed an application for individuals or organizations to serve as member representatives on the Community Action Council. Member applications may be obtained by calling or writing the agency. Applications received are considered at regular CAC meetings and may result in an appointment if an appropriate vacancy exists and the appointment is approved by the CAC. The CAC considers whether representation by the requesting applicant is in the best interests of the community and the low-income population. The CAC is currently developing its Democratic Selection process to ensure that members of the low-income community have a voice and actively participate in the selection process of low-income section CAC members.

2. Describe your process for communicating with and receiving formal approval from your agency board of the Community Needs Assessment (Organizational Standard 3.5).

The agency provides a draft copy of the Community Needs Assessment (CNA) to the board and allows for review and comments. The board is also encouraged to be present at the public hearing where the draft CNA is reviewed, and to hear any public comments on the document. Feedback will be documented and suggested edits or additions will be taken into consideration by Health and Human Services Agency staff before the final draft is provided to the County Board of Supervisors for their formal review.

Service Delivery System

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

State Plan 14.3a

ROMA - Implementation

1. Describe your agency's service delivery system. Include a description of your client intake process or system and specify whether services are delivered via direct services or subcontractors, or a combination of both. (CSBG Act Section 676(b)(3)(A), State Plan 14.3a)

The agency takes great pride in serving our community members. Most services are offered as direct services to clients. The agency maintains program staff, including bi-lingual staff, to explain program eligibility requirements and benefits, and to assist clients with program applications. Agency programs utilize several systems that comprehensively record, track and measure services delivered to clients. The WellSky database is utilized by Title III/VII Older Americans Act Programs, such as Senior Legal Services, Information & Assistance, and Senior Nutrition. The Long-Term Care Ombudsman Program utilizes ODIN/NORS, the Low Income Home Energy Assistance Program utilizes ServTraQ and the Housing Choice Voucher Program uses MRI/HAPPY Software, a database specifically designed to facilitate the provision and monitoring of the Housing Choice Voucher Program activities. Agency software systems meet State and Federal security and reporting requirements and provide data for program and client tracking. Subcontracted services of the agency include specialty services (such as the install of HVAC systems) as part of the Home Weatherization Program and some services of the Family Caregiver Support Program.

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part II: Causes and Conditions of Poverty, Question 2 will inform your service delivery and strategies in the coming two years?

Reviewing the data, and communicating with our agency partners, we will focus on identifying and serving those individuals and families who are experiencing high levels of poverty. Our program staff continually look for opportunities to partner with county and community agencies who are serving low-income residents to collaboratively help residents meet basic needs and to offer supports.

Linkages and Funding Coordination

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

California Government Code Sections 12747(a), 12760

Organizational Standards 2.1

State Plan 9.3b, 9.4b, 9.5, 9.7, 14.1b, 14.1c, 14.3d, 14.4

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(9); Organizational Standard 2.1; State Plan 14.1c)

The agency regularly and actively collaborates with community agency partners. However, we do not coordinate CSBG funds with these partners, given the limited CSBG funding allocation, which has not increased to keep pace with the growth of El Dorado County's low-income population.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (CSBG Act Section 676(b)(3)(C), Organizational Standard 2.1, State Plan 9.7)

The agency maintains effective relationships with community partners and coordinates the delivery of agency activities between governmental, social services programs, public and private organizations, and faith-based organizations. The agency enters into formal agreements as needed with community partners and other governmental agencies to formalize roles and expectations.

3. Describe how your agency ensures delivery of services to low-income individuals while avoiding duplication of services in the service area(s). (CSBG Act Section 676(b)(5), California Government Code 12760)

To ensure the efficient delivery of high-quality, nonduplicative services to the community, agency staff regularly communicates with service partners, and attends meetings with partners, community meetings, multidisciplinary teams, community luncheons and other venues to share program updates, and discuss available resources and needs.

4. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. (CSBG Act Section 676(b)(3)(C))

The agency leverages services by making new contacts through networking, growing existing partnerships within community organizations, and obtaining additional funding opportunities through available grants. By leveraging with community partners and collaborating with other public entities, the agency can increase programmatic capacity and demonstrate funding sustainability.

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

The agency closely monitors funding and expenditures so that if a shortfall is projected, steps can be taken as soon as possible to ensure continuity of staffing and services.

If the agency becomes aware of potential funding reductions, the agency would review feasible opportunities to maintain existing services. The agency would determine the following:

1. Whether the services are mandatory or discretionary.
2. The source and amount of funds being reduced.
3. The anticipated impact of a loss of funding on service levels.
4. The long-term consequences to the community and its most vulnerable populations.
5. A contingency plan for agency operations if all, part or none of the reduced revenues are replaced.

Additional funding sources would be considered and/or sought to replace or maintain threatened services. Ultimately, a plan of action would be developed in collaboration with agency executive staff, and then submitted for review to the agency's Director, and finally to the El Dorado County Board of Supervisors for their consideration.

6. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

Among its many collaborative partners, the agency partners with First 5 El Dorado and Families Commission. First 5 supports our libraries and is key in areas of the County where public libraries are utilized as sites to offer prevention and early intervention strategies that help strengthen low-income children and families. The libraries offer classes, groups and activities for individuals and families with young children, among other services. In addition, the agency continues to promote and collaborate with community partners, such as the El Dorado County Office of Education, Boys and Girls Clubs, Tahoe Youth and Family Services, Hands 4 Hope, Stanford Youth and Family Services, and Aspire Kids to ensure the agency is addressing the needs of the youth living in our community.

