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Agenda

Group/Meeting Name: Public Hearing on 2024-25 CSBG Community Action Plan

Date: 7/13/2023 **Time: From:** 6:00 PM **To:** 7:00 PM

Location: **In-person:** 1470 Civic Court, Suite 200, Conf. Room #221, Concord **OR**

On Zoom: See below:

PUBLIC ACCESS: The public may attend this meeting in person at the above location. The public also may attend this meeting remotely via Zoom or call-in. Login information and call-in information is provided below. For Public Comment Instructions, please refer to the bottom of this agenda.

Online/Call-in:

HOW TO JOIN THE MEETING VIA ZOOM:

- Link: <https://cccounty-us.zoom.us/j/84128913352?pwd=dEFzcGtiV2s5NTlhak1uK3NJUkhqdz09>

HOW TO JOIN THE MEETING VIA CALL-IN:

- **Zoom meeting Dial-In-Number:** 888-278-0254
- **Conference code:** 812185
- **Meeting ID:** 841 2891 3352

HOW TO PROVIDE PUBLIC COMMENT: refer to the bottom of this agenda.

Meeting Leader: Renee Zeimer, Chair

Purpose: To receive public feedback on the 2024-25 CSBG Community Action Plan

The Economic Opportunity Council will provide reasonable accommodations for persons with disabilities planning to participate in EOC meetings. Please contact staff at least 24 hours before the meeting at akaur@ehsd.cccounty.us or reich@ehsd.cccounty.us.

Persons who wish to address the EOC during the public comment or with respect to an agenda item may email their comments to akaur@ehsd.cccounty.us or reich@ehsd.cccounty.us before or during the meeting, or should join the teleconference meeting prior to the meeting to state their intent to provide public comments and will be limited to two minutes. All votes taken during a teleconference will be by roll call. The Board Chair may reduce the amount of time allotted per speaker at the beginning of each item or public comment period depending on the number of speakers and the business of the day. Your patience is appreciated.

By the end of this meeting, we will:

1. Call to Order and Introductions
2. Review the 2024-25 Community Service Block Grant Community Action Plan
3. Receive public comments and feedback on the Community Action Plan
4. Adjourn the meeting

Agenda

What	How	Who	Time
1. Call to Order and Introductions	Present Clarify Check for Understanding	Volunteer	2 Minutes

2. Review the 2024-25 Community Action Plan	Present Clarify Check for Understanding	Christina Reich, Division Manager	5 Minutes
3. Receive Public Comment on the Community Action Plan	Present Clarify Check for Understanding	Members of the Public	5 Minutes
4. Adjournment and Thank You!	Present	Renee Zeimer, Chair	3 Minutes

HOW TO PROVIDE PUBLIC COMMENT:

*Persons who wish to address the EOC during public comment on matters within the jurisdiction of the EOC that are not on the agenda, or who wish to comment with respect to an item on the agenda, may comment in person, via Zoom, or via call-in. Those participating in person should come to the podium when called upon. Those participating via Zoom should indicate they wish to speak by using the “raise your hand” feature in the Zoom app. Those calling in should indicate they wish to speak by pushing *9 on their phone.*

All public comments will be limited to 2 minutes per speaker.

For assistance with remote access contact: (925) 608-8819

Public comments may also be submitted before the meeting by email at Christina Reich at creich@ehsd.cccounty.us or by voicemail at (925) 608-8819. Comments submitted by email or voicemail will be included in the record of the meeting but will not be read or played aloud during the meeting.

2024/2025 Community Needs Assessment and Community Action Plan

California Department of Community Services
and Development

Community Services Block Grant



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Introduction

The Department of Community Services and Development (CSD) has developed the 2024/2025 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2023**. Changes from the previous template are detailed below in the “What’s New for 2024/2025?” section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. When the CNA and CAP are complete, they should not exceed 65 pages, excluding the appendices.

Purpose

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

Federal CSBG Programmatic Assurances and Certification

The Federal CSBG Programmatic Assurances are found in section 676(b) of the CSBG Act. These assurances are an integral part of the information included in the CSBG State Plan. A list of the assurances that are applicable to CSBG agencies has been provided in the Federal Programmatic Assurances section of this template. CSBG agencies should review these assurances and certify that they are complying.

State Assurances and Certification

As required by the CSBG Act, states are required to submit a State Plan as a condition to receive funding. Information provided in agencies’ CAPs will be included in the CSBG State Plan. Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and program performance improvement. A list of the applicable State Assurances and the agency certification for them are found in the State Assurances section of this template.

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138](#) dated January 26, 2015, CSBG agencies will comply with implementation of the Organizational Standards. CSD has identified the Organizational Standards that are met through the completion of the CAP and the CNA. A list of Organizational Standards that will be met upon completion of the CAP can be found in the Organizational Standards section of this template. Agencies are encouraged to utilize this list as a resource when reporting on the Organizational Standards annually.

What's New for 2024/2025?

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

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

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

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

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

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

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

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

Checklist

- Cover Page and Certification
- Public Hearing(s)

Part I: Community Needs Assessment

- Narrative
- Results

Part II: Community Action Plan

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

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

Agency Name	Contra Costa County Employment & Human Services Department Community Services Bureau
Name of CAP Contact	Christina Reich
Title	Division Manager
Phone	925-608-8819
Email	creich@ehsd.cccounty.us

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

05/08/2023

Board and Agency Certification

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

John Gioia		
Board Chair (printed name)	Board Chair (signature)	Date
Marla Stuart		
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

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

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

CSD Use Only

Dates CAP (Parts I & II)		Accepted By
Received	Accepted	

Public Hearing(s)

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

State Statute Requirements

As required by California Government Code Section 12747(b)-(d), agencies are required to conduct a public hearing for the purpose of reviewing the draft CAP. All testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP. Agencies shall indicate whether or not the concerns expressed by low-income individuals and families have been addressed. If an agency determines that any of the concerns have not been addressed in the CAP, the agency shall include in its response document, information about the concerns and comment as to their validity.

