

2018-2019 Community Action Plan

**California Department of
Community Services and Development**

Community Services Block Grant



PURPOSE

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

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

COMPLIANCE WITH FEDERAL LAW

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

COMPLIANCE WITH STATE LAW

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

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

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

CONSUMER INPUT AND INVOLVEMENT

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

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

COMMUNITY ENGAGEMENT

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

COMMUNITY ASSESSMENT

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

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

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

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

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

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

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

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

STRATEGIC PLANNING

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

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

STATE PLAN AND APPLICATION REQUIREMENTS

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

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

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

FROM:

Contra Costa County Employment and Human Services Department
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Agency Contact Person Regarding Community Action Plan

Name: Nancy Sparks
Title: Comprehensive Services Manager
Phone: 925-681-6308 Ext: (none)
Fax: 925-313-8301
Email: nsparks@ehsd.cccounty.us

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

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

Board Chairperson

Date

Executive Director

Date

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2018 - 2019 Community Action Plan Checklist

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

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

VISION STATEMENT

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

To end poverty by working in partnership with the community and its organizations in effort to maximize the opportunity for low-income families to achieve self-sufficiency

MISSION STATEMENT

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

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

Private Entities

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

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

Public Entities

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

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

Provide your agency's Mission Statement

Mission Statement (Insert Statement)

To support individuals and families to thrive as contributing members of the community by providing high quality services and learning opportunities.

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

Public law 105-285 requires the state to secure from each eligible entity, as a condition to receive funding, a CAP which includes a community-needs assessment for the community served. Additionally, state law requires each CSBG eligible entity to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields

program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

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

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

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

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

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

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

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

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

Comprehensive Community Needs Assessment (Insert Narrative)

The Community Services Bureau (CSB) within the Employment and Human Services Department (EHSD) has served as the county’s Community Action Agency (CAA) of Contra Costa County for 53 years. As part of its mission, CSB conducts an annual Community Assessment to provide a complete profile of the current economic, health, safety and educational status of the residents who call Contra Costa County home. The Community Assessment is a multi-phase, ongoing process of data collection and assimilation that describes community strengths, needs and resources. Through this collaborative process and data compilation, the Community Assessment helps identify and communicate the emerging needs and interests of community

members. It helps determine where eligible families live and the population of eligible children, and it describes eligible children and families by age, race and ethnicity, primary language, income, family size, social service needs, educational attainment, employment status, work and job training needs, health factors, nutrition, special educational needs, foster care status and housing needs.

Population Profile

- The population of Contra Costa County has grown 5% to 1,096,068, compared to 3% in California. The largest growth has been among Latino residents (up 46,918 or 20.7%), Asian residents (up 30,836 or 22.6%), and White residents (up 30,816 or 4.9%). Compared to the state, the county's proportion of African American residents is somewhat higher, while its proportion of Hispanic residents is considerably lower. About 76% of Contra Costa residents are U.S. born, compared to 73% in California, but 52% of the county's foreign-born residents have become naturalized citizens, compared to 49% in the state.
- Since 2010, cities such as Pacheco (up 16%), Rodeo (up 12%), Alamo (up 12%), Kensington (up 10%), Vine Hill (up 10%) and Discovery Bay (up 10%) saw a much faster growth while East Richmond Heights (down 9%) and Bayview (down 24%) have experienced significant population decline.
- The county's proportion of families (up 8%) and families with children (up 6%) has increased relative to the state, and single female-headed families, half of which include children, account for 12% of all households in Contra Costa.
- In 2015, 31% (79,511) of the county's 260,864 children are under 6 and 15% (37,787) are under 3. About 6% (64,668) of all residents are 0-4 year olds, compared to 7% in the state overall. The zip codes of 94565 (89,712), 94509 (64,406), 94806 (60,627) and 94513 (58,399) are the most populous and home to the largest population of children under 5 with 27% (17,654) of the county's 64,668 0-4 year olds.

Economic Profile

Income and Poverty

- Median family income in the county is \$95,824 in 2015, ranging from \$210,000 in Orinda to \$47,871 in San Pablo. Other areas with family incomes below median include the population centers of Antioch, Concord, Oakley, Pittsburg and Richmond. Of householders with children age 0-5, 61% in the state and 64% in the county are in families in which all parents work, which represents 49,453 local families.
- About 11% of individuals, 8% of families, 14% of children and 12% of families with children live below the Federal Poverty Line (FPL) in 2015. Overall, 10% of U.S.-born residents live in poverty, compared to 7% of naturalized citizens and 20% of non-naturalized residents. About 22% of the county's single female-headed families and 32% of those with children live below the FPL. About 5,945 children under 6 live in poverty, down 40% from 9,845 in 2014. In 2015, 37% of single female-headed families with children under 5 live below the FPL. Of 13,513 Contra Costa women who gave birth in

2015, about 18% (2,457) live below the FPL, compared to 25% in California. The highest number of Contra Costa families below FPL are residents of Antioch (3,105), Concord (3,098) and Richmond (3,510). Zip codes with the highest number of families below FPL include 94565 (3,334), 94509 (2,383), 94806 (2,087), and 94520 (1,591). The largest concentrations of single female-headed families in poverty live in 94565 (1,457), 94509 (1,307), 94804 (948), 94801 (893), and 94806 (883).

- In 2015, 1.9% of Contra Costa residents are CalWORKs cash grant recipients, down from 2.1% in 2014. In 2016, the county has 7,837 CalWORKs cash grant cases involving 13,744 children. About 19,276 (5%) of county households rely on SSI benefits in 2015, receiving from \$1,319 (Bethel Island) to \$9,114 (Tara Hills) cash PA annually. About 24,417 (6%) local households receive SNAP benefits, compared to 9% in the state, and 17% (44,752) of local children live in a home with SSI, cash PA or SNAP benefits, versus 27% statewide.