7. Describe how your agency will promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs such as the establishment of violence-free zones, youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, after after-school childcare. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

The agency partners with the community in referring to programs and organizations that focus on educating and supporting our youth in the community. Agencies such as New Morning Youth and Family Services have a Youth Action Council to encourage young people to be involved and aware of what is happening in their community. This helps the development of personal confidence skills and

provides an opportunity to practice critical thinking. New Morning also works one on one with young people in teaching life skills such as personal finance and independence.

The Boys and Girls Club of El Dorado County, Western Slope is dedicated to teaching children how to be responsible members of the community in which they live. Currently, the Boys and Girls Club serves kids daily between the ages of 5 and 18 at three locations on the Western Slope in Placerville, Georgetown, and Pollock Pines where children are served a nutritious meal and participate in national, locally developed, and youth-led programs that enrich their after-school experience. In the Tahoe Basin area, the Boys and Girls Club of Lake Tahoe serves kids daily and has 4 sites for children to attend. Due to Expanded Learning Opportunity Program funding, 20% of Club fees are free for kids to attend the afterschool and summer programs. The program also serves a high number of homeless and foster care youth. By providing a safe, educational, and affordable after-school and vacation program for the children of the community, the Club enables families to work and provides structure and support for at-risk youth. Additionally, the free snack and supper program ensures all members receive adequate nutrition during the week, supplementing what is offered during the school day and offsetting the food scarcity in the community.

Live Violence Free (LVF) is committed to promoting a violence-free community through education and advocacy to address domestic violence, sexual assault, child abuse, and basic needs. At LVF, they honor their clients by empowering them through compassionate and respectful support. LVF is the sole provider offering services to those individuals and families suffering from abuse within the communities of El Dorado and Alpine County. LVF offers shelter, counseling, housing assistance, legal support, and advocacy for domestic violence, sexual assault, and child abuse victims. LVF also implements prevention education for youth and awareness education throughout the community. All programs and staff are committed to providing culturally and linguistically responsive services, where victims are respected and empowered to make the best choices for themselves. LVF aims to support victims in achieving their hopes and goals for a future free of violence. They believe that everyone has the right to a safe and healthy relationship. They also believe that by building communities of support, they can come together to support those affected by violence and abuse. By breaking the cycle of violence through their intervention services and community education, LVF continues to uphold the belief that everyone deserves happiness and safety.

El Dorado County public libraries offer opportunities for youth to engage with their community and explore their personal interests. Six (6) libraries are located throughout the County and offer an array of services and programs to meet the needs of youth. For teens, the library hosts The Youth Executive League at the Library (Y.E.L.L.), Dungeons & Dragons club, Teen writing groups, Book Club in a Bag for Teens, Chess Club, and various Teen nights. For school-age kids there is Lego Robotics, Homework Help, ATLAS (after school group focusing on STEAM activities), Adventure Book Club and Paws for Reading. Youth ages 0-5 may attend both Early Literacy and Social and Emotional Growth Storytimes in Spanish and English and Play & Learn groups where parents are educated about the importance of play in their child's development. The library is also a partner in El Dorado County's Dolly Parton's Imagination Library Program.

Our agency continues to administer the Youth Suicide Prevention Plan and has increased efforts on community education and training among youth and public-school staff. The grant is due to expire in June of 2025 and is not expected to be renewed. However, the education efforts, training, and partnerships will continue to have a positive effect on the community.

In a continued effort to positively enhance the El Dorado County community and empower local youth, the County Board of Supervisors partners with the El Dorado County Office of Education to appoint 11 students as youth commissioners. The Youth Commission members gather and express the opinions, ideas, and visions of our county's youth while gaining valuable leadership skills and knowledge about the county and local government. The Commission helps youth fulfill the goals that they have for their community.

While the organizations and services listed above do not include all local efforts aimed at meeting the needs of youth, they do provide an indication of the vast collaboration and coordination for which the agency strives.

8. Describe your agency's coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5); State Plan 9.4b)

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

9. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services, as may be necessary, to counteract conditions of starvation and malnutrition among low-income individuals. (CSBG Act Section 676(b)(4), State Plan 14.4)

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.

The agency administers the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), which serves income-eligible pregnant women, breastfeeding mothers, infants, and children up to age five. WIC provides health assessments, nutrition education and food-specific WIC vouchers, while also promoting good nutrition and reducing the incidence of nutritional risk to infants, children, and pregnant and lactating women. Currently, WIC has 1,765 active participants in El Dorado County.

Older adults are encouraged to access the Senior Nutrition congregate meal sites that are located throughout the county, or to utilize the Home Delivered Meals Program if they are homebound. In 2024, about 683 unduplicated clients received 36,801 meals with the Congregate Meal program and about 764 unduplicated clients received 145,369 Home Delivered Meals. A total amount of meals served for the 2024 year was 182,172. Senior Farmers' Market Coupons are distributed by the

agency and offer income-eligible seniors \$50 coupons to use at certified Farmers' Markets. In 2024, the agency distributed 164 Farmers' Market coupons.

The agency administers the CalFresh Program, which improves the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. As of January 2025, 9,087 families receive CalFresh assistance in the community. Children under age 16 live in 3,600 of these households.

Additionally, the agency administers the Supplemental Nutrition Assistance Program Education (SNAP-Ed) program. SNAP-Ed is an evidence-based program that helps people lead healthier lives. SNAP-Ed Nutrition Education teaches participants and people who are eligible for SNAP about good nutrition and how to make their food dollars stretch further. SNAP-Ed participants are also encouraged to integrate more physical activity into their daily lives. SNAP-Ed works by building partnerships with many types of community organizations, and through social marketing campaigns, nutrition education classes, and policy, systems, and environmental changes in the community. SNAP-Ed provides healthy food tastings for older adults at the Placerville Senior Center, including free healthy food recipes and cookbooks.

