

2018-2019 Community Action Plan

California Department of Community Services and Development

Community Services Block Grant



PURPOSE

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

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

COMPLIANCE WITH FEDERAL LAW

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

COMPLIANCE WITH STATE LAW

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

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

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

CONSUMER INPUT AND INVOLVEMENT

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

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

COMMUNITY ENGAGEMENT

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

COMMUNITY ASSESSMENT

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

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

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

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

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

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

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

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

STRATEGIC PLANNING

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

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

STATE PLAN AND APPLICATION REQUIREMENTS

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

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

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

FROM: Contra Costa County Employment and Human Services Department

Agency Contact Person Regarding Community Action Plan

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

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

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

Board Chairperson



Executive Director

Date

6/12/17

Date

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The CAP is to be arranged in the order below. Please include the appropriate page numbers for reference. Additional attachments are to be added as appendices.

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2018 - 2019 Community Action Plan Checklist

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

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

VISION STATEMENT

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

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

MISSION STATEMENT

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

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

Private Entities

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

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

Public Entities

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

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

Provide your agency's Mission Statement

Mission Statement (Insert Statement)

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

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

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

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

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

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

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

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

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

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

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

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

Comprehensive Community Needs Assessment (Insert Narrative)

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

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

Population Profile

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

Economic Profile

Income and Poverty

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

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

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

Housing and Homelessness

- Since 2015, the pace of rent increases has escalated dramatically and in 2017, the median rent for a 2-bedroom unit is \$2,173 per month. From 2015 to 2017, the median monthly rent for a 2-bedroom unit in the county increased 37%, compared to 16% from 2013 to 2015. About 35% of mortgages (85,522 homes) and 55% of rentals (71,114 units) are considered unaffordable in 2015.
- In 2016, 3,500 individuals in the county are homeless (1,730) or at risk of becoming homeless (1,770). Of these homeless, 1,110 sleep on the streets, 364 are in families, 21 are parenting youth with 21 children, 6 are unaccompanied children and 11% overall are age 0-17. Since 2011, Central and West County saw a decline in homelessness, while East County saw an increase. In 2016, 377 fewer students are homeless compared to 2014 (down 12%), but 2,814 students do not have stable housing, and 53% are younger than the sixth grade. About 37% (1,036) of homeless students attend school in West Contra Costa, 18% (500) in Mt. Diablo and 17% (491) in Antioch Unified.

Employment

- Contra Costa's January 2017 unemployment rate (4.0%) compares favorably to the state (5.0%), but rates are much higher for residents in Vine Hill (9.8%), Tara Hills (9.2%), San Pablo (7.0%), Pacheco (7.0%), Antioch (6.3%), Bethel Island (5.9%) and Oakley (5.7%). Rates are also higher than average in the population centers of Concord (4.9%), Pittsburg (5.4%) and Richmond (5.2%), and unemployment among African American residents is still nearly twice that of the county. While the county's workforce grew 10% or 48,600 workers since 2000, the number employed increased 8% or 38,900 jobs. About 8,633 (64%) of Contra Costa women who gave birth in the past year are in the workforce, compared to just 57% in California.
- Between 2000 and 2015, the Contra Costa County civilian labor force has grown a modest 9.7% or 48,600 potential workers, while the number employed across all

industries increased 8.0% or 38,900. Meanwhile the number of net jobs in the county across all industries increased just 11,000 (3.2%).

- Business trends since 2000 have resulted in job losses in several sectors, including farming (down 1,400 jobs); mining, logging, construction and manufacturing (down 14,300), information (down 9,200), and professional, technical or scientific-related services including waste management (down 4,200 jobs). In contrast, county entities have also produced 23,900 more jobs in education, health and social assistance and 12,500 jobs in hospitality, arts and entertainment, food service and recreation.

Transportation

- Contra Costa County residents spend traveling to work rose from 31.9 to 35.3 minutes from 2008 to 2015, which remains one of the longest commute among all nine Bay Area counties and continues to surpass the statewide average of 28.0 minutes. Workers age 16 and over who travel to a work place are more likely to commute using public transit or a carpool than workers in California overall and less likely to drive alone. However, the percentage of workers in the county who drive to work alone has gradually increased from 66.0% in 2000 to 68.9% in 2015, while the percentage who carpool has decreased from 16% in 2000 to 11.6% in 2015. The percentage of Contra Costa County workers who use public transit (including busses, trains and ferry boats) has also dropped from 16% in 2000 to 10.1% in 2015, but some of these shifts may be due to increases in the percentage of workers who work from home.

Health Profile

Health Insurance Coverage

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

Managed Care coverage and serve Medicare beneficiaries, has been expanded several times in response to the needs of the community. In 2010 it began providing quality health care coverage to county employees, businesses, individuals, and families. Then, after implementation of the Affordable Care Act (ACA) in 2014, it began facilitating the ACA Medi-Cal coverage expansion to include individuals with incomes below 138% of the Federal Poverty Level.

- For these lower-income residents and for uninsured residents, the CCHS system offers a safety net of comprehensive health care and medical services not otherwise available. Through ACA legislation, the CCHS ensures all Medi-Cal recipients in Contra Costa County have access to essential health benefits, including doctor visits, hospital care, 3 pregnancy-related services, SNF, home health and hospice care, mental health care, autism care, and some substance use disorder care.

Health and Safety

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

Asthma

- In 2016 an estimated 23,069 Contra Costa County children with asthma and 158,199 elderly adults are at special risk from low air quality. The county continues to see higher rates of asthma-related hospitalizations and emergency room visits than the state across all age groups. In 2014, the rate of asthma-related hospitalizations or ER visits among children age 0-4 is 22.7 per 10,000 compared to 19.6 in the state, and 142 children less than 5 had an asthma-related hospitalization or an ER visit in Contra Costa County. Additionally, children in low-income, African American communities may be much more susceptible to asthma-related health problems

than children overall.

Throughout the public hearings, a common theme was the fear of losing safety net programs and services. The EOC understand the threat felt by families and individuals and knows that Community Services Block Grant funding is vital in eliminating structural/systematic barriers that prevent families and individuals from becoming self-sufficient.

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

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

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

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

DOCUMENTATION OF PUBLIC HEARING(S)

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

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

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

Public Hearing Process (Insert Narrative)

Public hearings were conducted in the three primary regions of Contra Costa County on the following dates (West Contra Costa County – Richmond Public Library – Tuesday, April 4, 2017, 6:30 to 8:30 p.m.; East Contra Costa County - Los Medanos College - Thursday, April 6, 2017, 6:30 to 8:30 p.m.; Central Contra Costa County – County Building (500 Ellinwood) - April 19, 2017, 7:30 to 8:30 p.m.). These hearings were used to provide the public with face-to-face time with Economic Opportunity Council (EOC) members and CSB staff and to solicit factors believed to contribute to poverty in the County that would become input used to develop the Community Action Plan. Outreach to encourage participation included emailing invitation flyers, posting and distributing flyers, and outreach by EOC members and CSB staff. An overview of the Community Action Plan development process and the role of the EOC were explained by EOC members who served as moderators. The meeting was then opened up to allow those in attendance an opportunity to identify what each person believed to be the major factors contributing to poverty within their region or community if a community member, or from the perspective of their organization if representing or associated with a governmental agency or service provider. Meetings were recorded and notes were taken to be later transcribed and grouped according to similar areas of focus. To obtain maximum feedback from the community, a survey was also developed and distributed to allow additional opportunity for the public to provide input on the needs of the community.

The EOC made the following statement in transmitting the Community Action Plan to the Board of Supervisors: *The Economic Opportunity Council declares that the top factors contributing to poverty in Contra Costa County are housing & shelter, employment & training, food & nutrition, and comprehensive health services. In addressing these top factors, we recognize that there are overarching issues, namely access and integration. Access and integration refer to the*

compounding challenges of transportation, capacity, affordability and both timely and effective service delivery.

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

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

Attachments

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

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

FEDERAL ASSURANCES

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

1. Programmatic Purposes

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

(i) to remove obstacles and solve problems that block the achievement of self-

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

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

(ii) secure and retain meaningful employment;

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

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

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

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

SparkPoint centers provide access a full range of services designed to help 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

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

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

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

(iv) make better use of available income;

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

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

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

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

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

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

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with

local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;

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

N/A

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

CSB and the EOC support local events where service providers and local law enforcement representatives come together with the goal of improving access to services and housing for homeless adults, youth and families.

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

- ☒ Disaster Preparedness and Relief
- ☒ Energy Support
- ☒ Job Training
- ☐ Asset Development Programs
- ☒ Educational Support
- ☒ Career Development
- ☒ Volunteer Coordination Efforts
- ☒ Food Resources
- ☒ Health Education
- ☒ Tax Preparation /Tax Credit Information
- ☒ Mentoring
- ☒ Parent Support
- ☒ Child Development Information
- ☐ Medical Service Access
- ☒ Home Visiting/Case management
- ☒ Childcare Services/Head Start
- ☐ Other: Click here to enter text.
- ☐ Other: Click here to enter text.

2. Needs of Youth

(B) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support

development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as—

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

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

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

Narrative Response:

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

(ii) after-school childcare programs

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

3. Coordination of Other Programs

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

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

- ☒ Local Workforce Investment Boards
- ☐ Social Service Departments

- ☐ CSBG MSFW Agency
- ☒ One-Stop Centers
- ☒ Child Care Centers
- ☐ Faith-Based Organizations
- ☐ Community Based Organizations
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)

Narrative Response:

CSB is actively involved with the following community partners:

- Bay Area Community Resources
- Bay Area Legal Aid
- Contra Costa Clubhouse
- Contra Costa County Aging and Adult Services
- Contra Costa County Children and Family Services
- Contra Costa County Housing Authority
- Contra Costa Interfaith Hosuing
- Contra Costa County Mental Health Association
- Contra Costa County Office of Education
- Contra Costa County One-Stop Career Centers
- Contra Costa County Workforce Development Board
- Contra Costa Crisis Center 211 Line
- Contra Costa Employment and Human Services Department
- Contra Costa Health Services Department
- Food Bank of Contra Costa and Solano Counties
- Loaves and Fishes of Contra Costa
- Opportunity Junction
- STAND! For Families Free of Violence
- Shelter, Inc.
- White Pony Express
- Workforce Services – CalWORKS

4. Emergency Food and Nutrition

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

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

- Loaves and Fishes of Contra Costa, provides community based dining rooms where

clients are welcomed to a hot meal, food pantry that includes fresh produce and nonperishable items, Adult Nutritional Cooking Skillet classes and Culinary school at their Martinez Dinning Room for Disadvantage youth and adults.

- White Pony Express provides 250,000 pounds of high-quality nutritious food daily to shelters and other organizations working primarily with the homeless in Contra Costa.
- STAND! For Families Free of Violence and Shelter Inc., both provide emergency food assistance to their clients.

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

Families receive quarterly newsletters containing information on health and nutrition.

Nutritional Services for Children and Families include:

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

5. Employment and Training

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

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

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

Narrative Response:

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

- Bay Area Community Resources- Bay Area Community Resources – focuses on workforce development and youth leadership. Funding from CSBG used to support safety violence prevention program through the HEART: Healing, Educating and Reducing Trauma with a primary focus on safety and violence prevention by serving youth aged 14-17 that are at high-risk of engagement in violence and crime. BACR works in collaboration with the Antioch Unified School District. Youth Leadership and Workforce Development programs support young people to make positive decisions about their education, employment, and behavioral health. Program activities are youth-led, foster civic engagement, and provide opportunities for youth to learn to be productive, connect, and navigate. Our youth leadership programs employ a program model that ensures participants have on-site access to five key service areas: (1) academic support, (2) workforce skill building, (3) civic engagement, (4) connection to support services, and (5) meaningful participation in youth development activities.
- placement issues and maximize job retention and employer satisfaction.
- Contra Costa Clubhouses (Putnam) - provides a safe and welcoming place where participants (called members, not patients or clients or consumers) to build on personal strengths instead of focusing on illness. Funding from CSBG used to provide support and strategies for members to move into and maintain gainful employment, and b) ensuring that members have effective opportunities to complete their educations. Career services include: a) career workshops, b) healthy living programs for the development of skills and habits that support career success, c) assistance in developing personal career plans, d) transitional employment at area businesses managed by the Clubhouse, e) support to members return to school and in their paid independent employment, f) one-on-one advice, g) Dress-for-Success thrift shop, and h) benefits counseling.
- Opportunity Junction – helps struggling job-seekers transform themselves into breadwinners and role models. Opportunity Junction fights poverty by helping low-income Contra Costa residents gain the skills and confidence to get and keep jobs that support themselves and their families. Funding from CSBG used to support the a) flagship job training and placement program, b) career development t services, c) the technology center with an ESL component, and d) the Do-It-Yourself Tax Assistance Service. The program has three phases: training, internship, and alumni services.
- The Student Intern program is designed to provide low-income participants with on-the-job training in the various units of county government while receiving web-based training called Metrix Learning. Courses are mandatory in pre-

selected areas such as Microsoft Excel, Microsoft Word, and Microsoft PowerPoint, designed to meet the current and emerging training needs of the unemployed in today's competitive workforce. Participants are enrolled in the America's Job Center of California (AJCC) and gain access to workshops, career planning, and resume development. The program term is a maximum of 12 months per participant, with the goal of being employed full-time upon exit from the program.

