

2016-2017 Community Action Plan

**California Department of
Community Services and Development**

Community Services Block Grant



PURPOSE

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

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

COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, [Public Law 105-285](#), Section 678B (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

COMPLIANCE WITH STATE LAW

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

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) [draft Information Memorandum \(IM\) dated March 24, 2014](#), CSBG eligible entities will comply with implementation of the Organizational Standards effective January 1, 2016. Additionally, States will report on the development and implementation of the Standards to OCS beginning January 1, 2016.

STATE PLAN AND APPLICATION REQUIREMENTS

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

STATE ACCOUNTABILITY MEASURES

Alongside Organizational Standards, the state will be reporting on State Accountability Measures in order to ensure accountability and improve program performance. Information provided in the CAP may be used to meet the requirements of the new measures.

COMMUNITY SERVICES BLOCK GRANT
2016/2017 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE AND CERTIFICATION

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

FROM: Contra Costa County Employment and Human Services Department

Agency Contact Person Regarding Community Action Plan

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CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2016/2017 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization. Per Organizational Performance Standards the Community Assessment, which is part of the CAP, must be formerly accepted by the governing board.

Board Chairperson

Date

Executive Director

Date

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2016-2017 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than **June 30, 2015**:

- ☒ **Cover Page and Certification**
- ☒ **Table of Contents**
- ☒ **Vision Statement**
- ☒ **Mission Statement**
- ☒ **Community Information Profile**
- ☒ **Comprehensive Community Needs Assessment**
- ☒ **Documentation of Public Hearing(s)**
- ☒ **Federal Assurances**
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- ☒ **Individual and Community Eligibility Requirements**
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- ☒ **CSBG/National Performance Indicators (NPI) CAP Projections**
- ☒ **Appendices (Optional)**

VISION STATEMENT

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

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

MISSION STATEMENT

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

The following Organizational Standard 4.1 references the Mission Statement for private and public entities.

Private Entities

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

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

Public Entities

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

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

Provide your agency's Mission Statement

Mission Statement (Insert Statement)

To support individuals and families to thrive by providing high quality services and learning opportunities.

COMMUNITY INFORMATION PROFILE

The Community Information Profile describes the CAA's service area, target population and current economic conditions (i.e., major business in the area closed affecting employment status of community members, or, destructive fires in the service area impacting business, health, water supply, etc.). The profile provides a summary of the most impactful conditions

affecting the community and the conditions the community members are facing. In the space provided, describe the Community Profile in approximately 2 pages.

Community Information Profile (Insert Narrative)

The Community Services Bureau (CSB) within the Employment and Human Services Department (EHSD) of Contra Costa County (County) has served as the county's Community Action Agency (CAA) for more than 50 years. With an annual budget of close to \$48 million and employing approximately 400 employees with 16 service locations throughout the county, CSB combines federal Head Start, Early Head Start, and State of California (CA) Child Development funding to provide high-quality early childhood education services to over 2,200 children and their families annually. The programs administered by CSB include both part-day and full-day educational services to children with a core class curriculum that is developmentally, culturally, and linguistically appropriate for the children served.

CSB administers a variety of other programs that serve economically vulnerable households and low income families, including: a) Low Income Home Energy Assistance Program (LIHEAP), b) Weatherization, and c) Child Care Alternative Payment Programs (CAPP). Specific to the 2016-2017 Community Action Plan, CSB operates the federally-funded, state-administered Community Services Block Grant (CSBG). In Contra Costa County, through which CSB is able to fund a variety of community-based organizations operating poverty reduction programs in the county. The goals identified by CSB include: a) Assisting the low-income community to become more self-sufficient, b) Improving the conditions in which low-income people live, c) Community enhancement through greater participation of low-income populations, and d) Expanding opportunities through community-wide partnerships.

As a public entity and the Community Action Agency for Contra Costa County (County) administering the Community Services Block Grant (CSBG), the Community Services Bureau (CSB) of Contra Costa County's Employment and Human Services Department (Department) affirms the following:

1. The tripartite board/advisory body has reviewed CSB's mission statement within the past five (5) years; and
2. CSB's mission and vision statements addresses poverty (see attached); and
3. The CSBG programs and services are in alignment with that mission.

Population Profile

- Contra Costa County's population grew to 1,079,460 in 2013, a 4% increase since 2009. The county saw a 4% decline in Caucasian residents, compared to the state's 3% drop and a 4% increase in Asian residents, compared to the state's 1% increase since 2009. Latino residents continue to make up a smaller proportion of residents in the county (25%) compared to the state (38%).
- Between 2007 and 2014, the county grew 10% overall, while the city of Brentwood grew 66%, San Ramon grew 65%, and Oakley grew 41%. Other communities, such as San Pablo

and Pinole, saw population declines near 4%.

- The number of families in the county grew 6%, compared to the state's slight decline. In 2013, female head of household families accounted for 12% of all households in the county, compared to 14% in California. However, female-headed households in Contra Costa grew by 8,764, a 23% increase since 2009, compared to the state's slight increase, and the proportion of female-headed households with children increased in the county, while it decreased in the state.
- Contra Costa County continues to maintain a younger student body than the state overall. Since 2007, the number of the county's children in nursery school, preschool or kindergarten has increased 3% from 31,729 to 32,666. During this time, college or graduate school enrollment in the county also grew by 7,905 students or 12%.

Economic Profile

Income and Poverty

- The self-sufficiency standard in Contra Costa County for a family with 1 adult, an infant, a preschooler, and a school age child increased to an estimated \$109,545 in 2014, while the median family income was about \$94,208. An estimated 37% of families lived below the self-sufficiency standard in 2012.
- Since 2005, the proportion and number of Contra Costa County families that earn less than \$15,000 annually has increased by 13,951 families, while this proportion has remained stable in California overall. Both the county and state have seen moderate declines in middle income families.
- From 2008 to 2013, the proportion of county residents in poverty increased 2.5 percentage points overall, while families in poverty with children increased 2.8 points, Hispanics in poverty increased 4.1 points, residents in poverty who work less than fulltime increased 5.0 points, those in poverty who did not complete high school increased 5.2 points, and African Americans in poverty increased 5.8 points. Importantly, the poverty rate for female-headed households with children under 5 has risen 10 points from 30% to 40% since 2008.
- Although poverty rates for families in the county remain lower than the state, poverty rates for children in the school districts of Pittsburg (29%), Antioch (23%), John Swett (22%), West Contra Costa (20%), Knightsen (20%), Mount Diablo (17%), and Byron (16%) all surpass the overall county rate of 15%.
- Since 2000, the number of children in poverty in Contra Costa County school districts rose 24,658, while the percentage of children in poverty has increased in 13 of 17 school districts, from a 0.7 percentage point increase in Oakley to a 17.4 point increase in

Pittsburg. In 2013, 33,834 of the county's 40,590 children in poverty (83%) live in the school districts of Antioch, Liberty, Mt. Diablo, Pittsburg and West Contra Costa.