10. Is your agency a dual (CSBG and LIHEAP) service provider?

☒ Yes

☐ No

11. For dual agencies:

Describe how your agency coordinates with other antipoverty programs in your area, including the emergency energy crisis intervention programs under Title XXVI, relating to low-income home energy assistance (LIHEAP) that are conducted in the community. (CSBG Act Section 676(b)(6), State Plan 9.5)

For all other agencies:

Describe how your agency coordinates services with your local LIHEAP service provider?

The agency administers the Low-Income Home Energy Assistance Program (LIHEAP), enabling eligible households to receive assistance to reduce their household energy costs. LIHEAP provides eligible low-income households direct payments to energy providers or through wood, propane, or oil vouchers to obtain heating fuel from vendors. LIHEAP Weatherization Program services provide free energy efficiency upgrades to low-income households to lower their monthly utility bills while also improving the health and safety of the household occupants. Education on basic energy efficiency practices and instruction on the proper use and maintenance of installed weatherization measures is also included.

The agency assists families at risk of having their electricity or natural gas shut off, by providing energy crisis intervention assistance benefits (Fast Track). The agency partners with the local utility

agencies to provide Fast Track pledges. Pledges can be made to offset the client's shut-off notice or to turn a client's utility back on. In 2024, the agency provided 268 families with Fast Track assistance. 75 of which had their power turned back on. The number of households the agency assisted with Fast Track is significantly higher than in previous years due to the increased cost in utility rates.

Within the Weatherization Program, Emergency Heating and Cooling Program (EHCS) funds are available to repair or replace heating, cooling and water heater systems. To be responsive to the rural areas of El Dorado County, LIHEAP staff partner with low-income apartment and mobile home communities as well as local public libraries to assist those families who have transportation or disability barriers.

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 El Dorado Community Foundation-Angel Crisis Program, Senior Emergency Fund, Veterans Resource Center, PG&E's REACH Program, and local churches.

The agency has developed close relationships with the county's water and wastewater vendors since the close of the Low-Income Home Water Assistance Program (LIHWAP) in August of 2023. These partnerships have continued as program staff refer clients to the water and wastewater companies for assistance services offered through those companies, including the Helping Hands program that was created in 2010. 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 of 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 a portion of their past due balance, with the end goal of keeping their water turned on.

12. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan 14.3d)

The agency supports strengthening families and encouraging effective parenting through a range of collaborations. 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. The agency administers the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). WIC provides nutrition, feeding, and parenting education outlined in each participant's education plan during their annual one-on-one appointment. In addition, WIC provides family referrals to Mothers & Babies groups and other programs offered through the Community Hubs/First Five. The agency also refers parents and families to programs and organizations that provide parenting classes, foster care training and supports such as the Stanford Sierra Youth and Families, New Morning Youth and Family Services and Summitview Child and Family Services.

The agency partners with Hands 4 Hope, a youth-driven organization where participants range from kindergarten to 12th grade. The primary object of this organization is to enable youth to make a difference in the community and offer meaningful community service projects combined with instruction and reflection, school-based clubs, and diverse leadership opportunities. Hands 4 Hope regularly supports our aging programs by providing handmade signs, cards, and food distribution events.

The agency also has programs through Public Health and the El Dorado County Sheriff's office that focus on educating parents and children on health risks related to drugs and alcohol. The Sheriff's Office has the Youth Citizens Academy that offers mentorship, leadership and career development, while also highlighting the negative effects of youth marijuana use. Additionally, the program provides valuable information and resources to both participants and their parents.

13. Describe how your agency will develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations. (CSBG Act Section 676(b)(3)(B), State Plan 9.3b)

The agency administers the Senior Information and Assistance (I&A) Program designed to assist older adults, their families and community with access to social and health services across the community. I&A informs, guides, and links older adults to available, appropriate, and acceptable services to meet their needs. In addition, the program provides short-term case management for clients needing additional follow-up and resources. I&A is a wrap-around program that supports seniors and assists in preventing service gaps due to the collaboration I&A has with many county and community-based organizations.

The Low-Income Home Energy Assistance Program (LIHEAP) also assists the low-income community with financial support for their utilities, education towards energy efficiency and budget counseling, and linking and referring clients to additional county and community resources that the client may qualify for. Like I&A, LIHEAP staff have created partnerships within the community to allow for a collaborative effort to support low-income people and to promote independence among clients.

Monitoring

ROMA – Planning, Evaluation

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

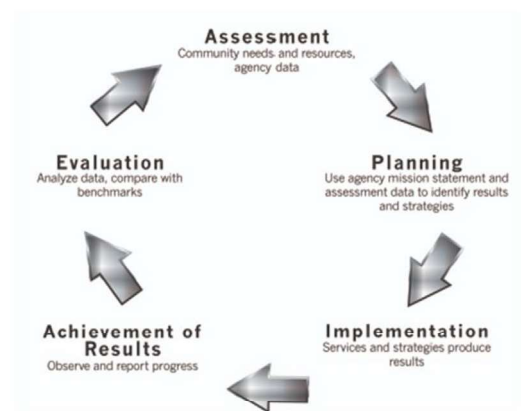
The agency administers programs in-house under the Health and Human Services Agency for El Dorado County.

ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

ROMA – Planning, Evaluation



1. Describe how your agency will evaluate the effectiveness of its programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)

Program efficiency and effectiveness are addressed throughout the year. Programs must submit quarterly and annual reports. This data is analyzed to assess program efficiency and effectiveness. These reports allow program staff to analyze service delivery trends and to implement changes as needed. Staff also track service delivery from year to year.