Guidelines

Notice of Public Hearing

1. Notice of the public hearing and comment period must be published at least 15 calendar days prior to the public hearing.
2. The notice may be published on the agency's website, social media channels, and/or in newspaper(s) of local distribution.
3. The notice must include information about the draft CAP; where members of the community may review, or how they may receive a copy of, the draft CAP; the dates of the comment period; where written comments may be sent; date, time, and location of the public hearing; and the agency contact information.
4. The comment period should be open for at least 15 calendar days prior to the public hearing. Agencies may opt to extend the comment period for a selected number of days after the hearing.
5. The draft CAP must be made available for public review and inspection at least 30 days prior to the public hearing. The draft CAP can be posted on the agency's website, social media channels, and distributed electronically or in paper format.
6. Attach a copy of the Notice(s) of Public Hearing as Appendix A to the final CAP.

Public Hearing

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

Additional Guidance

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

Public Hearing Report

Date(s) of Public Hearing(s)	June 28, 2023
Location(s) of Public Hearing(s)	Zoom
Dates of the Comment Period(s)	June 13-28, 2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	<ul style="list-style-type: none">• Contra Costa County Website• EHSD.org website• Contra Costa County Community Services Bureau Website
Date the Notice(s) of Public Hearing(s) was published	May 30, 2023
Number of Attendees at the Public Hearing(s) (Approximately)	13

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

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

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

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

Sample Data Sets			
U.S. Census Bureau Poverty Data	U.S. Bureau of Labor Statistics Economic Data	U.S. Department of Housing and Urban Development Housing Data & Report	
HUD Exchange PIT and HIC Data Since 2007	National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS	
Massachusetts Institute of Technology Living Wage Calculator		University of Wisconsin Robert Wood Johnson Foundation County Health Rankings	
California Department of Education School Data via DataQuest	California Employment Development Department UI Data by County	California Department of Public Health Various Data Sets	
California Department of Finance Demographics	California Attorney General Open Justice	California Governor’s Office Covid-19 Data	California Health and Human Services Data Portal
CSD Census Tableau Data by County			Population Reference Bureau KidsData

Community Needs Assessment Narrative

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

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

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

The Community Assessment process involves a highly collaborative assimilation of input from and engagement with numerous sources, stakeholders, community members and County staff. CSB Senior Management works with program managers and active parents to revise or refine the process, develop and implement surveys to identify emerging needs and issues, and compile and maintain demographic and referral information about CSB enrollment. The Policy Council participates in the assessment process throughout the year providing input through regular meetings, reviewing planning data in the context of shared governance and engaging in other outreach and dialog opportunities. Each spring, the Policy Council receives a full presentation of the Community Assessment and exercises its mandate to evaluate, discuss and pose questions about its findings. Then in June, the Policy Council approves the current Community Assessment. A wide variety of data techniques and sources are used to conduct the Community Assessment. Federal and state agencies, such as the U.S. Census and the Departments of Finance, Education, and Employment Development, provide reliable and regularly updated estimates of residents and conditions that may be compared over time. Internal data sources include parent and family partnership data, parent planning sessions and self-assessment surveys. Program Information Reports (PIR) and data compiled by program managers throughout the year provide a profile of the demographics and needs of Head Start families and children. Local committees, commissions and community-based entities serving low income and at-risk children and families, such as First 5 Contra Costa, the United Way, CalWORKs, the County Health Department, Contra Costa County Local Planning Council for Child Care, and the County Office of Education, also maintain on-the-ground utilization data. Community Care Licensing reports provides information about the demand for and utilization of childcare, as well as the number and location of licensed providers and childcare slots available. In collaboration with McKinney-Vento Local Education Agency Liaisons, the assessment process also helps identify the number and location of age-eligible children experiencing homelessness. Finally, and perhaps most importantly, the Economic Opportunity Council conducts four hearings throughout the community to hear directly from the low-income

community.

Through this compilation of community knowledge, the assessment process helps identify and communicate the emerging needs and interests of community members. It helps determine the population of eligible children and where their families live, 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, nutritional needs, special educational needs, foster care status and housing needs. The assessment process also helps program planners recognize and integrate other community strengths and resources.

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

CSB is funded to serve the entire county of Contra Costa. The greatest need is in East County (Bay Point, Pittsburg, and Antioch), followed by West County (Rodeo, San Pablo, North Richmond and Richmond), and then Central County (Concord). South Contra Costa County presents the area of least need, with only small pockets of poverty existing in the City of San Ramon.

3. Indicate from which sources your agency collected and analyzed quantitative data for the CNA. (Check all that apply.) (Organizational Standard 3.3)

Federal Government/National Data Sets

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

Local Data Sets

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

California State Data Sets

- Employment Development Department
- Department of Education
- Department of Public Health
- Attorney General
- Department of Finance
- State Covid-19 Data
- Other

Surveys

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

Agency Data Sets

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

4. If you selected "Other" in any of the data sets in Question 3, list the additional sources.

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

Surveys

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

Interviews

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

Focus Groups

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

 Community Forums

Asset Mapping

Other

6. If you selected “Other” in Question 5, please list the additional approaches your agency took to gather qualitative data.

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

CSB contracts with a demographer every year to do a complete Community Assessment for Contra Costa County, focusing on the low-income community and factors contributing to poverty, which includes an executive summary and a key findings report. Such information includes but is not limited to housing data, crime rates, unemployment rates, health disparities, educational data, free and reduced school lunch data, poverty rates, child abuse and neglect information, and demographic data for all of the communities we serve. The demographer and a program analyst employed by CSB conducts listening sessions (also called hearings) to get the perspectives of the low-income communities in each part of our county: central, east, and west. This information is published and shared with the agency staff via a series of meetings that start with the Senior Management Team, the Economic Opportunity Council who administer the CSBG funds, and the Head Start Policy Council. All staff receive the presentation at agency-wide meetings called All-Cluster Meetings. Key management staff convene a series of meetings to analyze the data and determine the agency’s goals and objectives each year, and the Community Action priorities every two years.

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

A. Community-based organizations

During annual monitoring site visits of CSBG-funded community-based organizations (13 in 2022/2023), CSB staff and EOC members interviewed agency staff about the issues their clients are facing and any operational challenges of the agency. This information was captured in the monitoring report, shared during EOC meetings, and considered in our early deliberations of priority areas during the CAP process. Additionally, client and provider input were collected at listening sessions hosted by our community partners. During March and April 2023, four listening sessions were conducted. Two were hosted by CSBG community partners, Greater Richmond Interfaith

Program (GRIP) and St. Vincent de Paul, at their service sites. The remaining listening sessions were hosted at a County library and a Head Start Policy Council meeting. The feedback was used to verify and broaden our understanding of the driving factors of poverty in Contra Costa County. The key contributing factors that emerged are housing, jobs and job training, mental health services, and food security. However, difficulty accessing services was a recurring and overarching barrier to getting the help they desperately need. Examples given were calls not returned, delays in application processing, lack of assistance navigating online forms and procedures, inconsistent state and federal FPLs, and the lack of transparency about these qualifiers for service, and the overall lack kindness and respect.