- In 2014, about 2% of all Contra Costa County residents are CalWORKs cash recipients, and participation has grown nearly 20% from 18,619 in 2002 to 22,305 in 2014. The Welfare to Work program has seen an 11% increase since 2002. In 2013, more than 23,800 Contra Costa County households receive SNAP benefits.
- The number of CalFresh recipients far exceeds all other Public Assistance programs, and participation has grown much faster than other programs. Since 2010, the number of families with CalFresh benefits has increased by 33% from 26,630 to 35,280 in 2014. About 30% of cases are African American households, 30% are Latino and 27% are Caucasian.
- In 2014, over one third of CalWORKs cases are African American households (38%) followed by Latino households (31%) and Caucasian households (25%). About 72% of the 2,258 caseload increase since 2002 has been distributed to Latino households.
- Since 2004, the percentage of children eligible to receive free and reduced cost meals in county schools has risen from 30% to 41%, due to large increases in Antioch Unified, John Swett Unified, Knightsen Elementary, Liberty Union High, Mt. Diablo Unified, Oakley Union Elementary, Orinda Union Elementary, Pittsburg Unified, and West Contra Costa Unified.
- Districts with the highest percentage of FRPM-eligible students in 2013-14 are Pittsburg Unified (84%), SBE - Synergy (77%), West Contra Costa Unified (71%), John Swett Unified (68%) and Antioch Unified (63%). These districts all exceed the state average of 59%. Antioch Unified, John Swett Unified, Pittsburg Unified, and West Contra Costa Unified all had the highest percentage of FRPM-eligible students in the 2009-10 school year as well.

Employment

- Contra Costa County saw unemployment drop to 6% in 2014. The state saw similar relief as its rate dropped to 7% from 11% in 2012. However, several highly populated areas in the county surpass both the state and county unemployment rate, including San Pablo (12%), Richmond (10%), and Pittsburg (9%). While conditions continue to improve in the local and state economies, many families in Contra Costa County still face multiple financial stressors, such as longer commute times, rising rents, lower paying jobs and under-employment.
- In the past 13 years, Contra Costa County's civilian labor force grew 8% or 38,000 workers, while the county lost about 2,300 jobs across all major industries. Since 2000, the county has also lost jobs in the relatively higher paying sectors of construction; professional, scientific, and management; and manufacturing. Analysts predict growth in the demand for economists, conservation scientists, pipe layers, soil and plant scientists and software

developers.

- Workers on average spend more time traveling to work in 2013 (34.3 minutes) than they did in 2008 (31.9 minutes), more than commuters in nine other Bay Area counties, and more than the statewide average of 27.5 minutes. Almost 42% of Contra Costa County workers had to travel outside the county to work in 2013.
- Importantly, between 2000 and 2013, the percentage of those in the county who drive alone to work has steadily increased from 66% to 70%, the percentage who carpool has decreased from 16% to 12%, and the percentage that use public transit has dropped from 16% to 10%.

Housing

- As the Bay Area housing market recovers and home prices increase from record lows a few years ago, the ability for median income households to afford a home decreased dramatically in 2014. Only about 29% of homes are affordable to a median income household in the Oakland-Fremont-Hayward area, compared to 67% in 2010. One-year high sale price increases of more than 10% were recorded in nearly half of all Contra Costa County zip codes, while 6 areas increased more than 20% in the past year (94514, 94519, 94565, 94801, 94804, and 94805).
- Median rents in the county also increased 13% since 2011, with the median rent for a 2-bedroom apartment rising to \$1,709 from \$1,482 in 2011.
- From 2009 to 2013, the county's homeless population grew an estimated 29% to 6,635, while the US overall saw a 10% reduction. In 2013, about 1,370 (21%) of the County's homeless were newly homeless, 38% were less than 18 years of age, and communities such as Walnut Creek, San Pablo and Pittsburg faced very large increases in homelessness.
- Impacts of homelessness in regions such as Contra Costa County may be underestimate as national trends indicate nearly half of all homeless persons live in 1 of only 4 states, California tops that list with the highest homelessness rate in the country (3.65 per 1,000), increasingly homeless persons access services in suburban and rural areas rather than in large cities, and the proportion of persons in families who access services has increased relative to individuals.

Health Profile

The well-being of the county's children and families is impacted greatly by factors such as health care coverage; physical fitness; access to proper nutrition, immunizations, and affordable dental care; and exposure to STDs, tobacco use and environmental hazards. Not surprisingly, most of these pervasive health concerns disproportionately impact children, the

elderly, people of color and low-income communities.

Health Insurance Coverage

- Since 2005, the proportion of Contra Costa County residents who are uninsured (11%) has remained relatively stable, while the state's rate of uninsured (15%) has dropped. Residents with job-based coverage have also steadily decreased from 9.4 points above the state's rate in 2005 to the same rate as the state in 2012 (54%). Rates of Medi-Cal coverage has more than doubled since 2005 in both the state (22%) and the county (15%).
- Although from 2006 to 2012, the county's Healthy Families enrollment grew dramatically from 4,942 to 13,528 families; the 2013 state budget cut the program after 15 years of providing low-cost health, dental, and vision coverage for low- and moderate-income families. Families previously eligible for Healthy Families coverage has been transitioning to Medi-Cal coverage since January 2013.
- Although children age 0-17 are still covered through their parents' job-based insurance at a higher rate in the county (60%) than in California overall (47%), the county's rate has dropped dramatically from 76% in 2009 to 60% in 2012. Nearly 5 times as many children in the county are estimated to be uninsured in 2012 (9,690) as compared to 2009 (2,016).

Children with Disabilities

- In 2014, 2,309 infants and preschool children in Contra Costa County are disabled, a 3% decrease since 2012. Speech or language impairments continue to account for the majority (71%) of students age 2-5 enrolled in Special Education. Speech or language impairments also account for 86% of the diagnosed disabilities among Head Start (4-5 year old) participants.
- As the second most common disability in the county, autism continues to present a growing concern, up from 11% in 2009 to 17% in 2014 among 0-5 year olds. Hearing impairments continue to affect about 4% of 0-5 year olds.
- The number of disabilities among preschoolers in Head Start has decreased steadily in the past 8 years as diagnoses dropped from a high of 280 in 2007 to a 9-year low of 143 in 2014.

Physical Fitness

- Since 2003, the county's 5th, 7th and 9th graders score higher overall than the state on physical fitness tests in every year except 2010, and both the county and state have seen an overall upward trend in fitness among 9th graders in the past 10 years. However, Contra Costa County 9th graders who are Native Hawaiian/Pacific Islander, Hispanic/Latino or African American are significantly less likely to be physically fit than Asian American, White

and Filipino students.

- The county has surpassed the state's proportion of 5th graders in the healthy fitness zone for body composition by at least 4 percentage points since 2009; however, both county and state have seen this percentage drop nearly 10 percentage points since 2009. District proportions vary widely from a high of 87% in Moraga Unified to a low of 48% in Pittsburg Unified.
- Notably, Lafayette Unified is the only district in the county that improved its percentage of 5th graders in the HFZ for body composition since 2009, up over 10 points to 78% in 2013. Three districts saw declines of more than 10 percentage points in this time, including Pittsburg Unified (-15), Orinda Unified (-14) and West Contra Costa (-11).

