



## Economic Opportunity Council (EOC) Special Executive Committee Meeting Minutes

Location: 1470 Civic Ct., Suite 200 Concord, CA 94520



**Date:** 6/20/2019

**Time Convened:** 12:05 PM

**Time Terminated:** 12:50 PM

**Recorder:** Mele Lolohea

**Attendees:** Renee Zeimer, Dawn Miguel (conference call), Ajit Kaushal (conference Call), Devlyn Sewell (conference Call), Kim McCarl (conference Call), Monisha Merchant, Michelle Chenault, Christina Reich, Nancy Sparks, Mele Lolohea

**Absentees:** Lauren Babb (excused), Camilla Rand (excused)

TOPIC	RECOMMENDATION / SUMMARY
Review Desired Outcomes and Ground Rules	<ul style="list-style-type: none"> <li>Chenault reviewed the desired outcomes and ground rules.</li> </ul>
Public Comment	<ul style="list-style-type: none"> <li>None Present</li> </ul>
Review and approve the draft June 6, 2019 Executive Committee Meeting minutes	<ul style="list-style-type: none"> <li>The executive committee reviewed the draft June 6, 2019 EOC Executive Committee meeting minutes with no changes.</li> </ul> <p><b>A motion to approve the draft June 6, 2019 Executive meeting minutes was made by Miguel and seconded by Zeimer.</b></p> <p><b>The motion carried.</b>  <b>Aye: Miguel, Zeimer</b>  <b>Nay:</b>  <b>Abstain:</b>  <b>Absent: Babb</b></p>

TOPIC	RECOMMENDATION / SUMMARY
<p>Action:</p> <ul style="list-style-type: none"> <li>➤ 2020- 2021 Priority Areas</li> <li>➤ 2020-2021 Community Action Plan and Community Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Sparks presented the final edits for the 2020-2021 Community Action Plan (CAP). Sparks explained the packet contains two versions of the CAP, one with revisions from the members and the other is a clean draft. Please see attachment A for the revisions captured in the drafted Community Action Plan.</li> <li>• McCarl stated there was a typo on page 18 under Private Sector. It should read “preservation” and not “preserve” as it is currently written.</li> <li>• Zeimer recommended that staff underlines the word “daily” on page 35 in the following sentence, <i>“As of April 2019, 2,686 nutritious meals were served daily to 989 of Head Start children.”</i></li> <li>• Zeimer explained the change she made on page 42 came from McCarl’s comment about how appreciative the attendees were of the food, backpacks and goodies that were brought to the West county public hearing.</li> <li>• McCarl stated at the end of the West County Public Hearing she spotted an elderly couple leaving with the goody bags over their backs. She explained this represented a great way of our material making its way to the community.</li> <li>• Zeimer stated as a next step, she would like the group to come together to schedule a date for a Strategic Planning retreat.</li> </ul> <p><b>A motion to approve the drafted 2020-2021 Community Action Plan with the revisions was made by Miguel and seconded by Zeimer.</b></p> <p><b>The motion carried.</b>  <b>Aye: Miguel, Zeimer</b>  <b>Nay:</b>  <b>Abstain:</b>  <b>Absent: Babb</b></p>

TOPIC	RECOMMENDATION / SUMMARY
<p>Action:</p> <ul style="list-style-type: none"> <li>➤ 2019 Community Action Partnership (CAP) Convention</li> </ul>	<ul style="list-style-type: none"> <li>• Sparks shared this year's CAP is in Chicago, Illinois on August 28- 30<sup>th</sup>. There is usually one staff member and one EOC member allocated in the budget to attend these conferences.</li> <li>• Kaushal and Zeimer both showed their interest in attending the conference and Zeimer asked if there is a way where they may both be able to attend.</li> <li>• Kaushal also stated he would like to attend as a California Community Action Partnership Association (CalCAPA) board member. Staff will reach out to CalCAPA and see if there are any funds from their budget to send Kaushal.</li> <li>• Reich asked in the interest of time, could the group agree on someone for now so staff can move forward with travel preparations.</li> <li>• McCarl suggested the group agree that the Chair gets first choice on going to these conferences and it follows the hierarchy down the line so that the process is fair.</li> <li>• The group all agreed to move forward with McCarl's recommendation.</li> <li>• Zeimer stated for the record, a hierarchy was adopted in representing the EOC at conferences. With that, the Chair would be listed as first choice, unless declined, and then it will move down to the Vice-Chair and the Secretary. Reich stated this would also be a By-law revision.</li> </ul> <p><b>A motion to follow the hierarchy for all conferences with the Chair having first pick to attend the conferences was made by Miguel and seconded by Zeimer.</b></p> <p><b>The motion carried.</b>  <b>Aye: Miguel, Zeimer</b>  <b>Nay:</b>  <b>Abstain:</b>  <b>Absent: Babb</b></p>

TOPIC	RECOMMENDATION / SUMMARY	
<p>Review and approve the draft July 11, 2019 EOC Business meeting agenda</p>	<ul style="list-style-type: none"> <li>• The group reviewed the draft July 11, 2019 Business meeting agenda and made the following changes:               <ul style="list-style-type: none"> <li>○ Allocate 10 minutes to agenda item #4</li> <li>○ Add EOC Orientation under agenda item #5- allocate 20 minutes</li> <li>○ Allocate 10 minutes to agenda item #6</li> <li>○ Add a new agenda item #8, "Presentation: Contra Costa County, A place to Thrive by Monisha Merchant- Allocate 25 minutes</li> </ul> </li> </ul> <p><b>A motion to approve the draft July 11, 2019 Business meeting agenda with the changes stated above was made by Miguel and seconded by Ziemer.</b></p> <p><b>The motion carried.</b>  <b>Aye: Zeimer, Miguel</b>  <b>Nay:</b>  <b>Abstain:</b>  <b>Absent: Babb</b></p>	
<p>Next Steps</p>	<ul style="list-style-type: none"> <li>• Staff will make changes to the Community Action Plan and submit to CSD before the June 30<sup>th</sup> deadline.</li> <li>• Staff will find out if CalCAPA has any funding for Kaushal to attend the CAP conference.</li> <li>• Staff will prepare business meeting packet.</li> </ul>	
<p>Meeting Evaluation</p>	<p style="text-align: center;"><b><u>Pluses / +</u></b></p> <ul style="list-style-type: none"> <li>• None</li> </ul>	<p style="text-align: center;"><b><u>Deltas / Δ</u></b></p> <ul style="list-style-type: none"> <li>• None</li> </ul>

# 2020-2021 Community Action Plan

## California Department of Community Services and Development

### Community Services Block Grant



## Contents

Purpose.....	3
Compliance with CSBG Organizational Standards .....	3
State Assurances.....	3
Federal Assurances and Certification .....	3
2020/2021 Community Action Plan Checklist .....	4
Cover Page and Certification.....	5
Vision and Mission Statement.....	6
Tripartite Board of Directors .....	7
Documentation of Public Hearing(s) .....	<del>98</del>
Community Needs Assessment .....	<del>109</del>
Community Needs Assessment Process .....	<del>1140</del>
Community Needs Assessment Results .....	<del>1745</del>
Service Delivery System .....	<del>1948</del>
Linkages and Funding Coordination .....	<del>2221</del>
Monitoring.....	<del>3229</del>
Data Analysis and Evaluation.....	<del>3633</del>
Appendix A .....	<del>3834</del>
Organizational Standards.....	<del>3834</del>
Appendix B .....	<del>4036</del>
State Assurances.....	<del>4036</del>
Appendix C .....	<del>4137</del>
Federal Assurances and Certification .....	<del>4137</del>
Appendices (Optional) .....	<del>4440</del>

## Purpose

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

## Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138 dated January 26, 2015](#), CSBG agencies will comply with implementation of the Organizational Standards. CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive Community Needs Assessment. The following is a list of Organizational Standards that will be met upon completion of the CAP and CNA. This section is informational only, and narrative responses are not required in this section. Agencies are encouraged to utilize this list as a resource when completing Organizational Standards annually (Appendix A).