B. Faith-based organizations

CSB is fortunate to collaborate with the Interfaith Council of Contra Costa, an interfaith community of people from diverse religions, spiritual expressions and indigenous traditions who gather to manifest unity as we promote the spirit of community and service through caring, diversity and compassion in Contra Costa Community. They have been active in combatting racism in communities of color, with a renewed fervor since the murder of George Floyd. They have also been working on mental health supports for those suffering the effects of isolation due to the pandemic, as well as housing and food resources. Our contractual relationship with St. Vincent de Paul provides us with an excellent opportunity to connect with their work, inspired by Gospel values, in providing safety-net services to the poorest members of our communities. They hosted one of our listening sessions so we could hear directly from their clients. The need for housing, good paying jobs and job training, food security, and access to health services, particularly mental health services, emerged clearly from the sessions.

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

With the introduction of LIWAP to CSB's menu of services, and because CSB operates the LIHEAP and weatherization program, our lobby is full of clients that we hear from each and every day. Data from these sources is shared quarterly at EOC meetings. Catholic Charities, the largest charitable organization in Contra Costa County, reports supporting 22,756 people with essential services including food, rent, and counselling. Seven hundred and thirty-eight households received an average of \$4,103 in rental assistance for a total of \$2.9 million distributed. They fed 19,998 people, distributing 134,830 pounds of food (8,210 boxes). Immigration Legal Services were provided to

1,172 parties, with 511 beginning their path toward citizenship and 156 people applying for U.S. citizenship. Family preservation services were provided to 76 families, for a total of 648 hours of clinical counseling and case management provided. Finally, school-based mental health services were provided to 237 students to help them stay in school and succeed in life. The Food Bank of Contra Costa and Solano Counties serve 1 in 5 resident and provide 3,500,000+ meals monthly 7 days a week. They rescue 6,500,000 pounds of food waste annually and 60% of the food provided is produce, proteins, and dairy.

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

Many public social service and various state agencies are used to provide critical data for our Community Needs Assessment as indicated here:

- At \$95,971, median income for California families rose 7% since 2020, while family income in the county (\$127,279) rose 6%. Of householders with children age 0-5, 64% in the state and 66% (50,555) in the county live in families in which all parents work. In 2021, 86% of county workers commute, down 4% or 18,499 workers, and the average commute time fell to 37.8 minutes. Countywide, 46% (217,277) of commuters are female.
- In 2021, 65% (605,752) of Contra Costa's 16 and over residents participate in the civilian labor force, up 9,273 (2%) since 2020, with notably gains in Antioch (up 3%), Pittsburg (up 5%), Richmond (up 7%) and San Ramon (up 5%). EDD data indicates the county has 555,800 civilian workers in January 2023, up 12,800 workers or 2% since January 2022. Contra Costa has 21,800 residents unemployed in January 2023, down 1,100 or 5% from January 2022. The unemployment rate in Contra Costa (3.9%) continues lower than the state (4.3%) with both significantly improved since January 2022. About 62% of married and 72% of unmarried women with births work, and 70% (19,244) of women with children 0-5 years worked in 2021, down 14,812 or 44% since 2020. About 50% (226,381) of Contra Costa males worked full time in 2021, up 1%, compared to 35% (164,593) of females, up 2%.
- In Contra Costa, 8% (94,523) of residents live below the FPL, up 2% or 1,502. About 26,509 children live below the FPL in 2021, up 5% or 1,222 children in poverty. About 12% (9,097) of children less than 6 live below FPL, up 9% or 742. About 6% of families and 9% of families with children live below the FPL. The number of 60-84 year olds in poverty rose 4% to 15,217. About

8% of all county residents, 8% of native-born, 6% of naturalized citizens and 14% of non-citizens lived below the FPL. About 33% (2,282) of married couples below FPL have children less than 5, up 30% or 531 since 2020. About 31% (566) of single male-headed families below FPL have children less than 5. About 37% (3,085) of single female-headed families below FPL have children less than 5, up 4% or 114.

- CalWORKs cases rose 6% in the county, with 5,944 cash grant cases involving 11,013 children in July 2022. In 2021, 20,056 (5%) county households rely on SSI (down 3%), 10,746 (3%) receive cash PA (up 19%), and 27,449 (7%) receive SNAP (up 13%). About 43,947 (17%) of all county children live in PA households (up 3%), with 48% (21,276) in married-couple families, 43% (18,874) in single female-headed families, and 8% (3,423) in single male-headed families. About 6,396 (2%) of women age 15-50 receive PA in the county, including 969 women with births.
- In 2022, 15% of county homes are affordable to a median income household, down more than 9 points from 24% in 2021. The 2023 median monthly rent for a 2-bedroom unit in the county rose 6% or \$131 to \$2,405. Monthly owner-occupied housing costs also rose 6% to \$2,396, with 80,133 (29%) units unaffordable in the county. Monthly renter housing costs rose 7% or \$133 to \$2,061, with 68,092 (51%) rental units unaffordable in the county. In 2021, 9,119 people of 6,816 households, including 31% with children, accessed homeless-related services from CoC providers, down 7% since 2020. In 2020-21, 1,889 county students are homeless, with 38% of these attending West Contra Costa Unified schools.
- A total of 11,196,109 COVID cases and 101,193 deaths (1%) have been confirmed in California, with 274,856 cases and 1,571 deaths (0.6%) in Contra Costa as of April 02, 2023. The county has administered 4,533,680 COVID tests with a 5% positivity rate. About 84% of vaccine-eligible residents in the county have received a primary series of vaccines, compared to 73% statewide. In 2021, 20,120 tests were administered to 5,899 homeless individuals in the county, including 1,025 children, with 621 positive cases and 6 deaths among the homeless.
- Since 2020, arrests among California adults are down 2% for felonies and down 9% for violent offenses. Adult felony arrests in Contra Costa rose 3% or 200 to 7,084 in 2021, with drug offenses up 31%. However, arrests for violent offenses fell 14%, property offenses fell 8%, and sex offenses fell 10% since 2020. California's death by homicide rate is 5.2 per 100,000, compared to 5.9 in Contra Costa, with both rates increased. California's firearm-related death rate is 7.8 per

100,000 in both the state and county. In 2015, males in the county have an incarceration rate of 328.0 per 100,000, compared to 45.0 among females. From 2010 to 2015, incarceration rates rose 16% for males and 20% for females, yet the Contra Costa inmate population remains 86% male. In 2015, the county's 1,198 jails have an average daily population of 928 inmates.