Community Resources Other than CSBG

There are numerous community resources and services, in addition to the CSBG program, that are available in Contra Costa County, aimed at ameliorating poverty. It is imperative that the private sector, government agencies, community-based, and faith-based organizations join together in collaborative efforts to leverage their resources. The Contra Costa County Employment and Human Services Department, Community Services Bureau (CSB) engages in partnerships with literally hundreds of organizations committed to solving the root causes of poverty. These partnerships include but are not limited to:

- Contra Costa Employment and Human Services Department
 - Workforce Development Board
 - Workforce Services
 - Children and Family Services
 - Aging and Adult Services
- Bay Area Legal Aid
- Bay Area Rescue Mission
- Catholic Charities of the East Bay
- Child Abuse Prevention Council
- Community Alert Emergency Response
- Community Housing Development of North Richmond (CHDC)
- Contra Costa Clubhouse
- Contra Costa County Housing Authority
- Contra Costa County Mental Health Association
- Contra Costa County Office of Education
- Contra Costa County One-Stop Career Centers
- Contra Costa Crisis Center

- Contra Costa Crisis Center 211 Line
- Contra Costa Health Services Department
- Families First
- Greater Richmond Interfaith Program
- Mt. Diablo Unified School District
- Opportunity Junction
- Regional Center of the East Bay
- Richmond WORKS
- Shelter, Inc.
- SparkPoint
- Volunteer Emergency Services Program
- West Contra Costa Justice Center
- West Contra Costa Unified School District
- Zero Tolerance for Domestic Violence

Plan for Reviewing the Community Services Information Profile

Community Services Bureau staff is actively involved in community activities to ensure timely, consistent and ongoing review and revision of the Community Information Profile and Needs Assessment. The Comprehensive Services Managers work with staff and Head Start parents to identify commissions, committees, groups, and activities (to make assignments for consistent representation). Throughout the year, as activities and opportunities are developed or offered, staff is assigned to participate, and parents are offered opportunities for planning. Community Services also periodically conducts public hearings to obtain input from the community to inform the Community Action Plan and the Head Start and Early Head Start Grant Process. Community Services Analysts are continuously monitoring quantitative data sources, both internal and external to ensure that information and analysis is up-to-date. Moreover, the Assistant Directors and Analysts work with staff, parents and other pertinent stakeholders to:

- Revise/refine the process of conducting community assessment.
- Develop questions to include in the Head Start parent questionnaire/survey.
- Use questionnaires to survey parents regarding community needs/problems.
- Describe demographics of current Community Services Bureau enrollment (by collecting data from existing records; Family Partnership Assessments, children's applications, the Program Information Report, and health records).
- Determine areas of "eligible population," where data has not been collected from previously existing demographic records.
- Determine the number of eligible families in Contra Costa County per census tract using data from sources, such as school enrollment, birth rates, TANF data, Association of Bay Area Governments (ABAG) data, and CalWORKS Stage 1 and Stage 2 childcare.
- Determine demographics of eligible children and their families in Contra Costa County.

- Determine population by income, family size, family status including sex and age, education/employment of adults, special needs, ethnicity, and language.
- Collect information indicating community needs/interests of the eligible Contra Costa County population from other agencies serving that population (Including information from sources such as First 5 Contra Costa, United Way, CalWORKS, the Health Department, and Contra Costa County Local Planning Council for Child Care and the County Office of Education).
- Gather information on previously unidentified areas, so that appropriate needs are catalogued:
 - Basic needs (housing, food, transportation)
 - Health needs
 - Family life services (child care, welfare, mental health, etc.)
 - Education and training
- Review other information for areas of concern:
 - Self-Assessments
 - Parent planning sessions
 - Licensing
 - Progress made on previous goals
 - Training Plan
 - Review (and update if necessary) lists of resources available to meet community needs

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

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

Organizational Performance Standards

Eligible entities will comply with implementation of the Organizational Performance Standards set forth by OCS. Compliance with Organizational Standards will be reported to OCS. In the section below, agencies are asked to provide a narrative description on the Community Needs Assessment. In this section agencies should address how they will comply with the Organizational Standards, specifically those standards pertaining to the Comprehensive Community Needs Assessment, which are outlined here.

CSBG Organizational Performance Standards [click here](#)

CONSUMER INPUT AND INVOLVEMENT

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

COMMUNITY ENGAGEMENT

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

COMMUNITY ASSESSMENT

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

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

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

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

Standard 3.5: The community assessment includes key findings on the causes and conditions of poverty and the needs of communities assessed.

STRATEGIC PLANNING

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

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

The Needs Assessment captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The Community Needs Assessment should be comprehensive

and serve as the basis for the agency's goals, and program delivery strategies as reported on the CSBG/National Performance Indicators (NPIs). The Community Needs Assessment should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

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

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

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

Comprehensive Community Needs Assessment (Insert Narrative)

Community Needs Assessment

CSB has utilized a combination of parent surveys, census bureau data, county public records, public hearings, Head Start Policy Council, surveys, other research and citizens input in developing its Needs Assessment. In addition, within the document itself, which is included as an attachment to the CAP, CSB has included a description of Needs Assessment results, methods of tabulation, and a description of prioritization for inclusion in the Community Action Plan.

The needs assessment serves as the basis for CSB's agency goals, issue or problem definition statements, and program delivery strategies in accordance with the CSBG/National Performance Indicators. This Needs Assessment describes local poverty-related needs and prioritizes eligible activities to be funded by CSBG based on the various activities used to perform the Needs Assessment.

CSB's Needs Assessment identifies the processes used to identify and collect data from the most applicable information sources, including describing how CSB has ensured that this Needs Assessment is reflective of the current priorities of low-income populations within the service area, and goes beyond simply complying with the legal requirements for preparing the

Community Action Plan.

In helping those who are financially challenged complete the various required application forms, and when necessary and possible, assisting them in assembling the contents needed for completed applications, CSB has services available to facilitate the application process. Individuals and families enrolled in Employment and Human Services Department programs are eligible for Advocacy Services. Advocacy Social Workers are available to assist applicants with programs such as General Assistance, SSI, CalWORKS and other EHSD programs (in which the CSB and the CSBG program are located). Additionally, for individuals and families enrolled in Community Services Bureau Child Development programs, the services of comprehensive services managers, assistant managers and clerks are available on a regular and ongoing basis.

Assistance is also available to enroll eligible individuals and families in programs such as the Low Income Home Energy Assistance and Weatherization Programs. Seniors have access to the Aging and Adult Services Information and Assistance (I&A) Program, a database of community resources, fact sheets, housing lists and resource guides on many subjects. I&A staff refer callers to proper resources. Comprehensive assessments are completed for callers with difficult or complex situations. Referrals to care management may be made depending on need. Staff provides screening and intake for Adult Protective Services, the Multipurpose Senior Services Program (MSSP), Linkages and In-Home Supportive Services (IHSS).

