

# 2020-2021 Community Action Plan

## California Department of Community Services and Development

### Community Services Block Grant



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## Purpose

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

## 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 provide guidance for the development of a comprehensive Community Needs Assessment. The following is a list of Organizational Standards that will be met upon completion of the CAP and CNA. This section is informational only, and narrative responses are not required in this section. Agencies are encouraged to utilize this list as a resource when completing Organizational Standards annually (Appendix A).

## State Assurances

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by agencies is included in California's State Plan. Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and improve program performance. The following is a list of state assurances that will be met upon completion of the CAP. This section is informational only, and narrative responses are not required in this section (Appendix B).

## Federal Assurances and Certification

Public Law 105-285, s. 676(b) establishes federal assurances agencies are to comply with. CSD, in its state plan submission, provides a narrative describing how the agencies in California will comply with the assurances. By completing and submitting this Community Action Plan, your agency certifies that it will comply with all Federal Assurances and any other laws, rules, and statutes in the performance of the activities funded through this grant. [\(Federal Assurances can be found in the CSBG Act Section 676\)](#)

The following is a list of federal assurances that will be met upon completion of the CAP. This section is informational only, and narrative responses are not required in this section (Appendix C).

## **2020/2021 Community Action Plan Checklist**

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than June 30, 2019:

- Cover Page and Certification**
- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Documentation of Public Hearing(s)**
- Community Needs Assessment**
- Community Needs Assessment Process**
- Community Needs Assessment Results**
- Service Delivery System**
- Linkages and Funding Coordination**
- Monitoring**
- Data Analysis and Evaluation**
- Appendices (Optional)**

**COMMUNITY SERVICES BLOCK GRANT (CSBG)  
2020/2021 Program Year Community Action Plan  
Cover Page and Certification**

Submission Date:

Agency Contact Person Regarding the Community Action Plan:

<b>Name:</b>	Star Walker
<b>Title:</b>	Program Coordinator
<b>Phone:</b>	(530) 621-6255
<b>Email:</b>	star.walker@edcgov.us

Certification of Community Action Plan and Assurances

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this FFY 2020/2021 Community Action Plan (CAP) and the information in this CAP is correct and has been authorized by the governing body of this organization.

\_\_\_\_\_  
Board Chair- Sue Novasel

\_\_\_\_\_  
Board Chair (signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director- Don Semon

  
Executive Director (signature)

5-29-19  
Date

Certification of ROMA Trainer  
(If applicable)

The undersigned hereby certifies that this organization'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).

\_\_\_\_\_  
NCRT/NCRI (printed name)

\_\_\_\_\_  
NCRT/NCRI (signature)

\_\_\_\_\_  
Date

**CSD Use Only:**

Date CAP Received:	Date Accepted:	Accepted By:

## **Vision Statement**

***Provide your agency's Vision Statement below:***

"Transforming Lives and Improving Futures"

## **Mission Statement**

***Provide your agency's Mission Statement below:***

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

(Organizational Standards 5.1, 5.2, CSBG Act Section 676(b)(10))

Section 676B of the Community Services Block Grant Reauthorization Act of 1998 requires that, as a condition of designation, private nonprofit entities and public organizations administer their CSBG program through tripartite boards that *“fully participate in the development, planning, implementation, and evaluation of the program to serve low-income communities.”*

- 1. Describe your agency’s procedures for establishing adequate board representation under which a low-income individual(s), community organization, religious organizations, 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 agency to petition for adequate representation. Please place emphasis on the *low-income individuals* on your board. (Organizational Standards 5.2, 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 government representatives, five community representatives and five representatives of the low-income sector. Community representatives are agencies that serve a high percentage of low-income individuals living in the community. Each entity may appoint an alternate to ensure voting privileges in the absence of the representative member. The CAC conducts nine open meetings annually. Agendas are distributed and posted, and the public is encouraged to attend, participate in discussions and express opinions or concerns. When vacancies occur, they are posted and advertised. The agency has developed an application for individuals or organizations to serve as representation on the Community Action Council. Board applications may be obtained by calling or writing the agency. Any requests received are considered at regular CAC meetings and may result in an appointment, if an appropriate vacancy exists. The CAC takes into account that representation by the requesting representative is in the best interests of the community and the low-income population.

- 2. Please describe how the individuals on your Advisory or Governing Board are involved in the decision-making process and participate in the development, planning, implementation and evaluation of programs funded under CSBG to meet the requirements listed above. (Organizational Standard 5.1)**

Given the minimal Community Services Block Grant (CSBG) funding level, the agency utilizes CSBG funds exclusively to support the administration of direct service provision and does not sub-contract CSBG funds. The Community Action Council (CAC) receives CSBG programmatic and fiscal updates of agency programs at each CAC meeting.



## Documentation of Public Hearing(s)

[California Government Code 12747\(b\)-\(d\)](#) requires all agencies to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, **agencies must prepare and present the completed CAP for public review and comment.** The public hearing process must be documented to include how the hearing was advertised and all testimony presented by the low-income and identify whether the concerns expressed by that testimony are addressed in the CAP.