Housing and Homelessness

- Since 2015, the cost of housing has escalated dramatically. In 2017, the median rent for a 2-bedroom unit is \$2,173 per month. From 2015 to 2017, the median monthly rent for a 2-bedroom unit in the county increased 37%, compared to 16% from 2013 to 2015. Using data from 2015, 35% of mortgages (85,522 homes) and 55% of rentals (71,114 units) were considered unaffordable. This upward trend continues.
- In 2016, 3,500 individuals in the county were homeless (1,730) or at risk of becoming homeless (1,770). Of these homeless, 1,110 sleep on the streets. Within the homeless population 364 are in families, 21 are young parents and 6 are unaccompanied children. Eleven percent are minors age 0-17. The homeless population is migrating. Since 2011, Central and West County saw a decline in homelessness, while East County saw an increase. In 2016, 377 fewer students are homeless compared to 2014 (down 12%), but 2,814 students do not have stable housing, and 53% are younger than the sixth grade. About 37% (1,036) of homeless students attend school in West Contra Costa, 18% (500) in Mt. Diablo and 17% (491) in Antioch Unified.

Employment

- Contra Costa's January 2017 unemployment rate (4.0%) compares favorably to the state (5.0%), but rates are much higher for residents in Vine Hill (9.8%), Tara Hills (9.2%), San Pablo (7.0%), Pacheco (7.0%), Antioch (6.3%), Bethel Island (5.9%) and Oakley (5.7%). Rates are also higher than average in the population centers of Concord (4.9%), Pittsburg (5.4%) and Richmond (5.2%), and unemployment among African American remain at nearly twice the average of the county. While the county's workforce grew 10% or 48,600 workers since 2000, the number employed increased 8% or 38,900 jobs. For Contra Costa County, mothers return to work sooner than their counterparts in the state. Sixty-four percent (8,633) of Contra Costa women who gave birth in the past year are in the workforce, compared to just

57% in California.

- Between 2000 and 2015, the Contra Costa County civilian labor force has grown a modest 9.7% or 48,600 potential workers, while the number employed across all industries increased 8.0% or 38,900. Eleven thousand jobs were added in the county. An increase of 3.2%.
- Business trends since 2000 have resulted in job losses in several sectors, including farming (down 1,400 jobs); mining, logging, construction and manufacturing (down 14,300), information (down 9,200), and professional, technical or scientific-related services including waste management (down 4,200 jobs). In contrast, county entities have also produced 23,900 more jobs in education, health and social assistance and 12,500 jobs in hospitality, arts and entertainment, food service and recreation.

Transportation

- Contra Costa County residents spend more time traveling to work. Commute time from 2008-2015 rose from 31.9 to 35.3 minutes, the longest commutes amongst the nine Bay Area counties, and the state average of 28.0 minutes. Workers age 16 and over who travel to a work place are more likely to commute using public transit or a carpool than workers in California overall and less likely to drive alone. However, the percentage of workers in the county who drive to work alone has gradually increased from 66.0% in 2000 to 68.9% in 2015, while the percentage who carpool has decreased from 16% in 2000 to 11.6% in 2015. The percentage of Contra Costa County workers who use public transit (including busses, trains and ferry boats) has also dropped from 16% in 2000 to 10.1% in 2015. This trend may be due to increases in the number of people working from home.

Health Profile

Health Insurance Coverage

- In Contra Costa, 10% are uninsured compared to 15% statewide, but both rates have improved since 2014. Rates are highest among foreign-born residents (19%) and for residents of Vine Hill (15%), Tara Hills (16%), Richmond (17%) and San Pablo (21%). About 4% (2,802) of 0-5 year olds are uninsured, and 6% of 2–11 year olds have never seen a dentist. Notably, foreign-born naturalized citizens are 4 times more likely than non-citizens to access health insurance.
- One of only a few counties in the U.S. sponsor its own health care system, Contra Costa County offers a comprehensive range of health-related services to residents under one organizational structure known as the Contra Costa Health Services (CCHS). As the largest department of the Contra Costa County government, CCHS is an integrated health care system that serves and supports individual, family, and community health. The CCHS program network provides a wide array of primary, specialty, and inpatient medical care, mental health services, substance abuse treatment, public health programs, environmental health protection, hazardous materials response and inspection, and emergency medical services. CCHS also operates the nation's first federally qualified, state-licensed and county-sponsored HMO, the Contra Costa Health Plan (CCHP).

- The CCHP, the first county-sponsored health plan in California to offer Medi-Cal Managed Care coverage and serve Medicare beneficiaries, has been expanded several times in response to the needs of the community. In 2010 it began providing quality health care coverage to county employees, businesses, individuals, and families. Then, after implementation of the Affordable Care Act (ACA) in 2014, it began facilitating the ACA Medi-Cal coverage expansion to include individuals with incomes below 138% of the Federal Poverty Level.
- For these lower-income residents and for uninsured residents, the CCHS system offers a safety net of comprehensive health care and medical services not otherwise available. Through ACA legislation, the CCHS ensures all Medi-Cal recipients in Contra Costa County have access to essential health benefits, including doctor visits, hospital care, 3 pregnancy-related services, SNF, home health and hospice care, mental health care, autism care, and some substance use disorder care.

Health and Safety

- Because rates for Sexually Transmitted Diseases (STD) are considered a proxy for unsafe sexual practices and HIV risk factors, trends in incidence rates are particularly important to maintain healthy communities, and STD rates are closely monitored by a statewide surveillance system that defines high-risk populations; assesses STD trends; measures prevalence of select STDs, health impacts, and costs; and evaluates progress toward reducing incidence rates. In 2015, the rate of Chlamydia among 15-19 year old females in Contra Costa County was 2211.7 per 100,000 compared to 551.5 among boys the same age. Overall, 1,081 cases of Chlamydia were reported among 0-19 year olds in Contra Costa County in 2015, which is a slight increase from 1,003 cases of Chlamydia in 2014. Another 180 cases of Gonorrhea were reported among 0-19 year olds, the same as in 2014.
- Infant mortality rose to 4.3 per 1,000 in 2015 and is projected to top 5.0 in 2017. Although still lower than the state (5.0 per 1,000), the county's rate (4.3) has worsened while the state's has improved. About 88% of pregnant women receive first trimester prenatal care in the county, with multi-racial (80%) and Latino mothers (81%) least likely to receive care. By 2017, 7% (5,872) of births are projected to be low birthweight. About 41% of Contra Costa pregnant women participate in WIC, and 4% (500) do not have stable housing during pregnancy, compared to 3% statewide.

