

2022/2023
Community Needs Assessment and
Community Action Plan

California Department of
Community Services and Development

Community Services Block Grant



Contents

Introduction.....	3
Purpose	3
Federal CSBG Programmatic Assurances and Certification.....	3
State Assurances and Certification	3
Compliance with CSBG Organizational Standards.....	4
What’s New For 2022/2023?.....	4
Checklist.....	6
Cover Page and Certification.....	7
Public Hearing(s).....	8
Part I: Community Needs Assessment	10
Community Needs Assessment Narrative	11
Community Needs Assessment Results.....	27
Part II: Community Action Plan.....	29
Vision and Mission Statement.....	29
Tripartite Board of Directors	30
Service Delivery System	31
Linkages and Funding Coordination.....	34
Monitoring.....	39
Data Analysis and Evaluation.....	40
Additional Information (Optional).....	42
State Assurances and Certification	47
Organizational Standards.....	48
Appendices.....	50

Introduction

The Department of Community Services and Development (CSD) has developed the 2022/2023 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2021**. In an effort to reduce administrative burden during the Novel Coronavirus (COVID-19) pandemic, CSD has made changes to the CAP template. The changes are detailed below in the “What’s New for 2022/2023?” section. Provide all narrative responses in 12-point Arial font with 1.5 spacing. When the CNA and CAP are complete, they should not exceed 52 pages, excluding the appendices.

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New For 2022/2023?

Two-Part Layout. The 2022/2023 template has been divided into two parts:

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

The CNA portion has sections for the needs assessment narrative and the results. Surveys and analysis documents may be attached as appendices. The CAP portion encompasses all the usual topics such as Vision and Mission Statement, Tripartite Board of Directors, Service Delivery System, Linkages, Monitoring, etc.

Revised Public Hearing Section. In addition to including the statute for the public hearing requirement, CSD has incorporated new guidelines for issuing the Notice of Public Hearing and the draft CAP, and documenting low-income testimony delivered at the public hearing. The Low-Income Testimony and Agency Response document will be required as an appendix. See the section on Public Hearing(s) for more details.

CNA Helpful Resources. Part I: Community Needs Assessment contains resources on conducting a needs assessment, influence of COVID-19 on the process, and updated links to state and national quantitative data sets.

Revised and Reduced Narrative Sections. Every effort has been made to reduce the administrative burden of conducting a CNA and preparing a CAP during an active pandemic. Although these tasks are fundamental to CSBG and should not be overlooked, CSD is aware of the reduced capacity and other circumstances under which many of the agencies are functioning. CSD has removed questions, utilized check boxes when possible, and made some questions optional. Many questions about the federal and state assurances have been removed. However, agencies are still required to certify that they are in compliance with the assurances. In the sections pertaining to the Tripartite Board of Directors and Linkages, for instance, agencies may indicate whether there are changes to the response in the 2020-2021 CAP or whether they would like CSD to accept the 2020-2021 CAP response without adaptations. Please keep in mind that these flexibilities are made because of the COVID-19 pandemic and may not be utilized in future years.

Additional Information. CSD has added a section to address disaster preparedness and agency capacity building. While this information is not directly mandated by statute, it is important to know agencies have disaster response plans in place and are making efforts to increase their own capacities. Responses to these questions are optional.

Federal and State Assurances Certification. Pertaining to the federal and state assurances, CSD removed questions where possible. If compliance to an assurance could be demonstrated without a narrative, the question was removed. However, agencies will still be required to certify that the Federal CSBG Programmatic Assurances and the State Assurances are being met. Agency certifications are found in those sections.

CSBG State Plan References. Information for the CSBG State Plan comes largely from CAPs submitted by agencies. To help agencies understand their roll in preparing the CSBG State Plan, CSD has indicated which questions contribute to the development of the annual CSBG State Plan.

Checklist

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

Part I: Community Needs Assessment

- Narrative**
- Results**

Part II: Community Action Plan

- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Service Delivery System**
- Linkages and Funding Coordination**
- Monitoring**
- Data Analysis and Evaluation**
- Additional Information (Optional)**
- Federal CSBG Programmatic Assurances and Certification**
- State Assurances and Certification**
- Organizational Standards**
- Appendices**

COMMUNITY SERVICES BLOCK GRANT (CSBG)
 2022/2023 Community Needs Assessment and Community Action Plan
 Cover Page and Certification

Agency Name	EHSD Community Services Bureau
Name of CAP Contact	Christina Reich / Nancy Sparks
Title	Division Manager / Comprehensive Services Manager
Phone	925-681-6308
Email	Nsparks@ehsd.cccounty.us

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

04/2021

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2022/2023 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

Supervisor Burgis		
Board Chair (printed name)	Board Chair (signature)	Date
Kathy Gallagher		
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

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

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

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Public Hearing Guidelines

Notice of Public Hearing

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

Public Hearing

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

Guidance for Public Hearings During COVID-19

The COVID-19 pandemic poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies adhere to state and county public health guidance to slow the spread of the virus and ensure public safety. The health and safety of agency staff and the communities you serve is paramount. If a public hearing cannot be conducted in person, CSD encourages agencies to utilize other formats or methods that will still adhere to the state and county public health guidance. If conducting a public hearing through other formats or methods is still not possible, agencies must contact their Field Representative at CSD at least 30 days prior to the submission of the CAP for additional guidance. Agencies will be required to provide documentation to support their constraints to meet the public hearing requirement.