The agency shall conduct at least one public hearing and provide for a public comment period.

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

1. The agency has made (or will make) the plan available for review using the following process:

**Public Hearing**

Date: May 22, 2019

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

**Public Comment Period**

Inclusive Dates for Comment: May 22, 2019

2. When and where was/will be the Public Hearing Notice(s) published or posted? List the dates and where below:

Date	Where (name of newspaper, website, or public place posted)
May 1, 2019- May 22, 2019	El Dorado County Health and Human Services Office Locations 937 Spring Street , Placerville, CA 95667 1360 Johnson Blvd, South Lake Tahoe, CA 96150
May 10, 2019	Mountain Democrat Newspaper
May 8, 2019	Pollock Pines Community Center, Pioneer Park Community Center, El Dorado Hills Senior Center

**\*Submit a copy of published notice(s) with the CAP Application for documentation purposes.**

## Community Needs Assessment

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

As part of the CNA process, each organization will analyze both qualitative and quantitative data to provide a comprehensive “picture” of their service area. To assist the collection of quantitative data, CSD has provided a link to a dashboard with the latest Census data with easily available indicators at the county level.

[https://public.tableau.com/profile/benjamin.yeager#!/vizhome/Cap\\_Assessment/CAPData](https://public.tableau.com/profile/benjamin.yeager#!/vizhome/Cap_Assessment/CAPData)

The link gives agencies access to the five-year American Community Survey (ACS) data for every county in the state. By clicking on a county, the user will have access to quantitative data such as the poverty rate, median income information, and unemployment rate.

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

## Community Needs Assessment Process

(Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 3.5)

The CNA captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The CNA should be comprehensive and serve as the basis for the agency's goals, and program delivery strategies as reported on the CSBG Annual Report. The CNA should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

***Please indicate which combination of activities were used in completing the CNA, including when and how these activities occurred in the spaces below. If the activity was not used, please type N/A or Not Used.***

<b>Focus Groups</b>	2016, 2017, 2018
<b>Asset Mapping</b>	2016, 2017, 2018
<b>Surveys</b>	2016, 2017, 2018
<b>Community Dialogue</b>	2016, 2017, 2018
<b>Interviews</b>	2016, 2017, 2018
<b>Public Records</b>	2016, 2017, 2018

***Date of most recent completed CNA:*** 2018

***Date CNA approved by Tripartite Board (most recent):*** 05/22/2019

(Organizational Standard 3.5.)

Your responses to the questions below should describe how the agency ensures that the CNA reflects the current priorities of the low-income population in the service area, beyond the legal requirements for a local public hearing of the CAP.

- 1. For each key sector of the community listed below, summarize the information gathered from each sector and how it was used to assess needs and resources during the needs assessment process (or other planning process throughout the year). These sectors should include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions. (Organizational Standard 2.2)**

The agency gathers information and has established countywide partnerships and collaborations with a wide array of other organizations that serve low-income residents of the community, including community-based organizations, faith-based organizations, private sector, public sector, and educational institutions. Since the challenges of low-income households are seldom single issue in nature, the agency utilizes a varied approach towards the development and coordination of services, drawing upon a wide range of resources in seeking to meet the diverse needs of the community. In addition, these organizations are key stakeholders in the Agency's strategic planning processes, community health assessments, and multiple multi-disciplinary teams.

- 2. Describe the causes and conditions that contribute to poverty affecting the community in your service area. (Organizational Standard 3.4)**

Causes of poverty are changing trends in the country's economics. A few of the primary causes of poverty include, unemployment, inflation, poor management of resources, lack of education, and lack of access to food. According to the California Poverty Measure (CPM), 19.4% of Californians (about 7.4 million) lacked enough resources to meet basic needs in 2016. About four in ten Californians are living in or near poverty and in El Dorado County the numbers are rising. The current poverty rate in El Dorado County is 9.8%, with the largest population sector being in Placerville (21.2%), followed by South Lake Tahoe (16.3%). Below are a few causes affecting our community:

**Lack of or Access to Safe and Affordable Housing:** The lack of safe and affordable housing in California is affecting every county in the State. The primary cause of homelessness is the lack of affordable housing. Increased economic and housing trends in the County have resulted in a shortfall of affordable housing, particularly for low-income and older adult households. This in turn has left many people homeless and many more people vulnerable to homelessness.

**Lack of Affordable Health Care:** Access to primary care for Medi-Cal and low-income uninsured people is challenging in the county due to: a lower ratio of physicians per resident than the state average, physicians filling their practices with privately insured individuals who have reimbursement rates higher than Medi-Cal, a higher percentage of older adults, a higher percentage of residents with behavioral health needs, and reductions in public sector services for mental health due to county and state budget cuts.

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

Following identification of a program need or problem, a review of existing and potential resources is conducted. If the potential exists for developing or expanding services, the establishment of measurable goals begins. Proposals to start new services are reviewed first by the council and then

submitted to the County Board of Supervisors for approval. Goals and strategies are developed through this process, and are designed to ensure maximum utilization of available resources.