Asthma

- In 2016 an estimated 23,069 Contra Costa County children with asthma and 158,199 elderly adults were at risk due to low air quality. The county continues to see higher rates of asthma-related hospitalizations and emergency room visits than the state across all age groups. In 2014, the rate of asthma-related hospitalizations or ER visits among children age 0-4 was 22.7 per 10,000 compared to 19.6 in the state. One hundred forty-two children under 5 had an asthma-related hospitalization or an ER visit. Children in low-income, African American communities may be much more

susceptible to asthma-related health problems than children overall.

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	Page
Housing-Shelter	Yes	Assistance is also available to enroll eligible individuals and families in programs such as the Low Income Home Energy Assistance and Weatherization Programs.	CSB and the EOC have established strong links with community organizations such as Bay Area Legal Aid, Contra Costa Interfaith Housing, STAND! For Families Free of Violence, and Shelter Inc. Partnerships with the County Health Services Department including Public Health, Mental Health and Homeless Services, the Housing Authority, and the Building Inspection Department are strong and have been paramount in our efforts.	20
Employment-Jobs	Yes	Student Intern Program -CSBG funds are supporting the professional growth and development of low income individuals in the Student Intern program. Interns are placed throughout CSB's administrative offices and child care centers to receive on-the-job vocational experiences, guidance, and mentorship. Trainees are receiving specialized instruction in	CSB and the EOC have established strong links with community organizations such as Opportunity Junction, Bay Area Community Resources and Contra Costa Clubhouse that provide paid job-trainings, computer training, career skills and job placement.	18

		office practices and procedures, technical skills, and interpersonal skills to develop effective workplace habits that are leading to future employment opportunities.		
Food-Nutrition	Yes	<p>CSB in its activities related to Head Start and Early Head Start places a fundamental emphasis on food and nutrition that is incorporated into every aspect of the agency's operation. Families receive quarterly newsletters containing information on health and nutrition. Nutritional Services for Children and Families include:</p> <ul style="list-style-type: none"> • Nutritional screening and assessment • Individual nutrition counseling by a registered dietitian • Nutrition education • Integrated nutrition curriculum 	<p>CSB and EOC members work with several agencies who's mission it is to reduce hunger, promote healthy eating, improve access and availability of fresh produce to our underserve population.</p> <ul style="list-style-type: none"> • Loaves and Fishes of Contra Costa, provides community based dining rooms where clients are welcomed to a hot meal, food pantry that includes fresh produce and nonperishable items, Adult Nutritional Cooking Skillet classes and Culinary school at their Martinez Dinning Room for Disadvantage youth and adults. • White Pony Express provides 250,000 pounds of high-quality nutritious food daily to 	23

			<p>shelters and other organizations working primarily with the homeless in Contra Costa.</p> <ul style="list-style-type: none"> • STAND! For Families Free of Violence and Shelter Inc., both provide emergency food assistance to their clients. 	
Comprehensive Health Services	Yes		<p>Contra Costa Health Services (CCHS) is an integrated health care system that serves and supports individual, family, and community health. The CCHS program network provides a wide array of primary, specialty, and inpatient medical care, mental health services, substance abuse treatment, public health programs, environmental health protection, hazardous materials response and inspection, and emergency medical services. CCHS also operates the nation's first federally qualified, state-</p>	18, 20,25

			licensed and county-sponsored HMO, the Contra Costa Health Plan (CCHP). CSB will also partner with agencies in the community that provide wrap-around services in mental health, workshops on healthy living habits, trauma-informed counseling, and assistance with health care applications.	

Instructions:

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

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

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

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

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

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

DOCUMENTATION OF PUBLIC HEARING(S)

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

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

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

Public Hearing Process (Insert Narrative)

Public hearings were conducted in the three primary regions of Contra Costa County on the following dates (West Contra Costa County – Richmond Public Library – Tuesday, April 4, 2017, 6:30 to 8:30 p.m.; East Contra Costa County - Los Medanos College - Thursday, April 6, 2017, 6:30 to 8:30 p.m.; Central Contra Costa County – County Building (500 Ellinwood) - April 19, 2017, 7:30 to 8:30 p.m.). These hearings were used to provide the public with face-to-face time with Economic Opportunity Council (EOC) members and CSB staff and to solicit factors believed to contribute to poverty in the County that would become input used to develop the Community Action Plan. Outreach to encourage participation included emailing invitation flyers, posting and distributing flyers, and outreach by EOC members and CSB staff. An overview of the Community Action Plan development process and the role of the EOC were explained by EOC members who served as moderators. The meeting was then opened up to allow those in attendance an opportunity to identify what each person believed to be the major factors contributing to poverty within their region or community if a community member, or from the perspective of their organization if representing or associated with a governmental agency or service provider. Meetings were recorded and notes were taken to be later transcribed and grouped according to similar areas of focus. An online survey was also developed to allow additional opportunity for the public input. From these meetings and the online survey, themes emerged from which priority areas were identified. Throughout the public hearings, a common theme EOC members heard was the fear of losing safety net programs and services. In response they began to advocate against cuts to CSBG and LIHEAP as wells as other safety-net programs. This advocacy effort began with their statement to the county Board of Supervisor on May 23, 2017 in recognition of Community Action Month.

The EOC made the following statement in transmitting the Community Action Plan to the Board

of Supervisors: *The Economic Opportunity Council declares that the top factors contributing to poverty in Contra Costa County are housing & shelter, employment & training, food & nutrition, and comprehensive health services. In addressing these top factors, we recognize that there are overarching issues, namely access and integration. Access and integration refer to the compounding challenges of transportation, capacity, affordability and both timely and effective service delivery.*

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

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

Attachments

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

Copies of the public hearing notices published in the media and testimony from the surveys are provided as attachments.