Public Hearing Report

Date(s) of Public Hearing(s)	April 22 nd , April 28 th , April 29 th , May 13 th
Location(s) of Public Hearing(s)	West County, Central County, East County
Dates of the Comment Period(s)	April 22 nd , April 28 th , April 29 th , May 13 th
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	-Contra Costa County Website, -EHSD.org website -Contra Costa County Community Action Facebook page
Date the Notice(s) of Public Hearing(s) was published	April 16 th 2021
Number of Attendees at the Public Hearing(s) (Approximately)	58

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

The National Community Action Partnership has [resources](#) such as an online Community Needs Assessment Tool and information about conducting a needs assessment during the COVID-19 pandemic. The Partnership also has a [Data Hub](#) designed specifically for the community needs assessment process.

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

National and State Data Sets			
U.S. Census Bureau Poverty Data	U.S. Bureau of Labor Statistics Economic Data	U.S. Department of Housing and Urban Development Housing Data & Report	U.S. Department of Health and Human Services Data Portal
Baseline Census Data by County	National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS	
California Department of Finance Demographics	California Attorney General Access RSS Data	California Department of Public Health Various Data Sets	California Governor's Office Covid-19 Data
California Department of Education School Data via DataQuest		California Employment Development Department UI Data by County	

Community Needs Assessment Narrative

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

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

State Plan

1. How did the agency share the CAP, including the CNA, with the community, stakeholders, partner organizations? (Check all that apply.)

- The agency's website
- Posted on the agency's Facebook page
- Electronic reports were sent
- Printed copies were distributed
- Social media channels
- Other

2. 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, State Plan)

The Community Assessment process involves a highly collaborative assimilation of input from and engagement with numerous sources, stakeholders, community members and County staff. CSB Assistant Directors work with program managers and active parents to revise or refine the process, develop and implement surveys to identify emerging needs and issues, and compile and maintain demographic and referral information about CSB enrollment. The Policy Council participates in the assessment process throughout the year providing input through regular meetings, reviewing planning data in the context of shared governance and engaging in many other outreach and dialog opportunities. Each spring, the Policy Council receives a full presentation of the Community Assessment and exercises its mandate to evaluate, discuss and pose questions about its findings. Then in August, the Policy Council approves the current Community Assessment. A wide variety of data techniques and sources are used to conduct the Community Assessment. Federal and state agencies, such as the U.S. Census and the Departments of Finance, Education, and Employment Development, provide reliable and regularly updated estimates of residents and conditions that may be compared over time. Internal data sources include parent and family partnership data, parent planning sessions and self-assessment surveys. Program Information Reports (PIR) and data compiled by program managers throughout the year provide a profile of the demographics and needs of Head Start families and children. Local committees, commissions and community-based

entities 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. 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. Due to the restrictions set forth by the pandemic, the EOC was not able to have as many members of our most vulnerable population present during the virtual public hearings as in previous year.

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

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

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

Federal Government/National Data Sets

- Census Bureau
- Bureau of Labor Statistics
- Department of Housing & Urban Development
- Department of Health & Human Services

Local Data Sets

- Local crime statistics
- High school graduation rate
- School district school readiness
- Local employers
- Local labor market

Services

- National Low-Income Housing Coalition
- National Center for Education Statistics
- Other online data resources
- Other

- Childcare providers
- Public benefits usage
- County Public Health Department
- Other

California State Data Sets

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

Agency Data Sets

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

Surveys

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

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

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

Surveys

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

Focus Groups

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

Interviews

- Local leaders
- Elected officials
- Partner organizations' leadership

Community Forums

Asset Mapping

- Board members
- New and potential partners
- Clients

Other

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

8. Describe your agency's analysis of the quantitative and qualitative data collected from low-income individuals and families. Include a description of the data collected. (Organizational Standards 1.1, 1.2, 3.3; State Plan)

At \$85,837 in 2019, median income for California families rose more than 5% since 2018, while family income in the county (\$114,535) rose 6%. Of householders with children age 0-5, 63% in the state and 64% (48,460) in the county live in families in which all parents work, down 1% since 2018. The 2020 Self-Sufficiency Standard for a Contra Costa family with one adult, an infant and a preschool age child has increased 52% since 2014, and at \$124,649, now represents a fulltime hourly wage of \$59.

In 2019, prior to COVID-19, 65% (590,758) of Contra Costa's 16 and over residents participated in the civilian labor force, up 7,872 (1%) since 2018. However, December 2020 EDD data indicates the statewide labor force shrank 3% or 561,000 workers since January 2020. The county has 545,800 civilian workers in December 2020, also down 3% or 13,800 since January 2020. Current labor statistics indicate that by December 2020, 829,600 more Californians lost jobs, up 99% since January 2020, due largely to COVID-19. Contra Costa has 43,000 unemployed residents in December 2020, up 139% or 25,000 since January 2020. In 2019, prior to COVID-19, 93% of county workers were commuters, who traveled 38.7 minutes on average, up 2% since 2018. About 50% (222,142) of Contra Costa males 16 and over worked full time in 2019, compared to 34% (160,322) of females, with both rates higher than in the state (49% and 33%, respectively) and both up since 2018. Since 2018, the number of both males and females in the county who worked full time rose 3%. Countywide, 46% (233,583) of commuters were female, 66% (33,622) of women with children age 0-5 worked, and 95% (31,861) were employed in 2019. In 2019, prior to COVID-19, California residents had seen a 5% decline in poverty, while the county had seen a 6% or 6,087 decline. In Contra Costa, 9% (98,595) of individuals, 12% (9,077) of children less than 6, 6% (17,675) of families and 9% of families with children lived below the FPL in 2019, with all rates