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

Surveys: Surveys of low-income persons, at-risk 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, along with 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, nutrition needs and planning for low-income and older adult services.

**4. 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 WELL DORADO website ([www.welldorado.org](http://www.welldorado.org)) is designed to assist community members and policy makers 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 WELL DORADO is to strengthen and build healthier communities through the provision of state-of-the-art web-based assessment and improvement tools. In addition to online website, the agency used the US Census data, sample surveys, community reports and agency health data.

**5. Briefly summarize the type of both qualitative and quantitative data collected and analyzed as part of the needs assessment process. (Organizational Standard 3.3)**

The Needs Assessment was created utilizing various forms of data collection such as the WELL DORADO Website, sponsored by the Agency, Community Health Survey producing a broad picture of how the community views health within El Dorado County, Stakeholder Meetings focusing on qualitative discussions, rather than quantitative data. Studying community trends and events assessed the effectiveness of programs, services and planning within the community. In addition, data was used by researching existing community reports, surveys and community dialogue.

**6. Describe how the agency analyzes information collected from low-income individuals as part of the community needs assessment process. (Organizational Standard 1.1, 1.2)**

Assessing the Community Need Section in the Needs Assessment assessed three separate Agency surveys; Community Health Assessment, Transportation Survey and Mental Health Services Act Survey, all directing an emphasis on low-income needs. The agency utilizes past and newly collected data to determine if modifications to existing programs are required and if not, what direction does the agency need to focus on to ensure the low-income population needs are being met. In addition, the agency may incorporate specific objectives and end products that can be implemented and evaluated into the Agency's Strategic Plan. This allows the agency to look into the future, paint a picture of the future based on current trends and influence the forces that will affect the agency and the populations served.

## Community Needs Assessment Results

(Organizational Standard 3.4, 4.2, 4.3, CSBG Act Section 5.76(b)(12))

*Utilize the table below to list the needs identified in your Community Needs Assessment. If additional space is needed, insert a new row.*

### Needs Table

Needs Identified	Integral to Agency Mission (Yes/No)	Currently Addressing (Yes/No)	Agency Priority (Yes/No)
Active Living	Yes	Yes	Yes
Health Eating	Yes	Yes	Yes
Access to Health Services	Yes	Yes	Yes
Behavioral Health	Yes	Yes	Yes
Transportation	Yes	Yes	Yes

**Needs Identified:** list the needs identified in your most recent Needs Assessment.

**Integral to Agency Mission:** indicate yes/no if the identified need aligns with your agency mission.

**Currently Addressing:** indicate yes/no if your agency is already addressing the identified need.

**Agency Priority:** indicate yes/no if the identified need will be addressed either directly or indirectly.

For needs marked “no” in “Agency Priority”, please describe how the gap was identified, (CNA, surveys, focus groups, etc.) and why the gap exists (Federal rules, state rules, lack of funding/resources, etc.) Explain how your agency plans to coordinate services and funding with other organizations to address these service gaps. Include how you ensure that funds are not used to duplicate services. If you will not be coordinating services to address the service gaps, please explain why.

(CSBG Act Section 676b(3)(B),(5), State Assurance 12760)

**Refer to Needs Table. For needs marked “yes” in “Agency Priority”, please stack rank according to priority, and complete the table below. If additional space is needed, insert a new row.**

**Priority Ranking Table**

Agency Priorities	Description of programs/services /activities	Community/Family & Individual	Indicator/Service Category (CNPI, FNPI, SRV)
<b>1. Active Living</b>	<p>El Dorado County Senior Activities Program, Senior Health Education Program</p> <p><i>Services include: Senior Trips and Activities, Evidence-Based Physical Exercise Programs</i></p>	Community	CNPI
<b>2. Healthy Eating</b>	<p>El Dorado County Senior Nutrition Program, Senior Community Garden, Senior Farmer’s Market Coupons Program</p> <p><i>Services include: Congregate and home delivered meals for individuals over 60, \$20 coupons for seniors to use at local Farmer’s Markets to buy fresh fruit, vegetables, herbs, and honey, and nutritional education to help individuals make healthy food choices on limited household budgets</i></p>	Community	SRV
<b>3. Access to Health Services</b>	<p>Community Services does not provide direct services to Health Services, but refers clients to: Medi-Cal, In-Home Supportive Services (IHSS), Behavioral Health Services, Public Health Services, County Medical Services Program (CMSP), Multipurpose Senior Service Program (MSSP), Community Corrections Center, Veterans Affairs</p> <p><i>Services include: The agency offers a wide range of health related services that encompass all facets of the family dynamic from birth to death, health care services for low income people including families</i></p>	Community	CNPI