- The Teacher Assistant in Training program prepares parents and community members for a career in Early Childhood Education (ECE). TATs receive eighteen (18) months to complete twelve (12) ECE units and become eligible for their Associate Teacher Permit. TATs who participate in the program have been given the opportunity to access other funding, such as stipends offered through Contra Costa County Office of Education, First 5 California etc., to assist them in continuing their education. Mentoring on the job is an essential part of the program, and CSB views the program vital to recruiting and involving parents in the Head Start program.
- **Coordinate Client Outreach** – Working together with our service partners, client services are coordinated with the Workforce Development Board of Contra Costa County (WDB) and the Small Business Development Center of Contra Costa County (SBDC). As the employment and training arm of the County with an increasing focus on addressing the needs of those with challenges or barriers to employment. As division under Employment and Human Services Department (EHSD), the Community Services Bureau is well positioned to identify employment and training needs in collaboration with our service partners and through ongoing assessments of low-income populations served. CSB works with WDB and SBDC, also a bureau within EHSD, maximizes service delivery while avoiding duplication.

6. Low-Income Home Energy Assistance

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

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

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

energy saving measures that will reduce the loss of energy from the home and can reduce monthly energy bills.

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

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

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

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

Narrative Response:

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

8. Establishment of Procedures for Adequate Board Representation

Describe your agency's procedures for establishing adequate board representation under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be 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. Cost and Accounting Standards

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

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

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

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

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

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

10. Service Delivery System

- a. Provide a description of your agency's service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.
- b. Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based an in-depth analysis of performance data.

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

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

towards self-sufficiency. Here the services needed are childcare, employment coaching/assistance and long term permanent housing, and LIHEAP.

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

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

11. Linkages

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

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

12. Funds Coordination

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

CSBG funds are leveraged and coordinated with both public and non-profit agencies whenever possible through a Request For Information (RFI) process to serve the needs of the low-income Contra Costa residents. A list of current community partners include:

1. Bay Area Community Resources
2. Bay Area Legal Aid
3. Contra Costa Health Services Homeless Program
4. Contra Costa (Putnam) Clubhouse
5. Contra Costa Interfaith Housing
6. Opportunity Junction

7. Loaves and Fishes of Contra Costa and Solano
8. Shelter, Inc.
9. STAND! For Families Free of Violence
10. Bay Area Community Resources

CSB staff and EOC members 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.

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

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

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

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

Narrative Response:

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

- The Mobile Boutique: Thousands of items of cleaned, pressed, sorted clothing, toys and books are delivered and staged in impoverished neighborhoods in the county.
- Contra Costa Interfaith Housing Intensive Parenting workshops: 16 parenting workshops are held at the Bella Monte Apartments and Los Medanos Village for families to improve parenting and life skills while accessing resources.
- Healing, Education, And Reducing Trauma (HEART): program serves ten youth living in Antioch who are at high-risk of engagement in violence and crime. Program provides job-readiness workshops, and paid work experience.
- Male Involvement: participants enhanced their fathering skills and learned about the important roles they have as dad's in their children's lives by attending male involvement meetings and fatherhood classes based on the National Fatherhood

Initiative's 24/7 Dad Program.

- English as a second Language classes – parents attended a 10 week course at our George Miller Center in Concord and received instruction to advance their English conversational skills, grammar, reading, writing, pronunciation and vocabulary.
- REadingADvantage, Inc. (READ) provides in-reach services to currently incarcerated Head Start and Early Head Start parents and other loved ones by providing them with a recordable book to read to their child.

STATE ASSURANCES

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

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

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

The Contra Costa Community Services Bureau assures that all recipients of services under programs funded with Community Services Block Grants (CSBG) funds have incomes at or below the official poverty guidelines, are recipients of TANF or SSI, or are members of a group

identified in our Community Action Plan as having a high incidence of poverty.

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

There is no 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.

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

2. Describe the frequency of evaluations conducted.

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

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

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

DATA COLLECTION

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

Describe the data collection process.

Actions taken by CSB include collecting the National Performance Indicator (NPI) Form 801 and

CSD Client Characteristics Form 295 collected from all CSBG subcontractors on an annual basis. The information is evaluated and aggregated to ensure that their goal has been met. Also, a factor in achieving outcomes is our locally designed management information system, CLOUDS (Child Location, Observation, and Utilization Data System). This system has received accolades on the local, state and national fronts, and utilizes electronic signatures and other features that have been newly approved by licensing and the California Department of Education as well as the Administration for Children and Families. Data from every interaction, screening, and assessment is entered via multiple modalities (tablet, 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 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. CSB staff will report to multiple entities such as our funding sources (federal, state, and local) and to our Economic Opportunity Council, Policy Council, Contra Costa First Five Commission 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

The Office of Community Services (OCS) published [CSBG IM #152 Annual Report](#) on January 19, 2017. The CSBG Annual Report replaces the current CSBG IS and includes an updated set of CSBG outcome measures that will replace the current NPI structure. CSBG Eligible Entities will

begin data collection with the new structure beginning October 2017. As more information is gathered CSD will ask agencies to complete their projections in accordance with the new outcome reporting structure.

APPENDICES (OPTIONAL)

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

Contra Costa County
Employment and Human Services Department
Community Services Bureau
2018-2019 Community Action Plan
Listing of Appendix

1. Appendix A - List of Contacts Used for Survey Distribution
2. Appendix B - Facebook Postings for Public Hearings (Serving as the CCC Community Action Agency)
3. Appendix C - Contra Costa County Public Hearing Flyers & Agendas
4. Appendix D- Employment & Human Services Department (EHSD) Posting for Public Hearings
5. Appendix E- Community Assessment-2017-2021
6. Appendix F – Economic Opportunity Council Site Monitoring Evaluation
7. Appendix G - Graph of Public Hearing Comments by Categories
8. Appendix H - Public Hearings 1-2-3 - Questions & Comments
9. Appendix I - Survey Comments & Results

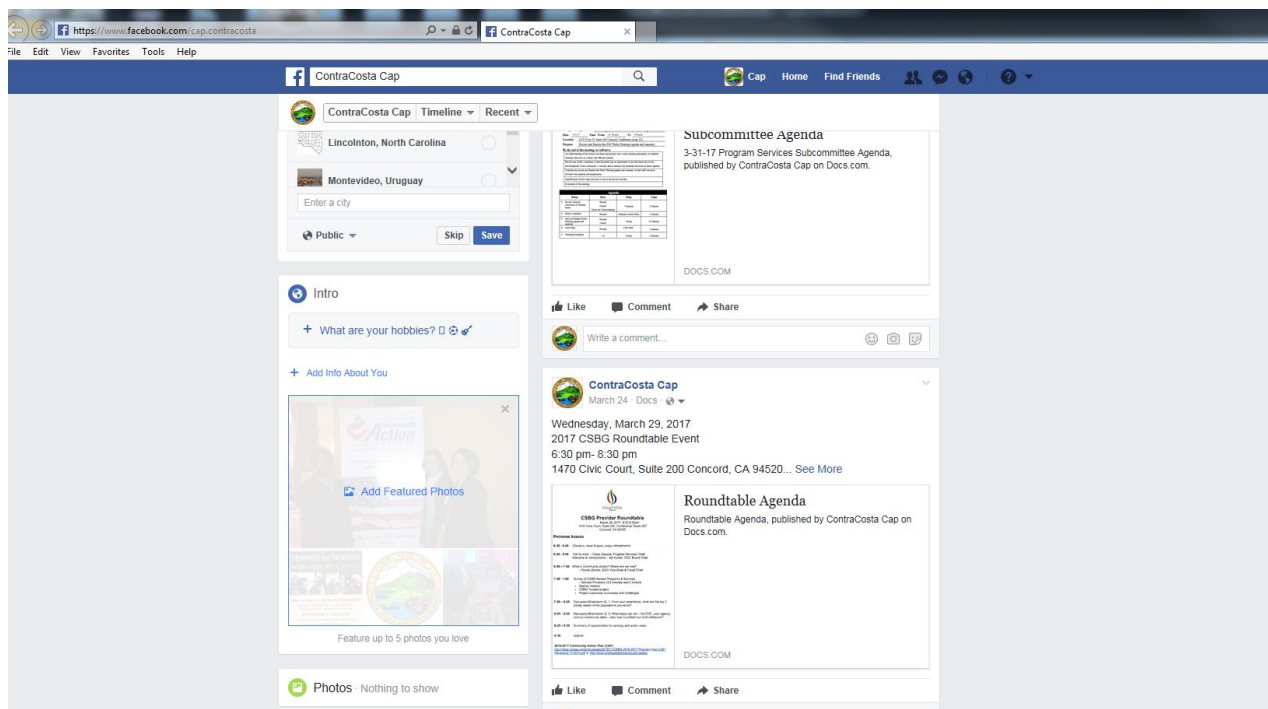
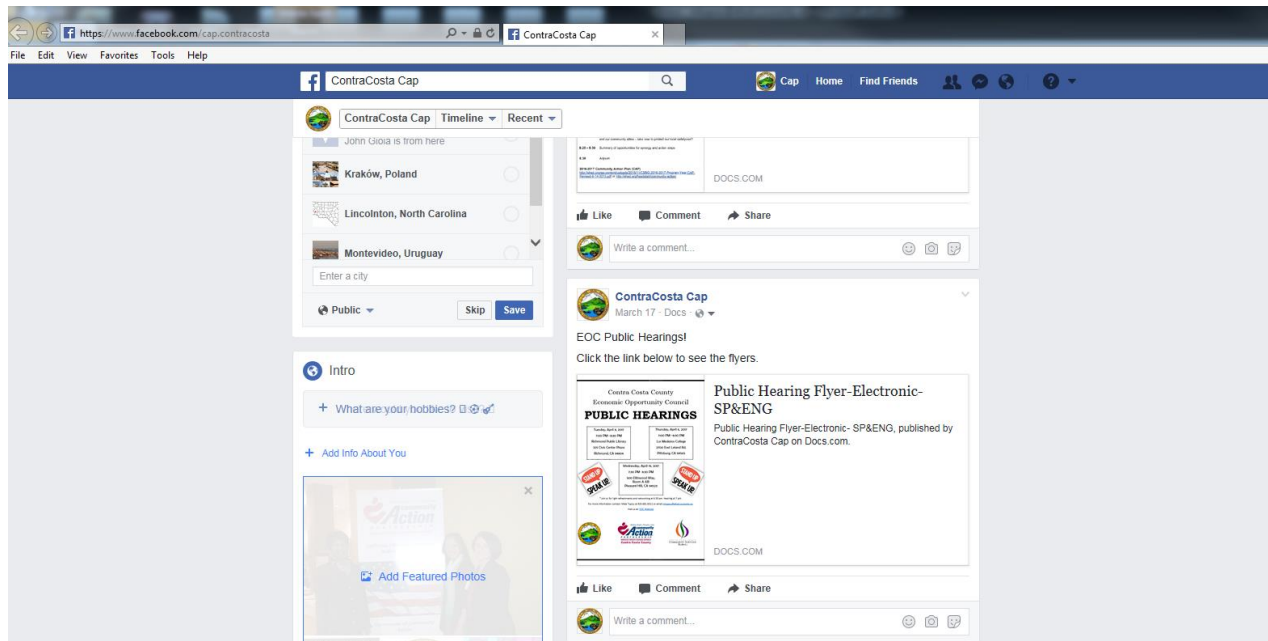
Appendix A- Listing of Contracts Used for Survey Distribution

1. Community Partners (from FESP) – 51
2. EOC and CSBG Subcontractor List - 30
 - a. Total 81
3. Contra Costa County Board of Supervisors (BOS) – Request BOS members to email the survey to their constituents and other contact lists – quantity of contacts unknown
4. STARS – forward to STARS, our internal county employee notification system, send to Dave Tilton at tiltoda@ehsd.cccounty.us on Monday, May 22, 2017 – quantity of contacts unknown
5. Request Made to the following Elected Officials
 - Representative Mike Thompson
Vallejo District Office
985 Walnut Ave
Vallejo, CA 94592
phone: (707) 645-1888
fax: (707) 645-1870
hours: M-F 9-5:30pm
email: Mel.orpilla@mail.house.gov
 - Representative Mark DeSaulnier
101 Ygnacio Valley Road, Suite #210
Walnut Creek, CA 94596
Phone: (925) 933-2660
Fax: (925) 933-2677
<https://desaulnier.house.gov/>

Appendix B- Facebook Postings for Public Hearings

Public Hearing Flyer Posted on Community Action FaceBook Page

<https://www.facebook.com/cap.contracosta> (Serving as the Contra Costa County Community Action Agency)



Appendix C - Contra Costa County Public Hearing Flyers & Agendas

West Contra Costa County Public Hearing
Copies of Agenda (English & Spanish) and Flyer Announcement
Richmond Public Library – Tuesday, April 4, 2017, 7:00 to 8:30 p.m.




Contra Costa County
Economic Opportunity Council
PUBLIC HEARINGS

Every two years, the Contra Costa County Economic Opportunity Council (EOC) is required to hold public hearings to gather information on priority needs of our low-income population. Comments from the public are used to inform the County's Community Action Plan and determine how Community Services Block Grant dollars are spent.