## State Assurances

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

## Federal Assurances and Certification

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

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

### 2020/2021 Community Action Plan Checklist

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

- Cover Page and Certification
- Vision Statement
- Mission Statement
- Tripartite Board of Directors
- Documentation of Public Hearing(s)
- Community Needs Assessment
- Community Needs Assessment Process
- Community Needs Assessment Results
- Service Delivery System – Submitted during the On-site monitoring process on 2/25/2019
- Linkages and Funding Coordination – Submitted during the On-site monitoring process on 2/25/2019
- Monitoring - Submitted during the On-site monitoring process on 2/25/2019
- Data Analysis and Evaluation - Submitted during the On-site monitoring process on 2/25/2019
- Appendices (Optional)

COMMUNITY SERVICES BLOCK GRANT (CSBG)

2020/2021 Program Year Community Action Plan  
Cover Page and Certification

Submission Date:

**Agency Contact Person Regarding the Community Action Plan:**

<b>Name:</b>	Christina Reich / Nancy Sparks
<b>Title:</b>	Division Manager / Comprehensive Services Manager
<b>Phone:</b>	925-681-6308
<b>Email:</b>	nsparks@ehsd.cccounty.us

**Certification of Community Action Plan and Assurances**

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

Supervisor Gioia		
<b>Board Chair (printed name)</b>	<b>Board Chair (signature)</b>	<b>Date</b>

Kathy Gallagher		
<b>Executive Director (printed name)</b>	<b>Executive Director (signature)</b>	<b>Date</b>

**Certification of ROMA Trainer**  
*(If applicable)*

The undersigned hereby certifies that this organization's Community Action plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation).

<b>NCRT/NCRI (printed name)</b>	<b>NCRT/NCRI (signature)</b>	<b>Date</b>

**CSD Use Only:**

Date CAP Received:	Date Accepted:	Accepted By:

## Vision and Mission Statement

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following:

### 1. Vision Statement

Provide your agency's Vision Statement below

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

### 2. Mission Statement

Provide your agency's Mission Statement below:

The Economic Opportunity Council (EOC) 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 unbar the doors to full participation and self-sufficiency.

### Tripartite Board of Directors

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

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

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following:

1. Describe your agency's procedures for establishing adequate board representation under which a low-income individual(s), community organization, religious organizations, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on the board (or other mechanism) of the agency to petition for adequate representation. Please place emphasis on the *low-income individuals* on your board.  
(Organizational Standards 5.2, CSBG Act Section 676(b) (10))

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

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

The Community Services Bureau (CSB) has a fully engaged Board, also known as the Economic Opportunity Council (EOC), which is involved in all aspects of the Community Action Program.

The EOC accomplishes its work through five functional subcommittees – Executive, Fiscal, Governance, Program Services and Outreach. Work is guided by an annual planning calendar. With staff support and direction, EOC members plan the best course of action related to its decisions and activities. After fully vetting projects and processes in their respective committees, sub-committee Chairs give timely updates and present recommendations to the full Board for information or action.

The roles and responsibilities of the subcommittees are as follows.

Fiscal: Reviews all financial matters in collaboration with the CSB accountant, CSB Director, Division Manager, Comprehensive Services Manager and Senior Clerk.

Program Services: Oversees the RFI process, including the development of the process, rating of the applications, and determination of awardees, as well as associated site visits.

Outreach: Plans public hearings, develops print and online information, and coordinates with providers to raise the profile of CSBG program and the EOC at community events.

Governance: Oversees by-law revisions, ensuring that they are inclusive of all matters pertaining to the effective operation of the Board. It assists in the development and implementation of the Community Action Plan and the strategic planning process, and also considers legislation and recommends action, as appropriate.

Executive: Reviews all work of the subcommittees, develops EOC Business meeting agendas, monitors EOC member participation and engagement, and vets all work products submitted to the Board of Supervisors and CSD.

Using this working subcommittee model, the CSBG Team of (CSB staff and other County staff, and Supervisors, EOC members and services providers) carefully develops, plans, implements and evaluates all aspects of the program. CSB is proud to have a highly engaged board that desires to be fully involved in all aspects of the Community Action Program. The work of the board is done in our subcommittees with chairpersons and staff working closely together to determine the best course of action related to decisions and activities. The chairperson of these sub-committees then bring the issues to the full board for decisions, having fully vetted the issues. This makes for a productive business meeting and allows time to vet the work at hand in a comprehensive manner. Using this process, the EOC, in collaboration with staff, carefully develops, plans, implements and evaluates the programs funded with CSBG funding. Our work is guided by a planning calendar that is created each year and the Program Services Sub-committee works hard to plan and implement all activities therein. They oversee the RFI process, including the development of the process,

~~rating of the applications, and determination of awardees. They assist in the development and implementation of the Community Action Plan, inclusive of the public hearings. The Outreach Subcommittee brings the programs together to share implementation plans and monitors ... The Governance Subcommittee oversees the by-laws and ensures they are inclusive of all matters pertaining to the effective operation of the board and also guides the work of the strategic planning process. It also considers legislation and recommends action as appropriate. The Fiscal Subcommittee oversees all financial matters in collaboration with the CSB accountant.~~

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### Documentation of Public Hearing(s)

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

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

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

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

**Public Hearing**

Location: 2210 Gladstone Drive, Pittsburg, CA 94565, 500 Ellinwood Drive, Pleasant Hill, CA 94523,  
1470 Civic Court Suite 200, Concord, CA 94520, 1968 Rumrill Blvd. San Pablo, CA 94806

**Public Comment Period**

Inclusive Dates for Comment: \_\_\_\_\_

Date	Where (name of newspaper, website, or public place posted)
------	--

When where be the Hearing	2/21/19	1470 Civic Court Concord, CA 94520-Building	and was/will Public
	2/21/19	EHSD.org Website	
	2/21/19	Contra Costa County Website	
	2/22/19	Contra Costa County Community Action Facebook page	
	4/12/19	2210 Gladstone Drive, Pittsburg, CA 94565 – Building	
	4/12/19	St. Vincent de Paul e-blast	
	4/18/19	County Press Release	
	4/12/19	500 Ellinwood Dr., Pleasant Hill, CA 94523 - Building	
	4/26/19	1968 Rumrill Blvd., San Pablo, CA 94804 – Building	

Notice(s) published or posted? List the dates and where below:

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

**Community Needs Assessment**

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

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

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

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



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

**Community Needs Assessment Process**

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

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

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

<b>Focus Groups</b>	N/A
<b>Asset Mapping</b>	UC Davis CRC-ROI Analysis (Jan – Feb 2019)

<b>Surveys</b>	Used results of CoC PIT (Jan 2018); CHKS (2017); CALSCHLS (2017); Foster Care PIT (July 2018);
<b>Community Dialogue</b>	Outreach to Providers (Feb 2019); Used results of PIR Preparation (Aug – Sept 2018); Outreach to Agencies (Mar 2019)
<b>Interviews</b>	Used results of PIR Preparation (Aug – Sept 2018)
<b>Public Records</b>	Accessed data portals (USCB, CDE, EDD, CDPH, etc) (Jan – Mar 2019); Downloaded and analyzed data (Jan – Mar 2019)

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

03/23/2019

***Date CNA approved by Tripartite Board (most recent):***

(Organizational Standard 3.5.)

June 2019-by product of deliverables-CAP

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

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing.

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

Community-Based Organizations: The Community Action Agency has relationships with over 100 community-based organizations, some formal via Memoranda of Understanding and others informal via information and referral practices. We contact these organizations directly to receive data that informs the needs assessment. A Community Services Service Provider Roundtable is conducted annually where key issues are identified and discussed, and information regardingAt the

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2019 Roundtable housing, job training, and health services emerged as top issues.

Faith-based Organizations: CSBG sub-contractors - Greater Richmond Interfaith Program and St. Vincent de Paul – along with our long-time delegate agency, First Baptist Church Head Start, provide us with the needs and interests of their clients through periodic reporting and dialogue.

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Here data is collected on housing, jobs and nutrition. ~~data are accumulated.~~

Private Sector: Labor data and effective-business-oriented strategies to address the homelessness crisis are gathered-collected and analyzed through our partnership with the East Bay Leadership Council. ~~They and~~ provide us with balanced-information/alternative positions such as ~~the~~ arguments against rent control policies as a mechanism to reduce tenant displacement and preserve of affordable housing units. ~~how it is not an effective solution to prevent homelessness in the view of the private sector. We also look to our private sector EOC members for their wisdom in these areas.~~ EOC members from the private sector also add their views from a non-profit and/or business perspective.