	<i>with children, seniors, veterans, persons with disabilities, persons with alcohol and drug concerns, mental health clinics, wellness centers and intensive case management services, foster care, pregnant women, and low income</i>		
<b>4. Behavioral Health</b>	<p>Community Services does not provide direct services to Behavioral Health, but refers clients to: Behavioral Health Services</p> <p><u>Services include:</u> <i>The agency offers a wide range of Behavioral Health related services that encompass all facets of the family dynamic from birth to death, Behavioral Health services include: persons with alcohol and drug concerns, behavioral health clinics, wellness centers and intensive case management services</i></p>	Community	CNPI
<b>5. Transportation</b>	<p>Senior Shuttle, Community Services Block Grant</p> <p><u>Services include:</u> <i>Door to door transportation to grocery stores and places of interest (Western Slope) for adults over 60 years of age, Client survey and development of webpage and transportation brochure</i></p>	Community	SRV

**Agency Priorities:** Stack rank your agency priorities with the top priority ranking #1.

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

**Community/Family & Individual:** Identify if the need is agency, community, or family/individual level.

**Indicator/Service Category (CNPI, FNPI, SRV):** Indicate which indicator or service will be reported in annual report.

**Reporting Strategies Table**

*Utilize the table below to identify the reporting strategies for each Indicator/Service Category as identified in the Priority Ranking Table. If additional space is needed, insert a new row.*

Indicator/Service Category (CNPI, FNPI, SRV)	Measurement Tool	Data Source, Collection Procedure, Personnel	Frequency of Data Collection and Reporting
CNPI	Unduplicated clients participating in program	Community Services database, program staff enters directly into the system	Data collection is entered daily in appropriate database system, reporting is quarterly
SRV	Unduplicated clients participating in program	Community Services database, program staff enters directly into the system	Data collection is entered daily in appropriate database system, reporting is quarterly

**Indicator/Service Category:** Refer to Indicator/Service Category in last column of the Priority Ranking Table.

**Measurement Tool:** Identify the type of tool used to collect or measure the outcome.

**Data Source, Collection Procedure, Personnel:** Describe the source of data, how it is collected, and staff assigned to the task(s). Be specific and provide detail for activity both internal and external to the agency.

**Frequency of Data Collection and Reporting:** Describe how often data is collected and reported internally and externally. Include documentation available.

## Service Delivery System

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

Describe the overall Service Delivery System for services provided with CSBG funds and describe your agency's services enhance and/or differ from those offered by other providers, i.e. bundled services—please include specific examples.

- 1. Please describe the agency's service delivery system. Include a description of your client intake process or system. Also specify whether services are delivered via direct services or subcontractors, or a combination of both.**

The agency has developed a comprehensive system for recording, tracking and measuring services delivered that reflect performance results. The system uses software programs that serve the reporting requirements of various funding sources, including WICMIS (WIC), Panoramic (PG), WellSky (Title III/VII Older Americans Act Programs), NORS (Ombudsman), CMIPS (IHSS Public Authority), WellSky (MSSP, Senior Legal, Information and Assistance and Senior Nutrition) and Servtraq (LIHEAP). The Housing Choice Voucher Program uses HAPPY Software, a database specifically designed to facilitate provision and monitoring of Housing Choice Voucher Program activities. The agency provides direct and subcontracted services.

- 2. Please list your agency's programs/services/activities funded by CSBG, including a brief description, why these were chosen, how they relate to the CNA, and indicate the specific type of costs that CSBG dollars will support (examples: staff salary, program support, case mgmt., T/TA, etc.)**

The agency utilizes CSBG funds exclusively to support the administration of direct service provision and does not sub-contract CSBG funds. CSBG dollars support staff salary, program support and training and technical assistance needs.

## Linkages and Funding Coordination

(Organizational Standards 2.1-2.4)

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

(State Assurance 12747, 12760, 12768)

- 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, please list the coalitions by name, who participates, and methods used by the coalition to coordinate services/funding. (Organizational Standard 2.1, CSBG Act Section 676(b)(1)(C),(3)(C))**

The agency has developed responsible administrative and fiscal habits that promote the most appropriate use of CSBG funds. Fiscal accountability of service dollars is a primary goal of the agency. Given the limited CSBG funding allocation, which has not increased to keep pace with the growth of El Dorado County's low-income population, coordination with local service providers are necessary to keep up with the increase 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. (Organizational Standard 2.1).**

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

- 3. Describe how your agency utilizes information gathered from key sectors of the community:**
  - **Community-Based**
  - **Faith-Based**
  - **Private sector (local utility companies, charitable organizations, local food banks)**
  - **Public Sector (social services departments, state agencies)**
  - **Educational Institutions (local school districts, colleges)**

**Describe how your agency will coordinate and partner with other organizations in your service area. (Organizational Standard 2.2, CSBG Act Section 676(b)(3)(C), (9))**

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

By providing services at several locations throughout the county, many using volunteers, a link is established between community organizations, faith based residents and local government. The agency participates in a cross-referral system that facilitates timely access to and provision of appropriate services to low-income residents county-wide.

The agency partners with numerous private-sector and community organizations, such as; The Center for Violence-Free Relationships, HELP (Housing Emergency Lodging Program), Only

Kindness, Inc., Children and Families Commission of El Dorado County, M.O.R.E., Marshall Foundation for Community Health, local food closets, faith based organizations, and volunteer organizations that assist clients to reduce the conditions of poverty and to meet emergency needs, as well as to identify planning needs, gaps in services and service delivery concerns.

