

2024/2025 Community Needs Assessment and Community Action Plan

California Department of Community Services
and Development

Community Services Block Grant



Contents

Introduction3

 Purpose3

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

 State Assurances and Certification3

 Compliance with CSBG Organizational Standards.....4

 What’s New for 2024/2025?4

Checklist.....6

 Cover Page and Certification7

Public Hearing(s).....8

Part I: Community Needs Assessment 10

 Community Needs Assessment Narrative 11

 Community Needs Assessment Results 19

Part II: Community Action Plan24

 Vision and Mission Statement.....24

 Tripartite Board of Directors25

 Service Delivery System26

 Linkages and Funding Coordination.....27

 Monitoring.....37

 Data Analysis, Evaluation, and ROMA Application.....39

 Response and Community Awareness43

 Federal CSBG Programmatic Assurances and Certification.....45

 State Assurances and Certification48

 Organizational Standards.....49

Appendices51

Introduction

The Department of Community Services and Development (CSD) has developed the 2024/2025 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2023**. Changes from the previous template are detailed below in the “What’s New for 2024/2025?” section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. When the CNA and CAP are complete, they 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 certify that they are complying.

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 and the agency certification for them are found in the State Assurances section of this template.

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 implementation of the Organizational Standards. CSD has identified the Organizational Standards that are met through the completion of the CAP and the CNA. A list of Organizational Standards that will be met upon completion of the CAP can be 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 2024/2025?

Community Action Plan Workgroup (CAPWG). In summer 2022, CSD organized a workgroup to inform the development of the 2024/2025 CNA and CAP. Workgroup members were selected from the CSBG Service Provider network and the ROMA Coalition. The feedback CSD received from the workgroup has informed not only the 2024/2025 template but also the accompanying CAP training scheduled for mid-December 2022.

Public Hearings – Additional Guidance. The public hearing requirement has been modified. Two years ago, we were in an active pandemic due to the COVID-19 virus. The public health guidelines throughout the state advised communities against large gatherings. CSD advised agencies to follow public health protocols and hold public meeting virtually if an in-person meeting was not an option. For the public hearing on the 2024/2025 draft CAP, CSD requests that agencies conduct in-person, virtual, or hybrid public hearings. While transmission rates of COVID-19 remain high in many communities, agencies are requested to follow their local public health guidelines when deciding in which format to conduct the public hearing. For more information, please see the Public Hearing section of this template.

CNA Helpful Resources. The Helpful Resources section in Part I: Community Needs Assessment contains additional data sets and resources. On recommendation of the CAPWG, CSD has added data sets from the Massachusetts Institute of Technology, the University of Wisconsin, and a point-in-time data set from the U.S. Department of Housing and Urban Development. We have also added links to the Local Agencies Portal where you can find examples of completed Community Needs Assessments and project timelines from the CSBG Service Providers network.

Part II: Community Action Plan. The number of questions in the Tripartite Board of Directors, Service Delivery System, Linkages and Funding Coordination, and Monitoring sections has changed. Questions were removed because it was determined that agencies meet these reporting requirements through other CSBG work products such as monitoring and Organizational Standards. In the Service Delivery System and Linkages and Funding Coordination sections, new questions were added. These questions will be covered during the template training webinar.

Sunset of COVID-19 Flexibilities. In the 2022/2023 template, CSD allowed agencies to indicate on selected questions whether there were changes to the response provided in the 2020-2021 CAP or whether agencies would like CSD to accept the 2020-2021 response without adaptations. This option was an effort to reduce administrative burden on agencies during the COVID-19 pandemic. While

CSD has retained some of the flexibilities developed in the previous template, the option for agencies to reference responses in their prior CAP has been discontinued.

Response and Community Awareness. This section replaces the “Additional Information” section in the previous template. For 2024/2025 CSD has included questions pertaining to Diversity, Equity, and Inclusion (DEI). The questions about disaster preparedness have been retained from the previous template. While none of this information is directly mandated by statute, CSD is requesting the information to gauge where the CSBG Service Provider network is as a whole on these topics. Responses to the questions in this section are mandatory.

ROMA Certification Requirement. Under section 676(b)(12) of the CSBG Act, CSD and all CSBG agencies are required to assure that we will participate in a Results Oriented Management and Accountability System “not later than fiscal year 2001.” CSD and the CSBG Service Providers have fulfilled this requirement through various approaches. With respect to the ROMA certification of the network CAPs (Organizational Standard 4.3), CSD has allowed agencies to submit their CAP without the signature of a ROMA trainer or implementer if the agency did not have a ROMA trainer or implementer on staff. CSD staff who had the requisite training would certify those CAPs on behalf of the agencies. This process will still be in place for the 2024/2025 template. However, for the 2026/2027 template, CSD will require that CSBG Service Providers provide their own ROMA certification either by staff who have the required ROMA training or in partnership with another agency or organization. CSBG Service Providers should begin formulating a plan to fulfill this requirement.

Checklist

- ☐ Cover Page and Certification
- ☐ Public Hearing(s)

Part I: Community Needs Assessment

- ☐ Narrative
- ☐ Results

Part II: Community Action Plan

- ☐ Vision Statement
- ☐ Mission Statement
- ☐ Tripartite Board of Directors
- ☐ Service Delivery System
- ☐ Linkages and Funding Coordination
- ☐ Monitoring
- ☐ Data Analysis, Evaluation, and ROMA Application
- ☐ Response and Community Awareness
- ☐ Federal CSBG Programmatic Assurances and Certification
- ☐ State Assurances and Certification
- ☐ Organizational Standards
- ☐ Appendices

COMMUNITY SERVICES BLOCK GRANT (CSBG)
2024/2025 Community Needs Assessment and Community Action Plan
Cover Page and Certification

Agency Name	El Dorado County Health and Human Services Agency
Name of CAP Contact	Star Walker
Title	Program Coordinator
Phone	530-621-6255
Email	Star.walker@edcgov.us

CNA Completed MM/DD/YYYY:
(Organizational Standard 3.1)

04/21/2023

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic, and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2024/2025 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

Wendy Thomas		
Board Chair (printed name)	Board Chair (signature)	Date
Olivia Byron-Cooper		
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

The undersigned hereby certifies that this agency's Community Action Plan and strategic plan documents the continuous use of the Results Oriented Management and Accountability (ROMA) system (assessment, planning, implementation, achievement of results, and evaluation).

NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

CSD Use Only

Dates CAP (Parts I & II)		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. All testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP. Agencies shall indicate whether or not the concerns expressed by low-income individuals and families have been addressed. If an agency determines that any of the concerns have not been addressed in the CAP, the agency shall include in its response document, information about the concerns and comment as to their validity.

Guidelines

Notice of Public Hearing

1. Notice of the public hearing and comment period must be published at least 15 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 must 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 15 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 must be made available for public review and inspection at least 30 days prior to the public hearing. The draft CAP can 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 as Appendix A to the final CAP.

Public Hearing

1. Agencies must conduct at least one public hearing on the draft CAP.
2. Public hearing(s) will be held in the designated CSBG service area(s).
3. Low-income testimony presented at the hearing or received during the comment period must be memorialized verbatim in the Low-Income Testimony and Agency's Response document and appended to the final CAP as Appendix B.
4. The Low-Income Testimony and Agency's Response document should include the name of low-income individual, his/her verbatim 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

COVID-19 poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies continue to adhere to state and local public health guidance to slow the spread of the virus and ensure public safety. The health and safety of agency staff and the communities you serve is paramount. Therefore, 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 (in-person and remotely) based on the public health protocols in place in their communities.

Public Hearing Report

Date(s) of Public Hearing(s)	May 24, 2023
Location(s) of Public Hearing(s)	330 Fair Lane, Conference Room A, Placerville, CA, 95667
Dates of the Comment Period(s)	May 8 - May 24, 2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Agency Website, "Senior Times" Newspaper, The Clipper Newspaper, Agency Facebook Page, Flyers
Date the Notice(s) of Public Hearing(s) was published	April 25, 2023
Number of Attendees at the Public Hearing(s) (Approximately)	14

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

In 2011, NASCSP published a [Community Action to Comprehensive Community Needs Assessment Tool](#) that supports planning and implementing a comprehensive CNA. The tool lays out design choices, planning steps, implementation practices, analysis, and presentation options.

The National Community Action Partnership has an [Assessment Tool](#) designed specifically for the community needs assessment process. Here you can select from a variety of county-specific data sets.

Examples of Community Needs Assessments and project timelines from agencies within the California CSBG Providers network can be found on the [Local Agencies Portal](#) under the CSBG – Resources tab. If you do not have an account or have not received CSD login credentials, please email CSD at ExternalAccess@csd.ca.gov.

To provide a comprehensive “picture” of the community needs in your service area(s), agencies will collect and analyze both quantitative and qualitative data. Links to several national and state quantitative data sets are given below. Local and agency data also provide information about the needs of the community.

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 Dta & Report	
HUD Exchange PIT and HIC Data Since 2007	National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS	
Massachusetts Institute of Technology Living Wage Calculator		University of Wisconsin Robert Wood Johnson Foundation County Health Rankings	
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 Governor's Office Covid-19 Data	California Health and Human Services Data Portal
CSD Census Tableau Data by County			Population Reference Bureau KidsData

Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)

Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4

1. Describe how your agency collected and included current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area. (Organizational Standard 3.2)

The agency reviewed and explored a variety of information to gather current data specific to poverty. The WELLDORADO website (www.welldorado.org) is one such data source and is designed to assist community members and policy makers to learn about the health of El Dorado County communities, support collaboration among partners, promote best practices, identify local resources, and drive decisions based on data. The goal of WELLDORADO is to strengthen and build healthier communities through the provision of state-of-the-art web-based assessment and improvement tools. In addition to the online WELLDORADO website, the agency used the US Census data, community and program surveys, community reports and agency data.

2. 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 located 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 over 194,493 people. There are two municipalities within the county. The City of South Lake Tahoe is the most populous, with over 21,400 people; the City of Placerville has over 10,700 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 satellite office sites throughout the community, providing rural communities with accessibility to programs and services.

3. Indicate from which sources your agency collected and analyzed quantitative data for the 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 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
- ☐ State Covid-19 Data
- ☐ Other

Surveys

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

Agency Data Sets

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

4. If you selected "Other" in any of the data sets in Question 4, list the additional sources.

WellDorado Website

5. Indicate the approaches your agency took to gather qualitative data for the 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**

6. If you selected “Other” in Question 6, please list the additional approaches your agency took to gather qualitative data.

7. Describe your agency’s analysis of the quantitative and qualitative data collected from low-income individuals and families. (Organizational Standards 1.1, 1.2, 3.3)

The Needs Assessment was created utilizing various forms of data collection including the WELLDORADO website, sponsored by the agency; the Home Energy Assistance Customer Satisfaction Survey, which collected data on home energy needs; the Community Health Needs Assessment Interim Update, which was produced by the Public Health Department and assessed major health issues affecting El Dorado County; and a 2022 Family Caregiver Support Program Participant Needs Assessment Survey, analyzing caregivers experiences, health, and ongoing needs after receiving respite services. In addition, data was used by researching existing community reports and surveys.

8. Summarize the data gathered from each sector of the community listed below and detail how your agency used the information to assess needs and resources in your agency’s service area(s). Your agency must demonstrate that each sector was included in the needs assessment; A response for each sector is required. (CSBG Act Sections 676(b)(3)(C), 676(b)(9), Organizational Standard 2.2)

A. Community-based organizations

The agency partners with various community-based organizations throughout El Dorado County and continues to serve as a point of contact for client referrals and access to services. Agency staff attends community-based meetings, health fairs, presentations, and other community events focusing on building relationships and resiliency with families. By collaborating with community-based organizations, such as the Friends of El Dorado County Seniors, El Dorado Community Health Center, Veterans Resource Center, El Dorado and Placer County food banks, and the Upper Room Dining Hall, the agency is able to determine community and client needs on a greater level. In addition, community-based organizations are key stakeholders in the agency’s strategic planning processes, community health assessment and multiple multi-disciplinary teams.