As multiple ethnicities reside within and languages are spoken in Contra Costa County, residents are afforded a variety of services to explain program requirements and client responsibilities in programs serving those living in limited financial circumstances. Multilingual services are available to explain program requirements and client responsibilities at all Employment and Human Services bureaus where clients receive services. Within CSB is a comprehensive services unit with primary responsibility for eligibility, recruitment, enrollment, selection and attendance within the Head Start and Child Development programs. The staff members within this unit also function as case managers who, as a component of their function, serve as advocates for program participants and help the clients understand their rights and responsibilities. Within the Aging and Adult Services Bureau, Children and Family Services Bureau, Public Health and other departments there is an Ombudsman service that include complaint investigation and resolution services.

Although Contra Costa County recognizes the transportation challenges inherent in accessing services or programs, this remains a barrier, particularly for residents located in remote or minimally populated sections of the County. And while public transportation is available throughout Contra Costa County, it is frequently not possible to provide transportation services directly to clients due to an absence of funding, the travel time associated with getting from one location to another, or the fact that the person resides in a location with limited access to

public or other forms of transportation.

As a bureau operating with a county governmental department, CSB does all it can to service and provide programs to persons of limited financial means, including making programs accessible so that those living in poverty can become self-sufficient. Either directly through programs operated by Contra Costa County or through collaborations with other agencies and organizations, CSB uses a comprehensive service model for identification and enrollment of eligible individuals. CSB does whatever it can to ensure that needed and/or required programs and services are accessible to low-income residents of the county. Comprehensive services personnel work in concert with LIHEAP, CalWORKS Stage II childcare staff and the other bureaus within EHSD and departments within the County. Common databases are utilized; identification, eligibility and enrollment are closely coordinated with CalWORKS (TANF), the Workforce Development Board, Child Protective Services, Slingshot, and, for those having been incarcerated, the West County Justice Center and the AB 109 reentry program. Finally, the County attempts to give as much visibility as possible to the spectrum of services available through EHSD on its website organized, not by bureau or department, but under recognizable categories associated with the following age groups or activities: a) Children's Services, b) Benefits, c) Elderly & disabled, d) Community Services & Head Start, and e) Workforce development board (<http://ehsd.org/>).

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	NPI(s)
Housing-Shelter	Yes	Assistance is also available to enroll eligible individuals and families in programs such as the Low Income Home Energy Assistance and Weatherization Programs.	Because CSB is a part of the Contra Costa County government, the agency has established strong links with the County Health Services Department including Public Health, Mental Health and Homeless Services, the Housing Authority, and the Building Inspection Department.	2.1; 3.2; 6.2; 6.4
Employment-Jobs	Yes	Teacher Assistant Trainee (TAT) Program: Head Start, Early Head Start and State Child Development programs fund the TAT program, whereby residents are able to gain on-the-job training as early care and education professionals. This program is linked with the Contra Costa County Office of Education and Contra Costa First Five to provide professional development and access to necessary education and training materials. Practice-Based Coaching is employed to ensure that TATs have	. CSB is part of an integrated social services system housed within the Contra Costa County Employment and Human Services Department. As such, CSB works with the other divisions of the Department such as Workforce Services, Aging and Adult	1.1; 1.2; 2.1; 3.2

		<p>individualized support to ensure their success. Transcripts are reviewed quarterly for compliance.</p> <p>Clerical Assistant Trainee (CAT) Program – CSBG funds will support the professional growth and development of low income individuals while they continue to work on their educational goals and transition from poverty to self-sufficiency. Trainees will be placed throughout CSB’s administrative offices and child care centers to receive on-the-job vocational experiences, guidance, and mentorship. Trainees will receive specialized instruction in office practices and procedures, technical skills, and interpersonal skills to develop effective workplace habits that will lead to future employment opportunities, including signing up through WIA (Workforce Investment Act) or its successor WIOA (Workforce Innovation & Opportunity Act) to participate in on-line training and workshops related to job search, interviewing skills, and resume development to enhance the likelihood of securing sustainable employment.</p>	<p>Services, Children and Family Services, and the Workforce Development board. Because CSB is a part of the Contra Costa County government, the agency has established strong links with the County Health Services Department including Public Health, Mental Health and Homeless Services, the Housing Authority, and the Building Inspection Department.</p>	
Food-Nutrition	Yes	The Community Services Bureau in its activities related to Head Start and Early Head Start, places a fundamental	Community collaborations through such organizations as	1.2; 6.2; 6.3; 6.4; 6.5

		<p>emphasis on food and nutrition that is incorporated into every aspect of the agency's operations including, CSBG and Community Action. As examples:</p> <ul style="list-style-type: none"> • CSB Quarterly Newsletters – intended for the parents of HS and EHS students who receive program newsletters at all directly-operated and partner sites on health and nutrition. • Comprehensive Services (CS) - a team approach to ensure the success of all children enrolled in Head Start and Early Head Start by addressing those who may have special needs. By applying an early diagnosis and intervention strategy, CS makes resources and services available to families and children through a combination of ongoing staff observations, workshops to increase knowledge, and counselling or other services where needed. Areas in which services are focused include disabilities, early childhood education, health services, mental health, nutrition, and social skills with trainings provided to staff 	<p>the Food Bank of Contra Costa and Solano Counties, and Loaves & Fishes, a faith-based program to address issues related to hunger and nutrition for all age groups.</p>	
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		<p>and parents.</p> <ul style="list-style-type: none"> • Nutritional Services for Children and Families - recognizing that eating habits are formed in early childhood, nutrition services include: <ul style="list-style-type: none"> ○ Serving well-balanced and nutritious meals ○ Nutritional screening and assessment ○ Individual nutrition counseling by a registered dietitian ○ Nutrition education ○ Integrated nutrition curriculum 		

Instructions:

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

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

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

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

National Performance Indicators (NPIs): List the NPIs that correspond with the services/activities

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

Not applicable.

DOCUMENTATION OF PUBLIC HEARING(S)

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

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

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

Public Hearing Process (Insert Narrative)

Public hearings were conducted in the three primary regions of Contra Costa County on the following dates (West Contra Costa County – Richmond Public Library – Thursday, March 26, 2015, 6:00 to 8:00 p.m.; East Contra Costa County - Los Medanos College - Thursday, April 23, 6:00 to 8:00 p.m.; Central Contra Costa County – County Building (500 Ellinwood) - May 20 - 6:00 to 8:00 p.m.). These hearings were used to provide the public with face-to-face time with Economic Opportunity Council (EOC) members and CSB staff and to solicit factors believed to contribute to poverty in the County that would become input used to develop the Community Action Plan. Outreach to encourage participation included emailing invitation flyers, posting and distributing flyers, and outreach by EOC members. After convening the hearing, an overview of the Community Action Plan development process and role of the EOC in the process was explained by EOCF members serving as moderators. The meeting was then opened up to allow those in attendance an opportunity to identify what each person believed to be the major factors contributing to poverty within their region or community if a community member, or from the perspective of their organization if representing or associated with a governmental agency or service provider. Meetings were recorded and notes were taken to be later transcribed and grouped according to similar areas of focus. For example, healthy choices, nutrition, diet, budget for food, eating disorder would all be placed under 'food' as a general category descriptor. Comments were tallied within categories, and organized in priority of occurrence, along with specific comments, and are included below.