2. Select one need from Table 2: Priority Ranking Table and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. (Organizational Standard 4.2)

The agency will focus on Priority Need number 3: Families are unable to pay their utility bills. The agency will utilize an in-house survey through Survey Monkey sent to those who apply for the Low Income Home Energy Assistance Program. The survey will include questions about energy efficiency and billing trends to better target the service and the opportunity for education within the community. The survey will also be used to identify other economic or financial needs of applicants, allowing staff to provide additional education and referrals.

Optional

3. Select one community level need from Table 2: Priority Ranking Table or your agency's most recent Community Needs Assessment and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

Federal CSBG Programmatic Assurances

CSBG Act Section 676(b)

Use of CSBG Funds Supporting Local Activities

676(b)(1)(A): The state will assure “that funds made available through grant or allotment will be used – (A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under title IV of the Social Security Act, homeless families and individuals, migrant or seasonal farmworkers, and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals--

- a. to remove obstacles and solve problems that block the achievement of self- sufficiency (particularly for families and individuals who are attempting to transition off a State program carried out underpart A of title IV of the Social Security Act);
- b. to secure and retain meaningful employment;
- c. to attain an adequate education with particular attention toward improving literacy skills of the low-income families in the community, which may include family literacy initiatives;
- d. to make better use of available income;
- e. to obtain and maintain adequate housing and a suitable living environment;
- f. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;
- g. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots
- h. partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to
–
 - i. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and
 - ii. strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Needs of Youth

676(b)(1)(B) The state will assure “that funds made available through grant or allotment will be used – (B) to address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as--

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

676(b)(9) An assurance “that the State and eligible entities in the state will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.”

Eligible Entity Tripartite Board Representation

676(b)(10) “[T]he State will require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation.”

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

676(b)(12) “[A]n assurance that the State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System, another performance measure system for which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and [describe] outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.”

Fiscal Controls, Audits, and Withholding

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

State Assurances

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

For MSFW Agencies Only

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

Category Two: Community Engagement

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

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

Category Three: Community Assessment

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

Standard 3.1 (Public) The department conducted or was engaged in a community assessment and issued a report within the past 3-year period, if no other report exists.

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

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

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

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

Category Four: Organizational Leadership

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

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

Part III: Appendices

Please complete the table below by entering the title of the document and its assigned appendix letter. Agencies must provide a copy of the Notice(s) of Public Hearing, the Low-Income Testimony and the Agency's Response document, and a copy of the most recent community needs assessment as appendices A, B, and C, respectively. Other appendices as necessary are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Notice of Public Hearing) or separated by divider sheets and submitted with the CAP.

Document Title	Appendix Location
Notice of Public Hearing	A
Low-Income Testimony and Agency's Response	B
Community Needs Assessment	C

Sponsored by
The El Dorado County Community Action Council

PUBLIC HEARING NOTICE

TOPIC OF HEARING

Review of the Draft 2026/2027 Community Action Plan

The Community Action Plan (CAP) serves as a two (2) year roadmap demonstrating how Community Services Block Grant (CSBG) eligible entities plan to deliver CSBG services. The CAP identifies and assesses poverty-related needs and resources in the community and establishes a detailed plan, goals, and priorities for delivering those services to individuals and families most affected by poverty.

Hearing Date: April 23, 2025

Time: 10:00 a.m.

**Location: 330 Fair Lane, Building A, Conference Room A
Placerville, CA 95667**

To attend via zoom: <https://edcgov-us.zoom.us/j/84565404974>

PUBLIC COMMENTS WILL BE INCORPORATED INTO THE PLANNING DOCUMENT

The open comment period is April 18 through May 1, 2025.

Written comments may be submitted to:

CAP 2026/2027
Attention: Rebecca Johnson
937 Spring Street, Placerville, CA 95667

To request a copy of the draft Community Action Plan or for general questions, please contact Rebecca Johnson at (530) 621-6255 or Rebecca.johnson@edgov.us. You can also find a copy online: <https://www.eldoradocounty.ca.gov/Services/Assistance-Programs/Financial-Employment-Services/Employment-Services/Community-Action-Council>

Low-Income Testimony and Agency Response

Name	Verbatim Testimony	Concern addressed in Draft CAP (Y/N)	Agency Response
Kelly Krohn	LIHEAP funds helped me immensely. My utilities were about to be shut off and the assistance I received helped keep my power on. I have also used Senior Legal and the Ombudsman programs and they have been a support.	Yes	The agency is happy to have a positive testimony.
Mark Treat	There is a local Veteran who has received support from LIHEAP to help keep his home warm. He has depended on LIHEAP for his heat and is grateful.	Yes	The agency is happy to have a positive testimony.
Kate Marrone	Liberty Utilities is pleased with the working relationship they have with El Dorado County Community Services and appreciates the partnered support to the community.	Yes	The agency is happy to have a positive testimony.
Misha Lee	Some clients of mine have utilized LIHEAP and are so appreciative because they were able to use their income for other needs such as groceries and rent.	Yes	The agency is happy to have a positive testimony.