B. Faith-based organizations

The agency partners with various faith-based organizations throughout the county to increase programs and services to low-income families. Many local faith-based organizations, such as Green Valley Community Church, have created small emergency grant programs to help families in need. These emergency grant programs allow for agency staff to refer at-risk clients who otherwise wouldn’t receive assistance. Small grants are available for car repair, medication, groceries, and other unforeseen emergencies that families encounter. In addition, faith-based organizations are key stakeholders in the agency’s strategic planning processes, community

health assessment and multiple multi-disciplinary teams.

C. Private sector (local utility companies, charitable organizations, local food banks)

The agency collaborates with various private sectors in the community and participates in a cross-referral system that facilitates timely access to services. The agency partners with programs such as, the El Dorado Women's Fund, El Dorado Community Foundation, Marshall Foundation for Community Health, and El Dorado County Soroptimists Club to reach low-income families accessing food and emergency grant programs. Agency staff attends food and community events to increase program awareness for income-qualified families. The agency has a strong relationship with local utility companies and water districts, providing additional financial assistance for their customers through the Home Energy Assistance Program, Low-Income Household Water Assistance Program, and the Helping Hands Program. In addition, private sector agencies are key stakeholders in the agency's strategic planning processes, community health assessments and various multi-disciplinary teams.

D. Public sector (social services departments, state agencies)

The agency partners with the community on health and welfare issues, helping residents stay healthy and become self-sufficient. The agency offers Community Services, Behavioral Health Services, Public Health Services and Social Services. This vast array of services is provided with respect, efficiency, and collaboration, with the goal of strengthening, empowering, and protecting individuals, families, and communities, and enhancing their quality of life. The agency continues to work towards the growth and coordination of new services, drawing upon a wide range of community, county and state resources to meet the diverse needs of the community.

E. Educational institutions (local school districts, colleges)

The agency gathers information and has established county-wide partnerships and collaborations with educational institutions, including the County Office of Education, Folsom Lake College-El Dorado Center, and local school districts. Since the challenges of low-income families and children are seldom a single issue, the agency utilizes a varied approach towards the development and coordination of services.

9. "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 the data, describe the causes of poverty in your agency's service area(s). (Organizational Standard 3.4)

Causes of poverty are changing trends in the country's economics. A few of the primary causes of poverty in our country include unemployment, inflation, poor management of resources, lack of education, high cost of housing, and lack of access to food. Below are a few causes affecting our community:

Lack of Affordable Housing: The lack of safe and affordable housing in California is affecting every county in the State. As homes sales have boomed, active housing listings have dropped, and the median home sale price has surged. Many families have turned to renting homes, which has caused the home rental price to soar and rental availability to be scarce.

Lack of Jobs and/or Reduction of Hours: More than a quarter of Californians are living in or near poverty. Stable employment allows 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, is one 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. The lack of jobs and reduction of work hours can create a downward spiral for families. Without stable employment and a stable paycheck, families will not be able to afford rent/mortgage, utility bills, medical bills, and food.

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

Lack of Food: A lack of access to healthy and affordable foods is often a significant barrier to healthy eating habits. 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.

10. "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 the data, describe the conditions of poverty in your agency's service area(s). (Organizational Standard 3.4)

Conditions of poverty have affected all of El Dorado County. The community is slowly starting to prosper after the pandemic, but the growth is slow and the community has been impacted by at least one of the following:

High cost of affordable housing: Across California, there is a shortfall of affordable rental homes and homes for purchase. USHousingData.com reports that the 2022 Fair Market Rent in El Dorado County for a 3-bedroom home is \$2,192. However, in areas such as El Dorado Hills, the rental cost for a 3-bedroom home is \$3,280. 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. Utility bills have never been higher, mostly due to increases in electricity and gas rates. In 2022, the average El Dorado County HEAP clients' combined cost for utilities was \$466.00 per month. 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. In July 2021, according to Feeding America, 10.6% of community members reported to be food insecure. According to Feeding America, the pandemic likely reversed improvements that had occurred over the past decade as millions of people are newly at risk for food insecurity. In March 2023, the agency reported that CalFresh had 8,455 CalFresh cases of which there were 13,355 individual persons. This is an increase of 915 cases compared to the previous year. Ed-Data reports that over 8,558 students (K-12) qualified for free/reduced price meals in the 2021/2022 school year. A 5.9% decrease from the following year.

11. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 1.3)

Community Action Council: Program issues are discussed regularly at the Community Action Council meetings. Representatives from non-profit agencies, community organizations, local government and low-income individuals discuss and advise on community service needs. Representatives from the Governing Board attend monthly Community Action Council meetings and ensure their representative is apprised of customer's perceived quality, value, and expectations of services they received.

Surveys: Surveys of low-income persons, at-risk older adults, 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 assists the agency by using 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, and human-interest articles generate public response and encourage participation in the planning process.

Community Forums: Agency staff attend county-wide meetings and participate on task forces and community focus groups to offer and gather input on issues such as emergency shelters, health, nutrition needs and planning for low-income and older adult services.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

State Plan 14.1a

Table 1: Needs Table

Complete the table below. Insert row(s) if additional space is needed.

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
High Cost of Rent/Housing	Family	Y	Y	Y
High Cost of Utilities	Family	Y	Y	Y
High Cost of Food	Family	Y	Y	Y
Access to Affordable Health Care and Health Insurance	Community	Y	Y	Y

Needs Identified: List the needs identified in your most recent CNA.

Level: List the need level, i.e., community or family. Community Level: Does the issue impact the community, not just clients or potential clients of the agency? For example, a community level employment need is: There is a lack of good paying jobs in our community. Family Level: Does the need concern individuals/families who have identified things in their own life that are lacking? An example of a family level employment need would be: Individuals do not have good paying jobs.

Essential to Agency Mission: Indicate if the identified need aligns with your agency's mission.