Tuesday, April 4, 2017 7:00 PM – 8:30 PM Richmond Public Library 325 Civic Center Plaza Richmond, CA 94804	Thursday, April 6, 2017 7:00 PM – 8:30 PM Los Medanos College 2700 East Leland Rd. Pittsburg, CA 94565
--	--

Wednesday, April 19, 2017
7:30 PM – 8:30 PM
500 Ellinwood Way,
Room A AB
Pleasant Hill, CA 94523

For more information contact: Mele Tupou at 925.681.6311 or email mtupou@ehed.cccounty.us
Visit us at: <http://ehed.org/headstart/community-action/eoc-members/>




Condado de Contra Costa
Consejo de Oportunidad Económica
Audiencia Pública

Cada dos años, el Consejo de Oportunidades Económicas del Condado de Contra Costa (EOC) está obligado a celebrar audiencias públicas para reunir información sobre las necesidades prioritarias de nuestra población de bajos ingresos. Los comentarios del público se usan para informar el Plan de Acción Comunitaria del Condado y determinar cómo se gastan los dólares del Community Services Block Grant.

Martes 4 de abril de 2017 7:00 – 8:30 PM Biblioteca Pública de Richmond 325 Civic Center Plaza Richmond, CA 94804	Jueves 6 de abril de 2017 7:00 – 8:30 PM College del Los Medanos 2700 East Leland Rd. Pittsburg, CA 94565
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Miércoles 19 de abril de 2017
7:30 PM – 8:30 PM
500 Ellinwood Way,
Habitación A y B
Pleasant Hill, CA 94523

Para más información contacte: Mele Tupou 925-681-6311 o correo electrónico: mtupou@ehed.cccounty.us
Visítanos en: <http://ehed.org/headstart/community-action/eoc-members/>



PUBLIC HEARING

Tuesday, April 4, 2017, 7:00-8:30pm
Richmond Public Library – Community Room
325 Civic Center Plaza, Richmond, CA

ECONOMIC OPPORTUNITY COUNCIL (EOC)
Ajit Kaushal, Chair (District 4)
Renee Zeimer, Vice Chair (District 2)
Armando Morales, Secretary (Low Income)
Juan Pablo Benavente, (Low Income)
Samuel Houston, (Low Income)
Acaria Almeida, (Private/Non-Profit)
Bhupen Amin, (Private/Non-Profit)
Kaila Vidal, (Private/Non-Profit)
Jelani Killings, (Private/Non-Profit)
Devlyn Sewell, (Private/Non-Profit)
Cesar Zepeda, (District 1)
Theresa Kula, (District 5)

STAFF

Christina Reich, Division Manager
Nancy Sparks, Comprehensive Services Manager; 925.681.6305 or nsparks@ehed.cccounty.us
Mele Tupou, Clerk; 925.681.6311 or mtupou@ehed.cccounty.us

PERSONS WHO WISH TO ADDRESS THE COUNCIL WILL HAVE
THREE (3) MINUTES* TO SPEAK. PLEASE STATE YOUR NAME AND CITY.
*EOC Chair may reduce the amount of time allotted per speaker depending on
the number of speakers. Your patience is appreciated.

The EOC will provide reasonable accommodations for persons with disabilities planning to participate in the
Public Hearing. Please contact EOC Staff at least 24 hours before the meeting at 925.681.6311.

AGENDA

Purpose: To gather input from the public in order to identify high priority needs of
low-income and under-served populations in Contra Costa County.

- 7:00 Call to order – Cesar Zepeda, Program Services Chair
Welcome & Introductions – Ajit Kumar, Chair
- 7:05 What is Community Action? Where are we now? What is our charge?
– Renee Zeimer, Vice-Chair
- 7:15 Public Hearing Process – Cesar Zepeda

East Contra Costa County Public Hearing
Copies of Agenda (English & Spanish) and Flyer Announcement
Los Medanos College - Thursday, April 6, 2017, 7:00 to 8:30 p.m.

Contra Costa County
Economic Opportunity Council
PUBLIC HEARINGS

Every two years, the Contra Costa County Economic Opportunity Council (EOC) is required to hold public hearings to gather information on priority needs of our low-income population. Comments from the public are used to inform the County's Community Action Plan and determine how Community Services Block Grant dollars are spent.

Tuesday, April 4, 2017
 7:00 PM–8:30 PM
Richmond Public Library
 335 Civic Center Plaza
 Richmond, CA 94804

Thursday, April 6, 2017
 7:00 PM–8:30 PM
Los Medanos College
 2700 East Leland Rd.
 Pittsburg, CA 94565

Wednesday, April 19, 2017
 7:30 PM–8:30 PM
**300 Ellinwood Way,
 Room A & B
 Pleasant Hill, CA 94523**

For more information contact: Mele Tupou at 925.681.6311 or email mtupou@ehsd.cccounty.us
 Visit us at: <http://ehsd.org/headstart/community-action/eeo-members/>

Condado de Contra Costa
Consejo de Oportunidad Económica
Audiencia Pública

Cada dos años, el Consejo de Oportunidades Económicas del Condado de Contra Costa (EOC) está obligado a celebrar audiencias públicas para reunir información sobre las necesidades prioritarias de nuestra población de bajos ingresos. Los comentarios del público se usan para informar al Plan de Acción Comunitaria del Condado y determinar cómo se gastan los dólares del Community Services Block Grant.

Martes 4 de abril de 2017
 7:00–8:30 PM
**Biblioteca Pública de
 Richmond**
 335 Civic Center Plaza
 Richmond, CA 94804

Jueves 6 de abril de 2017
 7:00–8:30 PM
Colegio del Los Medanos
 2700 East Leland Rd.
 Pittsburg, CA 94565

**Miércoles 19 de abril de
 2017**
 7:30 PM–8:30 PM
**300 Ellinwood Way,
 Habitación A y B
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Para más información contacte: Mele Tupou 925-681-6311 o correo electrónico:
mtupou@ehsd.cccounty.us
 Visítanos en: <http://ehsd.org/headstart/community-action/eeo-members/>



PUBLIC HEARING
 Thursday, April 6, 2017, 7:00-8:30pm
 Los Medanos College – Library
 2700 East Leland Road, Pittsburg, CA

ECONOMIC OPPORTUNITY COUNCIL (EOC)
 Ajit Kaushal, Chair (District 4)
 Renee Zeimer, Vice Chair (District 2)
 Armando Morales, Secretary (Low Income)
 Juan Pablo Benavente, (Low Income)
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 Bhupen Amin, (Private/Non Profit)
 Kaila Vidal, (Private/Non Profit)
 Jelani Killings, (Private/Non Profit)
 Devlyn Sewell, (Private/Non Profit)
 Cesar Zapeda, (District 1)
 Theresa Kula, (District 5)

STAFF
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 THREE (3) MINUTES* TO SPEAK. PLEASE STATE YOUR NAME AND CITY.
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AGENDA

Purpose: To gather input from the public in order to identify high priority needs of
 low-income and under-served populations in Contra Costa County.

- 7:00 Call to order – Jelani Killings, Governance Chair
 Welcome & Introductions – Ajit Kumar, Chair
- 7:05 What is Community Action? Where are we now? What is our charge?
 – Renee Zeimer, Vice-Chair
- 7:15 Public Hearing Process – Jelani Killings

Central Contra Costa County Public Hearing
Copies of Agenda (English & Spanish) and Flyer Announcement
County Building (500 Ellinwood) - April 19, 2017 - 7:30 to 8:30 p.m.

Contra Costa County
Economic Opportunity Council
PUBLIC HEARINGS




Every two years, the Contra Costa County Economic Opportunity Council (EOC) is required to hold public hearings to gather information on priority needs of our low-income population. Comments from the public are used to inform the County's Community Action Plan and determine how Community Services Block Grant dollars are spent.

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Richmond Public Library
335 Civic Center Plaza
Richmond, CA 94804

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Los Medanos College
2700 East Leland Rd.
Pittsburg, CA 94565

Wednesday, April 19, 2017
7:30 PM – 8:30 PM
500 Ellinwood Way, Room A & B
Pleasant Hill, CA 94523

For more information contact: Mele Tupou at 925.681.6311 or email mtupou@ehsd.cccounty.us
Visit us at: <http://ehsd.org/headstart/community-action/eoc-members/>

Condado de Contra Costa
Consejo de Oportunidad Económica
Audiencia Pública




Cada dos años, el Consejo de Oportunidades Económicas del Condado de Contra Costa (EOC) está obligado a celebrar audiencias públicas para reunir información sobre las necesidades prioritarias de nuestra población de bajos ingresos. Los comentarios del público se usan para informar al Plan de Acción Comunitaria del Condado y determinar cómo se gastan los dólares del Community Services Block Grant.

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Visítanos en: <http://ehsd.org/headstart/community-action/eoc-members/>



PUBLIC HEARING
Wednesday, April 19, 2017, 7:30-8:30pm
500 Ellinwood Way – Room A & B
Pleasant Hill, CA

ECONOMIC OPPORTUNITY COUNCIL (EOC)

Ajit Kaushal, Chair (District 4)
Renee Zeimer, Vice Chair (District 2)
Armando Morales, Secretary (Low Income)
Juan Pablo Benavente, (Low Income)
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AGENDA

Purpose: To gather input from the public in order to identify high priority needs of
low-income and under-served populations in Contra Costa County.

- 7:30 Call to order – Juan Pablo Benavente
Welcome & Introductions – Ajit Kaushal, Chair
- 7:35 What is Community Action? Where are we now? What is our charge?
– Renee Zeimer, Vice-Chair
- 7:45 Public Hearing Process – Juan Pablo Benavente

Attachment D

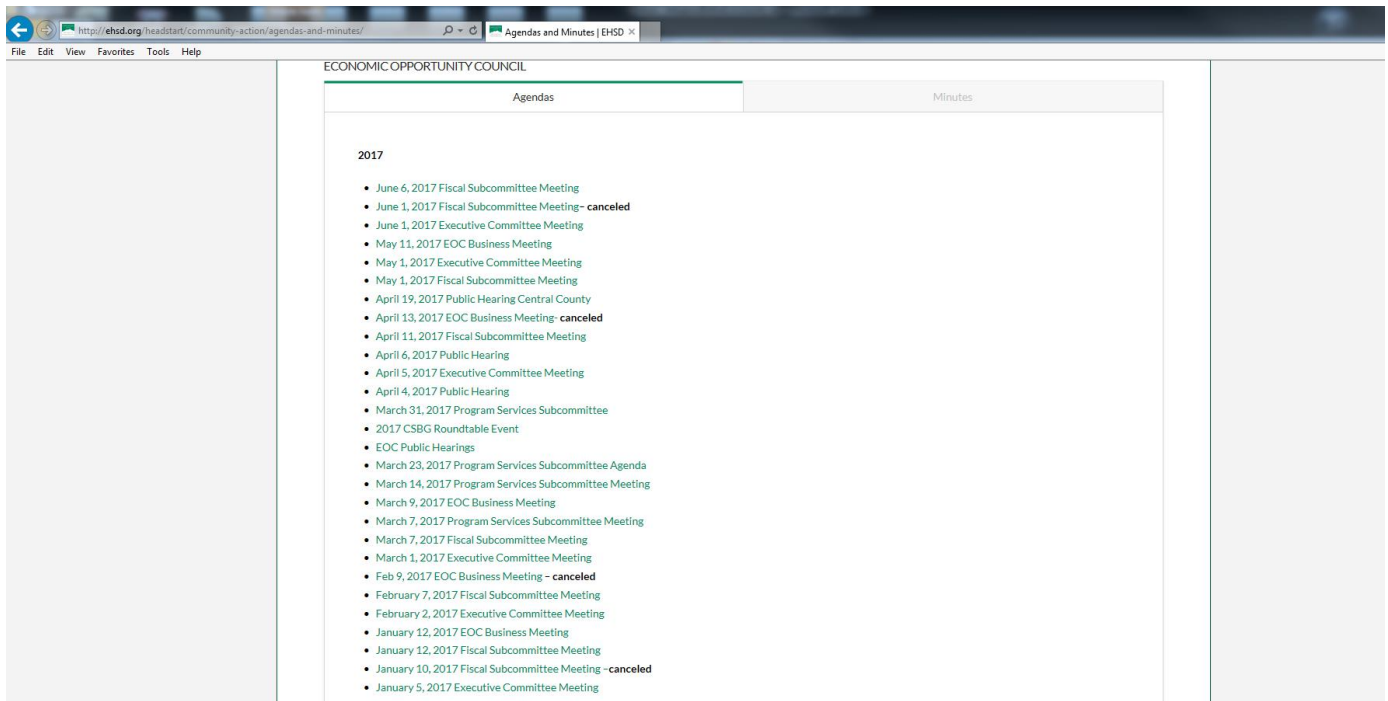
Employment & Human Services Website Page Postings for the Three Public Hearings

<http://ehsd.org/headstart/community-action/agendas-and-minutes/>

West Contra Costa County - Richmond Public Library - Tuesday, April 4, 2017, 7:00 to 8:30 p.m.

East Contra Costa County - Los Medanos College - Thursday, April 6, 2017, 7:00 to 8:30 p.m.

Central Contra Costa County - County Building (500 Ellinwood) - April 19, 2017, 7:30 to 8:30 p.m.