FEDERAL ASSURANCES

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

1. Programmatic Purposes

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

families, and a description of how such activities will enable the families and individuals—

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

The Contra Costa County Employment and Human Services Department, Community Services Bureau (CSB) will comply with all specific assurances detailed under the Federal Community Services Block Grant Act. CSB, the Community Action Agency for the County of Contra Costa, is committed to ongoing assessment of the needs of the low-income people in the County, as well as to assuring that the CSBG funds are allocated to subcontracting agencies that further the purpose of these funds. CSB is part of an integrated social services system housed within the Contra Costa County Employment and Human Services Department. As such, CSB works with the other divisions of the Department such as Workforce Services, Aging and Adult Services, Children and Family Services, and the Workforce Development Board. Because CSB is a part of the Contra Costa County government, the agency has established strong links with the County Health Services Department including Public Health, Mental Health and Homeless Services, the Housing Authority, and the Building Inspection Department. The Agency also operates the Head Start and Early Head Start programs for the County as well as providing child development services under contract to the California Department of Education, Child Development Division.

(ii) secure and retain meaningful employment;

Community Services Bureau (CSB) will coordinate with and establish linkages among government and other social service programs to assure effective delivery of services and avoid duplication of services. CSB and EOC members work in partnership with providers through the following funded programs:

- Bay Area Community Resources- Bay Area Community Resources – focuses on workforce development and youth leadership. Funding from CSBG used to support safety violence prevention program through the HEART: Healing, Educating and Reducing Trauma with a primary focus on safety and violence prevention by serving youth aged 14-17 that are at high-risk of engagement in violence and crime. BACR works in collaboration with the Antioch Unified School District. Youth Leadership and Workforce Development programs support young people to make positive decisions about their education, employment, and behavioral health. Program activities are youth-led, foster civic engagement, and provide opportunities for youth to learn to be productive, connect, and navigate. Our youth leadership programs employ a program model that ensures participants have on-site access to five key service areas: (1) academic support, (2) workforce skill building, (3) civic engagement, (4) connection to support services, and (5) meaningful participation in youth development activities.
- Contra Costa Clubhouses (Putnam) - provides a safe and welcoming place where

participants (called members, not patients or clients or consumers) to build on personal strengths instead of focusing on illness. Funding from CSBG used to provide support and strategies for members to move into and maintain gainful employment, and b) ensuring that members have effective opportunities to complete their educations. Career services include: a) career workshops, b) healthy living programs for the development of skills and habits that support career success, c) assistance in developing personal career plans, d) transitional employment at area businesses managed by the Clubhouse, e) support to members return to school and in their paid independent employment, f) one-on-one advice, g) Dress-for-Success thrift shop, and h) benefits counseling.

- Opportunity Junction – helps struggling job-seekers transform themselves into breadwinners and role models. Opportunity Junction fights poverty by helping low-income Contra Costa residents gain the skills and confidence to get and keep jobs that support themselves and their families. Funding from CSBG used to support the a) flagship job training and placement program, b) career development t services, c) the technology center with an ESL component, and d) the Do-It-Yourself Tax Assistance Service. The program has three phases: training, internship, and alumni services.
- Student Intern program is designed to provide low-income participants with on-the-job training in the various units of county government while receiving web-based training called Metrix Learning. Courses are mandatory in pre-selected areas such as Microsoft Excel, Microsoft Word, and Microsoft PowerPoint, designed to meet the current and emerging training needs of the unemployed in today's competitive workforce. Participants are enrolled in the America's Job Center of California (AJCC) and gain access to workshops, career planning, and resume development. The program term is a maximum of 12 months per participant, with the goal of being employed full-time upon exit from the program.

SparkPoint centers provide access a full range of services designed to help low income clients overcome poverty and achieve long-term financial stability. SparkPoint services focus on three areas: improving credit, increasing income and building assets. Using an integrated service model, SparkPoint clients are offered a host of services including:

- Income Support: benefits screening & tax preparation and workshops
- Savings and Assets: budgeting and banking workshops; financial planning; home buyer IDA; pre-paid debit cards
- Workforce Development: career coaching, resume creation
- Small Business Development: small business development course; small business IDA
- Financial Coaching and Counseling: credit & debt workshops; credit counseling; debt counseling
- Education: connections to training programs

(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;

Raising a Reader is a “take-home” Book Bag Program purchased by CSB. This early literacy program encourages families with preschoolers to celebrate reading together and fall in love with books. Each week children take home a brightly colored book bag filled with three age appropriate picture story books. Parents are encouraged to read to their children daily and to engage their children in conversation about the stories. Fantasy, factual, multicultural, and multilingual books are represented in the bags.

REadingADvantage, Inc. (READ) provides in-reach services to currently incarcerated Head Start and Early Head Start parents and other loved ones by providing them with a recordable book to read to their child.

(iv) make better use of available income;

CSB partners with Sparkpoint who provide access to a full range of services designed to help them out of poverty and achieve long-term financial stability. SparkPoint services focus on three areas: improving credit, increasing income and building assets. Using an integrated service model, SparkPoint clients are offered a host of services including:

- Income Support: benefits screening & tax preparation and workshops
- Savings and Assets: budgeting and banking workshops; financial planning; home buyer IDA; pre-paid debit cards
- Workforce Development: career coaching, resume creation
- Small Business Development: small business development course; small business IDA
- Financial Coaching and Counseling: credit & debt workshops; credit counseling; debt counseling.

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

Partnerships with such agencies in the community as: Contra Costa Interfaith Housing, Shelter Inc., STAND! For Families Free of Violence, Bay Area Legal Aid, and Contra Costa Health Services assist residents to maintain safe and affordable housing, Transitional housing, emergency shelter, and legal representation with housing related matters. These same agencies provide wrap-around services such as career services, mental health services, nutrition and wellness, and education assistance that assist in creating a suitable living environment.

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

CSB provides emergency energy assistance for families and individuals in need. Community partners provide hotel vouchers, transportation vouchers, child care, and emergency food to family and individuals in need.

(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 intervention in urban areas, to develop methodologies for widespread replication; and;

CSB will continue recruiting from our low-income communities to fill vacancies on the EOC and ensure representation and participation in the development, planning, implementation and evaluation of the programs provided in the community. Currently, we have one (1) EOC member who is local community representative on Head Start's Policy Council and two (2) EOC members who were former Head Start parents. This allows for greater influence and participation in the affairs of the community. Just recently, our EOC members created a successful grassroots movement by coordinating a second annual CSBG Roundtable Event with community partners to create a system of care. It was also a call to action regarding the President's recent "Skinny Budget" wherein CSBG funding is being eliminated. Community partners took immediate action by sending CSBG success stories, being present during our public hearings and presenting before the Board of Supervisors during Community Action Month.