El Dorado County Health and Human Services Agency

2026/2027 Community Needs Overview and Assessment



South Lake Tahoe Photo by James Ward

Prepared by:
El Dorado County Health and Human Services Agency

El Dorado County Health and Human Services Agency
2026/2027 Community Needs Overview and Assessment

Table of Contents

El Dorado County Demographic Report and Profile.....	3
County Demographic Profile.....	3
Age.....	4
Race and Ethnicity.....	5
Education and Employment.....	6
Income.....	7
Housing.....	8
Assessing the Community Need – Key Findings.....	8
Home Energy Assistance Client Survey.....	8
Community Health Assessment.....	9

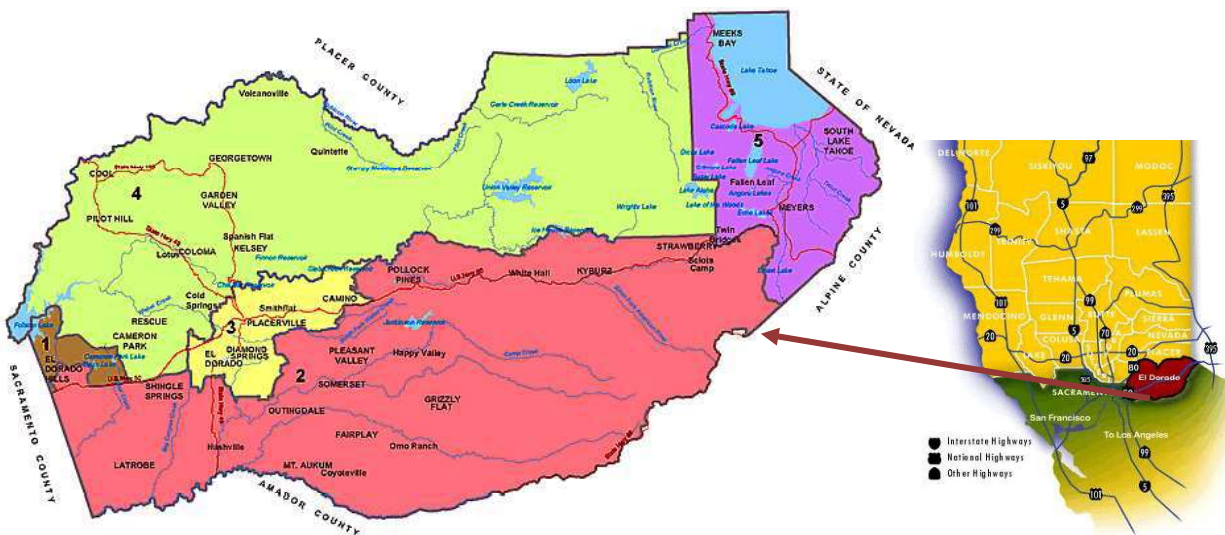
EL DORADO COUNTY DEMOGRAPHIC REPORT AND PROFILE

County Demographic Profile

El Dorado County is located in the Sierra Nevada foothills and mountains, bordered by Amador, Alpine, Placer and Sacramento counties in California and by Douglas County in Nevada. The population of El Dorado County has grown as the Greater Sacramento area has expanded into the region. A total of 192,704 people live in the 1,805 square miles in El Dorado County (Welldorado.org, 2024).

The population density for this area, estimated at 106 persons per square mile, is less than the population density of California, which is estimated at 251.3 persons per square mile (US Census, 2024). Eighty-two percent of El Dorado County's population resides in unincorporated areas of the county. The cities of Placerville and South Lake Tahoe are the only two incorporated cities within the county.

The elevation of El Dorado County ranges from 200 feet above sea level on the western slope, to a peak of 10,881 feet. The county experiences some of the most severe weather conditions in the State, with the median temperature in South Lake Tahoe ranging from 27 degrees in January to 61 degrees in July, and the average snowfall of 190.7 inches in the Tahoe Basin area.