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Public Sector: With an understanding of public finance, policy and service delivery systems, our public sector representatives often alert the EOC to policy and funding changes and challenges. They are also helpful in creating a Community Action Plan that is both feasible and achievable. ~~The proposal to~~ Much wisdom comes from our elected officials in county government and the staff that supports them in terms of what issues are affecting their constituents, such as creating ~~an~~ attach a statement to address the overarching issues of transportation and other barriers of access to ~~the~~ our identified EOC priority areas came from EOC members from the public sector. ~~that arose from the public hearings and community assessment process.~~

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Educational Institutions: The community needs assessment includes ~~rich a plethora of~~ data from ~~the county's~~ educational institutions. and It informs us of the rising number of homeless children and sheds light on ~~the~~ pockets of deep poverty that exist in our overall wealthy county, as indicated by the free and reduced school lunch data.

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

After careful consideration of all information gathered, the tripartite board makes the following statement:  
The Economic Opportunity Council declares that the top factors contributing to poverty in Contra Costa County are (1) housing-Housing & shelter, (2) comprehensive-Comprehensive health services, (3) Ffood & nutrition and (4) Employment & training. In addressing these top factors, we

recognize that there are overarching issues, namely access and integration. Access refers to the compounding challenges including but not limited to transportation, language access services and [difficulty producing and/or replacing personal identification documents](#). Integration refers to capacity, affordability and both timely and effective service delivery.

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

The agency conducts a [handwritten](#) satisfaction survey ~~annually in early each~~ spring. ~~We currently collect the data on hand written surveys, which are then entered into an electronic survey program.~~ This [raw](#) data is [entered into an electronic survey program](#), analyzed and presented to the Board of Supervisors via the agency's monthly reporting format. [To increase survey responses, The agency has purchased kiosks with the electronic survey program to go into our were placed at the agency's larger facilities to facilitate online completion.](#) In 2020, the CSBG providers will [ask be required to survey](#) their clients ~~to conduct with~~ a four-question [customer satisfaction](#) survey ~~via Survey Monkey~~ provided to them by CSB. This requirement will be written into their contract terms and conditions.

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

Data related to poverty is collected real-time via our management information system CLOUDS and from documents such as the annual Program Information Report (PIR), annual surveys, and through client characteristics in the 295 report. Data is also collected from community partners via annual reports and community assessments they have developed. Finally, data is obtained through our participation on two broad-based coalitions: Family Economic Security Partnership (FESP) and Ensuring Opportunity.

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

The Community Assessment process involves a highly collaborative assimilation of input from and engagement with numerous sources, stakeholders, community members and County staff. 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

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**Absentees:** Lauren Babb (excused), Camilla Rand (excused)

TOPIC	RECOMMENDATION / SUMMARY
Review Desired Outcomes and Ground Rules	<ul style="list-style-type: none"> <li>Chenault reviewed the desired outcomes and ground rules.</li> </ul>
Public Comment	<ul style="list-style-type: none"> <li>None Present</li> </ul>
Review and approve the draft June 6, 2019 Executive Committee Meeting minutes	<ul style="list-style-type: none"> <li>The executive committee reviewed the draft June 6, 2019 EOC Executive Committee meeting minutes with no changes.</li> </ul> <p><b>A motion to approve the draft June 6, 2019 Executive meeting minutes was made by Miguel and seconded by Zeimer.</b></p> <p><b>The motion carried.</b>  <b>Aye: Miguel, Zeimer</b>  <b>Nay:</b>  <b>Abstain:</b>  <b>Absent: Babb</b></p>

TOPIC	RECOMMENDATION / SUMMARY
<p>Action:</p> <ul style="list-style-type: none"> <li>➤ 2020- 2021 Priority Areas</li> <li>➤ 2020-2021 Community Action Plan and Community Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Sparks presented the final edits for the 2020-2021 Community Action Plan (CAP). Sparks explained the packet contains two versions of the CAP, one with revisions from the members and the other is a clean draft. Please see attachment A for the revisions captured in the drafted Community Action Plan.</li> <li>• McCarl stated there was a typo on page 18 under Private Sector. It should read “preservation” and not “preserve” as it is currently written.</li> <li>• Zeimer recommended that staff underlines the word “daily” on page 35 in the following sentence, <i>“As of April 2019, 2,686 nutritious meals were served daily to 989 of Head Start children.”</i></li> <li>• Zeimer explained the change she made on page 42 came from McCarl’s comment about how appreciative the attendees were of the food, backpacks and goodies that were brought to the West county public hearing.</li> <li>• McCarl stated at the end of the West County Public Hearing she spotted an elderly couple leaving with the goody bags over their backs. She explained this represented a great way of our material making its way to the community.</li> <li>• Zeimer stated as a next step, she would like the group to come together to schedule a date for a Strategic Planning retreat.</li> </ul> <p><b>A motion to approve the drafted 2020-2021 Community Action Plan with the revisions was made by Miguel and seconded by Zeimer.</b></p> <p><b>The motion carried.</b>  <b>Aye: Miguel, Zeimer</b>  <b>Nay:</b>  <b>Abstain:</b>  <b>Absent: Babb</b></p>

TOPIC	RECOMMENDATION / SUMMARY
<p>Action:</p> <ul style="list-style-type: none"> <li>➤ 2019 Community Action Partnership (CAP) Convention</li> </ul>	<ul style="list-style-type: none"> <li>• Sparks shared this year's CAP is in Chicago, Illinois on August 28- 30<sup>th</sup>. There is usually one staff member and one EOC member allocated in the budget to attend these conferences.</li> <li>• Kaushal and Zeimer both showed their interest in attending the conference and Zeimer asked if there is a way where they may both be able to attend.</li> <li>• Kaushal also stated he would like to attend as a California Community Action Partnership Association (CalCAPA) board member. Staff will reach out to CalCAPA and see if there are any funds from their budget to send Kaushal.</li> <li>• Reich asked in the interest of time, could the group agree on someone for now so staff can move forward with travel preparations.</li> <li>• McCarl suggested the group agree that the Chair gets first choice on going to these conferences and it follows the hierarchy down the line so that the process is fair.</li> <li>• The group all agreed to move forward with McCarl's recommendation.</li> <li>• Zeimer stated for the record, a hierarchy was adopted in representing the EOC at conferences. With that, the Chair would be listed as first choice, unless declined, and then it will move down to the Vice-Chair and the Secretary. Reich stated this would also be a By-law revision.</li> </ul> <p><b>A motion to follow the hierarchy for all conferences with the Chair having first pick to attend the conferences was made by Miguel and seconded by Zeimer.</b></p> <p><b>The motion carried.</b>  <b>Aye: Miguel, Zeimer</b>  <b>Nay:</b>  <b>Abstain:</b>  <b>Absent: Babb</b></p>

TOPIC	RECOMMENDATION / SUMMARY	
<p>Review and approve the draft July 11, 2019 EOC Business meeting agenda</p>	<ul style="list-style-type: none"> <li>• The group reviewed the draft July 11, 2019 Business meeting agenda and made the following changes:               <ul style="list-style-type: none"> <li>○ Allocate 10 minutes to agenda item #4</li> <li>○ Add EOC Orientation under agenda item #5- allocate 20 minutes</li> <li>○ Allocate 10 minutes to agenda item #6</li> <li>○ Add a new agenda item #8, "Presentation: Contra Costa County, A place to Thrive by Monisha Merchant- Allocate 25 minutes</li> </ul> </li> </ul> <p><b>A motion to approve the draft July 11, 2019 Business meeting agenda with the changes stated above was made by Miguel and seconded by Ziemer.</b></p> <p><b>The motion carried.</b>  <b>Aye: Zeimer, Miguel</b>  <b>Nay:</b>  <b>Abstain:</b>  <b>Absent: Babb</b></p>	
<p>Next Steps</p>	<ul style="list-style-type: none"> <li>• Staff will make changes to the Community Action Plan and submit to CSD before the June 30<sup>th</sup> deadline.</li> <li>• Staff will find out if CalCAPA has any funding for Kaushal to attend the CAP conference.</li> <li>• Staff will prepare business meeting packet.</li> </ul>	
<p>Meeting Evaluation</p>	<p style="text-align: center;"><b><u>Pluses / +</u></b></p> <ul style="list-style-type: none"> <li>• None</li> </ul>	<p style="text-align: center;"><b><u>Deltas / Δ</u></b></p> <ul style="list-style-type: none"> <li>• None</li> </ul>