Also, each year we participate in Project Homeless Connect and a big feature of this event is Operation Clean Slate. Operation Clean Slate provides services to those who have received criminal convictions in Contra Costa. It also provides re-entry services for recently released felons to partake in rehabilitation and employment services.

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

CSB and the EOC come together at outreach events with the goal of improving the community.

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

- Disaster Preparedness and Relief
- Energy Support
- Job Training
- Asset Development Programs
- Educational Support
- Career Development
- Volunteer Coordination Efforts

- Food Resources
- Health Education
- Tax Preparation /Tax Credit Information
- Mentoring
- Parent Support
- Child Development Information
- Medical Service Access
- Home Visiting/Case management
- Childcare Services/Head Start
- Other: Click here to enter text.
- Other: Click here to enter text.

2. Needs of Youth

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

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

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

- Youth Mediation Programs
- Youth Mentoring Programs
- Tutoring
- Life Skills Training
- Youth Employment
- Entrepreneurship Programs for Youth
- Other: Click here to enter text.
- Other: Click here to enter text.
- Other: Click here to enter text.

Narrative Response:

CSB is committed to youth development by building and supporting youth employment training and educational programs in the community through Memorandums of Understanding and CSBG contracts with community organizations.

(ii) after-school childcare programs

Community partners such as Bay Area Community Resources, provides life skills, job-readiness workshops, paid work experience, academic engagement, and intensive case management to East County youth as part of its afterschool program and Health Services Department's Homeless Program - Calli House, provides shelter for at-risk homeless youth, intensive case management, wrap-around services, health screenings and family reunification and services for thousands of youth on a yearly basis. Contra Costa Interfaith Housing's on-site homework club provides assistance with homework, college applications, and financial support to low-income youth living in Los Medanos Village and Belle Monte housing communities.

3. Coordination of Other Programs

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

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

- Local Workforce Investment Boards
- Social Service Departments
- CSBG MSFW Agency
- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Community Based Organizations
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)

Narrative Response:

CSB is actively involved with the following community partners:

- Bay Area Community Resources
- Bay Area Legal Aid
- Contra Costa Clubhouse
- Contra Costa County Aging and Adult Services
- Contra Costa County Children and Family Services
- Contra Costa County Housing Authority
- Contra Costa Interfaith Housing
- Contra Costa County Mental Health Association
- Contra Costa County Office of Education
- Contra Costa County One-Stop Career Centers
- Contra Costa County Workforce Development Board
- Contra Costa Crisis Center 211 Line
- Contra Costa Employment and Human Services Department
- Contra Costa Health Services Department
- Food Bank of Contra Costa and Solano Counties

- Loaves and Fishes of Contra Costa
- Opportunity Junction
- STAND! For Families Free of Violence
- Shelter, Inc.
- White Pony Express
- Workforce Services – CalWORKS

4. Emergency Food and Nutrition

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

CSB and EOC members work with several agencies who's mission it is to reduce hunger, promote healthy eating, improve access and availability of fresh produce to our underserve population.

- Loaves and Fishes of Contra Costa, provides community based dining rooms where clients are welcomed to a hot meal, food pantry that includes fresh produce and nonperishable items, Adult Nutritional Cooking Skillet classes and Culinary school at their Martinez Dining Room for Disadvantage youth and adults.
- White Pony Express provides 250,000 pounds of high-quality nutritious food daily to shelters and other organizations working primarily with the homeless in Contra Costa.
- STAND! For Families Free of Violence and Shelter Inc., both provide emergency food assistance to their clients.

CSB in its activities related to Head Start and Early Head Start places a fundamental emphasis on food and nutrition that is incorporated into every aspect of the agency's operation.

Families receive quarterly newsletters containing information on health and nutrition.

Nutritional Services for Children and Families include:

- Nutritional screening and assessment
- Individual nutrition counseling by a registered dietitian
- Nutrition education
- Integrated nutrition curriculum

5. Employment and Training

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

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

- Workforce Investment Boards
- Social Service Departments

- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Local Colleges
- Adult Education programs
- Job Training Organizations
- CSBG MSFW Agency
- CalWORKS
- Community Based Organizations
- Substance Abuse Treatment Providers
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)

Narrative Response:

There are numerous programs, both internal to the County and through contracted or partner agencies that provide employment and training opportunities to those served by CSBG. The Community Services Bureau (CSB) will coordinate with and establish linkages among government and other social service programs to assure effective delivery of services and avoid duplication of services. CSB and EOC members work in partnership with providers through the following funded programs:

- Bay Area Community Resources- Bay Area Community Resources – focuses on workforce development and youth leadership. Funding from CSBG used to support safety violence prevention program through the HEART: Healing, Educating and Reducing Trauma with a primary focus on safety and violence prevention by serving youth aged 14-17 that are at high-risk of engagement in violence and crime. BACR works in collaboration with the Antioch Unified School District. Youth Leadership and Workforce Development programs support young people to make positive decisions about their education, employment, and behavioral health. Program activities are youth-led, foster civic engagement, and provide opportunities for youth to learn to be productive, connect, and navigate. Our youth leadership programs employ a program model that ensures participants have on-site access to five key service areas: (1) academic support, (2) workforce skill building, (3) civic engagement, (4) connection to support services, and (5) meaningful participation in youth development activities. placement issues and maximize job retention and employer satisfaction.
- Contra Costa Clubhouses (Putnam) - provides a safe and welcoming place where participants (called members, not patients or clients or consumers) to build on personal strengths instead of focusing on illness. Funding from CSBG used to provide support and strategies for members to move into and maintain gainful employment, and b) ensuring that members have effective opportunities to complete their educations. Career services include: a) career workshops, b)

healthy living programs for the development of skills and habits that support career success, c) assistance in developing personal career plans, d) transitional employment at area businesses managed by the Clubhouse, e) support to members return to school and in their paid independent employment, f) one-on-one advice, g) Dress-for-Success thrift shop, and h) benefits counseling.