While public hearings are believed to be an important vehicle for accessing public opinion and gathering input, over the years, advancement in technology and people's preferences have migrated toward the use of electronic vehicle such as surveys and social media to access public opinion. And while many people living in poverty do not have computers or access to sophisticated electronic devices or the ability to attend a public meeting due to the lack of

transportation, economic factors, family commitments, and work schedules, many if not most, possess a cell or mobile phone and have an email address. Likewise, recognizing the rise in social media as an acceptable form of communication and information sharing, particularly among younger generations within all cultures and ethnicities, necessitated using alternative means to contact and acquire input into the CAP. So a survey was developed and considerable staff and EOC member activity devoted to reaching out electronically to identify major factors contributing to poverty. The use of this technique was highly successful, resulting in a combined total of 165 surveys and has been used subsequently to correlate and cross-validate those data coming from the public hearings. Those priorities and related comments, along with those coming from the public hearing, are likewise reported below. A further advantage of using an electronic survey is the respondent is not restricted by day or time or a scheduled meeting, but can respond at any time and from virtually any location. And because an electronic survey software program was used (SurveyMonkey), instead of the “interpretative” method of recording and transcribing the comments made at a public hearing, the comments received are validated to a point of absolute accuracy because the person who make the comment is the same person who input the comment.

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

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

Attachments

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

Copies of the public hearing notices, priorities within categories, and testimony are provided as attachments at the end of this document, as well as the priorities and testimony coming from the surveys. The following attachments should be referred to for this section of the Community Action Plan : (TBD)

FEDERAL ASSURANCES

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

1. Programmatic Purposes

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

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

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

(ii) secure and retain meaningful employment;

The CSB is an integral partner in the initiative started by the United Way of the East Bay, known as SparkPoint. Together, several community based organizations, non-profit, private and public agencies engaged in a yearlong planning process that cultivated into the development of two SparkPoint financial development centers: a center in the western portion of the county and a center in the eastern portion of the county. Contra Costa residents who reside in the Central

portion of the county can utilize either center.

SparkPoint centers, derived from the Annie E. Casey Foundation's Family Economic Resource Centers, are family-oriented places where hard working, low-income people can access a full range of services designed to help them get out of poverty and achieve long-term financial stability. SparkPoint services focus on three areas: improving credit, increasing income and building assets. Using an integrated service model, SparkPoint clients are offered a host of services including:

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

In addition, clients will benefit from the full scope of services of the SparkPoint partner agencies such as: job training and placement; enrollment in adult education courses or community colleges; home energy assistance; Medi-Cal eligibility enrollment; micro-enterprise; legal services and mortgage default and foreclosure counseling.

As the grantee for the Head Start (HS) and Early Head Start (EHS) programs, CSB integrally involves HS/EHS parents in program planning, design, communication and management. Parents have the opportunity to participate at the program level, such as volunteering in their child's classroom or on a macro level by becoming a member of the Head Start Policy Council. Policy Council members work collectively with the Economic Opportunity Council to address the root causes of poverty and advocate on behalf of the low-income population. Policy Council members also have the opportunity to attend conferences that focus on the welfare of children and their families, thus, increasing their awareness and knowledge of policies and practices that have a direct impact on the low-income population.

(iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;

See response to section Public Law § 676(b) (1) (A) Applicable Activity (i)

(iv) make better use of available income;

See response to section Public Law § 676(b) (1) (A) Applicable Activity (i)

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

See response to section Public Law § 676(b) (1) (A) Applicable Activity (i)

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

See response to section Public Law § 676(b) (1) (A) Applicable Activity (i)

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;

(I) document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;

See response to section Public Law § 676(b) (1) (A) Applicable Activity (i)

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

See response to section Public Law § 676(b) (1) (A) Applicable Activity (i)

2. Youth

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

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

See response to section Public Law § 676(b) (1) (B) Applicable Activity (i)

(ii) after-school childcare programs

As part of the County government, CSB has forged strong linkages with the County's Health Services Department's Homeless Program- Calli House. A shelter for at-risk homeless youth, Calli House provides intensive case management and wrap-around services, health screenings

and family reunification services for thousands of youth on a yearly basis. CSB also partners with several local high schools that have on-site childcare facilities for pregnant and parenting teens. This partnership allows CSB to provide comprehensive services such as Early Childhood Education for infants, health and disabilities screenings and referrals as well as mental health services including psychotherapeutic and educational services, consultation and referrals. CSB also has an active and longstanding partnership with the City of Richmond's Youth Employment programs. Every year during the summer months, hundreds of youth are placed with various employers, including CSB, and gain transferable work-related knowledge and skills.

3. Coordination

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

CSB actively participates in community based collaborative initiatives such as First 5 Contra Costa, Building Blocks for Kids, and the Health Access Coalition. The agency is actively involved in hundreds of community partnerships including:

- Bay Area Rescue Mission
- Catholic Charities of the East Bay
- Child Abuse Prevention Council
- Community Alert Emergency Response
- Community Housing Development of North Richmond (CHDC)
- Contra Costa Clubhouse
- Contra Costa County Aging and Adult Services
- Contra Costa County Children and Family Services
- Contra Costa County Housing Authority
- Contra Costa County Mental Health Association
- Contra Costa County Office of Education
- Contra Costa County One-Stop Career Centers
- Contra Costa County Workforce Development Board
- Contra Costa Crisis Center
- Contra Costa Crisis Center 211 Line
- Contra Costa Employment and Human Services Department
- Contra Costa Health Services Department
- FamiliesFirst
- Food Bank of Contra Costa and Solano Counties
- Greater Richmond Interfaith Program
- Mt. Diablo Unified School District
- Opportunity Junction
- Regional Centre of the East Bay
- Richmond WORKS

- Shelter, Inc.
- Volunteer Emergency Services Program
- West Contra Costa Unified School District
- West County Justice Center
- Workforce Services – CalWORKS
- Zero Tolerance for Domestic Violence

These collaboration efforts ensure that minimum requirements are met while also ensuring that the needs of the low-income people are assessed and efforts to meet these needs are coordinated and evaluated.