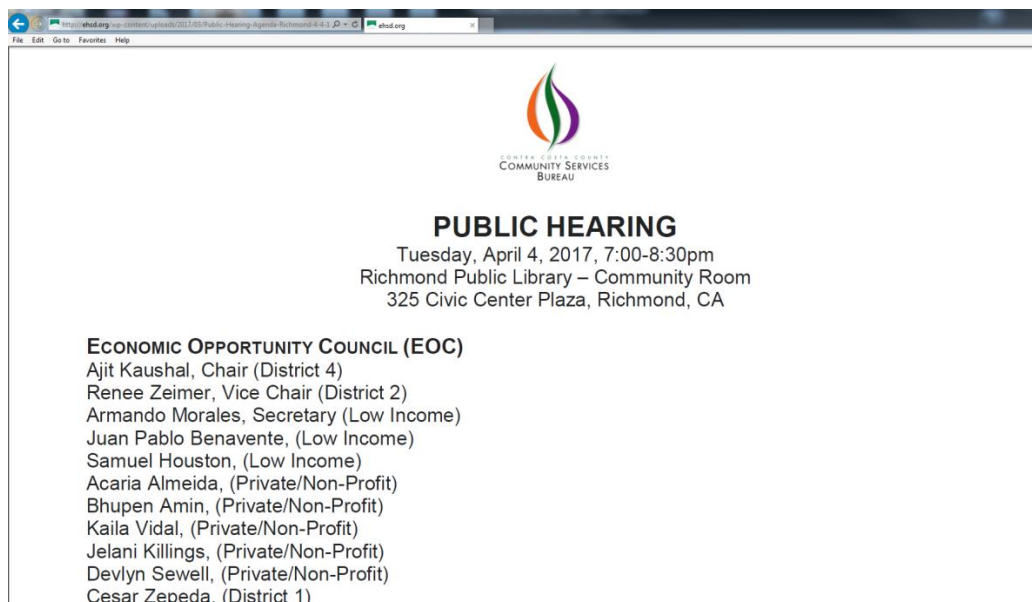
The screenshot shows a web browser window with the URL <http://ehsd.org/headstart/community-action/agendas-and-minutes/>. The page title is "Agendas and Minutes | EHSD". The main content area is titled "ECONOMIC OPPORTUNITY COUNCIL" and has two tabs: "Agendas" and "Minutes". The "Agendas" tab is selected, showing a list of meetings for 2017. The list includes various subcommittee meetings, public hearings, and roundtable events, with some marked as "canceled".

2017

- June 6, 2017 Fiscal Subcommittee Meeting
- June 1, 2017 Fiscal Subcommittee Meeting - **canceled**
- June 1, 2017 Executive Committee Meeting
- May 11, 2017 EOC Business Meeting
- May 1, 2017 Executive Committee Meeting
- May 1, 2017 Fiscal Subcommittee Meeting
- April 19, 2017 Public Hearing Central County
- April 13, 2017 EOC Business Meeting - **canceled**
- April 11, 2017 Fiscal Subcommittee Meeting
- April 6, 2017 Public Hearing
- April 5, 2017 Executive Committee Meeting
- April 4, 2017 Public Hearing
- March 31, 2017 Program Services Subcommittee
- 2017 CSBG Roundtable Event
- EOC Public Hearings
- March 23, 2017 Program Services Subcommittee Agenda
- March 14, 2017 Program Services Subcommittee Meeting
- March 9, 2017 EOC Business Meeting
- March 7, 2017 Program Services Subcommittee Meeting
- March 7, 2017 Fiscal Subcommittee Meeting
- March 1, 2017 Executive Committee Meeting
- Feb 9, 2017 EOC Business Meeting - **canceled**
- February 7, 2017 Fiscal Subcommittee Meeting
- February 2, 2017 Executive Committee Meeting
- January 12, 2017 EOC Business Meeting
- January 12, 2017 Fiscal Subcommittee Meeting
- January 10, 2017 Fiscal Subcommittee Meeting - **canceled**
- January 5, 2017 Executive Committee Meeting

West Contra Costa County - Richmond Public Library - Tuesday, April 4, 2017, 7:00 to 8:30 p.m.

<http://ehsd.org/wp-content/uploads/2017/03/Public-Hearing-Agenda-Richmond-4-4-17.pdf>



The screenshot shows a PDF document titled "PUBLIC HEARING" for Tuesday, April 4, 2017, 7:00-8:30pm at the Richmond Public Library - Community Room, 325 Civic Center Plaza, Richmond, CA. The document is from the Contra Costa County Community Services Bureau. It lists the members of the Economic Opportunity Council (EOC) and their roles.

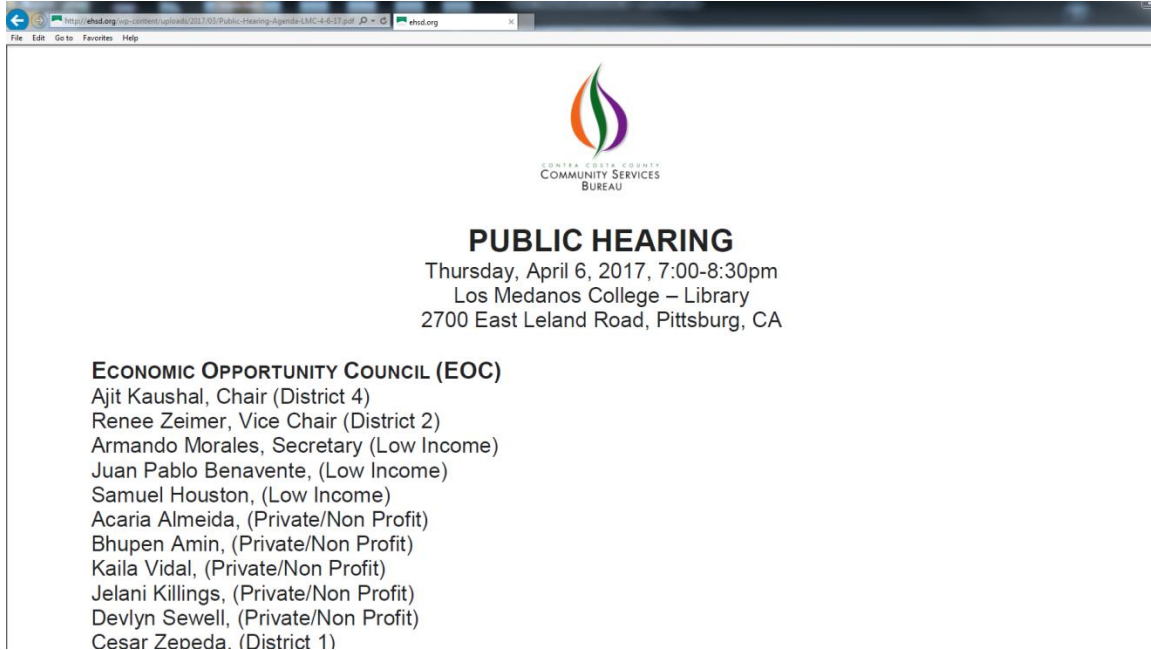
**CONTRA COSTA COUNTY
COMMUNITY SERVICES
BUREAU**

PUBLIC HEARING
Tuesday, April 4, 2017, 7:00-8:30pm
Richmond Public Library – Community Room
325 Civic Center Plaza, Richmond, CA

ECONOMIC OPPORTUNITY COUNCIL (EOC)
Ajit Kaushal, Chair (District 4)
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Kaila Vidal, (Private/Non-Profit)
Jelani Killings, (Private/Non-Profit)
Devlyn Sewell, (Private/Non-Profit)
Cesar Zepeda, (District 1)

East Contra Costa County - Los Medanos College - Thursday, April 6, 2017, 7:00 to 8:30 p.m.

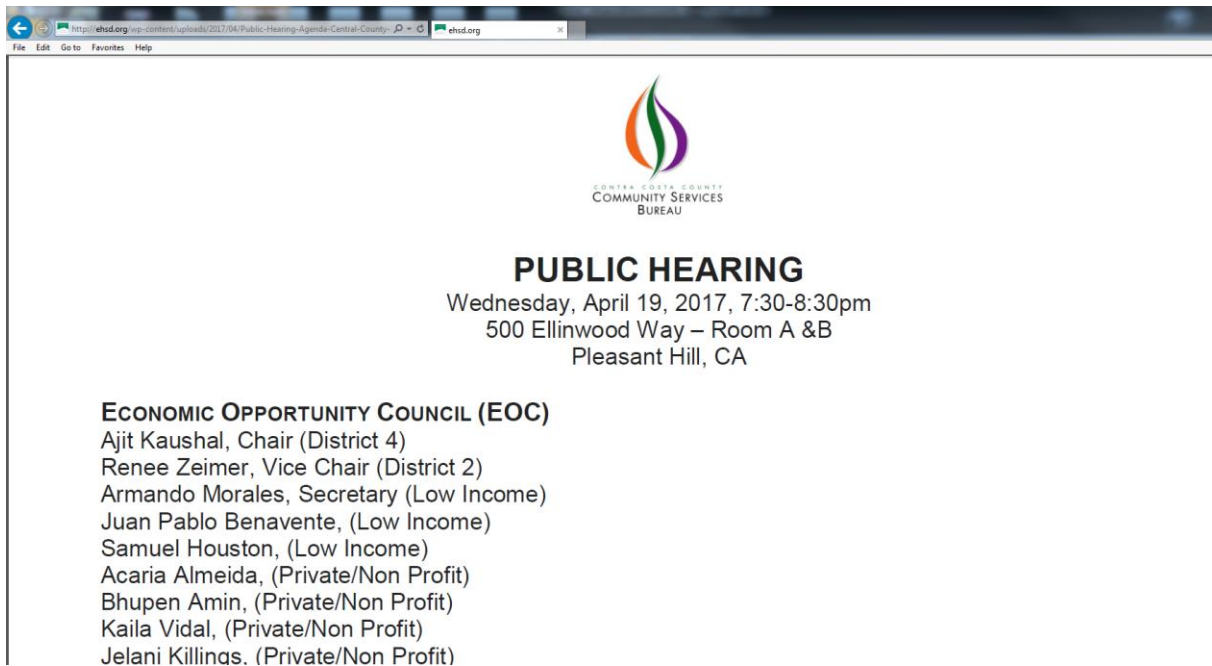
<http://ehsd.org/wp-content/uploads/2017/03/Public-Hearing-Agenda-LMC-4-6-17.pdf>



The screenshot shows a web browser window with the URL <http://ehsd.org/wp-content/uploads/2017/03/Public-Hearing-Agenda-LMC-4-6-17.pdf>. The page features the Contra Costa County Community Services Bureau logo at the top center. Below the logo, the text reads: **PUBLIC HEARING**, Thursday, April 6, 2017, 7:00-8:30pm, Los Medanos College – Library, 2700 East Leland Road, Pittsburg, CA. Underneath, the **ECONOMIC OPPORTUNITY COUNCIL (EOC)** members are listed: Ajit Kaushal, Chair (District 4); Renee Zeimer, Vice Chair (District 2); Armando Morales, Secretary (Low Income); Juan Pablo Benavente, (Low Income); Samuel Houston, (Low Income); Acaria Almeida, (Private/Non Profit); Bhupen Amin, (Private/Non Profit); Kaila Vidal, (Private/Non Profit); Jelani Killings, (Private/Non Profit); Devlyn Sewell, (Private/Non Profit); and Cesar Zepeda, (District 1).

Central Contra Costa County - County Building (500 Ellinwood) - April 19, 2017, 7:30 to 8:30 p.m.

<http://ehsd.org/wp-content/uploads/2017/04/Public-Hearing-Agenda-Central-County-4-19-17.pdf>



The screenshot shows a web browser window with the URL <http://ehsd.org/wp-content/uploads/2017/04/Public-Hearing-Agenda-Central-County-4-19-17.pdf>. The page features the Contra Costa County Community Services Bureau logo at the top center. Below the logo, the text reads: **PUBLIC HEARING**, Wednesday, April 19, 2017, 7:30-8:30pm, 500 Ellinwood Way – Room A & B, Pleasant Hill, CA. Underneath, the **ECONOMIC OPPORTUNITY COUNCIL (EOC)** members are listed: Ajit Kaushal, Chair (District 4); Renee Zeimer, Vice Chair (District 2); Armando Morales, Secretary (Low Income); Juan Pablo Benavente, (Low Income); Samuel Houston, (Low Income); Acaria Almeida, (Private/Non Profit); Bhupen Amin, (Private/Non Profit); Kaila Vidal, (Private/Non Profit); and Jelani Killings, (Private/Non Profit).



2017 – 2021
COMMUNITY ASSESSMENT
KEY FINDINGS



Contra Costa County
Employment and Human Services Department
Community Services Bureau

Rev. 5/2017

Demography

At 1,096,068 residents, the population of Contra Costa County has grown 5% since 2010, compared to 3% growth in California overall. In these 6 years, several communities saw much faster growth, including Pacheco (16%), Rodeo (12%), Alamo (12%), Kensington (10%), Vine Hill (10%) and Discovery Bay (10%). The largest growth has been among Asian (up 23%), Latino (up 21%) and White residents (up 5%), and in 2015, the county is 61% white, 25% Hispanic, 15% Asian and 9% African American. About 76% of local residents are U.S.-born compared to 73% in California, but 52% of the county's foreign-born residents are naturalized citizens, compared to 49% statewide.

After several years of declines, births in the county have increased 11% since 2013, with the largest number of 2015 births in Concord (2,048), Richmond (1,715), Antioch (1,421) and Pittsburg (1,062). The teen birth rate (11.4 per 1,000), although less than the state overall (17.1), is of concern in Antioch (133 teen births), Martinez (59 births), Pittsburg (56 births), Richmond (40 births) and Pinole (33 teen births). The birth rate among the area's foreign-born women (63.5 per 1,000) exceeds that of U.S.-born women (45.9), as well as foreign-born women in California (57.8).