- Opportunity Junction – helps struggling job-seekers transform themselves into breadwinners and role models. Opportunity Junction fights poverty by helping low-income Contra Costa residents gain the skills and confidence to get and keep jobs that support themselves and their families. Funding from CSBG used to support the a) flagship job training and placement program, b) career development t services, c) the technology center with an ESL component, and d) the Do-It-Yourself Tax Assistance Service. The program has three phases: training, internship, and alumni services.
- The Student Intern program is designed to provide low-income participants with on-the-job training in the various units of county government while receiving web-based training called Metrix Learning. Courses are mandatory in pre-selected areas such as Microsoft Excel, Microsoft Word, and Microsoft PowerPoint, designed to meet the current and emerging training needs of the unemployed in today's competitive workforce. Participants are enrolled in the America's Job Center of California (AJCC) and gain access to workshops, career planning, and resume development. The program term is a maximum of 12 months per participant, with the goal of being employed full-time upon exit from the program.
- The Teacher Assistant in Training program prepares parents and community members for a career in Early Childhood Education (ECE). TATs receive eighteen (18) months to complete twelve (12) ECE units and become eligible for their Associate Teacher Permit. TATs who participate in the program have been given the opportunity to access other funding, such as stipends offered through Contra Costa County Office of Education, First 5 California etc., to assist them in continuing their education. Mentoring on the job is an essential part of the program, and CSB views the program vital to recruiting and involving parents in the Head Start program.
- **Coordinate Client Outreach** – Working together with our service partners, client services are coordinated with the Workforce Development Board of Contra Costa County (WDB) and the Small Business Development Center of Contra Costa County (SBDC). As the employment and training arm of the County with an increasing focus on addressing the needs of those with challenges or barriers to employment. As division under Employment and Human Services Department (EHSD), the Community Services Bureau is well positioned to identify employment and training needs in collaboration with our service partners and through ongoing assessments of low-income populations served. CSB works with WDB and SBDC, also a bureau within EHSD, maximizes service delivery while avoiding duplication.

6. Low-Income Home Energy Assistance

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

CSB administers several Home Energy Assistance Programs designed to help low-income families and individuals better cope with the financial burden of high energy bills. These include the Low Income Home Energy Assistance Program's (LIHEAP) Heating and Energy Assistance, Fast Track emergency programs and "Weatherization" programs, and the Department of Energy (DOE) Weatherization program.

The LIHEAP program provides federal financial assistance for energy bills for families and individuals whose income is below 100% of Federal Poverty guidelines, including immediate financial assistance with 48 hour shut-off notices and energy education and budget counseling services. Households applying for DOE and LIHEAP may also receive free Weatherization and energy reduction services for their homes. This includes the installation of insulation and other energy saving measures that will reduce the loss of energy from the home and can reduce monthly energy bills.

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

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

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

- Local school districts
- Social Service Departments
- State agencies
- Colleges
- Faith-Based Organizations
- Community Based Organizations
- Local Utility Companies
- Charitable Organizations
- Homeless Programs
- Participant in County Taskforce
- Local Food Banks
- Other: Click here to enter text.
- Other: Click here to enter text.

Other: [Click here to enter text.](#)

Narrative Response:

In order to establish high quality delivery system and form partnerships with other community organizations, CSB has Memorandums of Understanding (MOUs) and contracts with different agencies in the county which allows the opportunity to coordinate a unified service delivery system that best meets the needs of customers.

8. Establishment of Procedures for Adequate Board Representation

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

Membership on the EOC includes the following sectors and number of representatives within sectors: a) Low-Income – 5 members, and alternate, b) Private/Non-Profit – 5 members, and c) Public Sector – 5 members (corresponding to the five supervisorial districts within the county). The public comment section, which is a mandated component of any meeting, allows any individual or anyone representing an organization with the opportunity to advocate on behalf of the low income sector, present issues within the community, or present her or his case for appealing a recommendation from the EOC regarding the selection of a low-income or private sector representative. The EOC will notify the Contra Costa County Board of Supervisors of its recommendation of any comments or appeals. All recommendations by the EOC are subject to approval by the Board of Supervisors.

9. Cost and Accounting Standards

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

CSB provides effective accounting and financial management in operating its program. It has formulated and maintained an adequate organizational structure that delineates lines of authority and responsibility; defines operational relationships; formulates lines of communication; and establishes system of internal checks and controls.

The financial management structure is composed of Board of Supervisors and Auditor-Controller that formulates financial policies, approves all budgets and contracts, and reviews operations and activities; Head Start Policy Council Fiscal Sub-committee and EOC Fiscal Sub-committee that reviews, provides input and approves annual and supplemental budget changes; EHS/HS Director who is responsible for all financial operations of the CSB; Chief Finance Officer who is responsible to the CSB Director for all financial operations of the program; Head Start Accountant and CSBG Accountant who are responsible to the Chief Finance Officer for all financial operations of the program; All employees who follow the lines of authority on the department's organizational chart.

Contra Costa County Employment and Human Services Department, Community Services

Bureau adheres to the eight standards of effective financial management that has met federal regulations through the following: relates financial data to performance data and develops unit cost information whenever practical; provides accurate, current and complete disclosure of financial results; maintains records that identify source and application of funds; exercises effective control over and accountability for all funds, property, and other assets; prepares monthly comparisons of expenditures with budget; follows written procedures to minimize time between transfer and disbursement of funds; follows written procedures for determining reasonableness, allocability and allowability of costs in accordance with cost principles; and maintains accounting records that are supported by source documents.

The accountant reviews all expenditure documentation for allowable cost, allowable activity, reasonableness and budget availability. In addition, the accountant performs recalculation and review of the expenditure detail report received from the County. The accountant checks for accuracy as well as for appropriate allocation of costs to the programs using Office of Management and Budget (OMB) A-87 circular and other laws, regulations and information memos to ensure that costs are allowable. The accountant prepares monthly financial reports on a timely basis with each line item expense analyzed and checked for accuracy and classified by major categories. The monthly financial report shows year-to-date projected expenditures compared to budget. Budget variances are examined to ensure that program expenditures are within the target levels. This report is reviewed during the monthly budget meeting with senior management and is used by management in financial planning and decision-making. Together with the other program reports, the monthly financial report is submitted to the Board of Supervisors (BOS), the Economic Opportunity Council (EOC), and Policy Council (PC) to maintain accountability and control program quality.