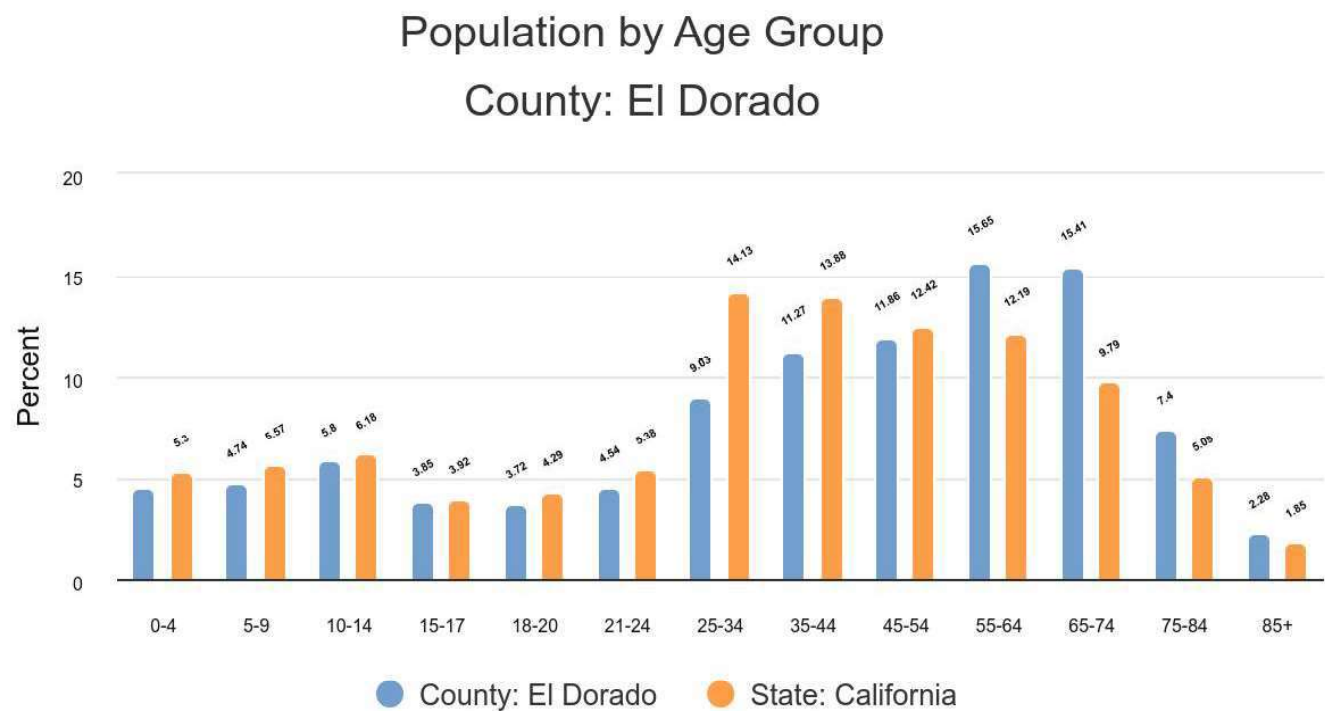


Nearly 35% of El Dorado County is considered rural, with approximately 33% of the county's population residing toward the western border of the county in the El Dorado Hills and Cameron Park communities. The Tahoe Basin, on the eastern border of the county, is the second most populated center in the county. Vast areas of rural land and National Forest are found between these two major population centers in the east and the west.

The rural nature of many unincorporated areas of the county can often times result in challenges to obtaining social services (e.g. transportation to services, outreach to residents and public awareness relative to available services).

Age

The population of El Dorado County is aging at a faster rate than the state of California as a whole. Just over 50% of residents in El Dorado County are over the age of 45. The largest age group in El Dorado County is the 55-64 range with a median age of 47.2 years, approximately eight years older than the median age of residents in California (Welldorado.org, 2024).

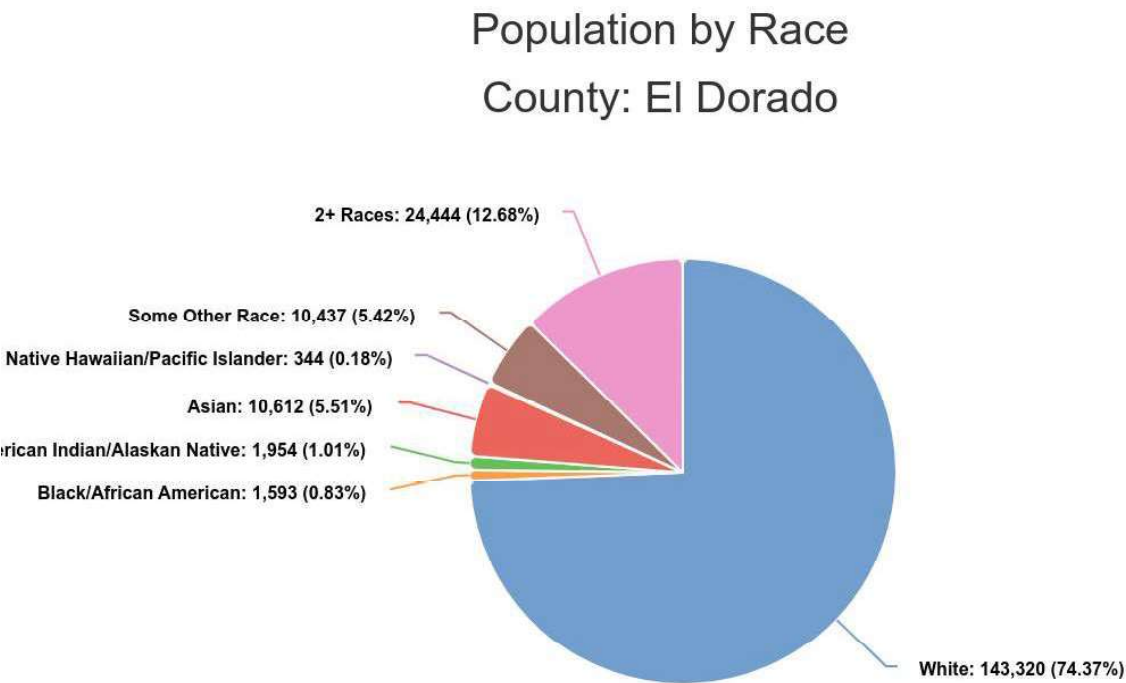


Claritas, 2024. welldorado.org

Although its overall population growth has been relatively modest, El Dorado County’s senior population has risen at a faster rate than the state’s. This faster growth means there are fewer adults of prime working age. Household size was also of interest and may speak to the aging population, with one or two person households comprising more than 60% of households in the county.

Race and Ethnicity

El Dorado County’s racial and ethnic minority populations are proportionately small compared to the rest of California. The largest racial group in El Dorado County is white, which comprises 74.37% of the population. The majority (85%) of residents self-report their ethnicity as Not Hispanic/Latino while 15% identify as Hispanic or Latino.