# 2020-2021 Community Action Plan

## California Department of Community Services and Development

### Community Services Block Grant



## Contents

Purpose.....	3
Compliance with CSBG Organizational Standards .....	3
State Assurances.....	3
Federal Assurances and Certification .....	3
2020/2021 Community Action Plan Checklist .....	4
Cover Page and Certification.....	5
Vision and Mission Statement.....	6
Tripartite Board of Directors .....	7
Documentation of Public Hearing(s) .....	<del>98</del>
Community Needs Assessment .....	<del>109</del>
Community Needs Assessment Process .....	<del>1140</del>
Community Needs Assessment Results .....	<del>1745</del>
Service Delivery System .....	<del>1948</del>
Linkages and Funding Coordination .....	<del>2221</del>
Monitoring.....	<del>3229</del>
Data Analysis and Evaluation.....	<del>3633</del>
Appendix A .....	<del>3834</del>
Organizational Standards.....	<del>3834</del>
Appendix B .....	<del>4036</del>
State Assurances.....	<del>4036</del>
Appendix C .....	<del>4137</del>
Federal Assurances and Certification .....	<del>4137</del>
Appendices (Optional) .....	<del>4440</del>

## Purpose

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

## Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138 dated January 26, 2015](#), CSBG agencies will comply with implementation of the Organizational Standards. CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive Community Needs Assessment. The following is a list of Organizational Standards that will be met upon completion of the CAP and CNA. This section is informational only, and narrative responses are not required in this section. Agencies are encouraged to utilize this list as a resource when completing Organizational Standards annually (Appendix A).

## State Assurances

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

## Federal Assurances and Certification

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

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

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

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

- Cover Page and Certification**
- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Documentation of Public Hearing(s)**
- Community Needs Assessment**
- Community Needs Assessment Process**
- Community Needs Assessment Results**
- Service Delivery System – Submitted during the On-site monitoring process on 2/25/2019**
- Linkages and Funding Coordination – Submitted during the On-site monitoring process on 2/25/2019**
- Monitoring - Submitted during the On-site monitoring process on 2/25/2019**
- Data Analysis and Evaluation - Submitted during the On-site monitoring process on 2/25/2019**
- Appendices (Optional)**

COMMUNITY SERVICES BLOCK GRANT (CSBG)

2020/2021 Program Year Community Action Plan  
Cover Page and Certification

Submission Date:

**Agency Contact Person Regarding the Community Action Plan:**

<b>Name:</b>	Christina Reich / Nancy Sparks
<b>Title:</b>	Division Manager / Comprehensive Services Manager
<b>Phone:</b>	925-681-6308
<b>Email:</b>	nsparks@ehsd.cccounty.us

**Certification of Community Action Plan and Assurances**

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

Supervisor Gioia		
<b>Board Chair (printed name)</b>	<b>Board Chair (signature)</b>	<b>Date</b>

Kathy Gallagher		
<b>Executive Director (printed name)</b>	<b>Executive Director (signature)</b>	<b>Date</b>

**Certification of ROMA Trainer**  
*(If applicable)*

The undersigned hereby certifies that this organization's Community Action plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation).

<b>NCRT/NCRI (printed name)</b>	<b>NCRT/NCRI (signature)</b>	<b>Date</b>

**CSD Use Only:**

Date CAP Received:	Date Accepted:	Accepted By:

## Vision and Mission Statement

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following:

### 1. Vision Statement

Provide your agency's Vision Statement below

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

### 2. Mission Statement

Provide your agency's Mission Statement below:

The Economic Opportunity Council (EOC) 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 unbar the doors to full participation and self-sufficiency.

### Tripartite Board of Directors

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

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

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following:

1. Describe your agency's procedures for establishing adequate board representation under which a low-income individual(s), community organization, religious organizations, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on the board (or other mechanism) of the agency to petition for adequate representation. Please place emphasis on the *low-income individuals* on your board.  
(Organizational Standards 5.2, CSBG Act Section 676(b) (10))

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

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

The Community Services Bureau (CSB) has a fully engaged Board, also known as the Economic Opportunity Council (EOC), which is involved in all aspects of the Community Action Program.

The EOC accomplishes its work through five functional subcommittees – Executive, Fiscal, Governance, Program Services and Outreach. Work is guided by an annual planning calendar. With staff support and direction, EOC members plan the best course of action related to its decisions and activities. After fully vetting projects and processes in their respective committees, sub-committee Chairs give timely updates and present recommendations to the full Board for information or action.

The roles and responsibilities of the subcommittees are as follows.

Fiscal: Reviews all financial matters in collaboration with the CSB accountant, CSB Director, Division Manager, Comprehensive Services Manager and Senior Clerk.

Program Services: Oversees the RFI process, including the development of the process, rating of the applications, and determination of awardees, as well as associated site visits.

Outreach: Plans public hearings, develops print and online information, and coordinates with providers to raise the profile of CSBG program and the EOC at community events.

Governance: Oversees by-law revisions, ensuring that they are inclusive of all matters pertaining to the effective operation of the Board. It assists in the development and implementation of the Community Action Plan and the strategic planning process, and also considers legislation and recommends action, as appropriate.

Executive: Reviews all work of the subcommittees, develops EOC Business meeting agendas, monitors EOC member participation and engagement, and vets all work products submitted to the Board of Supervisors and CSD.

Using this working subcommittee model, the CSBG Team of (CSB staff and other County staff, and Supervisors, EOC members and services providers) carefully develops, plans, implements and evaluates all aspects of the program. CSB is proud to have a highly engaged board that desires to be fully involved in all aspects of the Community Action Program. The work of the board is done in our subcommittees with chairpersons and staff working closely together to determine the best course of action related to decisions and activities. The chairperson of these sub-committees then bring the issues to the full board for decisions, having fully vetted the issues. This makes for a productive business meeting and allows time to vet the work at hand in a comprehensive manner. Using this process, the EOC, in collaboration with staff, carefully develops, plans, implements and evaluates the programs funded with CSBG funding. Our work is guided by a planning calendar that is created each year and the Program Services Sub-committee works hard to plan and implement all activities therein. They oversee the RFI process, including the development of the process,

~~rating of the applications, and determination of awardees. They assist in the development and implementation of the Community Action Plan, inclusive of the public hearings. The Outreach Subcommittee brings the programs together to share implementation plans and monitors ... The Governance Subcommittee oversees the by-laws and ensures they are inclusive of all matters pertaining to the effective operation of the board and also guides the work of the strategic planning process. It also considers legislation and recommends action as appropriate. The Fiscal Subcommittee oversees all financial matters in collaboration with the CSB accountant.~~

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**Documentation of Public Hearing(s)**

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

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

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

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

**Public Hearing**

Location: 2210 Gladstone Drive, Pittsburg, CA 94565, 500 Ellinwood Drive, Pleasant Hill, CA 94523,  
1470 Civic Court Suite 200, Concord, CA 94520, 1968 Rumrill Blvd. San Pablo, CA 94806

**Public Comment Period**

Inclusive Dates for Comment: \_\_\_\_\_

Date	Where (name of newspaper, website, or public place posted)
------	--

When where be the Hearing	2/21/19	1470 Civic Court Concord, CA 94520-Building	and was/will Public
	2/21/19	EHSD.org Website	
	2/21/19	Contra Costa County Website	
	2/22/19	Contra Costa County Community Action Facebook page	
	4/12/19	2210 Gladstone Drive, Pittsburg, CA 94565 – Building	
	4/12/19	St. Vincent de Paul e-blast	
	4/18/19	County Press Release	
	4/12/19	500 Ellinwood Dr., Pleasant Hill, CA 94523 - Building	
	4/26/19	1968 Rumrill Blvd., San Pablo, CA 94804 – Building	

Notice(s) published or posted? List the dates and where below:

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

**Community Needs Assessment**

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

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

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

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



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

**Community Needs Assessment Process**

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

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

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

<b>Focus Groups</b>	N/A
<b>Asset Mapping</b>	UC Davis CRC-ROI Analysis (Jan – Feb 2019)

<b>Surveys</b>	Used results of CoC PIT (Jan 2018); CHKS (2017); CALSCHLS (2017); Foster Care PIT (July 2018);
<b>Community Dialogue</b>	Outreach to Providers (Feb 2019); Used results of PIR Preparation (Aug – Sept 2018); Outreach to Agencies (Mar 2019)
<b>Interviews</b>	Used results of PIR Preparation (Aug – Sept 2018)
<b>Public Records</b>	Accessed data portals (USCB, CDE, EDD, CDPH, etc) (Jan – Mar 2019); Downloaded and analyzed data (Jan – Mar 2019)

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

03/23/2019

***Date CNA approved by Tripartite Board (most recent):***

(Organizational Standard 3.5.)