Since 2009, the county's proportion of families (up 8%) and families with children (up 6%) has increased relative to the state. Single female-headed families, half of which include children, now account for 12% of all households. In 2015, 31% (79,511) of the county's 260,864 children are under 6 and 15% (37,787) are under 3. About 6% (64,668) of all residents are 0-4 year olds, compared to 7% statewide. The areas of 94565, 94509, 94806 and 94513 are the most populous and home to the largest population of children under 5 with 27% (17,654) of the county's 0-4 year olds.

Economy

As of January 2017 the county's unemployment rate (4%) compares favorably to the state (5%), but rates exceed the county in Vine Hill (10%), Tara Hills (9%), San Pablo (7%), Pacheco (7%), Antioch (6%), Bethel Island (6%), Oakley (6%), Pittsburg (5%), Richmond (5%) and Concord (5%). While the county's workforce grew 10% or 48,600 workers since 2000, employment increased just 8% or 38,900 jobs. About 64% (8,633) of Contra Costa women who gave birth in the past year are in the workforce, compared to just 57% statewide.

Median family income is \$95,824 countywide, with lower medians in San Pablo, Antioch, Concord, Oakley, Pittsburg and Richmond. In 2015, 11% of individuals, 8% of families, 14% of children and 12% of families with children live below the FPL. Notably, the poverty rate among single female-headed families with children under 5 is now 37%, and of 13,513 Contra Costa women with births in 2015, 18% (2,457) live below the FPL. However, the number of children under 6 living in poverty (5,945) has dropped 40% since 2014. Countywide, 10% of U.S.-born residents live in poverty, compared to 7% of naturalized citizens and 20% of non-citizens.

Only 29% of county homes are affordable to a median income household, compared to 67% in 2010. In particular, the pace of rent increases has escalated dramatically, up 37% since 2015, and the median monthly rent for a 2-bedroom unit is now \$2,173. About 35% of mortgages (85,522) and 55% of rental units (71,114) are considered unaffordable in 2015. In 2016, 3,500 individuals in the county are homeless or at risk of becoming homeless, including 1,110 living on the streets, 364 in families, 21 parenting youth with 21 children, and 6 unaccompanied children. About 11% of the region's homeless are children, and 2,814 students do not have stable housing.

In 2015, 1.9% of residents are CalWORKs cash grant recipients, down from 2.1% in 2014. The county now has 7,837 CalWORKs cash grant cases involving 13,744 children. About 5% of local households rely on SSI benefits in 2015, receiving between \$1,319 and \$9,114 annually. About 6% (24,417) of households participate in SNAP benefits, and 17% (44,752) of all children live in a home with SSI, cash PA or SNAP benefits, versus 27% statewide.

Health and Safety

In Contra Costa, 10% are uninsured compared to 15% statewide, but both rates have improved since 2014. Rates are highest among foreign-born residents (19%) and for residents of Vine Hill (15%), Tara Hills (16%), Richmond (17%) and San Pablo (21%). About 4% (2,802) of 0-5 year olds are uninsured, and 6% of 2-11 year olds have never seen a dentist. Notably, foreign-born naturalized citizens are 4 times more likely than non-citizens to access health insurance.

Infant mortality rose to 4.3 per 1,000 in 2015 and is projected to top 5.0 in 2017. Although still lower than the state (5.0 per 1,000), the county's rate (4.3) has worsened while the state's has improved. About 88% of pregnant women receive first trimester prenatal care in the county, with multi-racial (80%) and Latino mothers (81%) least likely to receive care. By 2017, 7% (5,872) of births are projected to be low birthweight. About 41% of Contra Costa pregnant women participate in WIC, and 4% (500) do not have stable housing during pregnancy, compared to 3% statewide.

In 2015, the rate of first entry into foster care in the county (1.6 per 1,000) continues lower than in the state (2.8), but locally, 49% of all 414 first entries are children age 0-5. Compared to a 1% decline in its population of children since 2006, the county's number of foster care first entries has declined 24% while its point-in-time count of foster children is down 35%. Still, rates among African American children at 6.4 per 1,000 are much higher. Contra Costa schools enrolled 1,573 foster students in 2014-15, with 113 (7%) in kindergarten.

In 2016, 20,254 students attend special education classes, up 17% since 2011, including at least 2,129 children under 6. An estimated 11% (118,603) of all Contra Costa residents have a major disability, including 1% of children age 0-4, but the incidence among 0-4 year olds is considerably higher in East Richmond Heights (3%), Pinole (3%), Rodeo (3%), San Pablo (3%) and Alamo (6%). In 2014-15, the CCHS Behavioral Health Division saw children for mental health outpatient visits 288,432 times, averaging 24,036 visits per month.

In 2015, Contra Costa's 5th and 7th graders continue to surpass the state on fitness tests, but physical fitness among 9th graders has now fallen behind the state, with Native Hawaiian/Pacific Islander, African American, Asian, Filipino, multi-racial and economically disadvantaged students most at risk.

In 2016, the county received a D for air quality from the American Lung Association, putting up to 23,069 asthmatic children and 158,199 elderly adults at special risk. Asthma diagnoses among children and residents of all ages continue to decline relative to the state; however, the county sees higher rates of asthma-related hospitalizations. In 2014, 22.7 per 10,000 age 0-4 (142 children) had an asthma-related hospitalization in Contra Costa compared to 19.6 in the state.

After trending downward since 2009, Chlamydia rates have risen to 422.5 per 100,000 in 2015, up from 385.5 in 2014, while Gonorrhea rates have risen to 118.1, up from 93.4. Notably, Chlamydia among 15-19 year old females in Contra Costa rose to 2211.7 per 100,000 in 2015, while it dropped to 551.5 per 100,000 among boys the same age.

Since 2004, adult misdemeanor arrests had fallen 18% in the county compared to a 3% drop in the state, but in 2014 the county saw a 1-year 4% increase with 13,695 adult misdemeanor arrests. From 2013 to 2014, the adult felony arrest rate in Contra Costa also rose nearly 4% with 11,519 arrests. Contra Costa's incarceration rate dropped 8% since 2014 from 315 per 100,000 to 291 per 100,000, while California's rate declined 9%. The rates of juvenile misdemeanor and felony arrests in both state and county have fallen sharply in recent years and this trend continues in 2014, with 1,025 juvenile misdemeanor arrests in the county and 627 juvenile felony arrests. The felony arrest rate among youth, which fell to 5.2 per 1,000 overall, remains significantly higher among African American youth (24.5); however, African American youth have also seen the steepest declines in the past 6 years, with rates down from 43.8 to 24.5 per 1,000.

Education

Contra Costa schools enrolled 176,437 children in 2015, up 7% since 2007, with a 5% growth in preschoolers and a 6% growth in kindergarteners. The overall student body is 35% Latino, 33% White, 12% Asian and 10% African American. Of 2,744 students in Transitional Kindergarten (TK), 29% are English Learners (EL) and 40% are socio-economically disadvantaged (SD), but SD rates are higher among Pacific Islander (71%), African American (68%) and Latino (64%) TK students. About 40% (70,588) of students overall are FRPM-eligible compared to 59% in the state, but rates in Pittsburg (76%), West Contra Costa (71%), Antioch (68%) and John Swett (68%) are much higher.

The percentage of English Learners (EL) in the county has grown from 15% to 18% since 2004, and 80% of all EL students attend schools in West Contra Costa, Mt. Diablo, Pittsburg or Antioch Unified. About 79% of all EL students speak Spanish, and 12% (3,889) are kindergarteners. Across all students and grade levels, 55% meet or exceed English performance standards and 45% meet or exceed Math standards, compared to the state's 49% and 37%, respectively.

Countywide truancy is 38%, with rates in West Contra Costa (60%), John Swett (49%), Martinez (45%), Acalanes Union High (43%) and Antioch (42%) significantly higher. About 89% of all county high school students graduate compared to 82% statewide, but dropout rates exceed the overall county (6%) in West Contra Costa (7%), Antioch (8%), John Swett (8%), Martinez (9%), Pittsburg (9%) and Mt. Diablo Unified (11%).

About 89% of residents have at least a high school education, including 95% of U.S.-born residents, 86% of naturalized citizens and 63% of non-citizens. About 262,910 U.S.-born residents of all ages attend school with 7% (18,404) in preschool. Another 30,801 students are foreign-born with 1.4% (431) in preschool. Overall, 58% of the county's 3-4 year olds attend preschool, with lower rates in Hercules (39%), Pittsburg (39%), Vine Hill (37%) and East Richmond (18%), but more than 90% of income eligible 3-4 year olds in 94525, 94598, 94526, 94517 and 94506 are not enrolled.

About 9,845 children age 0-5 are income-eligible for Head Start in Contra Costa, but access to childcare remains a problem for many. Barriers to access include a 7% drop in the number of childcare slots in licensed centers and homes, down from 38,237 slots in 2004 to 35,459 slots in 2014, and a 27% drop in the number of facility sites. In 2017, the county has 18,465 preschool daycare center slots and 1,888 infant center slots in licensed centers, with 42% of requests for licensed childcare involving preschoolers and 39% involving infants. Cost also remains a barrier for many, as full-time infant care in 2014 tops \$14,979 annually, up \$2,329 or 18% from 2010. Notably in California as a whole, only 9% of 0-2 year olds and 40% of 3 year olds eligible for childcare subsidies receive them, and even when available, subsidies may cover as little as 55% of a family's out-of-pocket costs for childcare.

Appendix F – Economic Opportunity Council Site Monitoring Evaluation



Contra Costa County Employment & Human Services Department Community Services Bureau



Economic Opportunity Council (EOC) Site Monitoring Evaluation

Site Location: _____ Date of Visit: _____
Site Representative: _____ Title: _____
EOC Representative: _____ Time of Visit: _____
Purpose of facility: _____

Attach Mission Statement or Brochure(s)

Does the Service Provider Mission Support the EOC Missions Statement? Yes ☐ No ☐

Site Program(s) (Check all Applicable Programs):

<input type="checkbox"/> Education	<input type="checkbox"/> Medical
<input type="checkbox"/> Job Training	<input type="checkbox"/> Probation
<input type="checkbox"/> Housing	<input type="checkbox"/> After School Program
<input type="checkbox"/> Emergency Shelter Childcare	<input type="checkbox"/> Tutoring
<input type="checkbox"/> Transportation	<input type="checkbox"/> Others: _____

Population served (i.e. families, specific high-risk groups, neighborhood, etc): _____

Interview Questions:

- How does your program receive referrals? (i.e. Religious Organization(s), Walk-in's, Outreach, Schools, Corrections, Self, Other) _____
- How many client(s) does the facility support? Daily: _____ Weekly: _____ Monthly: _____ Annual: _____
- Number staff employed: _____ Volunteers: _____
- Is staffing fully in place for your CSBG funded program? If not, why? _____
- What screening criteria are used to determine eligibility? _____
- What obstacles do your clients face before, during, and after your program? (i.e. unemployment, housing, etc) _____
- In general, is your program well known and received positively in the community? _____
- What issues/barriers have you encountered as an organization? What specific actions are you taking to address these problems? Are any of these issue areas in which the EOC might provide assistance? _____
- Are there other issues or facets of your program of which you would like the EOC to be aware? _____

Appendix F – Economic Opportunity Council Site Monitoring Evaluation



Contra Costa County Employment & Human Services Department Community Services Bureau



EOC Representative Observation:

	Lowest			Highest	
1. Was the facility clean?	1	2	3	4	5
2. Was the staff professional and easily to be identified?	1	2	3	4	5
3. Was the facility organized and professional?	1	2	3	4	5
4. How were the clients interacting with staff?	1	2	3	4	5
5. What is your overall perception of the facility?	1	2	3	4	5

Contract Service Activities:

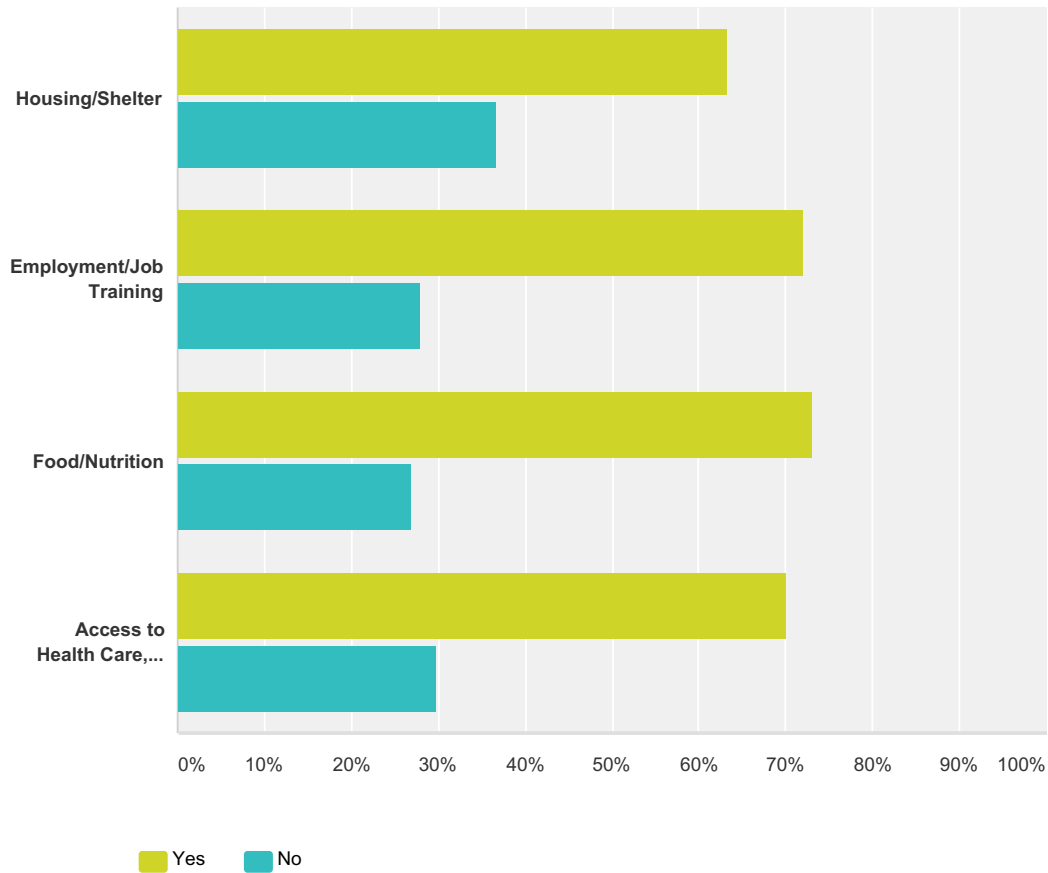
Activity:	Status:

NOTES:

Improvement(s) / Recommendations:

Q3 Do you believe that the 2016-2017 Community Action Plan priority areas still fit the needs of your community?