Currently Addressing: Indicate if your agency is already addressing the identified need.

Agency Priority: Indicate if the identified need will be addressed either directly or indirectly.

Table 2: Priority Ranking Table

List all needs identified as an agency priority in Table 1. Insert row(s) if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Families are not able to afford the high costs of housing rent and/or mortgages	Public Housing Authority <i>Calendar Year 2022</i> Housing Choice Voucher Program (HCV)- 294 Project Based Vouchers - 44 Family Unification Vouchers- 43 Emergency Vouchers- 70 <u>Services Include:</u> Provides qualified, low-income individuals and families with rental assistance for homes and apartments.	FNPI 4b	Across California, there is a shortfall of affordable rental homes and homes for purchase. California must plan for more than 2.5 million homes over the next eight-year cycle, and no less than one million of those homes must meet the needs of lower-income households. This represents more than double the housing planned for in the last eight-year cycle. With the rising costs of rental and home costs, many families are finding themselves priced out of the county.
2. Families are unable to pay their utility and water/wastewater bills due to increased energy and water costs.	Low-Income Home Energy Assistance Program, Low-Income Household Water Assistance Program, Weatherization Program Clients Served (undup) 2021 HEAP: 2039 2022 HEAP: 2384 2021 WX: 123 2022 WX: 121 2022 LIHWAP: 124 <u>Services Include:</u> Provides financial assistance to households towards their utility and water bills. In	SRV4i, SRV4t	Over the past year, many of our families have seen an increase in their monthly utility costs. Utility bills have never been higher, mostly due to increases in electricity and gas rates. In 2022, the average El Dorado County HEAP utility bill was \$466.00. This high monthly cost is a burden to low-income families living in the community.

	<i>addition, the Weatherization Program provides assistance to households with the goal of managing and meeting their immediate home heating and/or cooling needs by providing free energy upgrades to homes, energy education and budget counseling.</i>		
3. Families do not have access to healthy, affordable food.	<p>El Dorado County Senior Nutrition Program, Senior Farmer's Market Coupons</p> <p>Clients Served (undup): 2021 HDM: 1006 Congregate: 997 2022 HDM: 940 Congregate: 993 Senior Farmers Market: 2021:130 2022:166</p> <p><u>Services include:</u> <i>Congregate and Home Delivered Meals (HDM) program for individuals over age 60; \$50 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 budget.</i></p> <p><i>The agency also offers CalFresh, Women, Infant & Children (WIC) Supplemental Nutrition Program and SNAP-ED Nutrition Education. Other resources are available in the</i></p>	SRV5ii	Two primary factors influence food insecurity rates -- unemployment and poverty, which were significantly impacted by COVID-19. In 2018, according to Feeding America, over 17,040 people in El Dorado County were reported to be food insecure. In 2021, the agency reports that CalFresh had a 22% increase in residents being served through the program this year compared to the previous year. Ed-Data reports that over 8,558 students (K-12) currently qualify for free/reduced price meals.

	<i>county and clients are referred, as appropriate.</i>		
4. The community lacks access to affordable health insurance and health care.	<p>Community Services does not provide direct health care services with CSBG funding, but actively refers clients to: Medi-Cal, In-Home Supportive Services (IHSS), Behavioral Health Services, Public Health Services, County Medical Services Program (CMSP), Community Corrections Center, Veterans Affairs, and local medical/dental/hearing health facilities.</p> <p><u>Services Include:</u> <i>The agency offers a wide range of health-related services that encompass family needs from birth to death. The agency offers health care services for low-income people including families with children, seniors, veterans, persons with disabilities, persons with alcohol and drug concerns, as well as mental health clinics, wellness centers and intensive case management services, foster care, services for pregnant women, and more. Other resources are also available in the county and clients are referred, as appropriate.</i></p>	<p>SRV5i</p> <p>We will not be reporting on this due to the inability to capture unduplicated numbers. However, this is still an agency priority.</p>	<p>The community offers several medical facilities in the community. However, the need still exists for expanded services to include dental services, optometrists, hearing, etc.</p>

Agency Priorities: Rank your agency's planned programs, services and activities to address the needs identified in Table 1 as agency priorities.

Description of programs, services, activities: Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.

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

Why is this need a priority: Provide a brief explanation about why this need has been identified as a priority. Connect the need with the data. (CSBG Act Section 676(b)(3)(A))

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

California Code of Regulations, Title 22, Division 11, Chapter 1, Sections 100651 and 100655

Vision and Mission Statement

1. Provide your agency's Vision Statement.

"Transforming Lives and Improving Futures"

2. Provide your agency's Mission 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.

Tripartite Board of Directors

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

California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605

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))

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 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 to the County's website, and the public is encouraged to attend, participate in discussions, and express opinions or concerns. Meetings are held in person and available via ZOOM. When member vacancies occur, they are advertised through press releases, 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 are 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.

Service Delivery System

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

State Plan 14.3

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 14.3)

The agency utilizes several systems that allow programs to comprehensively record, track and measure services delivered. The WellSky database is utilized by Title III/VII Older Americans Act Programs, such as Senior Legal Services, Information & Assistance, Adult Day Services, 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 reporting requirements and serve as a data management system for program and client tracking. The agency provides direct and subcontracted services. Subcontractors are utilized in programs such as Weatherization and the Family Caregiver Support Program, for those services that are out of scope for agency staff.

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part I, Question 1 informs your service delivery and strategies in your service area?

The Agency reviewed and explored a variety of information to gather current data specific to gender, age, and race/ethnicity. The WELLDORADO website (www.welldorado.org) is designed to assist community members and policy makers to learn about the health of El Dorado County communities, support collaboration among partners, promote best practices, identify local resources, and drive decisions based on data. The goal of WELLDORADO is to strengthen and build healthier communities through the provision of state-of the art web-based assessment and improvement tools. In addition to WELLDORADO website, the agency used the US Census data, sample surveys, community reports and agency health data.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan 9.3a, 9.3b, 9.4b, 9.6, 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)(3)(C); Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

The agency has developed responsible administrative and fiscal habits that promote the most appropriate use of CSBG funds. Fiscal accountability of program dollars is a principal 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, coordination with local service providers is necessary to keep up with the increased need and service demand.