Claritas, 2024. welldorado.org

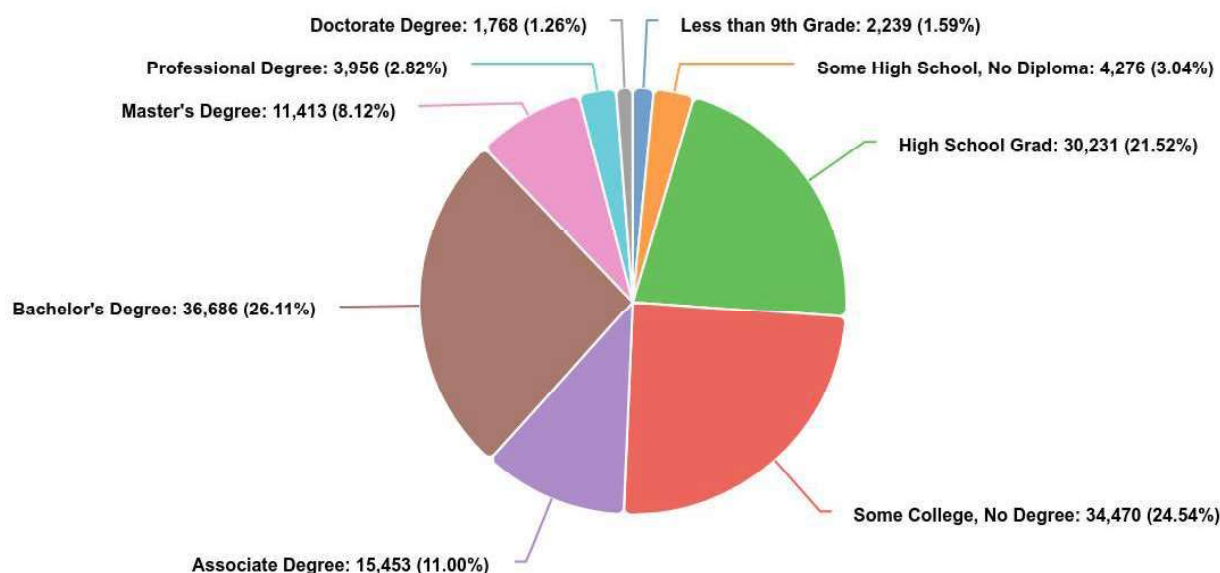
The majority language spoken at home in El Dorado County is English, with an estimated 88.6% of people over the age of 5 speaking only English. Of the 11.4% remaining that speak a language other than English at home, 5.9% speak Spanish, 2.8% speak another Indo-European language, 2.5% speak an Asian or Pacific Island language, and 0.2% speak some other language.

Education and Employment

In the 2023-2024 school year, more than 33,000 students attended K-12 in El Dorado County public schools. An additional 9,000 students were enrolled in charter schools.

Residents of El Dorado County tend to have more years of formal education when compared to residents in the rest of California. Approximately 95% of residents have a high school diploma (or equivalent) or higher compared to the California average of 84%. In addition, 38.3% of the population aged 25 and older obtained a bachelor's level degree or higher. Education is an important indicator to health because it is closely linked with occupation and income. Income is the most common measure of socioeconomic status and a strong predictor of the health of an individual or community.

Population 25+ by Educational Attainment
County: El Dorado

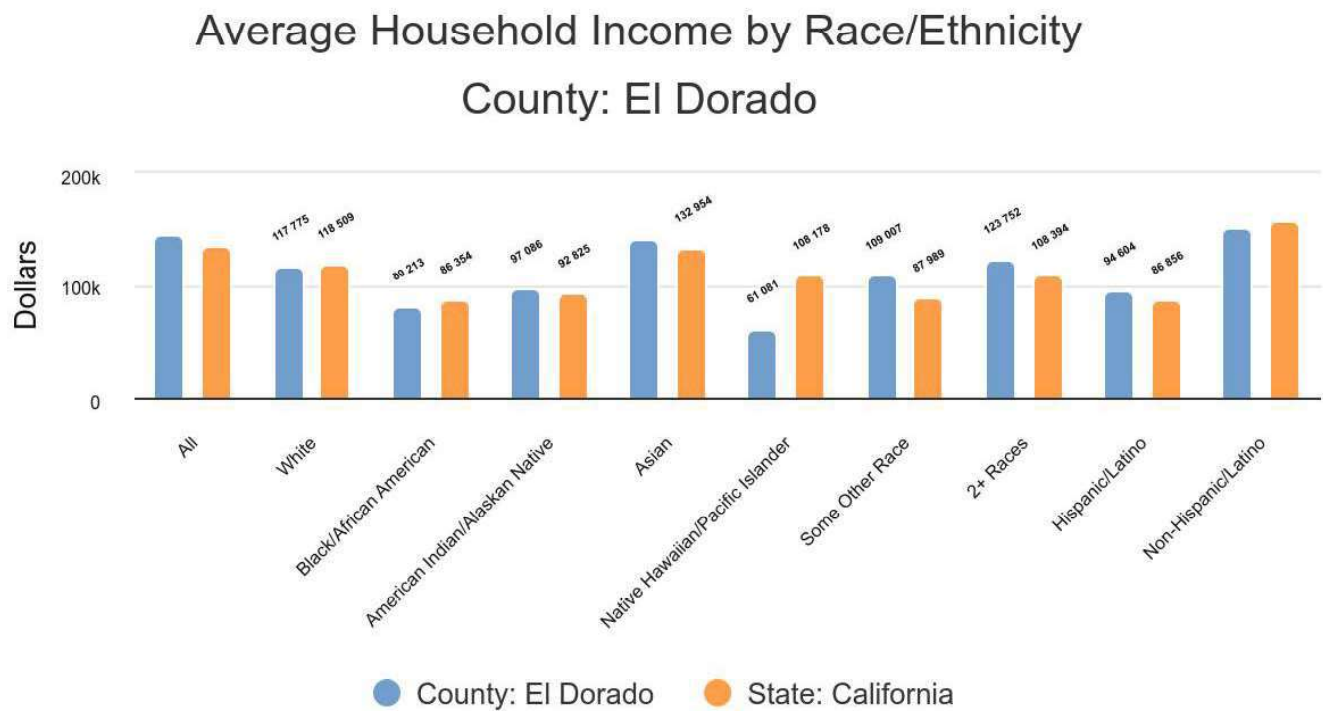


Claritas, 2024. welldorado.org

El Dorado County's 2024 unemployment rate was 5.66% compared to 7.31% in California, however there are disparities among communities within the county that range from 4.7% in El Dorado Hills to 9.7% in Georgetown. The unemployment rate is a key indicator of the local economy, as a high rate of unemployment has personal and societal effects. During periods of unemployment, individuals are more likely to feel severe economic strain and mental stress. Unemployment is also related to access to health care, as many individuals receive health insurance benefits through their employer.