June 2019-by product of deliverables-CAP

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

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing.

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

Community-Based Organizations: The Community Action Agency has relationships with over 100 community-based organizations, some formal via Memoranda of Understanding and others informal via information and referral practices. We contact these organizations directly to receive data that informs the needs assessment. A Community ServicesService Provider Roundtable is conducted annually where key issues are identified and discussed, and information regardingAt the

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2019 Roundtable housing, job training, and health services emerged as top issues.

Faith-based Organizations: CSBG sub-contractors - Greater Richmond Interfaith Program and St. Vincent de Paul – along with our long-time delegate agency, First Baptist Church Head Start, provide us with the needs and interests of their clients through periodic reporting and dialogue.

Here data is collected on housing, jobs and nutrition. ~~data are accumulated.~~

Private Sector: Labor data and effective-business-oriented strategies to address the homelessness crisis are gathered-collected and analyzed through our partnership with the East Bay Leadership Council. ~~They and~~ provide us with balanced-information/alternative positions such as ~~the~~ arguments against rent control policies as a mechanism to reduce tenant displacement and preserve of affordable housing units. ~~how it is not an effective solution to prevent homelessness in the view of the private sector. We also look to our private sector EOC members for their wisdom in these areas. EOC members from the private sector also add their views from a non-profit and/or business perspective.~~

Public Sector: With an understanding of public finance, policy and service delivery systems, our public sector representatives often alert the EOC to policy and funding changes and challenges. They are also helpful in creating a Community Action Plan that is both feasible and achievable. The proposal to ~~Much wisdom comes from our elected officials in county government and the staff that supports them in terms of what issues are affecting their constituents, such as creating an~~ attach a statement to address the overarching issues of transportation and other barriers of access to ~~the our identified EOC~~ priority areas came from EOC members from the public sector. that arose from the public hearings and community assessment process.

Educational Institutions: The community needs assessment includes ~~rich a plethora of~~ data from ~~the county's~~ educational institutions. and It informs us of the rising number of homeless children and sheds light on ~~the~~ pockets of deep poverty that exist in our overall wealthy county, as indicated by the free and reduced school lunch data.

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

After careful consideration of all information gathered, the tripartite board makes the following statement:  
The Economic Opportunity Council declares that the top factors contributing to poverty in Contra Costa County are (1) Housing & shelter, (2) Comprehensive health services, (3) Food & nutrition and (4) Employment & training. In addressing these top factors, we

recognize that there are overarching issues, namely access and integration. Access refers to the compounding challenges including but not limited to transportation, language access services and [difficulty producing and/or replacing personal identification documents](#). Integration refers to capacity, affordability and both timely and effective service delivery.

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

The agency conducts a [handwritten](#) satisfaction survey ~~annually in early each~~ spring. ~~We currently collect the data on hand written surveys, which are then entered into an electronic survey program.~~ This [raw](#) data is [entered into an electronic survey program](#), analyzed and presented to the Board of Supervisors via the agency's monthly reporting format. ~~To increase survey responses, The agency has purchased kiosks with the electronic survey program to go into our were placed at the agency's larger facilities to facilitate online completion.~~ In 2020, the CSBG providers will ~~ask be required to survey~~ their clients ~~to conduct with~~ a four-question [customer satisfaction](#) survey ~~via Survey Monkey~~ provided to them by CSB. This requirement will be written into their contract terms and conditions.

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

Data related to poverty is collected real-time via our management information system CLOUDS and from documents such as the annual Program Information Report (PIR), annual surveys, and through client characteristics in the 295 report. Data is also collected from community partners via annual reports and community assessments they have developed. Finally, data is obtained through our participation on two broad-based coalitions: Family Economic Security Partnership (FESP) and Ensuring Opportunity.

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

The Community Assessment process involves a highly collaborative assimilation of input from and engagement with numerous sources, stakeholders, community members and County staff. 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

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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 that serve 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. This year, EOC members and staff cast a wider net by attending a Poor People's Campaign Town Hall, a focus group on homelessness for the 2020-2025 Contra Costa Coordinated Plan, a national convening on Jewish Poverty and a Contra Costa Housing Summit where CSB was a sponsor and staff played a leadership role in the gathering.

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. 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. This year, EOC members and staff cast a wider net to gather data, compare findings and identify solutions by attending a Poor People's Campaign Town Hall, a focus group on homelessness for the 2020-2025 Contra Costa Coordinated Plan, a national convening on Jewish Poverty and a Contra Costa Housing Summit where CSB was a sponsor and staff played a leadership role in the event.

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

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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 that serve 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. This year, EOC members and staff cast a wider net by attending a Poor People's Campaign Town Hall, a focus group on homelessness for the 2020-2025 Contra Costa Coordinated Plan, a national convening on Jewish Poverty and a Contra Costa Housing Summit where CSB was a sponsor and staff played a leadership role in the gathering.

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. 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. This year, EOC members and staff cast a wider net to gather data, compare findings and identify solutions by attending a Poor People's Campaign Town Hall, a focus group on homelessness for the 2020-2025 Contra Costa Coordinated Plan, a national convening on Jewish Poverty and a Contra Costa Housing Summit where CSB was a sponsor and staff played a leadership role in the event.

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

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Data contained in CLOUDS allows us to prepare reports from information collected from low-income individuals, which is then used as part of the community assessment process. In addition, data from our subcontractors as part of the CSBG reporting requirements and data gleaned from input from low-income individuals at public hearings and from client stories at the annual [Service Providers Service Provider Roundtable](#) is also considered in conjunction with the data analyzed in the Community Assessment.

The public hearings have been ~~the a~~ most effective form of [qualitative](#) data collection from the low-income community. This year ~~our two of the four public hearings were hosted by subcontractors~~ subcontractors hosted two of the four public hearings – St. Vincent de Paul and Lao Family Community Development, Inc. ~~— at their service sites.~~ This change in location and approach not only improved turnout but also the quality of information shared. ~~The Two additional~~ ~~the~~ public hearings were hosted at CSB locations, one for CSBG subcontractors at the Service Providers Roundtable and the other at a Head Start Policy Council meeting, where we received comments from low-income parents and early childhood providers. The demographic, census and other data points contained in the Community Needs Assessment (CNA) were amplified greatly by the situations and struggles shared directly by those mostly affected. ~~to individuals being fed by one of our subcontractors and to an Asian community group served by another. We also had a public hearing during a Head Start Policy Council meeting. We are confident our plans are grounded in what the community needs as we have heard from them directly.~~

**Community Needs Assessment Results**

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

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

**Needs Table**

Needs Identified	Integral to Agency Mission (Yes/No)	Currently Addressing (Yes/No)	Agency Priority (Yes/No)
Affordable Housing, shelter, services to homeless	Yes	Yes	Yes
Asthma/Air Quality	Yes	Yes	Yes
Nutrition	Yes	Yes	Yes
Domestic Abuse/Child Abuse	Yes	Yes	Yes
Underemployed families – low wages, no health insurance	Yes	Yes	Yes

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

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

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

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

For needs marked “no” in “Agency Priority”, please describe how the gap was identified, (CNA, surveys, focus groups, etc.) and why the gap exists (Federal rules, state rules, lack of funding/resources, etc.) Explain how your agency plans to coordinate services and funding with other organizations to address these service gaps. Include how you ensure that funds are not used to duplicate services. If you will not be coordinating services to address the service gaps, please explain why.  
(CSBG Act Section 676b(3)(B),(5), State Assurance 12760)

Not applicable – these are all agency priorities. All efforts funded either through CSBG funds or other funds of the Community Action Agency are undertaken to support efforts already underway. No new initiatives are being funded which run the risks of duplication. The RFI application includes a section asking potential subcontractors to speak to how they are leveraging other funds and efforts to avoid duplication.