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)(9), Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

The agency has a fiduciary obligation to monitor contracts based on the governing terms and conditions related to funding agreements. Agency memorandums of understandings and service agreements all comply with County Policy B-HH-006 and are maintained and monitored by the agency on an as-needed basis.

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), State Plan 9.3a, California Government Code 12760)

The agency maintains effective relationships within the community and coordinates the delivery of agency activities between governmental, social services programs, public and private organizations, and faith-based organizations, to ensure the efficient delivery of high-quality, nonduplicative services to the community. Agency staff attend community meetings, multidisciplinary teams, and community luncheons and offers a Senior Information and Assistance line to assist older adults with accessing services within the community.

To streamline the delivery of information and resources, the agency implemented 2-1-1EI Dorado. 2-1-1 EI Dorado is a free, comprehensive, and confidential information and referral service linking residents to vital health and human services, information, and resources in the community. 2-1-1 EI Dorado is available 24 hours a day, seven days a week in multiple languages. 211EI Dorado includes a rich database of information online and feature a website with extensive listings of organizations and services. This service benefits the community and provides an additional avenue for information and referral.

4. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. (California Government Code Section 12747)

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)

As noted above, the agency leverages services by making new contacts through networking, growing existing partnerships within community organizations, and obtaining additional funding through available grant opportunities. The agency also 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 will review feasible opportunities to maintain existing services. The agency would explore the following:

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. A contingency plan for agency operations if all, part or none of the reduced revenues are replaced.

The immediate response to funding reductions would then be determined with the El Dorado County Board of Supervisors for 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 threatened services. Ultimately, a plan of action would be developed for approval by the Board of Supervisors that would offer a beneficial agency strategy to maintain or reduce existing services.

6. Describe how your agency documents the number of volunteers and hours mobilized to support your activities. (Organizational Standard 2.4)

To manage our agency volunteers, the agency utilizes a database called Volgistics. Volgistics is a complete online tool that manages program volunteer applications, scheduling, hours, and trainings. Volunteers are the foundation of the agency. The agency currently has over 350 volunteers supporting community services and older adult program activities, with more than 15,000 volunteer service hours contributed during calendar year 2022. In addition to senior programs, volunteers support agency programs such as Animal Services, Veteran Services, Behavioral Health, and Children Welfare Services. The agency provides training and support to volunteers. Volunteers track their hours and submit their volunteer timesheet monthly to agency staff. The agency is responsible for reporting on volunteer hours, as applicable, for fiscal and administrative reporting requirements.

7. 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 Children and Families Commission. First 5 supports Community Hubs in key 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. Community Hubs offer classes, groups and activities for expectant parents and families with children ages 0-18, among other services. Hubs are staffed by a team of family engagement, literacy, and other specialists.

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 (Western Slope and South Lake Tahoe), Tahoe Youth and Family Services, Hands 4 Hope, and CASA to ensure the agency is addressing the needs of the youth living in our community.

8. 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 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. The agency has also been awarded grants by the California Department of Housing and Community Development. The Transitional Age Youth (TAY) Program encompasses programs to prevent homelessness and secure and maintain housing for young adults aged 18 to 24 years, inclusive, with priority given to those currently or formerly in the foster care or probation systems. Through the Housing Navigation and Maintenance Program (HNMP), and the Transitional Housing Program (THP), El Dorado County, through our Child Welfare Services, receives funding to support housing navigation and maintenance to help house our most vulnerable young adults. The county coordinates with the local Continuum of Care to foster communication and collaboration.

Our agency has been asked by the California Department of Public Health to participate in a Youth Suicide Reporting and Crisis Response Pilot Program. The pilot program will develop and test models for making youth suicide and attempted suicide a reportable event. The project will also focus on rapidly and comprehensively responding to reported youth suicide deaths and attempted suicide by providing crisis services and follow-up support in school and community settings to impacted families, friends, educators, and others.

The Peer Council program is a collaborative effort between the Probation Department and the agency to take an active role in the local juvenile justice system. The Peer Council is made up of youth from a variety of local middle and high schools. The students make recommendations about services and efforts that can assist each offender in making positive changes. Hearings are held monthly. The goals of this early intervention program are to empower youthful offenders to positively change their lives by recognizing the importance of making good choices and addressing harmful behaviors, in a collaborative, positive, peer-supported environment, as well as encouraging local youth leadership.

The agency is currently conducting lifeskills classes for several middle school classes. This intensive 18-week program includes building self-esteem, decision-making, substance use prevention, advertising, violence in the media, coping with anxiety and anger, communication skills, social skills (starting conversations, etc.), assertiveness and resolving conflict.

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 400 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 over 400 kids daily and has 3 sites for children to attend; a 4th site is due to open this fall. Due to Expanded Learning Opportunity Program funding, 20% of Club fees are free for kids to attend the after-school and summer programs. The program also has above average 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 that 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 is committed to promoting a violence-free community through education and advocacy to address domestic violence, sexual assault, child abuse, and basic needs in the South Lake Tahoe area. Live Violence Free offers prevention programs that are tailored to children to begin the conversation and teach them how to have positive and healthy relationships. The organization also offers the Youth Leadership Club at the South Lake Tahoe Middle School and South Tahoe High School. Youth attend weekly meetings and participate in monthly training and activities.

The Tahoe Alliance for Safe Kids (TASK) began as the South Tahoe Drug-Free Coalition. It was originally created to address the high levels of youth substance use in the South Lake Tahoe area. TASK's mission is to prevent and reduce youth substances use and related harm. Collaborating with community partners, TASK offers a Parent Group Texting Network, National Drug Takeback Days, and Harm Reduction Activities, and is a sponsor Youth Leadership Club.

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. The Youth Executive League at the Library (Y.E.L.L.) is a volunteer club of 8th-12th graders that plan, promote, and host library programs and events as well as lend a helping hand towards outreach efforts and community service opportunities. Book Club in a Bag for Teens, Chess Club, Lego Days, Nintendo Switch Game Days, and Paws for Reading are just a few of the programs offered through the libraries for youth.