improved since 2018. About 9% of all county residents, 8% of native-born, 10% of foreign-born, 6% of naturalized citizens and 15% of non-citizens lived below the FPL, with all rates improved, but rates among non-citizens most improved since 2018. About 28% (1,978) of Contra Costa married-couples below the FPL have children less than 5, compared to 30% in the state, down 6% in the county and 10% in the state since 2018. About 30% (618) of single male-headed families below the FPL in the county have children less than 5, compared to 32% in the state, up 2% in the county but down 12% in the state. About 36% (3,052) of single female-headed households below the FPL in Contra Costa have children less than 5, compared to 36% in the state, down 3% in the county but down 8% in the state. In all, 28,167 Contra Costa children of all ages lived below the FPL in 2019, down more than 5% or 1,615. About 9,077 children under 6 lived in poverty, down 4% since 2018. Countywide, of 13,224 women with recent births, 819 (8%) married and 1,339 (39%) unmarried women lived below the FPL in 2019. CalWORKs cases have risen 2% since December 2019, with 6,432 cash grant cases involving 11,597 children in July 2020. Critically, the number of children in cases involving two parents has risen 38% or 228 children since COVID-19. In 2019, prior to COVID-19, 21,069 (5%) county households relied on SSI, up 4%; 9,474 (2%) received cash PA, down 6%; and 24,553 (6%) received SNAP, down 2%. About 45,288 (17%) of all county children live in PA households, down 2% or 1,119 since 2018, 46% (20,848) of children in PA households live in married couple families, 44% (20,005) live in single female-headed families, and 9% (4,132) live in single male-headed families, with all down since 2018. About 645 Contra Costa women with births receive PA in 2019, down 22% since 2018, with improvement among both married (down 91) and unmarried (down 93) women.

In 2020, the percentage of county homes affordable to median income households had risen just 2.0 points to 28.4%. The 2021 median monthly rent for a 2-bedroom unit in the county rose another 6% or \$144 to \$2,383. Although owner-occupied housing costs fell 16% in the county since 2018, the number of unaffordable units rose 12% (up 8,286) to 77,395 in the county. Although rental housing costs rose 7% in the county, the number of unaffordable units fell 1% (down 712) to 67,017. Yet to be reflected in these figures, however, is the COVID-19 effects of businesses allowing employees to telecommute, as Contra Costa prices in March 2021 are up a dramatic 18-24% over March 2020. About 2,277 individuals in the county are homeless in 2020, down 1% from 2019, with 31% (707) sheltered. About 5% (92) are families with children, 5% are 18-24 year olds, 7% (154) are minors under age 18, 80% (1,698) have a disabling mental or physical condition, 50%

(1,062) struggle with substance abuse, and 68% (1,444) have been incarcerated. Central County now has 33% (514) of all unsheltered homeless, West County has 34% (543) and East County has 33% (513).

The 2021 HUD fair market rents (FMR) in the greater San Francisco Bay Area region have all risen since 2020 with 4-7% increases in Alameda and Contra Costa Counties, 5-8% increases in Marin and San Francisco Counties and 1-6% increases in Solano County. As of February 2021, the FMR for a 2-bedroom unit in Contra Costa County had risen \$144 per month (up 6.4%) from the prior year to \$2,383 in 2021. In the first quarter of 2021, the median rent for a 2-bedroom unit ranged from \$1,617 per month in Solano County to \$3,553 in Marin, San Francisco and San Mateo Counties. ACS data indicates that in 2019, owner-occupied rates increased in both the state and the county by about 1.0%, with 2,716 more owner-occupied units in Contra Costa County since 2018. Brentwood (up 674), Concord (up 430), Discovery Bay (up 159), Hercules (up 334), Martinez (up 247), Pleasant Hill (up 313), San Ramon (up 453) and Walnut Creek (up 283) saw the largest gains in owner-occupied units, while Alamo (down 94), Kensington (down 81), Oakley (down 101), Pinole (down 136), Pittsburg (down 235) and Richmond (down 340) saw the largest loses. The number of renter-occupied units also rose a slight 0.2% in the state but fell a slight 0.2% in the county, with 224 fewer renter-occupied units in Contra Costa County. Brentwood (down 311), Concord (down 450), Martinez (down 192) and Pleasant Hill (down 175) saw the largest loses in renter-occupied units, while Pinole (up 215), Pittsburg (up 634), Richmond (up 219) and Rodeo (up 137) saw the largest gains. Median monthly housing costs for California homeowners fell an estimated \$467 (down 20.5%) since 2018, while costs for homeowners in the county fell \$430 (down 16.3% to \$2,211). In contrast, monthly housing costs for California renters rose 5.2% (up \$74) and rose 6.9% (up \$117 to \$1,819) in the county. HUD defines affordable housing as housing, which costs no more than 30% of household income. Based on this definition, in 2019 California had an estimated 32.0% of owner-occupied units with a mortgage and 54.0% of renter-occupied units, which are unaffordable to their occupants. Of Contra Costa County residents in owner-occupied housing units with a mortgage, 30.3% (77,395) expended at least 30% of their household income on housing costs in 2019, up 12.0% or 8,286 owner-occupied units since 2018. Among Contra Costa renters, 51.5% (67,017) expend at least 30% of their household income on housing costs in 2019, down a slight 1.1% and 712 rental units since 2018.

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

A. Community-based organizations

The Economic Opportunity Council holds an Annual Roundtable event for community-based organizations, which function as listening sessions regarding the needs of their clients as well as networking and resource leveraging opportunities. Participants share client success stories as well as challenges. This year, we heard the challenges presented by the pandemic: social isolation causing an increased need for mental health services, need for rental assistance to stave off housing, need for jobs due to those that went out of business or reduced their employees to stay afloat, and increased need for food. Individuals that never used food pantries, food banks, or free meal services are showing up in great need with one free lunch program reporting at 60% rise in clients.