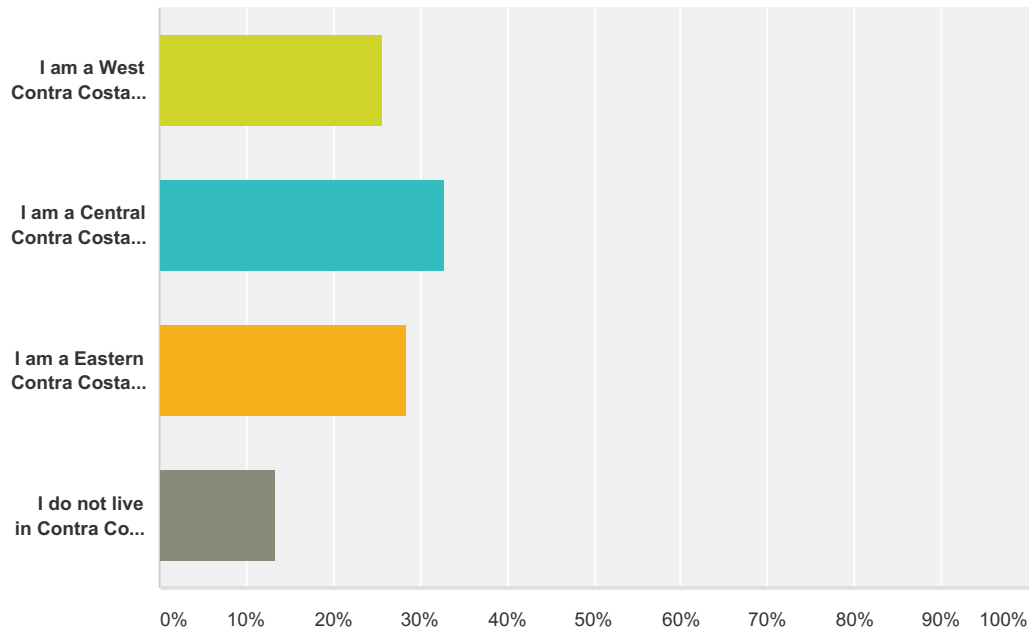
Answered: 106 Skipped: 12



	Yes	No	Total
Housing/Shelter	63.21% 67	36.79% 39	106
Employment/Job Training	72.12% 75	27.88% 29	104
Food/Nutrition	73.08% 76	26.92% 28	104
Access to Health Care, Transportation, Child Care	70.19% 73	29.81% 31	104

Q4 From the list below, select those responses that best describe your current situation (select one):

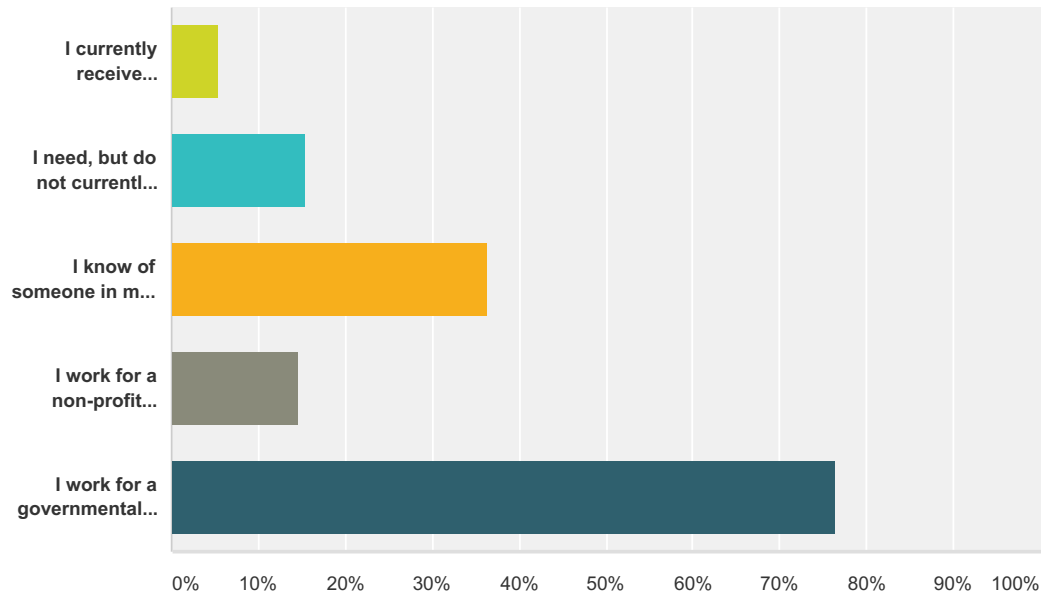
Answered: 113 Skipped: 5



Answer Choices	Responses	
I am a West Contra Costa County resident	25.66%	29
I am a Central Contra Costa County resident	32.74%	37
I am a Eastern Contra Costa County resident	28.32%	32
I do not live in Contra Costa County	13.27%	15
Total		113

Q5 Please select those responses that best describe your current situation (select all that apply):

Answered: 110 Skipped: 8



Answer Choices	Responses
I currently receive services in one or more of the areas I listed in responding to Question 1.	5.45% 6
I need, but do not currently receive services in one or more of the areas I listed in responding to Question 1.	15.45% 17
I know of someone in my community that does not currently receive, but needs services in one or more of the areas I listed in responding to Question 1.	36.36% 40
I work for a non-profit organization that provides services to Contra Costa County residents in one or more of the areas I listed in responding to Question 1.	14.55% 16
I work for a governmental agency that provides services to Contra Costa County residents in one or more of the areas I listed in responding to Question 1.	76.36% 84
Total Respondents: 110	

Attachment H
Public Hearings 1-2-3 - Questions & Comments
West Contra Costa County Public Hearing - Richmond April 4, 2017
East Contra Costa County Public Hearing - Los Medanos College April 6, 2017
Central Contra Costa County Public Hearing – Central April 19, 2017

Comment/Concern	Was the concern addressed in the CAP?	If so, page #	If not, indicate the reason
PH1. Health and safety, for immigrants.	Yes	Pg. 10 and 11 (Last paragraph)	
PH1. Mental health. The people who don't receive medical benefits have more causes of depression, crime, abuse, and housing issues. Mental health is a high issue.	Yes	Comprehensive Health Services- Pg. 18, 20, 25	
PH1. Have rights to a safe job and be treated properly if they get injured on the job. These immigrants are put in a position to think if they report an injury on sexual harassment that they will lose their job. Some are even scared to ask for supplies to do their job right in fear of being "Black listed". They are lacking proper training.	Yes	Employment/ Training pg. 18	
PH1. Homelessness. Housing is most important. There isn't enough housing, food, transportation, child care.	Yes	Affordable housing- pg. 20	
PH1. Food and child care. Don't tell me the problem give me the solution.	Yes	Food/Nutrition Pg. 23	
PH2. Opportunity Junction helps with every aspect of life. People come in wanting to work and find jobs. This isn't the first time the president has tried to take away our funding. This program is good funding.	Yes	Employment/ Training pg. 18	
PH2. Kids should have jobs to help fix up the community; it would also prevent less crime. When people get jobs they pay into the system. People on SSI aren't getting anything near minimum wage and that's what they have to live on. The county won't even give the people on SSI food stamps because they make too much money. 25 million should be going to housing not to the jails; The homeless use massive amount of emergencies if they had housing they wouldn't use it. I thought you had more voice and control in this county budget.	Yes	Employment/ Training pg. 18	
PH2. Affordable housing is most important. There is a lot of people getting evicted; The people who are receiving aid should know the agenda.	Yes	Affordable housing- pg. 20	
PH2. main issues Jobs, Shelter, child care	Yes	Affordable housing- pg. 20	

Comment/Concern	Was the concern addressed in the CAP?	If so, page #	If not, indicate the reason
PH3. Mental health awareness. We are seeing more homelessness, more anxiety and stress. People afraid to leave their homes. We need to educate people, create mental health awareness. Prevention is number 1. Provide funding for mental health services, so we can provide when it's due.		Comprehensive Health Services- Pg. 18, 20, 25	
PH3. In need of food & nutrition, housing, job skills and training. Extreme low income in all of contra costa county. We need more services for all phases of life.	Yes	Affordable housing- pg. 20 Employment/ Training pg. 18	
PH3. More affordable programs in the summer for kids. It's expensive for parents who can't afford the cost of some of these programs. There are some low income programs but we need to provide more. It's important to provide these programs for our kids.	Yes	Employment/ Training pg. 18	
PH3. For my community I would like to see high quality education. The president doesn't care about our district schools he's more concerned with charter schools. What gets the most attention gets the right resources.	No		Due to limited funding.
PH3. affordable housing and programs for children 5 and older. (translated)	Yes	Affordable housing- pg. 20	
PH3. Our youth our future for tomorrow; need programs to keep them away from violence and drugs. Our community minimum wage went up but things like rent and groceries go up as well. Most services are given to people with citizenship while the people who aren't legal don't get programs. Like help with paying bills.	Yes	Employment/ Training pg. 18	
PH3. Section 8. Happy to have a roof over my head but I have a landlord who won't fix thing's when something needs a fix. It's hard to relocate because a lot of people won't rent to others who are on section 8 due to the name it that comes with it.	Yes	Affordable housing- pg. 20	
PH3. Schools in Bay Point need funding to provide free lunches and fix up the schools for they are very run down. Trying to take away free lunch from the schools in Bay point. (translated)	No		Due to limited funding.
PH3. The community should be taught about political policies and taught real world financial literacy. Things that aren't taught in schools. Stocks, bonds , auctions or even what credit is. More training for the kids to have better understanding of it.	Yes	Pg 19.	

Comment/Concern	Was the concern addressed in the CAP?	If so, page #	If not, indicate the reason
PH3. Wants help with therapy and support due to a man who stalks her at work. Every time she leaves work he is there. <i>(translated)</i>	No		Spoke to her privately about contacting law enforcement
PH3. Law enforcement programs for our young men, especially our young men of color. Teach them how to interact with law enforcement.	No		Due to limited funding
PH3. More housing, there isn't enough.	Yes	Affordable housing- pg. 20	
PH3. Create solutions for housing. More stability for these families.	Yes	Affordable housing- pg. 20	
PH3. Find ways to provide more income for low income families.	Yes	Employment/ Training pg. 18	
PH3. Kids with ADHD should have a special class or school. It's hard for them to be in classes with 25-30 students. They often get in trouble for acting out. Or treated as a "special kid". They need some type of special program for those kids.	No		Due to limited funding
PH3. More awareness to the community of the resources they can receive. Get the word out so they can get the help they need.	Yes	Pg. 30-#1, 2	
PH3. A lot of cost to maintain a unit. You have families with 10 plus people moving into 2 bedroom apartments. Then when they leave there is thousands is property damage. Where does the money come from to fix the unit?	Yes	Affordable housing- pg. 20	
PH3. Provide all services to all areas such as Antioch and Pittsburg.	Yes	-Affordable housing- pg. 20 -Employment/ Training pg. 18 -Comprehensive Health Services- Pg. 18, 20, 25	
PH3. I live in Richmond and there are many necessities there is a lot of garbage in the streets, there are a lot of holes in the pavement. Streets are dark and that is dangerous to walk. In the parks there is no security and there are many people smoking drugs. <i>(translated)</i>	No		Observation-not a cause for poverty.
PH1-West County PH2-East County PH3-Central County			

[illegible]

Q1 From your perspective, what are the top challenges facing Contra Costa residents? (for example, you might identify food, shelter, housing, etc.)?