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.

9. Describe the 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.

10. 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 Supplemental Food Program for Women, Infants and Children (WIC), which assists at-risk individuals with nutrition assessments and education. WIC promotes safe, economic, and healthy use of available foods, along with 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 1,603 active participants.

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 2022, 993 (unduplicated) clients accessed the Congregate Meal program and 940 (unduplicated) clients received Home Delivered Meals. Senior Farmers Market Coupons are distributed by the agency and offer income-eligible seniors \$50 coupons to use at certified Farmer's Markets. In 2022, the agency distributed 166 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. Over 8,455 families receive CalFresh assistance in the community in the 2022 calendar year.

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 people who use, or eligible for, SNAP about good nutrition and how to make their food dollars stretch farther. 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.

11. 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))

The agency administers the Low-Income Home Energy Assistance Program (LIHEAP) enabling eligible households to receive assistance to reduce their household energy costs. Through the HEAP application process, qualified low-income households benefit from 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's occupants. Education on basic energy efficiency practices and instruction on the proper use and maintenance of installed weatherization measures is also included.

In 2022, the agency received Low-Income Household Water Assistance Program (LIHWAP) funds to assist families with past-due water and/or wastewater bills. In March 2023 the LIHWAP Program was opened to assist with all water and wastewater bills, regardless of whether the bill was in arrearages. The agency has developed close relations with LIHWAP vendors and has seen an increase of families accessing services. 180 families have been assisted with LIHWAP since August 2022.

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 clients shut-off notice or to turn a client's utility back on. In 2022, the agency provided 29 families with Fast Track assistance. The number of households the agency assisted with Fast Track is significantly lower than previous years due to the shut-off moratorium utility companies had in place since March 2022.

Within the Weatherization Program, Emergency Heating and Cooling Program (EHCS) funds are available to repair or replace heating/cooling or water heater systems. In 2022, 17 families were assisted with new or repaired heating and cooling units. To be responsive to the rural areas of El Dorado County, LIHEAP services are now available in six (6) outlying sites within the community. In addition, staff provides onsite visits to low-income apartment and mobile home communities to assist those families who are unable to leave their residences due to 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, and local churches.

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 their past due balance, with the end goal of keeping their water turned on. Since the implementation of LIHWAP, this program has seen a decrease of clients, but is still available to help those families that don't qualify for LIHWAP.

12. 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 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, Pioneer Energy, and heating/cooling vendors enable low-income residents to obtain assistance and offset their utility costs, especially during the winter and summer months.

In 2022, the agency received Low-Income Household Water Assistance Program (LIHWAP) funds to assist families with past-due water and/or wastewater bills. In March 2023 the LIHWAP Program was opened to assist with all water and wastewater bills, regardless of those being in arrearages. The agency has developed close relationships with local LIHWAP water vendors and has seen an increase in families accessing LIHWAP Services. 195 families have been assisted with LIHWAP since August 2022.

In 2022, the agency processed 4,447 HEAP applications. The average monthly energy cost for HEAP families was \$466.68, with the average HEAP benefit credit being \$625.00. While financial assistance is important, the program also provides energy counseling. Counseling households on the importance of conserving energy is important 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 2022, 17 families were assisted with new or repaired heating and cooling units. To be responsive to the rural areas, HEAP services are now available in six (6) outlying sites in the community. In addition, staff provides onsite visits to low-income apartment and mobile home communities 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 2022, 121 homes received Weatherization services. Households receiving weatherization services benefit by an estimated 30% reduction in home heating and cooling costs. Since the county has many older, poorly insulated homes, addressing energy-related needs can significantly alleviate energy problems of qualifying low-income and senior households.

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, and local churches.

13. 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 collaboration. 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 Women, Infant and Children (WIC) Program that provides nutrition/feeding/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 offers a Nurtured Heart Parenting Program to families involved with Child Welfare Services. This program is provided through Mental Health Services Act (MHSA) funding and offers families parenting classes and foster care training and support.

In a collaborative effort with the El Dorado County Probation Department, the agency supports the Community Corrections Partnership (CCP), which includes local implementation of Assembly Bill 109. This coordination of services includes classes, trainings and supports for recently paroled men and women in El Dorado County, including outpatient services, substance abuse treatment services, parenting classes, Moral Reconciliation Therapy, and referral services for other community-based services to assist the individual with a successful re-entry into the community.

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.

14. 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 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 inform, guide, and link 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.

To compliment and expand the delivery of information and referral services, the agency implemented 2-1-1 El Dorado. 2-1-1 El Dorado is a free, comprehensive, and confidential information and referral service linking residents to vital health and human services, information, and resources in the community. 2-1-1 El Dorado is available 24 hours a day, seven days a week in multiple

languages. 211El Dorado includes a rich database of information online and features a website with extensive listings of organizations and services. This service and benefits the community and provides a structured avenue for information and referral. Information can be updated as new services and programs become available in the communities of El Dorado County.

Monitoring

CSBG Act Section 678D(a)(1)(A) and (B)

1. Describe how your agency's monitoring activities are related to establishing and maintaining the integrity of the CSBG program. Include your process for maintaining high standards of program and fiscal performance.

The agency provides ongoing program monitoring in order to maintain the integrity of agency programs. Following identification of a program need or problem, the agency may conduct a review of existing and potential resources. If the potential exists for developing or expanding agency services, the agency would start the planning process, bringing together key agency staff in administration, fiscal and program areas. Proposals to start or implement new services will first be reviewed by the Community Action Council and then County Board of Supervisors for approval. Goals and strategies are developed through this process, and are designed to ensure high standards of program and fiscal performance, and maximum utilization of funds.

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.

Contract Monitoring: State and Federal agencies conduct program audit and monitoring visits on an ongoing basis. This provides programs with an additional layer of program oversight, including program recommendations, observations, and findings. In addition, the agency has created a HHSA Audit Tracking Tool, which is used by agency administration whenever an outside agency is auditing or reviewing agency programs. This tool tracks audit responses, Corrective Action Plans, and close-out reports.