4. Emergency Food and Nutrition

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

The Community Services Bureau in its activities related to Head Start and Early Head Start, places a fundamental emphasis on food and nutrition that is incorporated into every aspect of the agency's operations including, CSBG and Community Action. As examples:

- CSB Quarterly Newsletters – intended for the parents of HS and EHS students who receive program newsletters at all directly-operated and partner sites on health and nutrition.
- Comprehensive Services (CS) - a team approach to ensure the success of all children enrolled in Head Start and Early Head Start by addressing those who may have special needs. By applying an early diagnosis and intervention strategy, CS makes resources and services available to families and children through a combination of ongoing staff observations, workshops to increase knowledge, and counselling or other services where needed. Areas in which services are focused include disabilities, early childhood education, health services, mental health, nutrition, and social skills with trainings provided to staff and parents.
- Nutritional Services for Children and Families - recognizing that eating habits are formed in early childhood, nutrition services include:
 - Serving well-balanced and nutritious meals
 - Nutritional screening and assessment
 - Individual nutrition counseling by a registered dietitian
 - Nutrition education
 - Integrated nutrition curriculum
 - Community collaborations through such organizations as the Food Bank of Contra Costa and Solano Counties, and Loaves & Fishes, a faith-based program to address issues related to hunger and nutrition for all age groups.

5. Employment and Training

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities under the Workforce Investment Act of 1998.

As part of the Contra Costa County's Employment and Human Services Department (EHSD), there are numerous programs, both internal to the County and through contracted or partner agencies that provide employment and training opportunities to those served by the CSBG and other sources of funding. No one entity can do everything but, at the same time, an entity is not as effective if it exists in a vacuum, independent of those other agencies and organizations or a focus on dealing with the needs of the "whole individual" or "whole family" of which the client or service recipient is a part. The goal here is to coordinate with and establish linkages among governmental and other social services programs to assure the effective delivery of services, while avoiding duplication, including a close working relationship with the Workforce Development Board of Contra Costa County and the Small Business Development Center of Contra Costa County both of which are likewise incorporated within (EHSD).

Among those programs and others that have been offered in the past and are expected to continue and expand in the future include the following:

- **Result-Oriented Management and Accountability (ROMA)** - CSBG funds will be utilized to support the agency in adopting the ROMA principles as its performance measures – the ROMA cycle of assessment, planning, implementation, achievement of results, evaluation and re-assessment phase will be included in all of CSB's programs. Contra Costa CAP will continue to ensure that it is regularly reviewing its strategic alignment to the County's Strategic Plan and the CSBG's Six National Performance Indicators. Performance measures that support CAP Contra Costa strategic direction will be incorporated into all current and future procurements to ensure that resources, including CSBG, are moving programs in the right direction. Contra Costa CAP will continue to monitor performance, working together with our internal and external partners to collaborate as appropriate. Effective linkages and elimination of duplication of services will be a priority focus.
- Contra Costa CAP will utilize its first available opportunity to get their staff and/or board members ROMA certified. **Clerical Assistant Trainee (CAT) Program** – CSBG funds will support the professional growth and development of low income individuals while they continue to work on their educational goals and transition from poverty to self-sufficiency. Trainees will be placed throughout CSB's administrative offices and child care centers to receive on-the-job vocational experiences, guidance, and mentorship. Trainees will receive specialized instruction in office practices and procedures, technical skills, and interpersonal skills to develop effective workplace habits that will lead to future employment opportunities, including signing up through WIA (Workforce Investment Act) or its successor WIOA (Workforce Innovation and Opportunity Act) to participate in on-line training and workshops related to job search, interviewing skills, and resume development to enhance the likelihood of securing sustainable

employment.

Workforce Development Board of Contra Costa County (WDB) and the Small Business Development Center of Contra Costa County (SBDC) – Outreach efforts will include coordination with and collaboration in the recruitment of those needing employment and training activities and services with the WDB and the SBDC. As the employment and training arm of the County with an increasing focus on addressing the needs of those with challenges or barriers to employment, CSB is well positioned to identify employment and training needs through ongoing assessments (e.g., CLOUDS) and from those assessments direct the patrons of its infant, toddler, and early education programs to these no-cost services. Moreover, in a post-recession economy, many millennials and those coming from ethnic communities who lost traditional jobs during the downturn, are opting for self-employment and the SBDC is working to address the needs of those populations through workshops, trainings, access to alternative forms of capital, and other innovative programs.

6. Low-Income Home Energy Assistance

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

CSB, as the designated Community Action Agency for Contra Costa County, administers several Home Energy Assistance Programs designed to help low-income families and individuals better cope with the financial burden of high energy bills. These include the Low Income Home Energy Assistance Program's (LIHEAP) Heating and Energy Assistance, Fast Track emergency programs and "Weatherization" programs, and the Department of Energy (DOE) Weatherization program. The LIHEAP program provides federal financial assistance for energy bills for families and individuals whose income is below 100% of Federal Poverty guidelines, including immediate financial assistance with 48 hour shut-off notices and energy education and budget counseling services. Households applying for DOE and LIHEAP may also receive free Weatherization and energy reduction services for their homes. This includes the installation of insulation and other energy saving measures that will reduce the loss of energy from the Home and can reduce monthly energy bills.

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

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

CSB is known throughout the state and nation for innovative partnership-building. CSB's Director has served on state and national panels as a partnership expert. CSB's Head Start

Program was the first in the state to blend State Child Development dollars with Federal Head Start and Early Head Start dollars to be responsive to welfare reform by extending the traditional half-day preschool program to a full-day program to meet the needs of working parents. Additionally, CSB has dozens of Memorandums of Understanding with other programs serving low-income families such as Women, Infant, and Children's nutrition program (WIC), Child Health and Disability Prevention Program (CHDP), Families Thrive (Domestic Violence Initiative), Contra Costa County Probation AB109 Programs, and many others. One of CSB's largest partners is a faith-based organization, First Baptist Church, to which CSB delegates the operation Head Start services in the City of Pittsburg. CSB recognizes that without the engagement of secular and faith-based nonprofits, community organizations neighborhoods and wider communities, services will not reach people who need them most. The Community Action Agency is charged with engaging and communicating with the grassroots, ensuring that local institutions that hold community trust have up-to-date information regarding health and human service activities and resources in their area.

8. Establishment of Procedures for Adequate Board Representation

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

All meetings of the Economic Opportunity Council (EOC) are held in accordance with the provisions of the Ralph M. Brown Act and the Contra Costa County Better Governance Ordinance. Public comment is provided in accordance with the Ralph M. Brown Act and the County Better Government Ordinance. Additionally, the EOC makes available to the general public all records as required by the Ralph M. Brown Act and the County Better Government Ordinance. Membership on the EOC includes the following sectors and number of representatives within sectors: a) Low-Income – 5 members, and alternate, b) Private/Non-Profit – 5 members, and c) Public Sector – 5 members (corresponding to the five supervisorial districts within the county).

The public comment section, which is a mandated component of any meeting, allows any individual or anyone representing an organization with the opportunity to advocate on behalf of the low income sector, present issues within the community, or present her or his case for appealing a recommendation from the EOC regarding the selection of a low-income or private sector representative. The EOC will notify the Contra Costa County Board of Supervisors of its recommendation of any comments or appeals. All recommendations by the EOC are subject to approval by the Board of Supervisors.