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

**Priority Ranking Table**

Agency Priorities	Description of programs/services /activities	Community/Family & Individual	Indicator/Service Category (CNPI, FNPI, SRV)
1. Housing-Shelter	Emergency Shelter, Affordable housing	Family & Individual level	FNPI
2. Comprehensive Health Services	Mental Health Services, Medical assistance, Health screenings	Family and Individual level	FNPI
3. Food-Nutrition	Food/meal distribution, emergency food	Family and Individual level	CNPI
4. Employment-Job Training	Job training programs, Internships, transitional employment	Family and Individual level	FNPI

**Agency Priorities:** Stack rank your agency priorities with the top priority ranking #1.  
**Description of programs/services/activities:** Briefly describe the program, service or activity that your agency will directly provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.  
**Community/Family & Individual:** Identify if the need is community, or family/individual level.  
**Indicator/Service Category (CNPI, FNPI, SRV):** Indicate which indicator or service will be reported in annual report.

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

**Reporting Strategies Table**

Indicator/ Service Category (CNPI, FNPI, SRV)	Measurement Tool	Data Source, Collection Procedure, Personnel	Frequency of Data Collection and Reporting
FNPI	List of clients names and information	Applications, intake forms	Annual basis
FNPI	List of clients names and information	Applications, intake forms	Annual basis
CNPI	List of organizations	Annual report	Annual basis
FNPI	List of clients names and information	Applications, intake forms	Annual basis

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

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

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

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

**Service Delivery System**

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

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing.

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

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

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

CSB, through its direct programs and by working collaboratively with its community partners, is able to use this service delivery method to address needs according to this triage approach.

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

**Direct Services:**

Our intake systems for our directly operated program for childcare, energy assistance, and job-training are guided by a "no-wrong door" approach whereby we will accept applications for services at any of our locations, and by any method. We have online applications, print applications and a bilingual hotline (toll free in with one in each area code in the county). We take referrals from many community-based programs and government agencies as well. Once an application is received, it is assigned to a specific point of contact to establish eligibility and then process for services. All of these processes are automated.

**Sub-contractor Services:**

With the exception of the Student Intern Program, all CSBG funded programs are delivered via subcontractors. Each of them have different intake processes that are multi-lingual and, for the most part, automated. CSB is in to process of working with each subcontractor to establish two-way

referral systems between directly operated program and subcontracted program.

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

CSB operates a paid, on-the-job training program directly funded, in part, with CSBG funds in response to the need to equip residents with skills that enable them to obtain jobs that provide a living wage with benefits, in direct response to the needs as presented in the CNA. All other program are selected using an Request for Interest process directly related to the priority needs as established by the EOC in response to the CNA. Currently, these program are:

- Bay Area Community Resources: Provides a violence prevention program to East County at-risk youth. CSBG funding supports staff salaries and program costs.
- Contra Costa Clubhouse: Provides peer support and vocational training for residents diagnosed with serious mental illness who have multiple barriers to gaining and maintaining competitive employment. CSBG funding supports staff salary and program cost.
- Contra Costa Health Services: Provides safe, no cost shelter, food, clothing, and a full array of services in Calli House including family counseling, and case management services to youth ages 18-24 years. CSBG funding supports program costs.
- Greater Richmond Interfaith Program (GRIP): Provides homeless diversion intervention, emergency family shelter placement, housing readiness and navigation, daily meal program, and access to basic needs to clients. CSBG funding supports staff salaries and program costs.
- Lao Family Community Development Inc.: Provides a "one-stop" service model, connecting individuals to a variety of bundled and integrated services to clients to obtain and retain employment. CSBG funding supports staff salaries and program costs.
- Loaves and Fishes of Contra Costa: Provides hot meals and a food pantry that include Fresh Produce Access services for low-income clients. CSBG funding supports program cost and staff salary.
- Monument Crisis Center: Provide safety net wrap-around services for at-risk, low-income county residents including nutritious food, health, education and wellness activities.

CSBG funding supports staff salaries and program cost.

- Opportunity Junction: Provides job training and placement program (JTPP) to low-income residents with multiple employment barriers. CSBG funding supports staff salaries and program cost.
- Shelter Inc.: Provides 24-hour staffed emergency shelter accommodations to low-income homeless adults and children. CSBG funding supports staff salaries and program costs.
- St. Vincent de Paul: Provides employment and training for unemployed residents who are experiencing barriers-to-employment. CSBG funding supports staff salaries and program cost/salaries.
- STAND! For Families Free of Violence: Provides emergency shelter and residential services designed specifically to address the safety and healing needs of domestic violence survivors and their children. CSBG funding supports staff salaries and program cost/salaries.
- White Pony Express: Provides perishable and non-perishable food to thirteen community nonprofit organizations through their Food Rescue and Recovery program. CSBG funding supports program costs.

### Linkages and Funding Coordination

(Organizational Standards 2.1-2.4)  
(CSBG Act Section 676b(1)(B), (1)(C), (3)(C), (3)(D), (4), (5), (6), (9))  
(State Assurance 12747, 12760, 12768)

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following: (please be specific)

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, please list the coalitions by name, who participates, and methods used by the coalition to coordinate services/funding.  
(Organizational Standard 2.1, CSBG Act Section 676(b)(1)(C),(3)(C))

The EOC and CSB coordinates funding with public and non-profit agencies through a Request for Information (RFI) process to serve the needs of low-income residents. As listed in item #3, it is through those partnership 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 to 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 Vice Chair attends
- 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. (Organizational Standard 2.1)

In the spirit of cooperation and collaboration, CSB, City of Richmond Workforce Development Board and Concord (America’s Job Centers of California) AJCC Partner, have an entered into an agreement ~~with both partners that will~~to assist clients in the West and Central County with the following services:

- ~~Looking to find a job~~Job placement;
- 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 a multitude of 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

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

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

a) Community-Based Organizations: The Community Action Agency has relationships with over 100 community-based organizations, some formal via Memoranda of Understanding and others informal via information and referral practices. We contact these organizations directly to receive data that informs the needs assessment. A Roundtable with CSBG service providers is conducted annually and information regarding housing, job training, and health services emerged as top issues. We also meet regularly with members of these agencies via the many community groups we are involved in such as those mentioned earlier but especially, FESP and Ensuring Opportunity – these very active groups have broad-based membership all gathered to fight poverty. Information is shared with the EOC and Program leadership to inform program activities.

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b) Faith-based Organizations: CSBG sub-contractors - Greater Richmond Interfaith Program and St. Vincent de Paul – along with our long-time delegate agency, First Baptist Church Head Start, provide us with the needs and interests of their clients through periodic reporting and dialogue. Here, housing, jobs and nutrition data are accumulated. CSB also works with the Multi-Faith Action Coalition on the Ensuring Opportunity coalition, where rich information is shared and disseminated as appropriate.

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c) Private Sector: Labor data and effective-market-based strategies to address the homelessness -crisis are gathered-collected through our partnership with the East Bay Leadership Council. They provide us with alternative positions such as arguments against rent control policies as a mechanism to reduce tenant displacement and preserve of affordable housing. and provide us with balanced information such as the argument against rent control and how it is not an effective solution to prevent homelessness in the view of the private sector. We also look to our private sector EOC members for their wisdom in these areas.

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~~e) Public Sector: Much wisdom comes from our elected officials in county government and the staff that supports them in terms of what issues are affecting their constituents, such as creating an overarching issue of transportation and access to the priority areas that arose from the public hearings and community assessment process.~~

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d) Public Sector: As a public organization, CSB is able to leverage all information and resources from county, state, and federal government to address the needs of the low-income community. By virtue of being part of the county structure, our clients can apply for the full suite of public benefits directly from our program. Data is available at our fingertips

regarding health and social service needs and opportunities.

d)

— Educational Institutions: The community assessment includes rich data from the county's educational institutions and inform us of the rising number of homeless children and shed light on the pockets of deep poverty in our overall wealthy county, as indicated by the free and reduced school lunch data. CSB also has an MOU with all school districts serving low-income students. This memorandum allows us to share data regarding homeless children and other issues affecting those in public school that can be addressed by our program before they get to school. As a result, prevention and early intervention models exist have been developed due to this relationship. Our MOU with Special Education Local Planning Area (SELPA), helps us address the needs of our children with disabilities so they can be successful when they transition to public school.