- Domestic violence calls from county residents fell 13% or 419 calls to 2,771 in 2021. The county's 2022 rate of substantiated child abuse cases at 6% continues lower than 12% statewide, with both improved, and the county saw a 32% reduction of 240 cases to 509. In 2022, 26% of all 9,082 child abuse allegations involve children age 0-5, with 5% (468) infants less than 1, 8% (719) children age 1-2, and 13% (1,197) children age 3-5. The county had 385 juvenile arrests in 2021, down 25% or 129 since 2020, with 174 (45%) for felonies and 77 (20%) for violent offenses.

E. Educational institutions (local school districts, colleges)

Educational institutions and their data systems are queried to produce an educational profile:

- Public school enrollment in the county (169,225) is unchanged since 2021. Martinez Unified (down 107 or 3%), Pittsburg Unified (down 128 or 1%), San Ramon Valley Unified (down 388 or 1%) and West Contra Costa Unified (down 399 students or 1%) saw the largest declines. The county's student population in 2022 is 39% Latino, 27% White, 14% Asian, 8% Black, 7% multi-racial and 4% Filipino, with declines in Black (down 4%) and White (down 7%) students. Of residents 3 and older in school, 17,322 (6%) attend preschool, down 5% or 892, and 46% of preschoolers attend public schools, compared to 56% statewide. About 13,770 (52%) of county 3-4 year olds attend school, down 818 or 6% since 2020. The number of all county enrollees who attend college is 80,548 in 2021, including 36,963 (46%) males and 43,585 (54%) females. Countywide, 11% (41,867) of males and 10% (40,697) of females age 25 and over have less than a high school diploma, up 4% for males and up 2% for females since 2020. About 1,474 Contra Costa residents below the FPL attend preschool in 2021, down 6% since 2020.
- About 58% of California students and 36% (60,513) of county students are eligible for free or reduced price meals, with both improved since 2021. West Contra Costa Unified (down 6,378 or 31%), Pittsburg Unified (down 1,079 or 13%), Antioch Unified (down 723 or 6%), Oakley Union Elementary (down 379 or 19%) and Liberty Union High (down 200 or 10%) saw the largest declines, while Mt. Diablo Unified (up 2,016 or 17%), Martinez Unified (up 550 or 57%), Contra Costa County Office of Education (up 162 or 6%), San Ramon Valley Unified (up 121 or 8%), and

Knightsen Elementary (up 86 students or 57%) saw the largest increases.

- In 2021, TK enrollment in the county fell 10% to 2,300, compared to a 12% decline in the state. Of all TK enrollees in the county, 536 (23%) are English Learners (EL) and 860 (37%) are Socioeconomically Disadvantaged (SED), and both figures fell slightly since 2019-20. In 2023, EL students of all ages in California rose to 19%, while the county EL enrollment also rose to 16% (27,724). Since 2020, California children in linguistically isolated households fell 5%, while the county saw a 2% drop to 12,288, with large declines in Antioch (down 229 or 14%), San Pablo (down 223 or 19%), Concord (down 190 or 8%) and Oakley (down 156 or 48%). About 66% (8,151) of Contra Costa children in limited-English households speak Spanish, down 10% since 2020.
- In Contra Costa in 2021-22, 51% students meet or exceed the English Language Arts standard, compared to 47% in the state, while 39% of Contra Costa students meet or exceed the Mathematics standard, compared to 33% in the state. In 2022, the countywide chronic absenteeism rate rose to 27%, with higher rates in Contra Costa County Office of Education (55%), Pittsburg Unified (41%), Antioch Unified (40%), West Contra Costa Unified (40%), John Swett Unified (36%) and Oakley Union Elementary (36%). In 2022, county graduation rates rose 1.0 point to 91%.

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

The Economic Opportunity Council concludes that the main factors of poverty in Contra Costa County are as follows. 1. Lack of affordable housing, shelters, and rental assistance; 2. Food insecurity; 3. Mental health access; and 4. Underemployment and living wage jobs.

These priority areas have increased in scale and intensity resulting in difficulties accessing services, negative stereotyping, fragmentation of care and loss of COVID19 safety-net protections and supports that expired in early 2023.

The EOC also recognizes the organizational disruption within the county and among agency partners who are working to rebuild capacity and service delivery systems in the aftermath of the pandemic.

Exogenous factors such as supply chain issues, lack of broadband infrastructure, the unpredictable, exponential, yet consistent rise in the cost of fuel, housing, utilities, and other basic necessities makes it difficult for low-income people to make gains toward self-sufficiency. The goal posts keep changing.

In the next two years, we will ensure that CSBG funded services address these contextual issues that were consistent themes of the public hearings/listening sessions. These are highlighted in the 2024-25 Community Action Plan and will be emphasized in the RFI for CSBG funding in the next two-year period.

- Accessing services so that agencies demonstrate efforts to ensure clients have fair and consistent connections to services.
- Assisting in reducing/eliminating barriers to service so that clients know that someone will be there at the other end of the line to help address their pressing concerns.
- Integrating services so that individuals are served holistically.