9. Participation in ROMA, or Alternative System for Measuring Performance

Does your agency participate in ROMA? Yes ☐ No ☒

Describe how your agency addresses ROMA or another performance measure system 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 a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

Although the Community Services Bureau does not have certified ROMA staff or board members, the agency adopts the ROMA principles as its performance measure – The Result Oriented Management and Accountability cycle of assessment, planning, implementation, achievement of results, evaluation and re-assessment phase in all its programs. Contra Costa CAP has incorporated this policy in all service contracts and regularly reviews contractor performance towards achieving set goals and objectives as part of the contract monitoring process. Prior to any new procurement, CAP staff reviews and analyzes the results of previous efforts of similar programs to ensure that appropriate and measureable objectives are established as part of the new contract.

Contra Costa CAP will continue to ensure that it is regularly reviewing its strategic alignment to the County's Strategic Plan and the CSBG's Six National Performance Indicators. Performance measures that support CAP Contra Costa strategic direction will be incorporated into all current and future procurements to ensure that resources, including CSBG, are moving programs in the right direction. Contra Costa CAP will continue to monitor performance and make course corrections as necessary, working together with our internal and external partners to make sure that we are collaborating as appropriate to positively impact the lives of individuals and families living in low-income communities.

Contra Costa CAP will utilize its first available opportunity to get their staff and/or board members ROMA certified.

10. Cost and Accounting Standards

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

Contra Costa County Employment and Human Services Department (EHSD) Community Services Bureau (CSB) provides effective accounting and financial management in operating its program. It has formulated and maintained an adequate organizational structure that delineates lines of authority and responsibility; defines operational relationships; formulates lines of communication; and establishes system of internal checks and controls.

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

of authority on the department's organizational chart.

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

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

The BOS sponsors an annual audit for all its accounts, books and records. Audit findings, if any, are reported to the Board and County Administrator's Office for appropriate action. Corrective action on audit findings are immediately acted upon and implemented. CSB maintains its accountability through its effective internal control structure which is integral parts of management. These controls include various methods used to safeguard assets and assure that they are used solely for authorized purposes, ensure reliability of accounting data, comply with management policies, grant terms and conditions, and federal and state regulations. There is a system of checks and balances to ensure accountability. Being part of the County government, CSB maintains accountability by adhering to its accounting policies and procedures that conform to Generally Accepted Accounting Principles (GAAP) and the County Administrative Bulletins. There have been no audit findings in the past five years.

11. Service Delivery System

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

In keeping with ROMA, Contra Costa CAP Service Delivery System offers programs that target individual, family and community needs associated with the issues of poverty. The Employment

and Human Services Department has partnered with Ensuring Opportunity – a consortium of Countywide partners who are public, non-profit, businesses with a common goal of alleviation of poverty of the Contra Costa residents. The service delivery broadly falls into three categories:

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

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

12. Linkages

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

Contra Costa CAP continues to establish linkages between internal and external partners to ensure low-income families are provided the services they need to move towards self-sufficiency. CSB agency continually reviews Community Assessment data and identifies gaps in services and opportunities to establish linkages to close those gaps and/or enhance current programs. Linkages at the administrative level allow for better program development and administration. Contra Costa CAP ensures that all of its contracted service providers are aware of each other and able to work together or accept referrals to better serve their respective clients. Contra Costa CAP services are largely emergency safety-net services. All programs, information and referral program, community outreach and education provide information to the larger community. Unmet needs are identified through a variety of means that are in coordination with private and public entities.

13. Funds Coordination

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

CSBG Funds are leveraged and coordinated with both public and non-profit agencies whenever possible through a RFI/RFP sub-contract process to serve the needs of the low-income Contra Costa residents. A list of current community partners include:

1. Bay Area Legal Aid
2. Contra Costa (Putnam) Clubhouse
3. Opportunity Junction
4. Monument Crisis Center

5. Contra Costa/Solano Food Bank
6. Loaves and Fishes
7. Pivotal Point Youth Services
8. RYSE, Inc.
9. Bay Area Community Resources

Contra Costa CAP continues to use the information collected as part of Community Needs Assessment to guide the use of CSBG funding to serve the low-income communities.

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

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

Parent, Family, and Community Engagement (PFCE) is about building relationships with families that support family well-being, strengthening relationships between parents and their children, and providing ongoing learning and development for both parents and children. Past programs with the goal of strengthening families and encouraging parental responsibility that include fatherhood and related initiatives, such as parents who may have been incarcerated or have substance abuse or behavioral issues, and are anticipated to continue during the next planning cycle include the following:

- Male Empowerment Workshops - participants will learn about male involvement in their children's lives
- Financial Literacy Workshops - credit counseling, budgeting, savings, and money management skills
- Head Start Annual Parent Conference - PC Executive Committee members attended a conference in New Orleans to celebrate the 50th anniversary of Head Start
- CA Head Start Parent and Family Engagement and Education Conference – Policy Council Chair and CSB's Education Team attended a conference in Los Angeles
- Reading Advantage-Early Literacy (RA-EL) - 193 parents from directly-operated and partner sites participated in workshops and received free books for their children's home.
- Weekend Beautification Project - Parents participated in a community work day at CBS-operated centers
- Mental Health & Stress Management - Staff and parents were provided training in the following areas: Child abuse prevention and awareness; Filial (child-parent) relationship therapy; *Habits of Healthy People* seminar; Strategies to address challenging behaviors; Children's mental health awareness; Stress management.
- Nutrition - CSB offers a comprehensive system of nutritional services for children and

families. Recognizing that eating habits are formed in early childhood, nutrition services include: Serving well-balanced and nutritious meals; Nutritional screening and assessment; Individual nutrition counseling by a registered dietitian; Nutrition education; Integrated nutrition curriculum; and community collaborations.

STATE ASSURANCES

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

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

The Contra Costa Community Services Bureau assures that all recipients of services under programs funded with Community Services Block Grants (CSBG) funds have incomes at or below the official poverty guidelines, are recipients of TANF or SSI, or are members of a group identified in our Community Action Plan as having a high incidence of poverty. The income of families and individuals receiving comprehensive services in Head Start, Early Head Start or California Department of Education Child Development Contract programs is documented in the case file. The income of all other recipients of CSBG funded services is documented on the required State demographic, client characteristics and eligibility reporting forms.

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

The Community Services Bureau survived the Great Recession and the sequestration and creative multiple strategies to continue services with less funds including reductions in services hours while maintaining high quality services and conducting organizational restructuring to fit our budget constraints. The Community Services Bureau works with the Economic Opportunity Council, the Board of Supervisors, local funding agencies and other stakeholders to review services priorities, the availability of resources, current identified needs and engages in a collaborative planning process. Community Services Bureau staff meet with funded agencies/programs to ascertain the impacts of reduced funding, their ability to leverage other funding and to develop a coordinated plan to proceed and move forward. The Community Services Bureau is an active partner with many community-based organizations and, as such, is

well recognized and regarded in its abilities to leverage funds for identified servicers in the community. This includes providing information on other available funding and providing technical assistance to subcontracting agencies in the area of fund leveraging. The Community Services Bureau has been active in identifying funding opportunities for partner agencies through the local, state and national network of community resources.