The BOS sponsors an annual audit for all its accounts, books and records. Audit findings, if any, are reported to the Board and County Administrator's Office for appropriate action. Corrective action on audit findings are immediately acted upon and implemented. CSB maintains its accountability through its effective internal control structure which is integral parts of management. These controls include various methods used to safeguard assets and assure that they are used solely for authorized purposes, ensure reliability of accounting data, comply with management policies, grant terms and conditions, and federal and state regulations. There is a system of checks and balances to ensure accountability. Being part of the County government, CSB maintains accountability by adhering to its accounting policies and procedures that conform to Generally Accepted Accounting Principles (GAAP) and the County Administrative Bulletins.

10. Service Delivery System

- a. Provide a description of your agency's service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.

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

CSB Service Delivery System offers programs that target individual, family and community needs associated with the issues of poverty within communities in Contra Costa County. The service delivery broadly falls into three categories:

1. In Crisis or Immediate Need- These are food and emergency shelter needs and may sometimes involve domestic violence/healthcare needs.
2. At Risk- These individuals require assistance with CalWORKs, CalFresh, permanent housing/Section 8 or transitional shelter, childcare to look for work or for attending school leading to work and Health care/Medi-Cal assistance
3. Semi stable/stable- Here the family has a few barriers and is making good progress towards self-sufficiency. Here the services needed are childcare, employment coaching/assistance and long term permanent housing, and LIHEAP.

The Employment and Human Services Department, through its direct programs and by working collaboratively with its community partners, is able to address these three categories of community needs and the issue of poverty and self-sufficiency to a large extent throughout the county.

1. The EOC recognizes the importance of connectivity between our partner agencies. Therefore the EOC will bridge the gap between service providers in our community to ensure that low-income families and individuals are receiving the best possible wrap-around services.
2. The EOC will host a Roundtable Event for our subcontractors at the beginning of each CSBG contact year so that service providers can come together to share information on their agencies and form relationships identifying challenges, leverage resources and coordinate services.

11. Linkages

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

CSB staff and EOC members continues to establish linkages between internal and external partners to ensure low-income families are provided the services they need to move towards self-sufficiency. CSB agency continually reviews Community Assessment data and identifies gaps in services and opportunities to establish linkages to close those gaps and/or enhance current programs. Linkages at the administrative level allow for better program development and administration. CSB staff ensures that all of its contracted service providers are aware of each other and able to work together or accept referrals to better serve their respective clients. All programs, information and referral program, community outreach and education provide information to the larger community, in part in an effort to fill identified gaps in services. Unmet needs are identified through a variety of means that include disseminating information, making referrals, providing case management, and scheduling follow-up consultations in coordination with private and public entities

12. Funds Coordination

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

CSBG funds are leveraged and coordinated with both public and non-profit agencies whenever

possible through a Request For Information (RFI) process to serve the needs of the low-income Contra Costa residents. A list of current community partners include:

1. Bay Area Community Resources
2. Bay Area Legal Aid
3. Contra Costa Health Services Homeless Program
4. Contra Costa (Putnam) Clubhouse
5. Contra Costa Interfaith Housing
6. Opportunity Junction
7. Loaves and Fishes of Contra Costa and Solano
8. Shelter, Inc.
9. STAND! For Families Free of Violence
10. Bay Area Community Resources

CSB staff and EOC members continue to use the information collected as part of Community Needs Assessment to guide the use of CSBG funding to serve the low-income communities.

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

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

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

- Fatherhood Strengthening Classes
- Counseling
- Non-court-ordered parenting classes
- Co-parenting communication skills
- Classes assisting incarcerated or recently paroled men
- Job training and employment assistance
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)

Narrative Response:

CSB supports community and neighborhood-based initiatives that include the following:

- The Mobile Boutique: Thousands of items of cleaned, pressed, sorted clothing, toys and books are delivered and staged in impoverished neighborhoods in the county.
- Contra Costa Interfaith Housing Intensive Parenting workshops: 16 parenting

workshops are held at the Bella Monte Apartments and Los Medanos Village for families to improve parenting and life skills while accessing resources.

- Healing, Education, And Reducing Trauma (HEART): Program serves ten youth living in Antioch who are at high-risk of engagement in violence and crime. Program provides job-readiness workshops, and paid work experience.
- Male Involvement: participants enhanced their fathering skills and learned about the important roles they have as dad's in their children's lives by attending male involvement meetings and fatherhood classes based on the National Fatherhood Initiative's 24/7 Dad Program.
- English as a second Language classes – parents attended a 10 week course at our George Miller Center in Concord and received instruction to advance their English conversational skills, grammar, reading, writing, pronunciation and vocabulary.
- REadingADvantage, Inc. (READ) provides in-reach services to currently incarcerated Head Start and Early Head Start parents and other loved ones by providing them with a recordable book to read to their child.

STATE ASSURANCES

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

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

Employment and Human Services Department (EHSD) is part of a broad-based coalition called the Funders Forum that looks to private foundations for funding to ensure safety net services remain intact in the event of reduced or eliminated state and/or federal funding. The Economic Opportunity Council has also engaged the CSBG sub-contractors in advocacy efforts to prevent elimination of funding by sharing success stories and by banding together to form a cohesive group of service providers with a shared mission of serving the poor.

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

The Contra Costa Community Services Bureau assures that all recipients of services under

programs funded with Community Services Block Grants (CSBG) funds have incomes at or below the official poverty guidelines, are recipients of TANF or SSI, or are members of a group identified in our Community Action Plan as having a high incidence of poverty.

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

The Los Nogales child center serves migrant farm-worker families of Contra Cost. CSB provides meals that meet the Head Start performance standard and USDA meal guidelines.

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

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

Homelessness, CFS involvement, at-risk certifications by professionals, public assistance notice of action (NOAs), seeking employment, and parental incapacitation as certified by a medical professional.

Other, describe:

Income eligibility for general/short term services: For services with limited in-take procedures (where individual income verification is not possible or practical), describe how your agency

generally verifies income eligibility for services? An example of these services is emergency food assistance.