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

Backed up by the data, we have selected these four priority areas as the main causes of poverty:

1. Lack of affordable housing, shelters, and rental assistance: In 2022, 15% of county homes are affordable to a median income household, down more than 9 points from 24% in 2021. The 2023 median monthly rent for a 2-bedroom unit in the county rose 6% or \$131 to \$2,405. Monthly owner-occupied housing costs also rose 6% to \$2,396, with 80,133 (29%) units unaffordable in the county. Monthly renter housing costs rose 7% or \$133 to \$2,061, with 68,092 (51%) rental units unaffordable in the county. In 2021, 9,119 people of 6,816 households, including 31% with children, accessed homeless-related services from providers, down 7% since 2020. In 2020-21, 1,889 county students are homeless, with 38% of these attending West Contra Costa Unified schools. The 2023 Point-In-Time Count reports that 2,372 people experienced homelessness on a given night in Contra Costa County, a 4% increase from 2020; only 30% were sheltered and 70% were unsheltered.
2. Food insecurity: In 2019, 27% of Contra Costa seventh graders, 34% of ninth graders and 39% of eleventh graders report they did not eat breakfast on the morning surveyed. About 30% of low income 0-5 year olds in the county had a recent dental visit in 2023, compared to 31% in the prior year and 34% in California. Infant mortality in the county rose to 3.6 per 1,000 in 2022, compared to 3.9 in the state. About 7% of county and state births are low birthweight in 2022, 90% of pregnant women in the county receive first trimester prenatal care, but 26% of women with live births had inadequate weight gain during pregnancy, up from 25% in the prior year. About 14% of Contra Costa women with births experienced food insecurity during pregnancy, up from 13%.
3. Mental health access: Suicide is the third leading cause of death every year among Contra Costa County residents ages 15 – 34. In 2017, 107 Contra Costa residents died by suicide; so far in 2023, there have been 339 suicides. Although rates of depression are lower in Blacks (24.6%) and Hispanics (19.6%) than in Whites (34.7%), depression in Blacks and Hispanics is likely to be more disabling and persistent. In 2018, Asian Americans were 60% less likely and Hispanic Americans 50% less likely to have received mental health treatment than non-Hispanic Whites. Psychiatric and behavioral problems among BIPOC youth often result in school punishment or incarceration, but rarely mental health care.

4. Underemployment: In 2021, 65% (605,752) of Contra Costa's 16 and over residents participate in the civilian labor force, up 9,273 (2%) since 2020, with notably gains in Antioch (up 3%), Pittsburg (up 5%), Richmond (up 7%) and San Ramon (up 5%). EDD data indicates the county has 555,800 civilian workers in January 2023, up 12,800 workers or 2% since January 2022. Contra Costa has 21,800 residents unemployed in January 2023, down 1,100 or 5% from January 2022. The unemployment rate in Contra Costa (3.9%) continues lower than the state (4.3%) with both significantly improved since January 2022. About 62% of married and 72% of unmarried women with births work, and 70% (19,244) of women with 0-5 year olds work in 2021, down 14,812 or 44% since 2020. About 50% (226,381) of Contra Costa males worked full time in 2021, up 1%, compared to 35% (164,593) of females, up 2%. And yet, in Contra Costa, 8% (94,523) of residents live below the FPL, up 2% or 1,502. About 26,509 children live below the FPL in 2021, up 5% or 1,222 children in poverty. About 12% (9,097) of children less than 6 live below FPL, up 9% or 742. About 6% of families and 9% of families with children live below the FPL. The number of 60-84 year olds in poverty rose 4% to 15,217. About 8% of all county residents, 8% of native-born, 6% of naturalized citizens and 14% of non-citizens lived below the FPL. About 33% (2,282) of married couples below FPL have children less than 5, up 30% or 531 since 2020. About 31% (566) of single male-headed families below FPL have children less than 5. About 37% (3,085) of single female-headed families below FPL have children less than 5, up 4% or 114. Job training that leads to attainment of living wage jobs necessary.

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

CSB conducts a client satisfaction survey each spring and shares the results with the Board of Supervisors (BOS) at a regularly scheduled meeting. In addition, the Economic Opportunity Council (EOC) includes satisfaction queries in their public hearing process every two years, which is also reported to the BOS as a function of the approval of this Community Action Plan. Finally, staff and Economic Opportunity Council representatives conduct site monitoring visits each year and collect data about satisfaction levels as a function of the monitoring process, which is reported to the BOS. The EOC analyzes this data and uses it to inform which areas of need receive priority and which services to support, as set forth in this Community Action Plan.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

State Plan 14.1a

Table 1: Needs Table

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

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Affordable housing, shelter, services to the homeless and rental assistance	Family	Y	Y	Y
Food Insecurity	Family	Y	Y	Y
Mental Health Access	Family	Y	Y	Y
Underemployed families	Family	Y	Y	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Housing/Shelter	200 residents will receive emergency shelter in 2024 and 2025. 150 residents will receive affordable housing in 2024 and 2025.	SRV 4m, FNPI 4a, FNPI 4b	2,372 people experienced homelessness in a single night in 2023; only 11% of homes and 51% of rental units are affordable. Housing is a basic need.
2. Food Insecurity	20,000 healthy meals will be served and 12,000 food boxes will be distributed each year in 2024 and 2025	SRV 5jj	Approximately 1 out of every 6 people in Contra Costa County are food insecure, meaning these individuals struggle to find their next meal. Food is a basic need.
3. Mental Health Access	350 individuals will receive Mental Health Services in 2024 and 2025	SRV 5u, SRV 5v	Suicide is rampant, opioid deaths are up 11%, and BIPOC are not able to access care at the same rates as white people.
4. Underemployment	250 residents will receive job training leading to living wage jobs in 2024 and 2025.	FNPI 1 a, FNPI 1b, FNPI 1c, FNPI 1d	The poverty rate has increase and the unemployment rate has decreased; people are underemployed – they don’t make enough to afford basic needs.
5.			

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

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

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

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

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

Contra Costa County will continue to be a thriving community where all individuals and families can be healthy, safe, secure and self-sufficient.

2. Provide your agency's Mission Statement.

The mission of the Economic Opportunity Council, the Community Action Agency of Contra Costa County, is to arm the community with hope, knowledge, resources, and voice. Through our advocacy, inclusion and influence, we promote pathways out of poverty to "open the doors of opportunity," full participation and self-sufficiency. *

* President Lyndon B. Johnson, "Johnson's Address to the Urban League," New York Times, December 11, 1964.

Tripartite Board of Directors

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

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

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

The tripartite board, called the Economic Opportunity Council (EOC), is an advisory body to the Contra Costa County Board of Supervisors (BOS). If any of the entities listed in CSBG Act Section 676(b)(10) wish to petition the board for adequate representation, they would address the Board of Supervisors via public comment at any Board of Supervisors meeting in adherence to the Contra Costa County Better Government Ordinance. In addition, any of these parties can also address the EOC with their petition for adequate representation for action by the Board of Supervisors.

The EOC, BOS, and CSB have concerns about ensuring we achieve "maximum feasible participation" by our low-income members because we can no longer meet virtually. The EOC and BOS are taking action by supporting AB-817 that would allow advisory bodies to continue to conduct their business virtually.