Answered: 115 Skipped: 3

Answer Choices	Responses
1.	100.00% 115
2.	96.52% 111
3.	88.70% 102

#	1.	Date
1	Lack of motivation/want everything done for them	5/31/2017 1:06 PM
2	taxes	5/30/2017 3:37 PM
3	Housing	5/30/2017 8:42 AM
4	Affordable childcare	5/26/2017 2:43 PM
5	shelter	5/26/2017 1:08 PM
6	affordable housing	5/26/2017 8:43 AM
7	housing	5/25/2017 1:22 PM
8	Housing	5/24/2017 3:45 PM
9	Housing	5/24/2017 2:33 PM
10	housing	5/24/2017 12:41 PM
11	Housing and expense of housing	5/24/2017 12:31 PM
12	Housing	5/24/2017 11:34 AM
13	housing	5/24/2017 9:19 AM
14	Affordable Housing	5/24/2017 8:57 AM
15	Housing	5/24/2017 8:38 AM
16	low salary	5/23/2017 5:06 PM
17	decent paying employment	5/23/2017 2:45 PM
18	rent cost	5/23/2017 2:32 PM
19	affordable housing	5/23/2017 1:44 PM
20	lack of affordable housing	5/23/2017 1:25 PM
21	affordable housing	5/23/2017 12:45 PM
22	Competitive Wages	5/23/2017 11:27 AM
23	Housing	5/23/2017 11:18 AM
24	homelessness	5/23/2017 11:16 AM
25	Housing	5/23/2017 11:00 AM
26	housing costs	5/23/2017 10:51 AM
27	Employment	5/23/2017 10:30 AM
28	housing	5/23/2017 10:27 AM

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29	Housing	5/23/2017 10:21 AM
30	Affordable housing, especially for seniors	5/23/2017 10:05 AM
31	Housing	5/23/2017 10:01 AM
32	Rental rates/housing	5/23/2017 9:37 AM
33	affordable housing	5/23/2017 9:08 AM
34	Affordable housing	5/23/2017 9:08 AM
35	Affordable Housing	5/23/2017 9:07 AM
36	affordable housing	5/23/2017 8:55 AM
37	Housing	5/23/2017 8:44 AM
38	HOUSING	5/23/2017 8:43 AM
39	housing	5/23/2017 8:42 AM
40	housing	5/23/2017 8:29 AM
41	affordable housing	5/23/2017 8:14 AM
42	housing	5/23/2017 8:13 AM
43	Affordable Housing	5/23/2017 8:04 AM
44	Shelter	5/23/2017 7:53 AM
45	housing	5/23/2017 7:45 AM
46	Housing	5/23/2017 7:44 AM
47	Cost of housing	5/23/2017 7:43 AM
48	high cost of living	5/23/2017 7:41 AM
49	housing	5/23/2017 7:38 AM
50	affordable housing	5/23/2017 7:33 AM
51	Unaffordable housing.	5/23/2017 7:25 AM
52	crime	5/23/2017 7:24 AM
53	Mental Health	5/23/2017 7:16 AM
54	housing	5/23/2017 7:11 AM
55	Housing	5/23/2017 7:07 AM
56	crime	5/23/2017 6:45 AM
57	Housing	5/22/2017 6:04 PM
58	housing	5/22/2017 5:21 PM
59	Affordable housing	5/22/2017 5:16 PM
60	Employment	5/22/2017 5:00 PM
61	food	5/22/2017 4:51 PM
62	Shelter	5/22/2017 4:48 PM
63	Poverty	5/22/2017 4:46 PM
64	housing prices	5/22/2017 4:37 PM
65	Housing costs	5/22/2017 4:32 PM
66	Mental Health assistance	5/22/2017 4:31 PM
67	Housing	5/22/2017 4:27 PM
68	Housing	5/22/2017 4:26 PM
69	housing	5/22/2017 4:26 PM

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70	housing	5/22/2017 4:25 PM
71	Affordable housing	5/22/2017 4:20 PM
72	Housing costs	5/22/2017 4:20 PM
73	Traffic	5/22/2017 4:16 PM
74	Homelessness/housing	5/22/2017 4:16 PM
75	Overpriced housing	5/22/2017 4:15 PM
76	HOUSING COST/AVAILABLE LOW INCOME HOUSING	5/22/2017 4:12 PM
77	Affordable rentals & Affordable homes (developers and others blocking resident access)	5/22/2017 4:12 PM
78	High cost housing	5/22/2017 4:11 PM
79	over population	5/22/2017 4:10 PM
80	housing	5/22/2017 4:10 PM
81	Housing/ Cost	5/22/2017 4:09 PM
82	Affordable housing	5/22/2017 4:09 PM
83	housing	5/22/2017 4:08 PM
84	Rent	5/22/2017 4:07 PM
85	Shelter	5/22/2017 4:07 PM
86	afordable housing	5/22/2017 4:06 PM
87	affordable housing	5/22/2017 4:06 PM
88	Homeless	5/22/2017 4:05 PM
89	housing	5/22/2017 4:04 PM
90	Affordable housing	5/22/2017 4:04 PM
91	housing	5/22/2017 4:04 PM
92	housing for homeless	5/22/2017 4:03 PM
93	Affordable Housing	5/22/2017 4:03 PM
94	Housing	5/22/2017 4:02 PM
95	Housing	5/22/2017 4:01 PM
96	Housing	5/22/2017 4:00 PM
97	Housing	5/22/2017 3:51 PM
98	Lack of affordable housing	5/22/2017 1:24 PM
99	Affordable Housing	5/22/2017 10:46 AM
100	Housing	5/22/2017 10:40 AM
101	Housing	5/22/2017 10:30 AM
102	housing	5/19/2017 2:39 PM
103	housing	5/17/2017 3:52 PM
104	Housing	5/16/2017 11:55 AM
105	Traffic	5/16/2017 11:46 AM
106	Safety (Crime Prevention, Adequate Law Enforcement)	5/16/2017 9:16 AM
107	Housing	5/15/2017 4:03 PM
108	Housing - high rents	5/15/2017 12:07 PM
109	Employment opportunities	5/15/2017 9:23 AM
110	housing	5/15/2017 9:11 AM

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111	Employment and job training	5/12/2017 4:23 PM
112	Affordable housing	5/12/2017 3:46 PM
113	College graduates still not being able to afford housing on their own	5/12/2017 3:32 PM
114	Housing	5/12/2017 3:18 PM
115	affordable housing	5/12/2017 3:04 PM
#	2.	Date
1	Housing/Rent costs	5/31/2017 1:06 PM
2	cost of living	5/30/2017 3:37 PM
3	Low wages	5/30/2017 8:42 AM
4	Low cost housing	5/26/2017 2:43 PM
5	expensive housing	5/26/2017 1:08 PM
6	road improvements	5/26/2017 8:43 AM
7	employment	5/25/2017 1:22 PM
8	Training programs	5/24/2017 3:45 PM
9	food	5/24/2017 2:33 PM
10	income	5/24/2017 12:41 PM
11	Shelter	5/24/2017 12:31 PM
12	Affordable Child Care	5/24/2017 11:34 AM
13	shelter	5/24/2017 9:19 AM
14	Affordable Child Care	5/24/2017 8:57 AM
15	Food	5/24/2017 8:38 AM
16	high rent, not enough housing	5/23/2017 5:06 PM
17	affordable housing	5/23/2017 2:45 PM
18	low wages	5/23/2017 2:32 PM
19	affordable child care	5/23/2017 1:44 PM
20	high cost of living	5/23/2017 1:25 PM
21	homelessness	5/23/2017 12:45 PM
22	Housing	5/23/2017 11:27 AM
23	Transportation	5/23/2017 11:18 AM
24	hunger	5/23/2017 11:16 AM
25	Food	5/23/2017 11:00 AM
26	homelessness	5/23/2017 10:51 AM
27	Housing	5/23/2017 10:30 AM
28	food	5/23/2017 10:27 AM
29	Work	5/23/2017 10:21 AM
30	Affordable food	5/23/2017 10:05 AM
31	Dependable Child Care	5/23/2017 10:01 AM
32	School over population	5/23/2017 9:37 AM
33	employment	5/23/2017 9:08 AM
34	childcare	5/23/2017 9:08 AM
35	Food	5/23/2017 9:07 AM

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36	food security	5/23/2017 8:55 AM
37	Shelter	5/23/2017 8:44 AM
38	FOOD	5/23/2017 8:43 AM
39	food	5/23/2017 8:42 AM
40	food	5/23/2017 8:29 AM
41	transitional housing	5/23/2017 8:14 AM
42	employment barriers	5/23/2017 8:13 AM
43	Food	5/23/2017 8:04 AM
44	Housing	5/23/2017 7:53 AM
45	food	5/23/2017 7:45 AM
46	Jobs	5/23/2017 7:44 AM
47	risk of downsizing in workplace	5/23/2017 7:41 AM
48	employment	5/23/2017 7:38 AM
49	crime	5/23/2017 7:33 AM
50	Unaffordable motel options for the homeless.	5/23/2017 7:25 AM
51	homeless areas not being clean	5/23/2017 7:24 AM
52	Housing	5/23/2017 7:16 AM
53	employability	5/23/2017 7:11 AM
54	Health care access	5/23/2017 7:07 AM
55	transportation	5/23/2017 6:45 AM
56	Availability of child care	5/22/2017 6:04 PM
57	income	5/22/2017 5:21 PM
58	Debt	5/22/2017 5:16 PM
59	Housing	5/22/2017 5:00 PM
60	shelter	5/22/2017 4:51 PM
61	discrimination/bias	5/22/2017 4:46 PM
62	crime rates rising	5/22/2017 4:37 PM
63	health care availability	5/22/2017 4:32 PM
64	shelter	5/22/2017 4:31 PM
65	Case Management	5/22/2017 4:27 PM
66	Shelter	5/22/2017 4:26 PM
67	electric bills/utilities	5/22/2017 4:26 PM
68	childcare	5/22/2017 4:25 PM
69	Traffic congestion	5/22/2017 4:20 PM
70	Homelessness	5/22/2017 4:20 PM
71	Surge in Homeless population & Garbage they leave behind.	5/22/2017 4:16 PM
72	Need of school transportation for k-12grade	5/22/2017 4:16 PM
73	TRAFFIC	5/22/2017 4:12 PM
74	More quality child care for all ages & more preschool infant sites	5/22/2017 4:12 PM
75	Crime rate	5/22/2017 4:11 PM
76	child care	5/22/2017 4:10 PM

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77	Traffic	5/22/2017 4:09 PM
78	Affordable, quality child care	5/22/2017 4:09 PM
79	transportation/traffic	5/22/2017 4:08 PM
80	Housing Prices	5/22/2017 4:07 PM
81	Housing	5/22/2017 4:07 PM
82	food	5/22/2017 4:06 PM
83	cost of living wage increases	5/22/2017 4:06 PM
84	Food	5/22/2017 4:05 PM
85	transportation	5/22/2017 4:04 PM
86	lack of east bay employment opportunities	5/22/2017 4:04 PM
87	childcare	5/22/2017 4:04 PM
88	mental health	5/22/2017 4:03 PM
89	Seniors Programming	5/22/2017 4:03 PM
90	Mental Health	5/22/2017 4:02 PM
91	Addiction	5/22/2017 4:01 PM
92	Jobs	5/22/2017 4:00 PM
93	Legal support	5/22/2017 3:51 PM
94	Food Insecurity	5/22/2017 1:24 PM
95	Jobs that pay enough	5/22/2017 10:46 AM
96	clean air	5/22/2017 10:40 AM
97	Food	5/22/2017 10:30 AM
98	employment	5/19/2017 2:39 PM
99	employment	5/17/2017 3:52 PM
100	employment	5/16/2017 11:55 AM
101	Labor Union Power	5/16/2017 11:46 AM
102	Cost of Living (Too many fees/regulations)	5/16/2017 9:16 AM
103	Mental Health	5/15/2017 4:03 PM
104	Economic Security - too many PT jobs without benefits	5/15/2017 12:07 PM
105	Access to training	5/15/2017 9:23 AM
106	employment	5/15/2017 9:11 AM
107	Housing	5/12/2017 4:23 PM
108	predatory lending	5/12/2017 3:46 PM
109	Nonprofits not being able to advertise on billboards of community resources... might be because of budgets, etc....	5/12/2017 3:32 PM
110	Employment	5/12/2017 3:18 PM
111	shelter	5/12/2017 3:04 PM
#	3.	Date
1	food	5/30/2017 3:37 PM
2	jobs	5/30/2017 8:42 AM
3	cost of living is too high and pay is low	5/26/2017 1:08 PM
4	mental health	5/26/2017 8:43 AM
5	homeless shelters	5/25/2017 1:22 PM

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6	Food	5/24/2017 3:45 PM
7	child care	5/24/2017 2:33 PM
8	not having a job	5/24/2017 12:41 PM
9	Food	5/24/2017 12:31 PM
10	Adequate income	5/24/2017 11:34 AM
11	food	5/24/2017 9:19 AM
12	Temporary Housing	5/24/2017 8:57 AM
13	Cost of Living	5/24/2017 8:38 AM
14	cost of living to high	5/23/2017 5:06 PM
15	traffic congestion	5/23/2017 2:45 PM
16	lack of resouces for children	5/23/2017 2:32 PM
17	consistent public transportation	5/23/2017 1:44 PM
18	too much traffic congestion!	5/23/2017 1:25 PM
19	jobs that pay a livable wage	5/23/2017 12:45 PM
20	Crime	5/23/2017 11:18 AM
21	emergency assistance	5/23/2017 11:16 AM
22	Schools	5/23/2017 11:00 AM
23	food	5/23/2017 10:51 AM
24	Necessities	5/23/2017 10:30 AM
25	jobs	5/23/2017 10:27 AM
26	Crime/violence	5/23/2017 10:21 AM
27	Traffic	5/23/2017 10:05 AM
28	Jobs or training	5/23/2017 10:01 AM
29	Lack of Sherrieff/Police protection for rural or out lying areas	5/23/2017 9:37 AM
30	food	5/23/2017 9:08 AM
31	Low income child care for pre-teens	5/23/2017 9:07 AM
32	public safety	5/23/2017 8:55 AM
33	Jobs	5/23/2017 8:44 AM
34	shelter	5/23/2017 8:42 AM
35	cost of living	5/23/2017 8:29 AM
36	employment training	5/23/2017 8:14 AM
37	access to early childhood eduation	5/23/2017 8:13 AM
38	Good Schools	5/23/2017 8:04 AM
39	People not taking advantage of CCC's programs for a better life style - knowledge of plans available	5/23/2017 7:53 AM
40	jobs	5/23/2017 7:45 AM
41	Food	5/23/2017 7:44 AM
42	traffic and related costs	5/23/2017 7:41 AM
43	food	5/23/2017 7:38 AM
44	Limited family shelter space.	5/23/2017 7:25 AM
45	Food	5/23/2017 7:24 AM
46	Education	5/23/2017 7:16 AM