B. Faith-based organizations:

CSB is fortunate to collaborate with the Interfaith Council of Contra Costa, which is an interfaith community, people from a diversity of religions, spiritual expressions and indigenous traditions, gathering to manifest our unity as we promote the spirit of community and service through caring, diversity and compassion to our Contra Costa Community. They have been active in combatting racism in communities of color, with a renewed fervor since the murder of George Floyd. They have also been working on mental health supports for those suffering the effects of isolation due to the pandemic, as well as housing and food resources.

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

Contra Costa County ranks number one of all California Counties for water debt – overdue bills for water services for residents. This presents a public health crisis as homes with no running water is unsanitary. Catholic Charities, the largest charitable organization in Contra Costa County reports supporting 36,000 people with essential services including food, rent, and counselling. Nine hundred and fourteen households received an average of \$2,800 in rental assistance with 81.3% remaining stably housed at 60 days. They fed 23,570 people, distributing 244,560 pounds of food (15,720 boxes). Disaster response was provided to 10,000 immigrants by way of \$500 gift cards

totaling \$5 million in assistance. Finally, they provided in-depth family support services to 84 families, representing 1,234 hours of clinical counseling and case management.

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

According to the California Department of Social Services CalWORKs Annual Report (July 2020), California Work Opportunity and Responsibility to Kids (CalWORKs) caseloads have increased since December 2019. As of July 2020, the county has 6,432 cash grant CalWORKs cases, up 1.6% or 100 cases since 2019. Of 6,432 cases, 31.7% (2,041) involve no parents. Cash grant CalWORKs cases in July 2020 involve 11,597 children, up 2.2% or 245 children, and 30.3% (3,514) of children in the program are parentless. Critically, the number of children in cases involving two parents has increased a considerable 37.7% or 228 children since the COVID-19 outbreak.

Based on 2019 ACS estimates, 6.1% of California households receive SSI benefits, compared to 5.3% (21,069) of Contra Costa households, a 1.1% decline in the state but a notable 4.1% increase in the county. Compared to a mean \$10,315 statewide, SSI households in the county receive an average of \$10,665, ranging from \$7,029 (Pacheco) and \$14,718 (Moraga) annually. Since 2018, the number of Contra Costa County households with SSI benefits rose most notably in Alamo (up 114), Brentwood (up 114), Richmond (up 128), Pittsburg (up 219) and Antioch (up 274), while Martinez (down 80), Pacheco (down 109) and Concord (down 144) saw the largest declines in SSI households.

The number of households receiving cash public assistance fell 4.8% in the state and 6.4% in the county, with 9,474 (2.4%) Contra Costa households on cash PA in 2019. The estimated number of Contra Costa households with cash PA fell most notably in San Pablo (down 113), Richmond (down 160) and Concord (down 320), while Vine Hill (up 30) and Brentwood (up 46) saw the largest increases. Compared to the countywide average of 2.4%, the percentage of households with cash PA exceeds the county by far in Oakley (3.2%), El Sobrante (3.6%), Pittsburg (4.3%), Crockett (5.5%), Antioch (6.1%), Vine Hill (7.1%) and Rodeo (8.9%). Pittsburg (913), Richmond (1,035), Concord (1,234) and Antioch (2,073) have the highest number of cash PA households and together comprise 55.5% of all Contra Costa cash PA households. Mean annual cash PA is up \$20 in the state (\$4,578) and \$67 (\$4,719) in the county, with the highest benefits in Brentwood (\$6,003),

Walnut Creek (\$6,025), Rodeo (\$6,622), Kensington (\$7,267) and Discovery Bay (\$7,583) and the lowest in Hercules (\$3,279), Vine Hill (\$2,235) and Lafayette (\$1,886).

About 24,553 (6.2%) of all Contra Costa households are estimated to receive SNAP benefits prior to the COVID-19 outbreak in 2019, compared to 8.9% statewide, and both state (down 1.7%) and county (down 2.0%) saw a decline in the number of SNAP households since 2018. The number of SNAP households fell most notably in Martinez (down 64), Concord (down 130) and Richmond (down 528) but rose notably in Bethel Island (up 36), Lafayette (up 55), Antioch (up 61), Rodeo (up 90) and Brentwood (up 102).

The 2019 ACS estimates that 24.6% of 0-17 year olds in California and 17.4% (45,288) in Contra Costa County households live in a home that receives SSI, cash PA or SNAP benefits, with both estimates improved since 2018. California saw a 4.8% drop in the number of children in PA households, while the county saw a 2.4% drop, which represents 1,119 fewer children in PA households countywide. Areas with much higher than average rates (17.4%) of children in PA households include Pinole (20.4%), El Sobrante (20.5%), Bethel Island (25.6%), Richmond (25.9%), San Pablo (27.8%), Vine Hill (28.4%), Pittsburg (32.3%), Antioch (34.9%) and Rodeo (46.7%).

More than half (58.4%) of all Contra Costa children age 0-17 in PA households live in Concord (4,928), Pittsburg (5,706), Richmond (6,200) and Antioch (9,627), noting, however, that Concord (down 611) and Richmond (down 951) saw sizable declines in the number of children in PA households between 2018 and 2019. In contrast to the county overall, Vine Hill (up 158), Pittsburg (up 178), Rodeo (up 213), Brentwood (up 256) and Antioch (up 489) saw large gains in the number of children in PA households. Countywide, 46.0% (20,848) of children in PA households live in married couple families, 44.2% (20,005) live in single female-headed families, and 9.1% (4,132) live in single male-headed families, with all three estimates down since 2018.