As a public Community Action Agency board, the EOC is mandated to have, at minimum, one-third low-income members. Having the ability to participate in meetings with two-way virtual teleconferencing without posting location, AB-817 would remove barriers to participation, allowing us to achieve a quorum and conduct the business of the board.

Since the COVID-19 Emergency Order expired at the end of February, our ability to recruit and retain members has been difficult. Challenges associated with participation involve conflict with work and family obligations, time and location of meetings; physical limitations, difficulty with finding and paying for childcare.

Although the COVID-19 pandemic had many devastating consequences, it also removed barriers to local civic participation by allowing remote participation. Teleconferencing enabled individuals who could not otherwise afford the time, distance, or mandatory physical requirements to fully engage in civic participation. The EOC benefitted from greater diversity of input on critical community needs. Further, participation in local advisory bodies benefitted both local agencies and

individuals by serving as a pipeline to elected office and government service.

Diversification in civic participation at all levels requires careful consideration. The in-person requirement to participate in local governance bodies presents a disproportionate challenge for those with physical or economic limitations, including seniors, persons with disabilities, single parents, economically marginalized groups, and those who live in rural areas that require prohibitive driving distances. Existing law (Stats. 1991, Ch. 669) requires local bodies to publish and publicly notice opportunities that exist to participate in and serve on local regulatory and advisory boards, commissions, and committees under the Local Appointments List, known as Maddy's Act. However, merely informing the public of the opportunity to engage is not enough. Addressing barriers to entry for service on appointed boards and commissions, unbars the door to diverse representation and furthers our democratic goal, and that of the EOC's stated purposes of access and opportunity for all.

Service Delivery System

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

State Plan 14.3

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

Contra Costa County has a no wrong door policy meaning that clients can walk in to any of our offices throughout the county and be served or provided a warm handoff to a community partner or county department. For CSB specifically, we allow walk-ins and we provide scheduled appointments utilizing our confidential interview rooms. Our childcare units, both directly operated childcare and alternative payment program, can be accessed for intake electronically as well. We have a Centralized Eligibility Unit that enters all data in to our CLOUDs database, which ranks applicants via the state and federally mandated selection criteria and places them on the waitlist as ranked. Our childcare services are delivered directly by the county and through several high quality subcontractors. Our CSBG services are also provided directly, in the form of a Clerical On-the-Job Training program, and by 13 subcontractors.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan 9.3a, 9.3b, 9.4b, 9.6, 9.7, 14.1b, 14.1c, 14.3d, 14.4

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(3)(C); Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

The EOC and CSB coordinate funding with public and non-profit agencies through a Request for Information (RFI) process to serve the needs of low-income residents. It is through those partnerships we ensure CSBG funding continues to support the already successful programs that are vital to our most vulnerable population. Successful methods used by our subcontractors to coordinate services is through the initial referral process where clients are screened and assessed while working collaboratively with organizations within the consortium to ensure clients are provided with the vital services they are lacking. Another method used by our subcontractors to coordinate services and funding is by delivering food at the partner agencies that provide dining halls for residents. This allows our subcontractors to leverage funding and best meet the needs of the community. Several coalitions and advisory groups attending by staff and board members help to inform our conclusions of needs and best practices in our communities when responding to the needs of our low-income community. They are:

- Family Economic Security Partnership – EOC Chair and CSBG Program Manager attends.
- Ensuring Opportunity – CSBG Program Director attends and is on leadership team.
- Head Start Policy Council – EOC Secretary and CSBG Program Director attends meetings.
- Head Start Health and Nutrition Advisory Council – CSBG Program Director attends.

There is no CSBG funding currently attached to these efforts.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (CSBG Act Section 676(b)(9), Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

In the spirit of cooperation and collaboration, CSB, City of Richmond Workforce Development Board and America's Job Centers of California (AJCC)/CalJobs have entered into an agreement that will assist clients in the county with the following services:

- Looking to find a job
- Building basic educational or occupational skills
- Earning a postsecondary certificate or degree
- Obtaining guidance on how to make career choices
- Seeking to identify and hire skilled workers.
- Referral of EHSD clients for participation in AJCC Workforce development services
- AJCC partner sharing of service information via brochures and/or flyers.
- Provide annual cross training for AJCC staff regarding Contra Costa EHSD Services, policies, and procedures.

CSB also has numerous MOUs and Interagency Agreements that facilitate the work we do with pregnant women, children 0-5 years of age, and their families such as:

- School Districts
- Nurse Family Partnership
- Family Development Credential
- Women, Infants, and Children (WIC)
- Children and Family Services
- Bay Area Discovery Museum
- Sweet Beginnings Family Resource Center
- Regional Centers of the Bay Area
- Special Education Local Planning Area
- Department of Child Support Services (DRAFT)

3. Describe how your agency ensures delivery of services to low-income individuals while avoiding duplication of services in the service area(s). (CSBG Act Section 676(b)(5), State Plan 9.3a, California Government Code 12760)

All services are targeted to low-income individuals and families by a wide dissemination of opportunities made available through CSBG funds. The Request of Information (RFI) process used to obtain request for funding explicitly requires applicants to demonstrate no duplication and leveraging of existing funds. A Service Provider Roundtable is convened each year and outreach materials are shared so that the subcontractors are advertising the services. Service providers learn the scope of the collective work we are doing and ensure there is no duplication of services. Staff attend multiple community meetings and share this information and the county's 211 information and referral hotline includes these programs in its offerings. CSB participates in numerous large community fairs and includes information on program. Our EOC members are excellent at sharing information at the various events and activities they are involved in and are the very best at targeting this information to the low-income community.

Ensuring there is no duplication of services is of utmost importance when determining our services, which are all targeted to low-income individuals and families. For example, our job-training program is unique in the county as it is paid, includes online training in addition to on-the-job training, and leads to county employment, and is considered the "gold standard" in job placement circles.

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

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.

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

CSB is 100% grant funded by the state and federal government. If funding is reduced, we would attempt to fill the gaps with funding from foundations and when not possible, we would undertake lean management measures to ensure that safety net services are funded first and scale back on

any non-essential costs. We would also seek funding from the county general fund to fill the gaps as appropriate.

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

CSB utilizes sign in sheets that are entered into the CLOUDs data system to track the number of volunteers we have each year. Our family handbooks identify the many ways our clients can volunteer. The Head Start Program Information Report (PIR) provides year-end totals and the CSBG Annual Reports and Monitoring Forms are utilized to collect volunteer data.