— EOC members from the private sector also add their views from a non-profit and/or business perspective.

e)

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4. Describe how services are targeted to low income individuals and families and indicate how staff is involved, i.e. attend community meetings, I&R, etc. Include how you ensure that funds are not used to duplicate services.  
(CSBG Act Section 676(b)(3)(C), 676(b)(9), State Assurance 12760)

All services are targeted to low-income individuals and families by a wide dissemination of opportunities made available through CSBG funds. A Roundtable is convened early each and outreach materials are shared so that the subcontractors are advertising the 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 table as 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 target to low-income individuals and families. For example, our directly 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, considered the "gold standard" in job placement circles. The Request of Information (RFI) process used to obtain request for funding explicitly requires applicants to demonstrate no duplication and leveraging of existing funds.

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

Our CSB Los Nogales Child Center serves migrant farm-workers families living in Contra Costa County. CSB provides meals that meet the Head Start performance standard and USDA meal guidelines.

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

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. As noted in question 4 in this section, the RFI process explicitly requires applicants to demonstrate no duplication and leveraging of existing funds.

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

CSB publishes an Annual Report each year that details results and activities. An annual performance report is also published by Contra Costa County that details outcomes. Our social media, Facebook and Twitter, are a vehicle for sharing good news and information as well. CSB was recently recognized for its excellent social media presence by the National Head Start Association and asked to speak on a panel of experts. Each month, the program prepares a report for the Board of Supervisors that features the work of the Community Action. Departmental and Bureau newsletters feature our work as well.

In-Kind is captured by program staff via sign in sheets and donation forms and reports are generated by fiscal staff and incorporated into the Annual Program Information report. CSB always exceeds its non-federal share requirement and volunteerism is flourishing.

8. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. Describe how your agency will contribute

to the expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as: programs for the establishment of violence-free zones that would involve youth development and intervention models like youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs.  
(CSBG Act Section 676(b)(1)(B))

The EOC and CSB is committed to youth development by building and supporting youth employment training and educational programs in the community through Memorandums of Understanding and CSBG contracts with community organizations whose focus is on supporting at-risk youth. Our CSBG programs provide life skills, job-readiness, paid work experience, academic engagement, and intensive case management to county youth as part of afterschool and homeless programs.

9. Describe how your agency will provide employment and training activities. If your agency uses CSBG funding to provide employment and training services, describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5))

CSB provides a directly operated 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. Once selected by an interview panel for specific job locations, the intern is placed and assigned a mentor coach and an onboarding process commences that includes soft skills training, such as professionalism training, as well training to become a clerical assistant via an evidence-based online training program called Matrix. Over the course of 6 month, the intern in trained on-the-job and via matrix 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 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 an award-winning job-training program called Opportunity Junction. This program combines computer skills training with life skills, paid work experience, ~~and~~ case management in a 12-week full-time training, ~~and~~ job placement assistance and a post-placement coaching and mentoring program. The County and Opportunity Junction clerical assistance programs coordinate services through client referrals and sharing of best practices. This maximizes placement opportunity for clients and avoids duplication of services.

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

CSB and the EOC have collaborated and will continue collaborating with agencies whose mission it is to reduce hunger, promote healthy eating, and improve access and availability of fresh produce to low-income residents by providing the following:

- Continue providing emergency food to low-income clients through our partners who provide emergency shelter.
- Community based dining rooms where clients are welcome to hot meals, food pantry and produce.
- Adult Nutritional Cooking classes and Culinary school for disadvantaged youth and adults.
- Over 200,000 pounds of high quality nutritious food daily to organizations serving low-income and homeless in Contra Costa.

CSB, in its activities related to Head Start and Early Head Start, provide the following:

- As of April 2019, 2,686 # of nutritious meals were served daily to 989# of Head Start children
- Nutritional screening and assessment
- Individual nutrition counseling by a registered dietitian
- Nutrition education
- Integrated nutrition curriculum

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

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

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

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

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

- The Mobile Boutique: Thousands of items of cleaned, pressed, sorted clothing, toys and books are delivered and staged in impoverished neighborhoods in the county.
- Male Involvement Fatherhood Classes: ~~participants~~ Participants enhanced their fathering skills and learned about the important roles they ~~have-play~~ as dad's in their children's lives by attending male involvement meetings and fatherhood classes based on the National Fatherhood Initiative's 24/7 Dad Program.
- English as a ~~second~~ Second Language ~~classes~~ Classes: ~~P~~ Parents attended ~~a~~ 10-week courses at ~~our~~ the George Miller Center in Concord and received instruction to advance their English conversational skills, grammar, reading, writing, pronunciation and vocabulary.
- Reading REading ADvantage, Inc. (READ): ~~provides~~ in-reach services are provided to currently incarcerated Head Start and Early Head Start parents and other loved ones by providing them with a recordable book to read to their child.

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**Monitoring**

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

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

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

2. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency and type (i.e., onsite, desk review, or both)

The EOC partners with several different agencies in the community. CSBG Subcontractors are required to collect and report data annually using the National Performance Indicators and the Client Characteristics report. The information is evaluated, aggregated and submitted to the Department of Community Services and Development in a timely manner. Also, the Community Services Bureau Staff, the EOC Board Members, and the independent auditors conduct annual program and fiscal monitoring of the contracting agencies budget, demands, and fiscal expenditures. In addition, ~~to these methods for measuring the~~ progress in accomplishing Contra Costa's Community Action Agency's goals is monitored on an ongoing basis by staff and by EOC members at monthly subcommittee and business meetings.

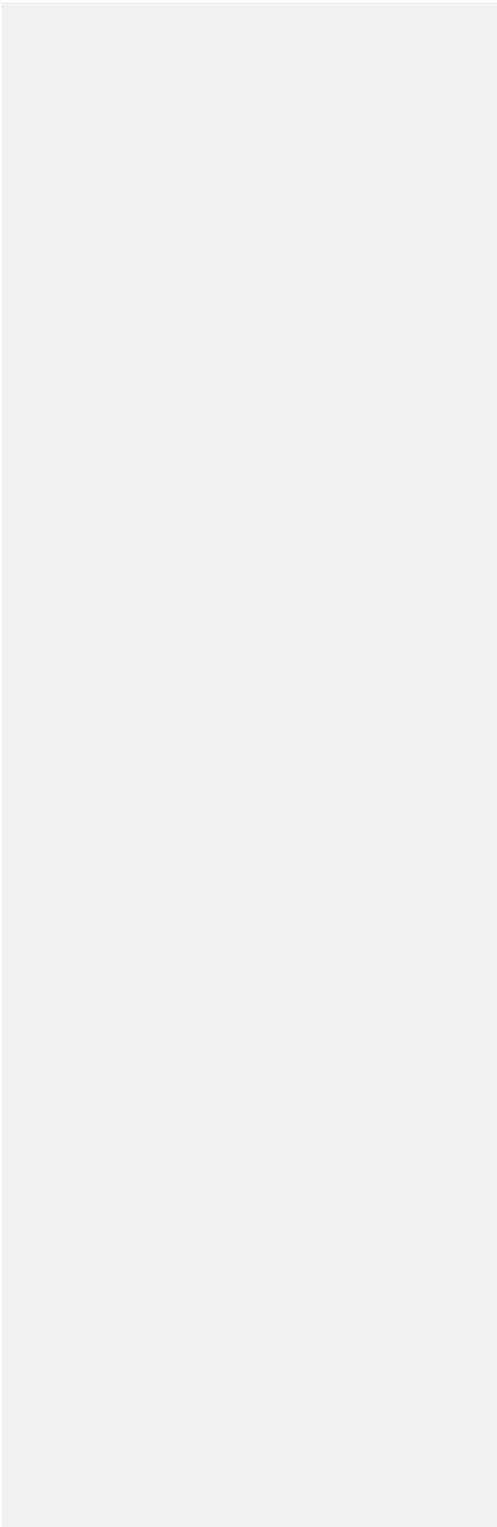
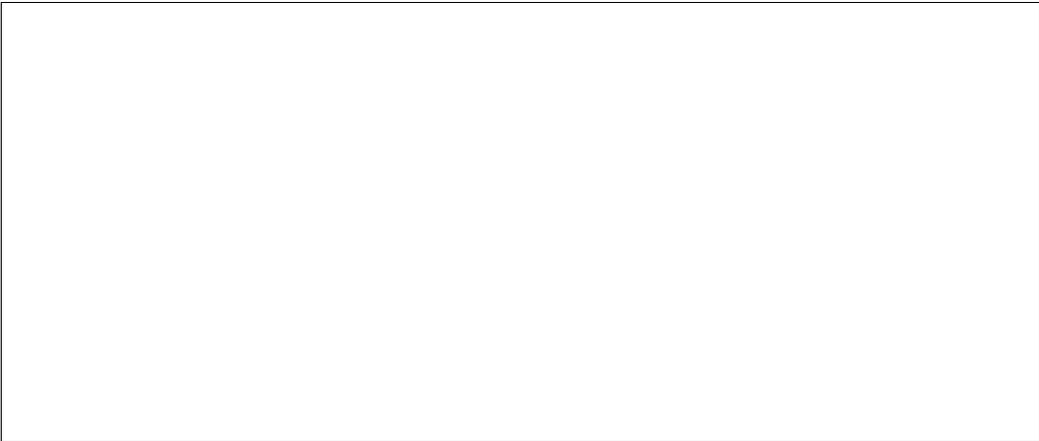
3. Describe how your agency ensures that cost and accounting standards of the Office of Management and Budget (OMB) are maintained.  
(CSBG Act Section 678D(a)(1)(B))