E. Educational institutions (local school districts, colleges)

Communities Served by Head Start

Based on 2019 ACS estimates, 8,476 0-2 year olds (including 2,158 pregnant women) and 6,853 3-5 year olds in Contra Costa may be income-eligible for Early Head Start or Head Start services in 2021-22. Income-eligible 0-2 year olds fell 4% or 339, but the number of pregnant women below the FPL is relatively unchanged since 2018. Income-eligible 3-5 year olds fell 6% or 463. Concord (up

51), Oakley (up 109), Richmond (up 85) and Walnut Creek (up 721) saw notable increases in income-eligible Early Head Start children and mothers, while Antioch (down 136), Martinez (down 88), Pinole (down 42) and Pittsburg (down 37) saw declines. Brentwood (up 40), Concord (up 36), El Cerrito (up 39) and Walnut Creek (up 631) saw sizable increases in income-eligible Head Start children, while estimates fell in Antioch (down 45), Oakley (down 40), Pittsburg (down 139) and Richmond (down 108). In 2020-21, the county's Early Head Start program served 798 including 33 pregnant women, while Head Start served 1,347. About 27% (216) of Early Head Start enrollees are less than 1, including 33 unborn babies. Another 26% (209) are 2 year olds. Of Head Start enrollees, 40% (540) are 5 or older and 39% (519) are 4 year olds. Latino children make up 62% (477) of Early Head Start and 61% (821) of Head Start enrollees, and Spanish is the primary language of 37% (295) of Early Head Start and 39% (520) of Head Start enrollees. White children make up 60% (458) of Early Head Start and 60% (802) of Head Start enrollment, while African Americans make up 27% (209) of Early Head Start and 24% (325) of Head Start enrollment. Less than 3% (19) of Early Head Start and 5% (66) of Head Start enrollees are Asian. About 73% (530) of families served by Early Head Start, up 30 families, and 73% (911) of those served by Head Start, down 22, are single-parent families. The majority enrolled in both Early Head Start (69%) and Head Start (62%) are eligible based on income. Eligibility based on foster care status accounts for nearly 3% (18) of EHS and 3% (32) of HS children. Eligibility based on homelessness (28 children or 4% in EHS and 35 children or 3% in HS) has increased for both programs since 2018.

Students Eligible for Free and Reduced Price Meals

In the 2019-20 school year, 59.3% of all California students are eligible for free or reduced price meals (FRPM), virtually unchanged since 2018-19. By comparison, 70,401 (39.5%) of all 178,411 students attending Contra Costa County schools in 2019-20 are FRPM-eligible, down 3.2% or 2,315 students since 2018-19. Districts that saw the largest 1-year drop in FRPM-eligible students include Acalanes Union High (down 26 students or 7.0%), San Ramon Valley Unified (down 132 or 7.2%), Mt. Diablo Unified (down 1,327 or 9.2%) and Lafayette Elementary (down 14 students or 12.7%). In contrast, districts with the largest 1-year increase in FRPM-eligible students include John Swett Unified (up 57 students or 6.7%), Contra Costa County Office of Education (up 179 or 6.8%), Liberty Union High (up 166 or 7.1%) and SBE Synergy Rocketship Future (up 106 students or 33.8%).

Many Contra Costa districts continue to exceed the county's overall percentage of FRPM-eligible (39.5%) including SBE–Rocketship Future Academy (78.8%), Pittsburg Unified (70.9%), Antioch Unified (69.2%), West Contra Costa Unified (65.7%), John Swett Unified (63.9%), Contra Costa County Office of Education (48.7%), Oakley Union Elementary (43.2%) and Mt. Diablo Unified (42.3%). Districts with the highest number of FRPM-eligible continue to be West Contra Costa Unified (21,126), Mt. Diablo (13,144), Antioch (11,887) and Pittsburg (8,060). Schools with the highest number of FRPM-eligible students in 2020 also continue to be Mt. Diablo High (1091), Deer Valley High (1,097), Richmond High (1,328), Antioch High (1,455) and Pittsburg Senior High (2,356).

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

Self-Sufficiency

The Self-Sufficiency Standard, a project of the Center for Women's Welfare (CWW), calculates the local and regional costs associated with each basic need to determine the household income individuals and families need to meet these basic needs without public subsidies or private assistance. It provides a more detailed, up-to-date, and regionally specific measure than the FPL of what people must earn to be self-sufficient.

Updated in 2020 for Contra Costa County, the Self-Sufficiency Standard for a family with one adult, an infant and one preschool age child has increased 52% since 2014, and at \$124,649 annually, now represents a fulltime hourly wage of \$59.02. By comparison, the median family income in Contra Costa County is \$114,535 in 2019. However by July 2020, 59% of California and 50% of Bay Area adults had already experienced a loss of employment income through COVID-related layoffs, furloughs and/or reductions in hours or pay. Further, 46% of California and 37% of Bay Area adults expect another drop in household income within the month.

Prior to the COVID-19 outbreak, the Employment Development Department estimated the county's January 2020 unemployment rate (2.7%) continued lower than the state overall (3.7%) with both rates improved since 2018. Since 2004, unemployment rates in the county had improved by 42.6%, while the state's rate had improved 35.1%. Since 2018, the county's unemployment rate had

improved by 10.0%, while the state's rate had improved 9.8%. However, since early 2020 and the outbreak of COVID-19, the unemployment rate in California at 8.8% has risen 5.1 percentage points or 137.8%, while the county's rate at 7.9%, has risen 5.2 points or 192.6%.

In April 2020, 30% of California and 26% of Bay Area adults suffer from frequent feelings of anxiety. Among Bay Area adults, those age 18-39 (30%), females (30%) and those earning below \$25,000 (43%) are more likely to have frequent anxiety in April. Importantly, three months later, in July 2020, anxiety has risen notably for California (35%) and Bay Area (31%) adults. Bay Area adults age 18-39 (48%), female (35%), with some college (40%), with no children (35%) and with income below \$35,000 (38%) are most likely to have anxiety in July. Financial concerns appear to underlie this anxiety as Bay Area adults paying bills using credit (35%), money from savings or sold assets (36%), money borrowed from family or friends (65%), or money saved from deferred payments (62%) report higher anxiety.