Surveys: Surveys of low-income persons, at-risk older adults, home energy assistance clients, 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: Strategic Planning is an important method used by the agency to determine the future direction of the agency. During this planning process, the agency looks three to five years ahead and charts a course based on strong indicators of what the agency will be like in those years. Strategic Planning assists us in utilizing energies and resources more effectively, despite changes in the environment.

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

Community Forums: Agency representatives attend county-wide meetings and participate in task forces and community focus groups to offer and gather input on issues such as community needs, nutrition needs, behavioral health, and planning for low-income and older adult services.

2. 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, and issuance of formal monitoring reports.

The agency has a fiduciary obligation to monitor contracts based on the governing terms and conditions related to funding agreements. Agency subcontractors comply with County Policy B-HH-006 and are maintained and monitored by the agency on an as-needed basis. State and Federal agencies conduct program audits and monitoring visits on an ongoing basis. This provides programs with an additional layer of program oversight, including program recommendations, observations, and findings. In addition, the agency has created an HHSA Audit Tracking Tool, which is used by agency administration whenever an outside agency is auditing or reviewing agency programs. This tool tracks audit responses, Corrective Action Plans, and close-out reports.

Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

1. Describe your agency's method for evaluating the effectiveness of 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)

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.

The agency evaluates the effectiveness of programs and services using multiple performance measurement tools. These tools support new and innovative approaches to identify efficiency and effectiveness of programs:

Community Action Council: Program issues are discussed regularly at the monthly Community Action Council (CAC) meetings. Representatives from non-profit agencies, community organizations, local government and low-income individuals discuss and advise on community service needs. The CAC receives a Programatic Report at each monthly meeting.

Surveys: Surveys of low-income persons, at-risk seniors, disabled adults, and food program recipients are conducted periodically to evaluate needs and the effectiveness of programs and services. Survey results help staff identify areas within programs that may need additional improvement, therefore helping the program become more successful and effective for the community.

Planning Sessions: Strategic Planning is used by the agency to determine the future direction of the agency. During this planning process, the agency looks three to five years ahead. Strategic Planning assist us in controlling our future by utilizing energies and resources more effectively and conducting our business more successfully and proactively, despite 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: Public hearings are held each year to solicit public comment for various agency programs. Notices in local newspapers, posted flyers, and human interest articles encourage public participation in the planning process.

Agency employees are evaluated at least annually and are given the opportunity to review their evaluations with management. The agency utilizes the performance management software called 'PERFORM,' that automates annual and probationary employee evaluations, allowing agency administrative staff to identify goals, skills, gaps, and areas of improvement for employees. A positive effort is made to enhance, on an ongoing basis, staff performance and coordination in the delivery of a wide range of services. Staff are also offered a variety of professional development trainings throughout the year.

2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

On December 27, 2021, a major storm hit Northern California, including El Dorado County. In addition to heavy rains, low-lying areas within the county received significant heavy wet snowfalls causing downed trees and power lines. Most homes and apartments are heated with electricity, propane, and/or wood stoves. Due to the downed trees and icy road conditions, propane, and firewood companies could not access many residents, especially those living in remote areas. Freezing temperatures continued for many days after the storm and at one point, over 20,000 residents were out of power. Power was estimated to be off for more than two weeks in some areas.

As part of the HEAP Program, LIHEAP offers Severe Weather Energy Assistance and Transportation Services (SWEATS). The intent of SWEATS is to address the energy related emergency needs of low-income households affected by a natural disaster. SWEATS is to be used as temporary and interim assistance during an emergency to alleviate health hazard conditions for households experiencing severe hardships. The El Dorado County Emergency Operations Center (EOC) was opened, and the agency activated the SWEATS Program on December 31, 2021, to offer low-income residents temporary emergency housing and transportation services.

The agency contracted with two hotels in the Cameron Park and Placerville areas to provide hotel rooms for low-income individuals and families living in residences without power and working sources of heat. To assist families looking for temporary emergency housing, agency staff created a SWEATS Intake phone line. Once a SWEATS phone call was received, staff completed a SWEATS Intake form with calls to ensure households were eligible for SWEATS services. Once approved for the SWEATS program and an intake form was completed, staff coordinated available hotel rooms to meet the needs of the eligible households. HHSA staff checked PG&E electricity shut-off status daily and clients were able to remain at the hotel until their power was restored. The SWEATS program assisted 34 unduplicated individuals from 16 households with hotel rooms from one to eight nights. Of those 34 individuals, 10 of them were seniors over the age of 60, 8 were children under 5, and 5 individuals were medically vulnerable.

Because the SWEATS program was quickly activated to meet an emergent need, no formal evaluation process was in place. However, staff recognized that program implementation was successful as families were moved away from the extreme weather and were provided a safe warm place to reside while providing self-sufficiency in a time of disaster. One improvement we have made since this event is communication with our agency emergency response partners. These partners were not very familiar with the SWEATS program and program criteria. The agency has since developed a quick reference guide to assist agency emergency response partners in better understanding the SWEATS program and eligibility criteria so that SWEAT referrals are most appropriate and responsive during any future activation.

3. Applying the full ROMA cycle, describe one change your agency facilitated to help revitalize the low-income communities in your agency's service area(s). (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

"A first-of-its-kind water assistance program that will expand access to more affordable water and help low-income households." ~ *President Joe Biden*

On June 2, 2021, President Biden announced an assistance program to aid low-income water customers in paying their water and wastewater bills. With most Californians paying more on utility bills than ever before, water bills have taken a back seat for struggling families. The California Water Board estimates that over 1.6 million households in California have water debt. The average debt amount for a water bill is approximately \$500 per household.

To ensure low-income residents throughout the county were provided an avenue to assist with water bill arrearages, the agency implemented the Low-Income Household Water Assistance Program (LIHWAP). The LIHWAP Program is a temporary federally funded program that provides financial assistance to low-income households who have struggled to make water/wastewater payments. The agency received \$409,654.00 in LIHWAP funds to assist El Dorado and neighboring Alpine County residents with water bill arrearages.