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

Due to demographic and economic changes in Contra Costa County, former agricultural lands in the eastern portion of the County have become increasingly urbanized, like other areas within the greater Bay Area. As a result, there is no longer a significant population of migrant and seasonal farm workers within the County. Nonetheless, the California Human Development Corporation (CHDC) does provide to adult and youth migrant and seasonal farm workers and their dependents, vocational and job training, on-the-job training, education, counseling, adult work experience, English-as-a-Second Language, and emergency supportive services at the East Bay Works Brentwood One Stop Business and Career Center. The Community Services Bureau and CHDC are members of the Contra Costa One Stop Consortium and work closely with each other and with other entities in Contra Costa County that assist migrant seasonal farm workers and their families to become self-sufficient, including obtaining their driver’s license. The Community Services Bureau does not subcontract for employment and training services provided by the One Stop Consortium. However, the agency subcontracts for employment support and case management services such as Opportunity Junction’s Job Training and Placement Program. The Community Services Bureau also collaborates with all of its partners to avoid duplication of services.

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

- ☒ Pay Stubs
- ☒ Social Security Award Letters
- ☒ Bank Statements
- ☒ Tax Statements
- ☒ Zero-income Statements

☒ Unemployment Insurance Letters

☒ Qualification for other need-based program, describe

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

☐ Other, describe:

Income eligibility for general/short term services: For services with limited in-take procedures (where individual income verification is not possible or practical), describe how your agency generally verifies income eligibility for services? An example of these services is emergency food assistance.

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

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

CSB's outreach efforts are driven by the needs of the community as determined by the Community Assessment, program data, and continual interface with the community. All programs operated by CSB are targeted to low-income children, families, and individuals. Partnership building efforts, including those that provide a community-wide benefit, are entered into with the express understanding that services target low-income communities.

MONITORING AND EVALUATION

CSBG eligible entities are required to be actively involved in the evaluation of your community action programs. Provide a narrative description of the specific method(s) of evaluation,

frequency, and monitoring conducted that ensures high standards of program and fiscal performance.

1. Describe your methods for evaluating programs and services.

The Community Services Bureau will monitor and evaluate program and fiscal performance in accordance with the objectives in 2016-2017 Community Action Plan as follows: The Community Services Bureau incorporates program and fiscal reporting requirements in all subcontracts for services. Methods used to evaluate program and services include site visits by EOC and program staff, contract monitoring by the Contracts and Grants Unit, fiscal monitoring by way of reports by the accountant to the EOC fiscal sub-committee, presentations by sub-contractors to the EOC that include question and answer sessions, the development of next steps for action by the sub-contractor, and satisfaction surveys of program participants.

2. Describe the frequency of evaluations conducted.

Subcontracting agencies providing services are required to collect and report data semi-annually using the national performance indicators and the client characteristics report. The information is evaluated, aggregated and submitted to the Department of Community Services and Development in a timely manner. Also, the Community Services Bureau Staff, the EOC Board Members, and the independent auditors conduct annual program and fiscal monitoring of the contracting agencies. In addition to these methods for measuring the progress in accomplishing CBS's goals, the agency has introduced the additional requirement that subcontractors will submit quarterly quantifiable data performance metrics, such as number of enrolled, enrollment completions, and outcomes.

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

CSBs ongoing monitoring system and annual self-assessment protocol are well-established and result in continuous program improvement as evidenced by trend and root cause analyses. Onsite monitoring is conducted through the use of monitoring instruments designed to check for compliance with regulatory and contractual requirements and is approached in a supportive manner to assure quality, mitigate any potential areas of risk, and create a solution space for ongoing program improvement.

DATA COLLECTION

The success of the CSBG Network relies heavily on the quality and relevance of data collected on individuals and families served. To comply with the requirements set forth by OCS with the [State and Federal Accountability Measures](#), provide a narrative description on your agency's data collection and reporting process. Explain how your agency ensures accurate data is collected and reported on ALL agency activities, not just CSBG funded activities. Describe the

system(s) your agency has in place to ensure accuracy, and review the data prior to submission to the State, and how the data is used, analyzed and acted on to improve agency programs and services.

Describe the data collection process.

A key success factor in achieving positive outcomes for the enrolled children and families is our locally designed management information system, CLOUDS (Child Location, Observation, and Utilization Data System). This system has received accolades on the local, state and national fronts, and utilizes electronic signatures and other features that have been newly approved by licensing and the California Department of Education as well as the Administration for Children and Families. Data from every interaction, screening, and assessment is entered via multiple modalities (tablet, wallpad, i-Phone, desktop) and real-time tracking and reports are generated with ease and great flexibility. This system ensures accountability to timelines and follow-up, ensuring high quality, timely, and responsive services at all times.

Describe the data reporting process.

Data collected through CLOUDS and other data systems used by our partners, such as Efforts to Outcomes (ETO), are easily synthesized into user friendly reports that are flexible by design and can be imported into EXCEL and filtered to include any data attribute. A multitude of reports are developed and sent to funding sources to demonstrate measurable outcomes and identify areas for improvement. The CSB Quality Assurance Unit (QAU) is responsible for producing reports to management staff, who then report them to multiple entities such as our funding sources (federal, state, and local) and to community groups such as the Contra Costa First Five Commission, to our Policy Council, our Economic Opportunity Council, and our Board of Supervisors.

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

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

CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS (CSD 801)

The National Performance Indicators (NPI) were created collaboratively within the CSBG Network to enable the more than 1,000 Community Action Agencies in 52 States and territories to present a more uniform and coherent national picture of the work and accomplishments. This reporting process is an important component of the broader CSBG initiative to use results-focused management principles to strengthen the entire CSBG Network.

The NPIs contains 16 broad outcome measures or indicators that will capture the universal accomplishments of the various local and state CSBG agencies in our Community Services Network. The indicators are crucial in telling the story of what community action accomplishes as a national Network. At the same time, these indicators have been designed to evaluate performance of community action in assessing the needs of our communities and to address poverty alleviation in a comprehensive way.

As part of the CAP process, each agency is asked to review and identify the appropriate National Performance Indicators, and develop two years of projections/goals and strategies. These National Performance Indicators were developed using the six National Goals and Outcome Measures.

The CSBG/NPI CAP Projections (CSD 801 CAP) will be monitored and evaluated by CSD Field Operations Representatives.

1. To access the CSBG/NPI CAP Projections (CSD 801 CAP) visit the CSD Provider's Website at <http://providers.csd.ca.gov/CSBG> under the tab "Forms".
2. When complete, save the Excel spreadsheets and include the workbook as an attachment to the CAP.

Helpful resources to complete the CSBG NPI CAP Projections (CSD 801) are the [CSBG Information System \(IS\) Instruction Manual for National Performance Indicators \(NPI\)](#) and the [NASOSP Targeting Field Manual](#).

APPENDICES (OPTIONAL)

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