Income

The median household income for El Dorado County in 2024 was \$99,986 but household income data for El Dorado County shows large gaps and disparities in income based on race and ethnicity. In 2024, the median household income for a White household was \$99,608, whereas the median household income for a Black/ African American household was \$67,941, and the median household income for a Native American/Pacific Islander household was \$58,190.



Claritas, 2024. welldorado.org

While approximately 6.18% of families residing in El Dorado County have incomes below the Federal Poverty Level (FPL), several race categories outperform the state when looking at household income. As a point of comparison, 8.86% of Californian families live in a household with income below the FPL.

Several factors contribute to the poverty rate in El Dorado County. The high cost of living, particularly housing expenses, is a significant challenge for many people in our county. The rural nature of the county can lead to fewer job opportunities and difficulties in accessing essential services. Other primary causes of poverty in our county include low-paying jobs, unemployment, devastation caused by the Mosquito and Caldor fires, and lack of education.

Housing

Seventy percent of extremely low-income households in El Dorado County pay more than half of their income on housing costs compared to 6% of moderate-income households. Renters in El Dorado County need to earn \$35.21 per hour – 2.2 times the state minimum wage – to afford the average monthly rent of \$1831. According to the California Housing Partnership, 3,555 low-income renter households in El Dorado County do not have access to an affordable home.

Asking rents in El Dorado County have increased by 22.5% (\$322) between 2019 and 2024 (California Housing Partnership).

With limited affordable housing, families are forced to pay most of their paychecks on their housing and it is leaving less money to pay for essential items such as food and utility bills.

ASSESSING THE COMMUNITY NEED -- KEY FINDINGS

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

Home Energy Assistance Client Survey

The El Dorado County Health and Human Services Agency, Home Energy Assistance Program (HEAP) staff conducted a Client Satisfaction Survey for HEAP clients. HEAP clients were encouraged to fill out the survey and provide feedback on several topics related to current intake processes, past experiences, and past due notices. Surveys were distributed at Placerville and South Lake Tahoe HEAP office locations, via email, and the HEAP Website. The survey was distributed on March 14, 2023, and concluded on March 27, 2023. In a 2-week time, over 158 clients responded to the survey. 93% of clients responded they had applied for HEAP in the last 12 months; 53% received electricity assistance; 32% received propane assistance and the remaining clients received wood, natural gas, pellets, or kerosene. 96% of respondents reported that the

“HEAP has been a lifesaver as we struggle to find a new normal after losing everything in the Caldor Fire. We are living in a travel trailer as we try to rebuild our lives. It is so hard to try and rebuild, as every penny we have is going back to our property and rebuilding. HEAP kept us warm all winter as we only have propane heat.”
- Community Member

HEAP Program helped save them money on their home energy costs. 22% of the respondents noted they had received a past-due bill in the last 12 months. A similar survey will be conducted again in 2025.

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

"I try not to run the heat, as I live below the poverty level. With this program, I can turn on the heat and have lots of water."

"My wife and I are both retired, living on our savings. The ongoing high inflation has made it difficult for us to pay our food and the increasing utility bills. HEAP has helped us in paying our energy bills, especially during winter."

"As a single mom of 2 young children, if it weren't for HEAP, I don't know how I would make it. It's been a cold winter, so my heater has been on more. Me and my kids sleep with lots of blankets so the heater is not on high all night."

"Single mom to 4 kids and work full time, but still low-income. HEAP saves me money where I can use that money towards rising costs of other things like food and rent."

"With HEAP benefits, this makes it possible for us to buy fresh food and fuel to get to the store. Thank you, El Dorado County and HEAP, we would be hard-pressed without you!"

HEAP staff continue to assess household needs during the initial HEAP application process and remain diligent in ensuring clients are referred to community resources such as community-based organizations, faith-based organizations, private and public sectors, and educational institutions. Leveraging these sectors is an important component of family self-sufficiency and success among our low-income families.

Community Health Assessment

The El Dorado County 2023-2028 Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) was developed over fourteen months in partnership with 30 community partners. The Community Health Assessment used data to identify the top 12 health issues our county faces. The community selected the three priority areas to be addressed in the CHIP; mental health and substance use disorder, overweight/obesity and child health. This assessment involved analyzing data from ten different data sources, reviewing mortality as well as morbidity and identifying the top 12 community health issues affecting the county.

Based on these tools and criteria, 12 health outcomes and risk factors were identified for initial focus including: heart disease; cancer; accidents, unintentional injuries, motor vehicle accidents; liver disease/cirrhosis; Alzheimer disease; mental health and suicide; substance use / drug overdose; diabetes; obesity and overweight; asthma; mental health; and child health.

The results were tabulated, summarized, and presented to the Board of Supervisors on October 11, 2022. At that time, the following information was shared:

- 26 Community Events were completed with 572 community responses received
- Community events occurred in all five Supervisor Districts
- 864 responses to the electronic survey

Survey Demographics:

- 78% of electronic survey respondents were white
- 83% of electronic survey respondents were between the ages of 35-74
- 1,504 people voted for their top 3 health priorities with 153 participants preferring not to volunteer their race/ethnicity
- The race/ethnicity of the community health prioritization participants matched the county's demographic profile except for Hispanic participation which, at 9%, was slightly lower