The agency supports and encourages volunteer activities both within the agency and throughout the community, so that low-income persons receive equal opportunity for the training and experience that a volunteer position can provide. Many of the agency low income and older adult programs are dependent on volunteers. More than 600 volunteers provide, on average, over 27,000 hours of service annually to programs within the agency. As program funding has decreased, the need for volunteers has increased. The agency promotes volunteer participation by advertising through word of mouth, newspaper ads and articles, social media posts, and radio and television announcements. The use of volunteers benefits both the client and the volunteer themselves by increasing the sense of self and community worth through promotion of active service delivery.

A partnership established with local law enforcement agencies addresses the needs of the vulnerable older adult population through an Elder I.D. Program operated by this agency's Adult Day Services Program.

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

In every effort to provide early identification and rapid intervention relative to issues of potential discrimination, abuse and/or neglect of low-income adults, the agency administers the Adult Protective Services (APS) and In-Home Supportive Services (IHSS) Programs and works very closely with the Public Guardian (PG) and Social Services Programs that serve the county's most frail, vulnerable and at-risk populations. In 2016, the agency was awarded a special grant to administer the Elder and Dependent Adult Abuse Project. This grant provides a partnership between the agency and the District Attorney's Victim Witness Unit to enhance the safety of elder and dependent adult victims of crime by providing direct services to victims and bridges the gap between elder justice service providers and victim service providers. The agency also provides administrative oversight and contracts staff support for the IHSS Public Authority in accordance with mandates of AB 1682.

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

To more effectively respond to the conditions of hunger and malnutrition, the agency has been instrumental in the support of food closets, local churches, the Salvation Army, local shelters and other local community agencies. In 1999, the agency obtained a Community Development Block Grant (CDBG) to acquire property and construct a Food Kitchen to enable St. Patrick's Parish to

expand their 3 day-a-week meal program to serve the low-income population in the greater Placerville area. The Upper Room Dining Hall commenced operation in May 2002. With the assistance of volunteers from twelve local churches, operations were expanded to seven days a week in 2004. As the need for adequate nutrition has grown, so has the need for volunteer help. Currently, over sixteen churches/organizations are involved in the Upper Room, which is serving individuals and preparing approximately 120 meals a day, approximately 42,000 meals a year. Volunteers donated over 23,000 hours of time in 2018 to assist the operation and success of the Upper Room. The Upper Room has served over 650,000 meals to the community's low-income population since its conception.

**4. Describe how services are targeted to low income individuals and families and indicate how staff is involved, i.e. attend community meetings, I&R, etc. Include how you ensure that funds are not used to duplicate services. (CSBG Act Section 676(b)(3)(C), 676(b)(9), State Assurance 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, non-duplicative services to the community. Agency staff attend community meetings, multi-disciplinary teams, and community luncheons and offers a Senior Information and Assistance line to assist older adults with accessing services within the community.

To streamline community services, the agency is in the process of implementing the 2-1-1 system. This system is a toll-free comprehensive information and referral services, accessible to all residents by telephone, website and text. 2-1-1 El Dorado will include a rich database of information online, and feature a website with extensive listings of organizations and services. This new service will further benefit the community and provide a structured avenue for information and referral. 2-1-1 El Dorado is slated to launch in the summer of 2019.

**5. If your agency is a Migrant and Seasonal Farmworker (MSFW) agency, describe how you will coordinate plans and activities with other agencies funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If your agency is not a MSFW, please mark N/A. (State Assurance 12768)**

N/A

**6. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. Describe your agency's contingency plan for potential funding reductions. (State Assurance 12747)**

The agency leverages services by making new contacts through networking, growing existing partnerships within community organizations and obtaining additional funding opportunities through available grant openings. By coordinating together with community stakeholders, the agency is able to increase programmatic capacity and demonstrate funding sustainability.

If the agency becomes aware of potential funding reductions, the agency would review probable opportunities for maintaining 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 assuming that 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 an advantageous agency strategy to maintain or reduce existing services.

**7. Describe how your agency communicates its activities and its results to the community, including how the number of volunteers and hours are documented. (Organizational Standard 2.3, 2.4)**

The agency believes in timely, accurate, accessible resources are made available to all community residents. To promote self-sufficiency goals and respond to community needs, the agency houses a variety of programs serving clients from infants to older adults, which promote intergenerational activities and community awareness. Because more than 75% of the county's residents live outside of the two incorporated cities, effective information and assistance is vital to the well-being of low-income families and seniors. To this end, the agency networks with community organizations and invites participation of private sector agencies and individuals through program advisory councils, public hearings and community focus groups.

Monthly newsletters are distributed directly to over 1,400 older adults and 2,100 WIC clients.

The agency develops program brochures and articles of interest that are distributed through the media and encourages volunteer activities and collaborative efforts throughout the community. The agency also offers an interactive web-site that includes programs, services, interactive applications, downloadable forms, and program updates.

In 2018, the agency created a Facebook page. This new outreach outlet is updated with program updates and changes, volunteer needs, and upcoming agency training and workshop events. Community members and organizations are also able to "follow" the page, giving them timely agency program news.