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

CSBG funds are currently utilized to serve the needs of youth in low-income communities through the following agencies and programs, and plans to ensure that youth are serviced in the next two years:

- Bay Area Community Resources: Provides the HEART program for youth affected by gun violence in the community. Provides mentoring, life skills training, job training and job placement.
- Hope Solutions: Provide transitional housing for low-income families and has robust youth development services such as educational assessment, homework help, linkages with schools, socialization opportunities, healthy living activities, and mentoring.

CSB also operates the CAPP and Stage II Child Care Alternative Payment Programs, which provides childcare and after school programming to youth up to their 13th birthday.

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

Increased community coordination and collaboration in serving the needs of youth is achieved through the post pandemic re-emergence of the Children's Leadership Council The Children's

Leadership Council strives to serve as the 'Big Tent' for our children—a space for all child- and youth-serving organizations to connect and innovate solutions to local issues. The Children's Leadership Council aims to intentionally develop and strengthen the ecosystem that recognizes and supports child, youth, family, and community resilience and wellbeing.

The Council is led by First 5 Contra Costa, the Employment and Human Services Department, the Health Services Department, and the Contra Costa County Office of Education.

The Children's Leadership Council began in 2019. After several successful community convenings, the effort took a hiatus during the Covid pandemic. Given that the pandemic exacerbated many inequities facing our children and their families, the Children's Leadership Council is re-launching to facilitate systems and service providers working together around shared goals and strategies. Currently, First 5 Contra Costa is serving as the backbone organization coordinating the work of the Children's Leadership Council.

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

CSB offers employment and job-training program using CSBG and Head Start funds. CSBG funds seven student interns who are low-income in a 12-month paid program. These interns work directly in CSB. Once selected by an interview panel, the intern is placed in a job and assigned a mentor coach. The onboarding process includes soft skills training, such as professionalism, as well training to become a clerical assistant via an evidence-based online training program called Matrix. Over the course of 6 months, the intern is trained on-the-job and via Matrix and the assigned supervisor and evaluated by the supervisor at the 6-month mark. If the intern is performing satisfactorily, they continue for the final 6 months where completion of Matrix and job placement occurs. Interns are also connected with the AJCCs/CalJobs Centers to enhance resume writing and engage in job placement activities if they choose to work outside the county. If they wish to work inside the county, we train them to pass the test for full-time employment as a county clerk. CSBG funds are also used to fund a job-training program called Opportunity Junction. This program combines computer skills training with life skills, paid work experience, and case management in 12-week full-time training and job placement assistance.

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

CSB is proud to have provided emergency supplies and services to the wider community during the pandemic as well as during product shortages (e.g., diapers, wipes, formula, and CoVID tests) due to disruptions in the supply chains. CSB collaborates with Loaves and Fishes (a food distribution in four areas in the county) and with White Pony Express that rescues food from stores, restaurants, and back yards to make sure that food pantries and other institutions that give food to low-income people is nutritious. Food security has emerged as a priority area once again.

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

CSB is the low-income home energy assistance program (LIHEAP) and low-income water assistance program (LIWAP) provider so we coordinate continuously as units in the same bureau. Our outreach plans are integrated and we conduct community trainings throughout the year to service providers. Our menu of services includes energy assistance, childcare (directly operated and alternative payment vouchers) and the full array of services provided by our CSBG subcontractors. Staff and EOC members are active in a number of broad-based coalitions, where we coordinate with other service providers and share resources and program news.

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

CSB is a dual agency, providing CSBG and LIHEAP/LIWAP so we coordinate constantly. We attend community-based events to share how to apply for services, include LIHEAP materials in all mailings to subcontractors, and ensure constant communication between both entities. Our Economic Opportunity Council receives quarterly reports at both its fiscal subcommittee meetings (more in-depth) and at its business meetings. They are also supplied with applications and necessary information about the program.

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

CSB implements the following programs in-house:

- **Make Parenting a Pleasure:** a research- and evidence-based group parenting curriculum by Parenting Now built on a foundation of 40 years of experience in working with highly stressed families with children ages newborn to eight. Based in the same theoretical foundation as the original curriculum, the updated Make Parenting A Pleasure, Second Edition was field-tested in each phase of development to insure that the new 12-session configuration is effective and well-received by parenting educators and parents when classes are conducted within a real-world
- **24-7 Dad:** an evidence-based fatherhood program used by hundreds of organizations across the nation to improve the knowledge, behavior, and skills of dads of all races, religions, and demographics. The program is built on the basis that fathers can be nurturers, and for men, nurturing is a learned skill.

CSB also collaborates with the following organizations with the goal of strengthening families and encouraging effective parenting:

- **C.O.P.E. Family Support Center:** C.O.P.E.'s mission is to strengthen family relationships through counseling options and parent education programs. We provide a safe space and supportive environment that nurtures families and encourages healthy relationships. They offer Triple P (Positive Parenting Program) and trained 1,245 clients in 2022. They also provide therapy personalized to the family's situation and provided these services to 811 clients in 2022.
- **Contra Costa First 5 Centers:** offers events and classes (both in-person and virtually) to support families with young children to co-create the best possible environments for them to learn and grow. Those environments include the homes, neighborhoods, classrooms, and communities. There are five centers throughout the county.

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

CSB operates as student intern program funded by CSBG that provides a 12-month on-the-job training program, which most often results in permanent employment in the field of human services

within the county. The students begin by mastering Microsoft Office Suite and office environment skills in order to receive and enter data into our CLOUDS management information systems. In the second half of the year, they work to fill the gaps in services to our families by providing information, referrals, case management, and follow up. CSB and its partners also utilize the 211 database to develop linkages and fill gaps presented by our clients. The database allows us to provide maps to locate services, offers translations into many different languages. It is operated by the Contra Costa Crisis Center, which also has a crisis hotline. Finally, there are numerous coalitions in which staff and board members participate that offer excellent opportunities to develop linkages to serve the needs and interest of the low-income community. A recent example of such a linkage is the Broadband for All initiative that seeks to close the digital divide. Broadband has become essential for vital services and opportunities; however, millions of Californians still lack adequate broadband service, or the devices and skills needed to use leverage broadband access for opportunities for self-efficacy. This foregrounds a main focus of our CAP – access to services.