CSB provides effective accounting and financial management in operating its program. It has formulated and maintained an adequate organizational structure that delineates lines of authority and responsibility; defines operational relationships; formulates lines of communication; and establishes system of internal checks and controls. The financial management structure is composed of Board of Supervisors and Auditor-Controller that formulates financial policies, approves all budgets and contracts, and reviews operations and activities; EOC Fiscal Subcommittee reviews, provides input and approves annual and supplemental budget changes; EHS/HS Director who is responsible for all financial operations of the CSB; Chief Finance Officer who is responsible to the CSB Director for all financial operations of the program; Head Start Accountant and CSBG Accountant who are responsible to the Chief Finance Officer for all financial operations of the program; All employees who follow the lines of authority on the department's organizational chart.

Contra Costa County Employment and Human Services Department, Community Services Bureau

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

The accountant reviews all expenditure documentation for allowable cost, allowable activity, reasonableness and budget availability. In addition, the accountant performs recalculation and review of the expenditure detail report received from the County. The accountant checks for accuracy as well as for appropriate allocation of costs to the programs using Office of Management and Budget 45 CFR circular and other laws, regulations and information memos to ensure that costs are allowable. The accountant prepares monthly financial reports on a timely basis with each line item expense analyzed and checked for accuracy and classified by major categories. The monthly financial report shows year-to-date projected expenditures compared to budget. Budget variances are examined to ensure that program expenditures are within the target levels. This report is reviewed during the monthly budget meeting with senior management and is used by management in financial planning and decision-making. Together with the other program reports, the monthly financial report is submitted to the Board of Supervisors (BOS), the Economic Opportunity Council (EOC), and Policy Council (PC) to maintain accountability and control program quality. The BOS sponsors an annual audit for all its accounts, books and records. Audit findings, if any, are reported to the Board and County Administrator's Office for appropriate action. Corrective action on audit findings are immediately acted upon and implemented. CSB maintains its accountability through its effective internal control structure which is integral parts of management. These controls include various methods used to safeguard assets and assure that they are used solely for authorized purposes, ensure reliability of accounting data, comply with management policies, grant terms and conditions, and federal and state regulations. There is a system of checks and balances to ensure accountability. Being part of the County government, CSB maintains accountability by adhering to its accounting policies and procedures that conform to Generally Accepted Accounting Principles (GAAP) and the County Administrative Bulletins.



### Data Analysis and Evaluation

(Organizational Standards 4.3, 4.4)  
(CSBG Act Section 676(b)(12))

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

Subcontracting agencies providing services are required to collect and report data annually using the National Performance Indicators and the Client Characteristics report. The information is evaluated, aggregated and submitted to the Department of Community Services and Development in a timely manner. Also, the Community Services Bureau Staff, the EOC Board Members, and the independent auditors conduct annual program and fiscal monitoring of the contracting agencies. Monitoring is conducted quarterly, focusing on different aspects of performance such as history of performance at time of selection, fiscal monitoring, contract monitoring, and program monitoring.

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

On an annual basis, the EOC is updated on the success of the subcontractors through the reporting of the Annual report during the EOC business meeting. Furthermore, the EOC is updated on the status of the outcomes during the on-site visits with the subcontractors. CSB also develops the Bureau's annual report, County's Performance Report, and the Annual Advisory Body annual report which is also shared with our EOC on an annual basis.

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

- 1) After analyzing enrollment data over time, CSB noticed that parents were not choosing the home visitation model for the preschool-aged children. The infant-toddler home visiting program was thriving but parents of preschoolers were requesting center-based programming so we discontinued our home-based program for preschoolers and opened up several classrooms.
- 2) After analyzing some subcontractor expenditures and having trouble getting approval for payment by the auditors, CSB changed the way we develop services plans so that the auditor was pleased and the subcontractor could fully spend the contract without undergoing a lengthy contract amendment.
- 3) After analyzing the attendance and type of attendee at public hearings ~~ever in~~ years passed, CSB the EOC Outreach Subcommittee recommended that we partner with our subcontractors to -relocate CSBG public hearings to -our services sites, where decided to bring the public hearing to the low-income individuals where they were congregated, came for hot nutritious meals and services (ex. Free lunch program and community group meeting) instead of inviting them to rather than holding stand-alone meetings come to us at a library or other public place. We also brought snacks, backpacks and blankets that low-income participants could take with them. This outreach method was highly successful and much appreciated by both low-income participants clients and providers alike.

## Appendix A Organizational Standards

### MAXIMUM FEASIBLE PARTICIPATION

#### CATEGORY ONE: CONSUMER INPUT AND INVOLVEMENT

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

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

**Standard 1.3** The organization/department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

#### CATEGORY TWO: COMMUNITY ENGAGEMENT

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

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

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

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

#### CATEGORY THREE: COMMUNITY ASSESSMENT

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

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

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

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

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

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

**VISION AND DIRECTION**

**CATEGORY FOUR: ORGANIZATIONAL LEADERSHIP**

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

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

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

**CATEGORY FIVE: BOARD GOVERNANCE**

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

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

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

## Appendix B

### State Assurances

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

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

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

## Appendix C

### Federal Assurances and Certification

#### CSBG Services

**676(b)(1)(A)** The State will assure “that funds made available through grant or allotment will be used –

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

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

#### Needs of Youth

**676(b)(1)(B)** The State will assure “that funds made available through grant or allotment will be used-

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

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

**Coordination of Other Programs**

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

**Eligible Entity Service Delivery System**

**676(b)(3)(A)** *a description of the service delivery system, for services provided or coordinated with funds made available through grants made under section 675C9(a), targeted to low-income individuals and families in communities within the State*

**Eligible Entity Linkages – Approach to Filling Service Gaps**

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

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

**676(b)(3)(C)** *a description of “how funds made available through grants made under 675C(a) will be coordinated with other public and private resources.”*

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

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

**Eligible Entity Emergency Food and Nutrition Services**

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

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

**676(b)(5)** *“An assurance that the State and eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services, and [describe] how the State and the eligible entities will coordinate the provision of employment and training activities, as defined in section 3 of the Workforce Innovation and Opportunity Act, in the State and in*

*communities with entities providing activities through statewide and local workforce development systems under such Act.”*

**State Coordination/Linkages and Low-income Home Energy Assistance**

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

**Coordination with Faith-based Organizations, Charitable Groups, Community Organizations**

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

**Eligible Entity Tripartite Board Representation**

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

**Eligible Entity Community Action Plans and Community Needs Assessments**

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

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

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

**Appendices (Optional)**

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