Volunteers are the cornerstone of the agency, with over 600 volunteers supporting program activities for a total of 27,000 for fiscal year 17/18. Volunteers support programs such as Animal Services, Older Adult Programs, Behavioral Health and Childrens Services. The agency provides training and support to volunteers. Volunteers are responsible to track their hours and submit their volunteer timesheet on a monthly basis to agency staff. The agency is responsible for reporting on volunteer hours, as applicable for fiscal and administrative reporting requirements.

**8. 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. Describe how your agency will contribute to the expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as: programs for the establishment of violence-free zones that would involve youth development and intervention**

**models like youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs. (CSBG Act Section 676(b)(1)(B))**

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

Student volunteers between grades 8-12<sup>th</sup> are now being recruited for Peer Council, which is slated to begin in El Dorado County this coming fall. 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 through this new program. The Peer Council will make recommendations about services and efforts that can assist each offender in making positive changes. 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 Boys and Girls Club of El Dorado County, Western Slope is dedicated to teach young kids how to be responsible members of the community in which they live in. The vast majority of our kids utilizing the Club come from low-income broken homes. Targeted programming for young men and women focus on providing these kids with opportunities to do the right thing and act the right way. Community service projects are designed and implemented by leadership groups made up of Club members for the betterment of the community. In the Tahoe Basin area, 53% of the Boys and Girls Club of Lake Tahoe members live below the California poverty line. The program also has above average number for 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. For those members at the greatest risk of failing academically or socially, the Club runs a number of intervention programs. The annual YELL Camp, run in conjunction with Dr Matt Wong, fosters empathy and social skills for children exhibiting bullying or social isolation, and we also run a reading program for children below grade level, where they receive one on one tutoring once a week until they are at grade level. Recently the Club received an OJP Federal Grant that will focus on career mentoring for teen members. The Club will work with local employers and entrepreneurs to provide personal mentors and career path education and information. Additionally, the free snack and supper program ensures that all members receive adequate nutrition during the week, supplementing what is offer during the school day and offsetting the food scarcity in the community.

El Dorado County libraries offer opportunities for youth to engage with their community and explore their personal interests. The South Lake Tahoe offers a bilingual book club for tweens



and offers youth a safe place to share a passion for stories, communicate in multiple languages, and mentor younger students who attend the programming. The library also appreciates the partnerships with youth organizations in our community, including SOS Outreach, Boys and Girls Club, Bringing Arts to Schools (BATS), and Upward Bound. Working with youth, whether through volunteer projects or opportunities such as highlighting their artwork, provides the opportunity to build positive relationships and develop life skills.

The Tahoe Rim Trail Association an outdoor recreation and conservation organization with a mission to maintain and enhance the Tahoe Rim Trail (TRT) system, practice and inspire stewardship, and preserve access to the natural beauty of the Lake Tahoe region. A critical component of the TRTA's mission is to provide youth with the training and experience to explore the outdoors, connect with their natural surroundings, and build self-confidence and grit through personal challenge.

In a continued effort to positively enhance the El Dorado County community and empower local youth, the County Board of Supervisors is partnering with the El Dorado County Office of Education to appoint students as youth commissioners. Youth commissioners 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.

Lastly, Live Violence Free (LVF) is addressing the needs of youth in the South Lake Tahoe area through several different programs: A new program; "TRIBE". The acronym stands for Trust, Respect, Integrity, Be your Best Self and Evolve. This will be LVF's third year helping Middle school and High School aged youth learn about themselves through leadership skills training, community involvement, presentations led by leaders in the community; all while participating in outdoor activities. LVF also lead younger youth (5-12 years) in an Art Therapy program, "Windows of the World". Led by a certified "Windows" teacher, children who have experienced trauma are taught coping skills through art projects.

**9. Describe how your agency will provide employment and training activities. If your agency uses CSBG funding to provide employment and training services, 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)**

HHS Self Sufficiency Services operates Employment Resources Centers in Placerville and South Lake Tahoe that are open to Public Assistance recipients and the general public. The centers are primarily funded and staffed by the California Work Opportunity and Responsibility to Kids (CalWORKs) program and supported by a non-financial agreement with the Golden Sierra Job Training Agency through the Workforce Innovation and Opportunity Act (WIOA) program. Community partners provide on-site services to the public and include the Employment Development Department, Veterans Assistance and the Department of Rehabilitation.

Additionally, the agency is a host agency for the AARP Senior Community Service Employment Program (SCSEP) to assist low-income unemployed individuals over age 55 with job training skills and temporary employment. Since 2010, the agency has provided training employment for seventeen (17) SCSEP workers who have supported programs such as; Public Guardian's Office, Child Protective Services, Adult Day Services, Connections One-Stop, Senior Nutrition, and Senior Legal Services.

**10. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services to counteract conditions of starvation and malnutrition among low-income individuals. (CSBG Act Section 676(b)(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. At-risk individuals are encouraged to access the Senior Nutrition congregate meal sites or the Home Delivered Meals Program. In 2016, the agency opened its eighth Senior Nutrition congregate meal site in Cameron Park. This location is serving meals twice a week to seniors in the community.