In April 2020, 19% of California and 14% of Bay Area adults suffer from frequent feelings of depression, and three months later, depression has risen substantially in California (26%) and the Bay Area (21%). In the Bay Area, frequent depression in July is higher than average among 18 to 29 year olds (44%), adults with some college (35%), those with no children (26%), those who have had a loss of household employment income (29%) and adults earning between \$25,000 and \$34,999 (56%). Bay Area adults paying bills using credit cards or loans (28%), money borrowed from family or friends (51%), unemployment insurance (28%), stimulus checks (26%) or money saved from deferred or forgiven payments (59%) are most likely to experience frequent depression.

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

In Contra Costa, 5% (57,973) of residents are uninsured in 2019, compared to 8% statewide, with both rates and numbers improved since 2018. About 3% (7,138) of county children are uninsured; down 4% or 275 since 2018, but 2% (1,456) of the county's 0-5 year olds are uninsured, up 3% or 37 from 2018. Among 0-18 year olds, 92% (252,714) have one type of insurance, 64% (160,766) have employer-based coverage and 7% (18,636) have direct-purchased coverage. Medicaid-only coverage rates among county children rose 2% or 1,692 children to 28% (71,471), compared to 43% in the state. The rate of uninsured among foreign-born (10%) is more than 3 times that of

native-born (4%) residents, but both improved. Rates of uninsured among non-citizens (19%), up 1.8 points, are still 5 times higher than among naturalized citizens (4%), up 0.6 points. Whites (97%) are also much more likely than Latinos (89%) and American Indian/Native Alaskans (91%) to have health insurance. The American Lung Association gives Contra Costa an F grade in 2020 on air quality measures and reports that 16,038 children and 76,494 adults with asthma are at risk from poor air quality in the county. In 2018, 9% of California and 14% of county adults have a current diagnosis of asthma, 15% of state and 18% of county residents of all ages have ever been diagnosed with asthma, including 16% of state and 20% of county adults. In 2020, chlamydia rates rose 8% to 500.2 in the county and rose 6% to 546.1 in the state. Gonorrhea rates also rose to 310.8 per 100,000 females (up 11%) and 426.2 among males (up 19%) in the county, compared to state increases of 12% (females) and 13% (males). HIV/AIDS diagnoses among Contra Costa residents (266.1 per 100,000 or 2,535 cases) still compares favorably to the state (404.6), but rose 4% in the county versus 2% in the state since 2019. In 2020, the county has 148.0 drug-induced deaths per year (12.2 per 100,000), compared to 13.1 statewide, with both up from 2019. Statewide, opioid-related deaths (3,244) rose 34% since 2018, 17,576,679 opioid prescriptions were written, and 11,767 emergency room visits (28.78 per 100,000) involved opioid overdoses. Countywide, opioid deaths rose 11% since 2018 to 91, 565,236 prescriptions were written (490.0 per 1,000 residents), and 293 ER visits (22.73 per 100,000) involved opioid overdoses in 2020. About 18% of women with births in Contra Costa in 2015 had inadequate weight gain during pregnancy, and 13% had food insecurity during pregnancy. In 2016, 42% of the county's 2-17 year olds ate fast food more than once a week, more than doubled since 2014. About 39% of Contra Costa 2-11 year olds eat five or more serving of fruits and vegetables each day, but 13% of elementary students had not eaten breakfast on the morning surveyed. About 31% of low income 0-5 year olds in the county had a recent dental visit in 2020, compared to 19% in the prior year and 39% in California. Infant mortality in the county fell from 4.9 per 1,000 infants in 2010 to 3.2 in 2020, compared to 4.3 in the state, and 7% of county and state births are low birthweight. The percentage of county women who receive first trimester prenatal care rose to 88%, compared to 84% in the state, but just 75% of pregnant women in the county receive adequate or better care throughout pregnancy, down from 76% in 2019. COVID-19 cases worldwide topped 135,756,000 with 2,932,192 deaths and 77,204,630 recoveries as of April 11, 2021. Cases in the U.S. now total 31,348,231, with 567,142 deaths or 1.8% of all cases. A total of 3,696,771 cases and 60,334 deaths (1.6%) have been confirmed in California, with 65,857 cases and 777 deaths (1.2%) in