Water assistance was a new component for agency staff. In 2021, agency staff had meetings with State officials, Water Boards, and workgroups to ensure the LIHWAP program was implemented successfully with all key stakeholders involved. Staff explored State and county data to ensure all eight (8) water purveyors were aware of the LIHWAP program and were onboard to partnering with the county and the state on receiving water funds on behalf of their clients. In addition, staff conducted a workgroup meeting with all local water purveyors to educate them on the LIHWAP Program and help them understand program funding and applicant eligibility.

To ensure the community was aware of the impending LIHWAP program, staff developed a marketing plan that would leverage with existing HEAP services. Marketing strategies included: Flyers distributed to water purveyors to distribute to their clients, Media clip art that was made available and posted on water purveyors' social media pages, a television ad aired on a Spanish Speaking network, and LIHWAP information that was sent to HEAP clients served within the last calendar year.

In August 2022, the El Dorado County LIHWAP was implemented. With a slow start of only assisting 3 households the first month and 18 households the second month, staff observed the data and worked with the water purveyors to increase outreach. By the beginning of 2023, January brought in only 21 households. During this time, agency staff had been participating in the LIHWAP Workgroup and working with CSD to formulate a plan to increase LIHWAP awareness and participation.

On March 6, 2023, the agency opened the LIHWAP Program to assist households with current and past-due water/wastewater bills. To date, LIHWAP Program participation has increased by 52.5%

and growing. Water purveyors are reporting an increase in clients inquiring about LIHWAP and many of our current HEAP clients are applying for LIHWAP. To further increase the community's awareness of the LIHWAP program, staff partnered with a local printing company, and in April 2023, over 45,000 LIHWAP postcards were mailed to households living in El Dorado County.

Because this is a new program, we do not have enough data to complete a formal evaluation of efforts. However, based on verbal feedback from several families that have received LIHWAP assistance, the program has been successful in ensuring they have access to safe and clean drinking water and wastewater services.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?

☒ Yes

☐ No

2. If yes, please describe.

The agency is committed to providing programs and services in an inclusive manner. The agency's Behavioral Health Division has maintained a Cultural Competency Committee for many years. This Cultural Competency Committee is currently in the process of being updated and expanded. The committee is being re-named the "Diversity, Equity and Inclusion Committee", and the goal is to expand the committee to include representatives from all divisions of the agency, as well as community members representing diverse backgrounds and cultures. In addition, the agency administers several community programs to promote the representation and participation of various individuals, groups, races, ages, genders, etc. and to reduce stigma and discrimination. These efforts include community outreach through Mental Health First Aid training, participation in the LGBTQ Community Education Project, and other efforts. During community planning meetings and funding opportunities, the agency strives to include all stakeholders. The agency also partners with local ethnic groups for coordination of services and outreach, and ensures we are providing serves in threshold languages. Specific to the Native American community, the agency partners with the Foothill Indian Education Alliance to promote Wennem Wadati: A Native Path to Healing using a combination of mental health services and traditional cultural teachings unique to the local Native American Community.

3. Does your agency have Diversity, Equity and Inclusion (DEI) policies in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures and sexual orientations?

☒ Yes

☐ No

4. If yes, please describe.

The agency is committed to providing programs and services in an inclusive manner and promotes representation of different groups and individuals. The agency maintains and actively follows a Civil Rights policy and Civil Rights Plan to ensure that services are provided in a culturally competent manner, and serving everyone of all ages, races, genders, sexual

orientations, as well as those with disabilities, etc. Along with the policy, annual Civils Rights training is also offered for employees. The Behavioral Health Division also maintains a Cultural Competency Policy and requires all employees to complete at least 4 hours of cultural competency training annually.

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.

☒ Yes

☐ No

2. If yes, when was the disaster plan last updated?

May 2019

3. Briefly describe your agency's main strategies to remain operational during and after a disaster.

The agency is included in the County's Continuity of Operations Plan (COOP). The agency can activate our portions of the COOP in conjunction with or independent of the County. In the event of a disaster, essential functions may be disrupted through a loss of facilities, staff, technology, or other resources that support the delivery of the agency's essential functions. The agency's COOP strategies involve three main steps: 1) Executive Decision Process (Activation), 2) Alert and Notification Procedures, and 3) Reassignment and Relocation. The COOP identifies how each program in the agency will continue essential functions, including critical function, maximum disruption time, activities required by function, required staff, order of succession and authorities, resources required to complete activities, and identifies alternate facilities. The agency reviews and updates the COOP, as needed.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 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--

- i. 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 under part A of title IV of the Social Security Act);
 - ii. to secure and retain meaningful employment;
 - iii. 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;
 - iv. to make better use of available income;
 - v. to obtain and maintain adequate housing and a suitable living environment;
 - vi. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;
 - vii. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots
 - viii. 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.

- ☐ **By checking this box and signing the Cover Page and Certification, the agency’s Executive Director and Board Chair are certifying that the agency meets the assurances set out above.**

State Assurances and Certification

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.

- ☐ **By checking this box and signing the Cover Page and Certification, the agency's Executive Director and Board Chair are certifying the agency meets assurances set out above.**

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.

- ☐ **By checking this box and signing the Cover Page and Certification, the agency's Executive Director and Board Chair are certifying the agency meets assurances set out above.**

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.

Standard 1.3 (Private) The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

Standard 1.3 (Public) The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.

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.

Standard 2.4 The organization/department documents the number of volunteers and hours mobilized in support of its activities.

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 4.1 (Private) 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.

Standard 4.1 (Public) 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.

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.

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 and the Low-Income Testimony and the Agency’s Response document as appendices A and B, respectively. Other appendices such as the community need assessment, surveys, maps, graphs, executive summaries, analytical summaries are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Copy of the Notice of Public Hearing) and submitted with the CAP.

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency’s Response	B
Community Needs Assessment	C
2023 Governing Board Roster	D
24.25 Public Hearing Summary	E