CSB, by virtue of being part of the Employment and Human Services Department, has access to CalWIN, the public benefits management system and is able to retrieve real time verification documentation for short term services. Also, CSB utilizes self-certifications and self-declarations, signed under penalty of perjury, that allow those clients that are working in underground economies to state their situations, and staff then attest to the presence of these economies taking place in the community (ex. Day laborers). CSB also adheres to the McKinney Vento Act and allows clients that are homeless or have no access to personal documentation due to natural disasters to obtain services on the condition that they actively work with staff to obtain the documentation necessary to determine eligibility.

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

Community Services Bureau actively monitors and evaluates funded programs and fiscal performance in accordance with the objectives in 2018-2019 Community Action Plan as follows: The Community Services Bureau incorporates program and fiscal reporting requirements in all subcontracts for services. Methods used to evaluate program and services include: a) site visits by EOC and program staff, b) monitoring contracts by the Contracts and Grants Unit, c) staff review income verification forms, d) fiscal monitoring by way of reports by the accountant to the EOC fiscal sub-committee, e) presentations by sub-contractors to the EOC that include question and answer sessions, and e) the development of next steps for action by the sub-contractor.

MONITORING AND EVALUATION

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

1. Describe your methods for evaluating programs and services.

As the CSBG Eligible Entity, the Community Services Bureau actively monitors and evaluates funded programs and fiscal performance in accordance with the objectives in 2018-2019 Community Action Plan as follows: The Community Services Bureau incorporates program and fiscal reporting requirements in all subcontracts for services. Methods used to evaluate

program and services include: a) site visits by EOC and program staff, b) monitoring contracts by the Contracts and Grants Unit, c) fiscal monitoring by way of reports by the accountant to the EOC fiscal sub-committee, d) presentations by sub-contractors to the EOC that include question and answer sessions, and e) the development of next steps for action by the sub-contractor.

2. Describe the frequency of evaluations conducted.

Subcontracting agencies providing services are required to collect and report data annually using the National Performance Indicators and the Client Characteristics report. The information is evaluated, aggregated and submitted to the Department of Community Services and Development in a timely manner. Also, the Community Services Bureau Staff, the EOC Board Members, and the independent auditors conduct annual program and fiscal monitoring of the contracting agencies. In addition to these methods for measuring the progress in accomplishing Contra Costa's Community Action Agency's goals.

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

Onsite monitoring is conducted through the use of monitoring instruments designed to check for compliance with regulatory and contractual requirements and is approached in a supportive manner to assure quality, mitigate any potential areas of risk, and create a solution space for ongoing program improvement. We have attached a copy of the Economic Opportunity Council Site Monitoring Evaluation sheet used during the monitoring visit.

DATA COLLECTION

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

Describe the data collection process.

Actions taken by CSB include collecting the National Performance Indicator (NPI) Form 801 and CSD Client Characteristics Form 295 collected from all CSBG subcontractors on an annual basis. The information is evaluated and aggregated to ensure that their goal has been met. Also, a factor in achieving outcomes is our locally designed management information system, CLOUDS (Child Location, Observation, and Utilization Data System). This system has received accolades

on the local, state and national fronts, and utilizes electronic signatures and other features that have been newly approved by licensing and the California Department of Education as well as the Administration for Children and Families. Data from every interaction, screening, and assessment is entered via multiple modalities (tablet, wall pad, iPhone, desktop) and real-time tracking and reports are generated with ease and great flexibility. This system ensures accountability to timelines and follow-up, ensuring high quality, timely, and responsive services at all times.

Describe the data reporting process.

CSB uses a series of systems to track and report clients demographics and services customers received. COUDS-Child Locator Observation Utilization Data Systems (CLOUDS) data system generates clients reports and collects/tracks in-kind hours. The system also automatically generates information used for our annual CSBG 801 reports. The use of different software allow for greater ability for capturing data by our subcontractors. For example, the Homeless Management Information System (HMIS) is used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. The HMIS complies with HUD's data collection, management, and reporting standards. Effort To Outcomes (ETO) is software that is used by our subcontractors to track consumers and generate reports in order to demonstrate the effectiveness of the programs. In some cases, our subcontractors use customized software to track clients in their programs. In order to follow the 36 standards of Clubhouse International, Contra Costa Clubhouse has customized a software system, based on the Salesforce platform, to ensure they are meeting all 36 standards, tracking demographics while assisting in providing vocational and social rehabilitation for adults in Contra Costa County. Opportunity Junction also uses a customized Salesforce database to track clients in their agency. Nonprofit Starter Pack 3.0 (NPSP 3.0), SMS Magic, and DupeCatcher are used as a packaged to assist in tracking progress, demographic barriers, and employment.

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

- Analysis of data is critical to the work of CSB. Multiple data sources are used daily to improve outcomes. For example, an administrator can go to a dashboard in the CLOUDS system and see real time data regarding enrollment, attendance, meal counts, and staff placement. Using this information available at-a-glance, the administrator can re-allocate staff and release substitutes, resulting in cost savings to the program. Other information that is taken over the course of a year populates a report called the Program Information Report (PIR) that is reported to Congress each year to determine the outcomes of the Head Start and Early Head Start program. CLOUDS provides real-time data for managers to monitor daily whether or not children have their well child exams, parents are provided with resources to meet expressed goals, and teachers are performing necessary education assessments. All of these actions product data that is used to create immediate, short-range, and long-range plans and corrective actions that

result in ongoing program improvement. The structure for tracking enrollment, demographics/barriers, progress, and employment history by our subcontractors is as follows: Enrollments: We have a separate "object" for enrollment into each of our core programs, including the Job Training and Placement Program. Each of these objects has related structures to track information unique to that program (like Microsoft Office Specialist certifications, Attendance, etc.).

- Demographics/Barriers: We have an object -- uniform across all core programs -- that tracks the elements of our Target Population Rubric, including both observations of motivation and of employment barriers (including ones that might be characterized as demographic, like being a veteran, and ones that we can address through our programs.
- Progress: All core employment programs include regular staff observations called Work Ready Ratings. These rate the job seeker on seven elements of work-readiness and also include case management notes.
- Employment: The custom Employment object tracks the most recent pre-program job (for impact evaluation) as well as a complete employment history post-program for at least 18 months post-placement.

CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS

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

APPENDICES (OPTIONAL)

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