Contra Costa as of April 11, 2021. Since the first confirmed U.S. case on January 21, 2020, COVID-19 has impacted all aspects of life, but by mid-December 2020, the FDA granted emergency use approval for two highly effective vaccines (followed by a third in February 2021), and the U.S. vaccine roll out began by targeting front-line workers, first responders, long-term care residents and others at highest risk for illness. As of April 11, 2021, 22,777,893 doses have been administered in California, with 8,767,321 (27%) residents fully vaccinated. In Contra Costa, 825,275 doses have been administered, with 299,470 (26%) residents fully vaccinated. California currently plans to reopen fully on June 15, 2021. In 2019, 21,922 students of all ages receive special education in the county, up 3% or 600 since 2018 and up 27% or 4,645 students since 2011. At least 2,511 children under 6 require special education countywide, up 9% or 204 students since 2018. Speech or language impairment continue as most common, followed by autism, and the proportion of 0-5 year olds with autism continues to climb. The 2019 ACS estimates 4% (9,830) of Contra Costa children have a major disability, including 0.5% (327) of county 0-4 year olds. Children age 0-4 with hearing difficulties rose 5% in the state and 11% in the county, with notable increases in Martinez (up 11), San Ramon (up 12), Richmond (up 13) and Tara Hills (up 32). Children age 0-4 year with vision difficulties rose 3% in the state and 46% in the county, with notable increases in Antioch (up 24) and Tara Hills (up 32). Since 2018, felony arrests among California adults have fallen 3% or 8,028; those for violent offenses are down 3% or 3,485, while arrests for property offenses are down 6% or 3,835. In contrast, arrests for sex offenses in California has risen 6% or 264. Adult felony arrests in Contra Costa have risen 4% or 360 to 8,829 in 2019, with arrests for violent offenses up 4%, property offenses up 1%, and sex offenses up 20% since 2018. California has a death by homicide rate of 5.1 per 100,000, compared to 5.8 in Contra Costa. California has a firearm-related death rate of 7.8 per 100,000, compared to 8.7 in Contra Costa. The 2016 incarceration rate in California is 700.0 per 1,000 adult felony arrests and 404.0 in the county. Communities have also seen a surge in crime clearly related to COVID, such as civil disobedience in the face of restrictions, package theft, speeding on uncongested highways, opioid abuse, assault on medical workers and law enforcement, hate crimes against Asian Americans, vehicle theft, price gouging and financial crimes such as unemployment benefit scams and charity scams. In the past 8 years, the state's prison population has also been aging, with the percentage age 50 or older up from 4% in 2000 to 23% in 2017. This aging inmate population has cost implications, including costs for health care, with the average annual cost to incarcerate one inmate in the state up 58% since 2011 to \$81,000 per year.

Compared to a 4% decline in the state since 2018, domestic violence calls for assistance from Contra Costa residents fell 6% with 3,066 calls in 2019. Critically, COVID-lockdowns have intensified the conditions of isolation and stress that tend to increase violence against women and children, while also appearing to limit options available to those in abusive relationships. Those who need help may fear shelters are unsafe or closed, emergency personnel are unavailable, and orders are unenforceable since courts have shutdown. Despite the current absence of data showing a link between COVID-19 and rising DV rates, prior experience suggests that the need for domestic violence services and referrals may spike in the near future. The county's December 2019 rate of substantiated child abuse cases at 3.8 per 1,000 continues lower than 7.5 in California, but the county rate rose 11% or 96 children to 949. About 15% involve children less than 1, another 31% involve children age 1-5, and cases that result in children entering foster care fell another 4% since 2018. As early as March, child advocates began to warn of COVID-19 impacts on the health and welfare of children, as the conditions the virus produces have led to periods of high risk for severe child abuse in the past. COVID conditions such as disruptions in people's lives, growth in unemployment, stressors such as food insecurity and illness, and the lack of oversight at-risk children usually receive from teachers, school staff and fellow students are all risk factors. Yet in 2020, across 43 states and Washington D.C., child abuse reports are down 14% in March, down 41% in April and down 35% in May as compared to 2019. Nationally, calls to child abuse hotlines have also fallen sharply during lockdowns and school closures. Advocates stress, however, that child welfare systems are largely reactive, that most of those professionals mandated to report suspected abuse have had limited access to at-risk children while schools are closed, and that child abuse data often takes at least a year to become widely available. The county had 869 juvenile arrests in 2019, up 9% or 75 since 2018, with 375 (43%) for felonies and 153 (41%) for violent offenses. Like the state, the county saw an uptick in juvenile felony arrests (up 19% or 59) and arrests for violent offenses (up 15% or 20). In 2019, 59% (222) of all juveniles arrested for felony offenses in Contra Costa are Black, 29% (109) are Latino, and 9% (33) are White. About 4% of Contra Costa 7th graders and 5% of 11th graders report gang membership in 2019, with both improved since 2015.

12. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 6.4, State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Table 1: Needs Table

Complete the table below. Insert a row if additional space is needed.

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

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

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

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

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

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

Table 2: Priority Ranking Table

Prioritize all needs identified as an agency priority in Table 1. Insert a row if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1.Housing/Shelter	Emergency Shelter, Affordable Housing	FNPI
2.Food/Nutrition	Healthy food/meal distribution, emergency healthy food	SRV
3.Mental Health Access	Mental Health Services, Medical assistance, and Health screenings	FNPI
4.Employment/Job Training	Job training programs for living wage jobs	FNPI
5.		
<p>Agency Priorities: Rank your agency priorities.</p> <p>Description of programs, services, activities: Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.</p> <p>Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.</p>		

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

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

2. Provide your agency's Mission Statement.

The 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

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

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

State Plan

1. Describe how your Advisory or Governing Board is involved in the decision-making process and participates in the development, planning, implementation and evaluation of programs to serve low-income communities. (CSBG Act Section 676B(a))

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

3. Describe your Advisory or Governing Board's policy for filling board vacancies in accordance with established bylaws. Include the recruiting process, democratic selections process for low-income board members, and the timeframe established by your agency to fill vacancies. (State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Service Delivery System

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

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

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.

2. List your agency's proposed programs/services/activities that will be funded by CSBG. Include a brief explanation as to why these were chosen and how they relate to the CNA. (CSBG Act Section 676(b)(3)(A), State Plan)

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 programs are selected using a Request for Interest (RFI) process directly related to the priority needs. 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.
- HOPE Solutions (Contra Costa Interfaith Housing): Provides affordable housing, case management, eviction prevention, healthcare and educational support services to low-income families in East county.
- 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.
- Monument Impact: Provides avenues for economic prosperity for Latinx immigrants through the usage of English language software and technology to primarily Spanish speaking clients.
- 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.
- Rising Sun Center for Opportunity: Provides training for jobseekers overcoming serious

barriers to employment for family-sustaining careers in the union construction trades. Participants receive a year of job placement and retention assistance along with wraparound support.