The agency continues to administer the Supplemental Food Program for Women, Infants and Children (WIC), which assists at-risk individuals with nutrition assessments and education, promoting safe, economic and healthy use of available foods along with food-specific WIC vouchers, while promoting good nutrition and reducing the incidence of nutritional at-risk infants, children and pregnant and lactating women. Senior Farmers Market Coupons are distributed by the agency and offers income eligible seniors \$20 coupons to use at certified Farmer's Markets. In 2018, the agency distributed 235 coupons.

The agency also administers the CalFresh Program, created to help improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. Over 6,644 families receive Cal- Fresh assistance in the community.

In 2015, the agency received a Supplemental Nutrition Assistance Program Education (SNAP-Ed) nutrition grant totaling close to \$400,000. Overseen by Public Health, the goal of SNAP-Ed is to improve the likelihood that persons eligible for Cal Fresh will make healthy food and lifestyle choices that prevent obesity. In 2017, SNAP-Ed offered to provide tastings to older adults at the Placerville Senior Center. Tastings events included free healthy food tastings, recipe and cook books. Due to the success of the event, SNAP-Ed has offered to make this an ongoing event.

As part of the agencies goal to increase accessibility and affordability of healthy food, a Community Garden was created in 2017 at the Placerville Senior Center. The Community Garden is able to address an array of public health and nutrition related conditions by including access to produce, increase physical activity and skill building, and create an elevated public consciousness about public health.

**11. Describe how your agency will ensure coordination between antipoverty programs in each community in the State, and ensure where appropriate, that the emergency energy crisis intervention programs under title XVI (relating to low-income home energy assistance) are conducted in the community. (CSBG Act Section 676(b)(6))**

The agency administers the Low-Income Home Energy Assistance Program (HEAP) enabling eligible households to receive assistance in reducing their household energy costs through the HEAP application process and direct payments to energy providers or through wood, propane or oil vouchers to obtain heating fuel from vendors. Partnerships with Pacific Gas & Electric, Southwest Gas, Liberty Energy, and heating/cooling vendors enable low income residents to obtain assistance and offsetting their utility costs during the winter and summer months. In 2018, the agency served approximately 2,410 families in offsetting their heating and cooling costs. While financial assistance is important, the program also provides energy counseling. Counseling households on the importance of conserving energy is viable to ensure low-income

families can afford to pay utility bills when faced with limited monthly incomes. Within the HEAP program, Emergency Heating and Cooling Program (EHCS) funds are available to repair or replace heating/cooling or water heater systems. In 2018, 14 families were assisted with new or repaired heating and cooling units. To be responsive to the rural areas of El Dorado County, HEAP services are now available in seven (7) outlying sites in the community. 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 2018, 106 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 is a significant factor in alleviating the energy problems of the low-income and senior population. The ongoing increase in energy costs, compounded by limited or declining household income, continues to have a major impact on the local community. Many households experienced loss of their utilities while additional households sought assistance through alternative resources, such as the El Dorado Community Foundation-Angel Crisis Program, Senior Emergency Fund 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 for drinking and recycled water. The Helping Hands Outreach Program (Western Slope program) was designed to assist customers who, due to unforeseen or medical emergencies, are unable to pay their water bill. The program assists customers in paying their past due balance, with an end goal of keeping their water turned on. Over 150 households have been assisted since the conception of the Helping Hands Program.

- 12. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D))**
- The agency supports strengthening families and encouraging effective parenting through a range of activities, including Family Self-Sufficiency activities and WIC educational classes that focus on providing basic parenting skills. The agency works closely with local organizations that provide counseling and/or mentoring support to families, ensuring the best use of limited resources are available. In a collaborative effort with El Dorado County Probation Department, the agency supports the Community Corrections Center out of Assembly Bill 109. This coordination of services includes classes and trainings for recently paroled and incarcerated men and women, including outpatient services, substance abuse classes, parenting classes, Moral Reconciliation Therapy, and nutritional education.

## Monitoring

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

- 1. Describe your agency's specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program, including 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. Proposals to start 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 maximum utilization of high standards of program and fiscal performance.

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 delivers programs with an additional layer of program oversight, including program recommendations, observations, and findings. In addition, the agency has created a HHS Audit Tracking Tool, which is used by agency administration to track program monitoring, data collection and monitoring close-out reports.

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 is assisting the agency by utilizing resources more effectively and conducting business more successfully and proactively, despite the 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 outlets, along with human interest articles generate public response and encourage participation in planning process.

Community Forums: Agency representatives attend county-wide meetings and participate on task forces and community focus groups to offer and gather input on issues such as emergency shelter, nutrition needs, 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 and type (i.e., onsite, desk review, or both)**

The agency has fiduciary obligation to monitor contracts based on the governing terms and conditions related funding agreements. Agency subcontractors comply with Policy B-HH-006 and are maintained and monitored by the agency on an as-needed basis. State and Federal agencies conduct program audit and monitoring visits on an ongoing basis. This delivers programs with an additional layer of program oversight, including program recommendations, observations, and findings. In addition, the agency has created a HHS Audit Tracking Tool, which is used by agency administration to track program monitoring, data collection and monitoring close-out reports.