Monitoring

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

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

CSB has a Quality Management Unit that conducts extensive multi-layered monitoring using our CLOUDS management system. Reports are funneled real-time to responsible parties and corrective action and subsequent validation is required based on specific timelines and also tracked in CLOUDS. While this unit does not have oversight of the CSBG program, there are plans to integrate CSBG monitoring with the QMU in the next fiscal year. Internally, we have budget meetings monthly where we monitor spending and there is a multi-level approval and checks and balance process associated with contract demands and payment that are done manually as well as a new system we are using called WorkDay. Efficiencies will result as we expand utilization of its reporting features.

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

Prior to Selection: The Request for Information (RFI) process allows CSB to gather data about each agency's performance prior to offering them a contract. We do this by requesting information on the RFP that includes performance indicators, list of board members to vet, mission statement, web sites, insurance coverages, etc. The staff then uses this data to help inform which agency will be awarded a contract.

Upon Selection and Monthly: Staff develops a service plan for the contract that delineates service requirements and expected outcomes, which are then monitored each month when demand for payment arrives.

Annually by Staff and Board: CSB conducts annual site visits for the express purpose of conducting program monitoring. The process includes a review of contract deliverables, site tours (to assess cleanliness, safety, and access by the public), interviews of staff regarding intake procedures, and evidence of their outreach to stakeholders, The site visit also includes a file review to ensure adequate eligibility and client services documentation.

Quarterly and Annually by Fiscal: EHSD's fiscal team also conducts fiscal monitoring in the form of quarterly desk reviews, annual onsite monitoring, and lifecycle testing and review fiscal processes, procedures, and controls. Quarterly reports on contract deliverables developed by the subcontractors are also reviewed as a function of ongoing monitoring. Corrective actions are required within two weeks of the visit and are validated by program staff. Subcontractors receive a copy of their monitoring reports and any required corrective action validation.

Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

1. Describe your agency's method for evaluating the effectiveness of programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)

CSB has a Quality Management Unit charged with monitoring its programs to ensure that they meet, and in most cases exceed, the requirement of local, state, and federal regulations. The ongoing monitoring system utilized is part of CSB's award-winning and state and federally recognized management information system called CLOUDS. Monitoring is conducted quarterly by a team of program monitors, using tools developed by the agency based on regulatory requirements in services areas such as health and safety, education, health, eligibility and enrollment, nutrition, mental health, and disabilities. Once a monitoring visit is completed, the report is uploaded into the CLOUDS system. If there are corrective actions required, they are noted in the report, and it is sent to the staff person responsible. The corrective action must be completed immediately for anything that is related to health and safety, and within 30 days for other items. The completed corrective action plan is submitted in CLOUDS and the monitor returns to evaluate the correction within two weeks to certify the action was completed. Agency and site level monitoring reports are presented to Senior Managers twice annually and include trend and root cause analyses.

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

This year during the listening sessions, we heard repeatedly that access and integration were significant issues for our community in that they are having trouble reaching people, making appointments, filling out forms, and navigating the many processes the safety net providers have established. Therefore, the Economic Opportunity Council will be including these elements in the RFI process for our contracts for the next two years and will award funds to only those service providers that clearly articulate and demonstrate how they will address these issues in service delivery. We believe that providing this context for the services we provide will greatly enhance

capacity for self-sufficiency.

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

Taking full advantage of our ability to meet our community members in public, CSB and the EOC conducted listening sessions where our low-income community congregate – at a faith-based organization, at a library, at a homeless shelter for families and their adjacent free lunch program, and at the Head Start Policy Council. We incentivized participation by providing messenger bags with toiletries, planners, gloves and scarves, and healthy snacks and beverages. Following each hearing, staff contacted various individuals that needed help accessing services. These interactions at the hearings, led to the EOC including access and integration as part of the 2024-25 CAP.

Response and Community Awareness

Diversity, Equity, and Inclusion

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

Yes

No

2. If yes, please describe.

Bureau Level: CSB launched a DEI Community of Practice (CoP) in 2020, in partnership with the Administration for Children and Families Office of Head Start. The purpose of this CoP is to engage in dialogue and deepen understandings around issues of equity to strengthen their capacity to embed equity into program policies and practices to create more equitable, inclusive, and culturally and linguistically responsive environments for children and families.

Department Level: EHSD has an established DEI Core Team that strives to sustain a healthy work environment by accepting, welcoming, and embracing people of all diverse backgrounds. By doing the necessary work, our goal is to improve and secure fair treatment, access, opportunity, and advancement for all EHSD employees and to improve and secure fair treatment, access, opportunity, and support to our clients.

County Level: Contra Costa County has a Racial Equity Task Force that works to ensure that Racial equity and immigrant inclusion is prioritized in the policies and practices of Contra Costa County to ensure all people in the County are healthy, resilient and experience economic wellbeing. They are guided by a 2019-2024 Racial Equity Action Plan.

Disaster Preparedness

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

Yes

No

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

November 29, 2022 (Board of Supervisors Resolution No. 2022/412)

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

CSB has disaster preparedness supplies in all offices and facilities that will sustain occupants for up to 72 hours. In addition, should there be a need to relocate operations, there are locations throughout the county to house essential staff with the remaining staff equipped to work from home if necessary. Many lessons were learned during the onset of the COVID-19 Pandemic and CSB is proud to report that operations never ceased, and clients continued to be served, albeit in creative new ways, such as conducting drive by contactless supply pick-ups. Teleconference is also employed to replace face-to-face in-person contact.

The Bureau has evacuation plans for all buildings, including childcare centers in the event of an emergency necessitating evacuation. Routes and meeting spots are posted, and drills take place on schedule, twice per year for Admin office and monthly for childcare centers. Children and staff practice drop, cover, and hold on and participate in the Great American Shake out annually.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

Standard 4.1 (Private) The governing board has reviewed the organization’s mission statement within the past 5 years and assured that:

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

Standard 4.1 (Public) The tripartite board/advisory body has reviewed the department’s mission statement within the past 5 years and assured that:

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

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

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

Appendices

Please complete the table below by entering the title of the document and its assigned appendix letter. Agencies must provide a copy of the Notice(s) of Public Hearing and the Low-Income Testimony and the Agency's Response document as appendices A and B, respectively. Other appendices such as the community need assessment, surveys, maps, graphs, executive summaries, analytical summaries are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Copy of the Notice of Public Hearing) and submitted with the CAP.

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