- 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

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

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

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. It is through those partnerships we ensure CSBG funding continues to support the already successful programs that are vital to our most vulnerable population. Successful methods used by our subcontractors to coordinate services is through the initial referral process where clients are screened and assessed while working collaboratively with organizations within the consortium to ensure clients are provided with the vital services they are lacking. Another method used by our subcontractors to coordinate services and funding is by delivering food at the partner agencies that provide dining halls for residents. This allows our subcontractors to leverage funding 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 Secretary and CSBG Program Director attends meetings.
- Head Start Health and Nutrition Advisory Council – CSBG Program Director attends.

There is no CSBG funding currently attached to these efforts.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (Organizational Standard 2.1, State Plan)

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

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

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

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

3. Describe how services are targeted to low-income individuals and families and indicate how staff is involved, i.e. attend community meetings, provide information, make referrals, etc. Include how you ensure that funds are not used to duplicate services. (CSBG Act Section 676(b)(9), California Government Code Section 12760, State Plan)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

Our agency acted quickly to address the issues of the pandemic, getting child care open to essential families, and providing curb side grab and go resources like food, diapers, formula, and educational supplies and resources. We adapted quickly to the virtual environment, moving critical meetings to Zoom and Microsoft Teams. We worked diligently with our subcontractors to identify and remedy the devastating effects of the pandemic with the CARES Act funding provided to the

program. Our response was stellar.

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

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

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

9. 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), State Plan)

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 months, the intern is 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/CalJobs Centers to enhance resume writing and engage in job placement activities if they choose to work outside the county. If they wish to work inside the county, we train them to pass the test for full-time employment as a county clerk. CSBG funds are also used to fund a job-training program called Opportunity Junction. This program combines computer skills training with life skills, paid work experience, and case management in 12-week full-time training and job placement assistance.

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

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

In response to the pandemic and emergency needs of the community, CSB and the EOC awarded over one million CARES funding dollars to subcontractors to provide rental assistance for low-income residents immediately impacted by the pandemic. Additionally, \$67,668 was awarded to subcontractors to address water debt for low-income residents and backpacks containing blankets, snacks, water, PPE supplies and socks to help our most vulnerable population. Funds were also used to fund mental health services and to expand food programs, which experienced a 60% increase in utilization due to the pandemic.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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), State Plan)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

Monitoring

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

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

The 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. Even during the pandemic, the EOC has performed virtual monitoring visits with subcontractors to ensure that the integrity of the programs are still intact despite the restrictions.

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

The 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, CSB conducts a provider Roundtable each year that incorporates success stories and includes presentations by clients regarding the services they received via the CSBG funds.

Data Analysis and Evaluation

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

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

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. CSB also has a Quality Management Unit charged with monitoring its childcare programs to ensure that they meet, and in most cases exceed, the requirement of local, state, and federal regulations and requirements. The ongoing monitoring system utilized is part of CSB's award-winning and state and federally recognized management information system called CLOUDs.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

During the pandemic, our agency and the EOC acted quickly in awarding subcontractors with CARES funding to support clients with rental assistance. Our subcontractors have assisted many families maintain their homes during the pandemic and we have gathered information on families to ensure there is no duplication.

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

Our agency acted quickly to address the issues of the pandemic, getting child care open to essential families, and providing curbside grab and go resources like food, diapers, formula, and educational supplies and resources. We adapted quickly to the virtual environment, moving critical meetings to Zoom and Microsoft Teams. We worked diligently with our subcontractors to identify and remedy the devastating effects of the pandemic with the CARES Act funding provided to the program.

Additional Information (Optional)

Disaster Preparedness

<p>1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?</p>
<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>2. If so, when was the disaster plan last updated?</p>
<p>The Community Services Bureau has a comprehensive disaster plan last updated in February 2021. The plan has been enhanced in an ongoing fashion since the onset of the pandemic.</p>
<p>3. Briefly describe your agency's main strategies to remain operational during and after a disaster.</p>
<p>The Bureau has evacuation plans for all buildings, including childcare centers in the event of an emergency necessitating evacuation. Routes and meeting spots are posted and drills take place on schedule, twice per year for Admin office and monthly for childcare centers. Children and staff practice drop, cover, and hold on and participate in the Great American Shake out annually. All sites are equipped with satellite phones and disaster preparedness barrels that include food, first aid supplies, water and other necessary supplies for 72 hours.</p> <p>In the wake of the pandemic, closed its program by order of the Health Department on March 17 but was back up and running by April 11th with services to essential workers only. We had all PPE required and policies to operate safely which included masks, social distancing, frequent sanitation of surfaces and hands, and temperature taking upon arrival. We provided grab and go resources like diapers, formula and educational supplies to the rest of our families until we were allowed to open up to 30% capacity in August of 2020 and 50% capacity in March of 2121. We continue distance learning and health and safety protocols at our offices today.</p>

Agency Capacity Building

<p>1. Although the CNA focused on Community and Family Level needs, if your agency identified Agency Level need(s) during the CNA process, list them here.</p>
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CSB is in the process of onboarding a new executive director who will need training in Community Action. In addition, CSB hired a new accountant who is responsible for CSBG who needs extensive training.

2. Describe the steps your agency is planning to take to address the Agency Level need(s).

CSB will place a formal training request to our field representative in July 2021 and will send the Executive Director and the Accountant to the National Conference in August, accompanied by the CSBG Program Manager.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

[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.

For MSFW Agencies Only

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

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

Organizational Standards

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.

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

VISION AND DIRECTION

Category Four: Organizational Leadership

Private Agency - Standard 4.1 The governing board has reviewed the organization's mission statement within the past 5 years and assured that:

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

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

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

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

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

Category Six: Strategic Planning

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
Community Assessment	C
Community Assessment 2020 COVID-19 Edition with Executive Summary	D