**3. Describe how your agency ensures that cost and accounting standards of the Office of Management and Budget (OMB) are maintained. (CSBG Act Section 678D(a)(1)(B))**

Given the minimal Community Services Block Grant (CSBG) funding level, the agency utilizes CSBG funds exclusively to support the administration of direct service provision and does not sub-contract CSBG funds. The Agency operates under the accounting standards of the Office of Management and Budget.

## Data Analysis and Evaluation

(Organizational Standards 4.3, 4.4)

(CSBG Act Section 676(b)(12))

1. **Describe your methods for evaluating the effectiveness of programs and services, including the frequency of evaluations. (Organizational Standard 4.3)**

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

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

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

Planning Sessions: The agency conducts service planning as part of the county budget process, and hosts planning sessions with advisory groups. Strategic planning is an important method used by the agency to determine the future direction of the agency. This planning tool is assisting the agency by utilizing resources more effectively and conducting business more successfully and proactively, despite the changes in the environment. Additional planning data is provided by the county Planning Department, identifying the scope and priority of planning needs within the county.

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

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

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

2. **Describe how your agency ensures that updates on the progress of strategies included in your CAP are communicated to your board annually. (Organizational Standard 4.4)**

Board members serve on the Community Action Council and receive strategy updates during the Community Action Council meetings, as appropriate.

3. **Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based on an in-depth analysis of performance data. (CSBG Act Section 676(b)(12))**

Community Hubs- In 2016, the agency partnered with First 5 El Dorado and several other community organizations to launch a Community Hub project. Hubs offer community based, prevention and early intervention services for families with children ages 0-18 years in the County. There are 5 Hubs with teams of public health nurses, community health advocates, family engagement and early literacy specialist, one for each of the County's Supervisorial Districts. Public Health Nurses have conducted needs assessments and outreach plans unique to each Hub. The Mission of the Hubs is to build resiliency with families through collaborative community.

Facebook Page- To increase service delivery to individuals in the community, the Agency developed its own Facebook page. Agency program information is regularly posted about programs, services and events. The Facebook page is shared among key stakeholders in the community with the intent to boost community involvement and awareness.

211 El Dorado- 211 El Dorado System will launch in El Dorado County this year. 211 El Dorado will be a free service available to all residents countywide, 24 hours per day, and seven days per week. Those who dial 2-1-1 will reach a live operator who speaks multiple languages and connects them to information about local programs and services. The 2-1-1 El Dorado system will also include a rich database of information online, and feature a website with an extensive listing of organizations and services, as well as text message capability, and more.

## Appendix A

### Organizational Standards

#### MAXIMUM FEASIBLE PARTICIPATION

##### 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** The organization/department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

##### 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 2.3** The organization/department communicates its activities and its results to the community.

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

##### CATEGORY THREE: COMMUNITY ASSESSMENT

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

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

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



**Standard 3.3:** 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.

## **VISION AND DIRECTION**

### **CATEGORY FOUR: ORGANIZATIONAL LEADERSHIP**

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

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

**Standard 4.4:** The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action Plan.

### **CATEGORY FIVE: BOARD GOVERNANCE**

**Standard 5.1:** The organization's/department's tripartite board/advisory body is structured in compliance with the CSBG Act

**Standard 5.2:** The organization's/department's tripartite board/advisory body either has:

1. Written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community, or
2. Another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs.

## Appendix B

### State Assurances

[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.

[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.

## Appendix C

### Federal Assurances and Certification

#### **CSBG Services**

**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 part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—*

- (i) to remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);*
- (ii) secure and retain meaningful employment;*
- (iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;*
- (iv) make better use of available income;*
- (v) obtain and maintain adequate housing and a suitable environment;*
- (vi) obtain emergency assistance through loans, grants or other means to meet immediate and urgent family individual needs; and*
- (vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;*
  
- (I) document best practices based on successful grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;*
- (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 child care programs;*

### **Coordination of Other Programs**

**676(b)(1)(C)** *The State will assure “that funds made available through grant or allotment will be used 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)** *a description of the service delivery system, for services provided or coordinated with funds made available through grants made under section 675C9(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)** *a description of “how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management, and follow up consultations.”*

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

**676(b)(3)(C)** a description of “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)** a description of “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)** “An 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.”

**Coordination with Faith-based Organizations, Charitable Groups, 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)** *“An assurance that “the 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)** *“An 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 services 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 served, which may be coordinated with community-needs assessments conducted for other programs.”*

**State and Eligible Entity Performance Measurement: ROMA or Alternate system**

**676(b)(12)** *“An 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.”*

## **Appendices (Optional)**

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

Appendix D- Governing Board Roster

Appendix E- CAP Public Hearing Summary

Appendix F- Public Hearing Flyer

Appendix G- Community Needs Assessment

Appendix H- CAP Public Notice

Appendix I- Public Hearing Sign In Sheet