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47	education	5/23/2017 7:11 AM
48	unmet mental health service needs	5/23/2017 7:07 AM
49	shelter	5/23/2017 6:45 AM
50	Medical for the working poor ~ unaffordable	5/22/2017 6:04 PM
51	health care	5/22/2017 5:21 PM
52	High food prices	5/22/2017 5:16 PM
53	Food	5/22/2017 5:00 PM
54	good paying jobs	5/22/2017 4:51 PM
55	education	5/22/2017 4:46 PM
56	homeless	5/22/2017 4:37 PM
57	living wage	5/22/2017 4:32 PM
58	housing	5/22/2017 4:31 PM
59	Mentoring	5/22/2017 4:27 PM
60	Food	5/22/2017 4:26 PM
61	affordable child care	5/22/2017 4:26 PM
62	Jobs	5/22/2017 4:20 PM
63	Employment	5/22/2017 4:20 PM
64	Attracting companies downtown so residents can work and live in the same area	5/22/2017 4:16 PM
65	Pet abandonment / Stray Dogs	5/22/2017 4:16 PM
66	CRIME	5/22/2017 4:12 PM
67	Cost of food, utilities, medicines interfere with family stability	5/22/2017 4:12 PM
68	Public Transportation	5/22/2017 4:11 PM
69	violence	5/22/2017 4:10 PM
70	Public Transportation	5/22/2017 4:09 PM
71	Affordable Health Care	5/22/2017 4:09 PM
72	mental health services	5/22/2017 4:08 PM
73	Low Income	5/22/2017 4:07 PM
74	Employment	5/22/2017 4:07 PM
75	transportation	5/22/2017 4:06 PM
76	homeless shelters	5/22/2017 4:06 PM
77	Health Care	5/22/2017 4:05 PM
78	economic security	5/22/2017 4:04 PM
79	Traffic Congestion on Highway 4 and 80	5/22/2017 4:04 PM
80	health coverage	5/22/2017 4:04 PM
81	education	5/22/2017 4:03 PM
82	Improved Transportation	5/22/2017 4:03 PM
83	Substance Abuse	5/22/2017 4:02 PM
84	Mental Health	5/22/2017 4:01 PM
85	Utility assistance	5/22/2017 4:00 PM
86	Shelter	5/22/2017 3:51 PM
87	Need for high wage jobs	5/22/2017 1:24 PM

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88	Urbanization	5/22/2017 10:46 AM
89	public transportation	5/22/2017 10:40 AM
90	Transportation	5/22/2017 10:30 AM
91	child care	5/19/2017 2:39 PM
92	childcare	5/17/2017 3:52 PM
93	transportation	5/16/2017 11:55 AM
94	Retirement Obligations	5/16/2017 11:46 AM
95	Illegal Immigration	5/16/2017 9:16 AM
96	Homeless	5/15/2017 4:03 PM
97	Uncertain political environment	5/15/2017 12:07 PM
98	Transportation	5/15/2017 9:23 AM
99	shelter	5/15/2017 9:11 AM
100	Child care	5/12/2017 3:46 PM
101	Food Disparity- quality food outlets	5/12/2017 3:18 PM
102	jobs	5/12/2017 3:04 PM

Q2 For each of the issues you identified above, please describe the services that you believe should be provided to address this need (for example, vouchers to provide temporary shelter for those who are homeless).

Answered: 109 Skipped: 9

Answer Choices	Responses
1.	100.00% 109
2.	94.50% 103
3.	83.49% 91

#	1.	Date
1	To many programs-no real oversight-manipulate the system	5/31/2017 1:06 PM
2	lower property taxes so people can afford homes	5/30/2017 3:37 PM
3	More housing vouchers need to be made available, more low income housing needed like CHISPA	5/30/2017 8:42 AM
4	Childcare subsidies that help more families than those that are only on CalWorks or CFS. The waiting lists for low income daycares are too long and there is no funding for Childcare Council to help. Affordable childcare allows families to go to work at a minimum wage job and still pay the provider for their services. The cost of daycare makes this impossible for some families, hence the reason they go on CalWorks to get the services. If we can provide these services first, we stop the cycle and allow families to continue to work and provide a safe environment for their children.	5/26/2017 2:43 PM
5	better pay	5/26/2017 1:08 PM
6	rentals based on a percentage of applicants income rather than a set amount but not section 8.	5/26/2017 8:43 AM
7	More affordable housing that is income based for working families	5/25/2017 1:22 PM
8	More low income housing	5/24/2017 3:45 PM
9	education on how to find housing once in a shelter	5/24/2017 2:33 PM
10	I say housing because a lot of people conform to their enviornment and they dont know how to get out .	5/24/2017 12:41 PM
11	Extend leases and not allow as much raise in rent	5/24/2017 12:31 PM
12	More transitional and affordable housing	5/24/2017 11:34 AM
13	better/more housing programs	5/24/2017 9:19 AM
14	More low income or rent restricted properties	5/24/2017 8:57 AM
15	More reasonably priced housing	5/24/2017 8:38 AM
16	BOS negotiating fair wages for County employees	5/23/2017 5:06 PM
17	increasing minimum wages in the county	5/23/2017 2:45 PM
18	rent control	5/23/2017 2:32 PM
19	rent control	5/23/2017 1:44 PM
20	rent control and make more housing available to ALL	5/23/2017 1:25 PM
21	housing first	5/23/2017 12:45 PM
22	More Housing options	5/23/2017 11:18 AM
23	vouchers for housing	5/23/2017 11:16 AM

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24	More affordable housing made available to families county wide.	5/23/2017 11:00 AM
25	more food resources for the elderly and families with children	5/23/2017 10:51 AM
26	If people have a record need to look at how long ago & the type of the violation it was	5/23/2017 10:30 AM
27	more awareness of services that are available	5/23/2017 10:27 AM
28	Have more section 8 or affordable housing for low income families because they can not afford housing.	5/23/2017 10:21 AM
29	Vouchers are needed to provide temporary shelter for those who are homeless but are not eligible for vouchers through the already existing programs. In addition, special attention must be paid to seniors who are being evicted at an alarming rate merely so the landlords can charge the exorbitant market rents. Seniors who have lived most of their lives in this County should not be just cast aside and ignored. Currently, they are leaving the County in droves in order to find affordable housing. Do we as a County really want to change the demographics to one that does not include senior citizens?	5/23/2017 10:05 AM
30	More low income housing	5/23/2017 10:01 AM
31	assistance to cover part of housing costs	5/23/2017 9:08 AM
32	Subsidized rent	5/23/2017 9:08 AM
33	Rent caps, something to make it so 95% percent of income is not paying for a 1 bedroom	5/23/2017 9:07 AM
34	landlord counseling (to accept vouchers; reasonable move-in costs) -- Move-in cost support (pay sec. deposit, etc.)	5/23/2017 8:55 AM
35	Rents need to be capped based on the particular city, thier economic growth and jobs.	5/23/2017 8:44 AM
36	TO PARTNER WITH QUALITY HOTELS FOR VOUCHERS TO BE USED AT	5/23/2017 8:43 AM
37	rent control so tenants aren't forced out of their homes	5/23/2017 8:42 AM
38	better/more incentive for landlords to rent under section 8	5/23/2017 8:29 AM
39	down payment assistance programs	5/23/2017 8:14 AM
40	purchase empty lots, in cooperation with community and clients build suitable temp homes.	5/23/2017 8:13 AM
41	Affordable housing for all	5/23/2017 8:04 AM
42	Vouchers or warrants to provide shelter	5/23/2017 7:53 AM
43	built more military style housing on the old concord naval station to provide free housing for those who need it.	5/23/2017 7:45 AM
44	more low income housing	5/23/2017 7:44 AM
45	Lower costs of everything	5/23/2017 7:43 AM
46	affordable housing for veterans, etc	5/23/2017 7:38 AM
47	build low cost housing complexes	5/23/2017 7:33 AM
48	County related housing development with units that are income based.	5/23/2017 7:25 AM
49	security hired to drive around areas where crime is high ,cameras posted in crime areas	5/23/2017 7:24 AM
50	Our homeless clients should have free access to mental health services and drug dependency services.	5/23/2017 7:16 AM
51	Additional low income housing, monthly pro-rated assistance help until self sufficiency is attained	5/23/2017 7:11 AM
52	Mental health services	5/23/2017 7:07 AM
53	increase police force	5/23/2017 6:45 AM
54	Affordable housing for mothers and/or fathers who need it in order to have their children with them in a safe enviornment. Shelter, Inc. used to have a great program to serve this population and then it seems that most of resources were redistributed to veterans, and now there is no place of CFS families to get the housing opportunity that they need to become stabilized.	5/22/2017 6:04 PM
55	more affordable housing opportunity	5/22/2017 5:21 PM
56	Rent control	5/22/2017 5:16 PM
57	more access/easier access to community pantries/produce trucks	5/22/2017 4:51 PM
58	administrative efficiency	5/22/2017 4:46 PM
59	cap on how much a landlord can increase a rent over certain time	5/22/2017 4:37 PM

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60	more housing subsidies	5/22/2017 4:32 PM
61	Not sure to be hones	5/22/2017 4:31 PM
62	Case Management, compliance and progress-Housing	5/22/2017 4:27 PM
63	More affordable housing	5/22/2017 4:26 PM
64	vouchers	5/22/2017 4:26 PM
65	transitional housing for various groups of people, ie familys, mother/children, men, father/children	5/22/2017 4:25 PM
66	Build more multifamily, MULTILEVEL homes.	5/22/2017 4:20 PM
67	More affordable housing, both rentals and homes for purchase	5/22/2017 4:20 PM
68	A cable car system on Willow Pass Road that transports people from Concord BART to office parks, restaurants, mall, etc.	5/22/2017 4:16 PM
69	Homeless shelter or organizations to assist the homeless population	5/22/2017 4:16 PM
70	Assist with housing to make it affordable.	5/22/2017 4:15 PM
71	MORE FAMILY SHELTERS, PERMENENT LOW INCOME HOUSING VOUCHERS	5/22/2017 4:12 PM
72	Somehow limit Developers/Investors from dominating rentals and sales. Families need more lower*reasonable rentals (not \$2000 month ++ for one bedrooms)	5/22/2017 4:12 PM
73	Limit increase on housing cost/rent for low income housing, apartment, mobile homes	5/22/2017 4:11 PM
74	more localized employment	5/22/2017 4:10 PM
75	mortgage/rental subsidies	5/22/2017 4:10 PM
76	Rent Control- only allow landlords to increase rent by a certian % each year even if different tenant	5/22/2017 4:09 PM
77	vouchers for homeless and transitoral housing services	5/22/2017 4:09 PM
78	rent control	5/22/2017 4:08 PM
79	Rent control	5/22/2017 4:07 PM
80	Develope empty unused buildings and land as temporary shelters (only 1 or 2 in ccc and they're not widely known of)	5/22/2017 4:07 PM
81	vouchers	5/22/2017 4:06 PM
82	vouchers to county employees to afford to live where they work	5/22/2017 4:06 PM
83	more shelters for homeless	5/22/2017 4:05 PM
84	raise the minimum wage county wide	5/22/2017 4:04 PM
85	Rent control	5/22/2017 4:04 PM
86	lower housing costs	5/22/2017 4:04 PM
87	Need more shelters, the homeless are sleeping literally on a street corner and shelters are full so they are turned away.	5/22/2017 4:03 PM
88	Low- & moderate income combined housing.	5/22/2017 4:03 PM
89	Long term homelessness assistance, not just temporary shelter	5/22/2017 4:02 PM
90	Transitional and supportive housing	5/22/2017 4:01 PM
91	Housing adjusted to income	5/22/2017 4:00 PM
92	More affordable housing	5/22/2017 3:51 PM
93	More affordable housing	5/22/2017 1:24 PM
94	Develop more affordable housing	5/22/2017 10:46 AM
95	Assist in building and providing affordable housing	5/22/2017 10:40 AM
96	More shelters	5/22/2017 10:30 AM
97	more affordable housing	5/17/2017 3:52 PM
98	assistance with housing/program	5/16/2017 11:55 AM

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99	No Answer	5/16/2017 11:46 AM
100	Greater law enforcement & update of techonogies used e.g. cameras	5/16/2017 9:16 AM
101	Work w the cities in the permitted rent increases per month/year	5/15/2017 4:03 PM
102	Housing: rent control	5/15/2017 12:07 PM
103	Opportunities for those with barriers to employment to gain access to employment through assistance or internships	5/15/2017 9:23 AM
104	reduced housing	5/15/2017 9:11 AM
105	Job training with wrap-around case management and job placement	5/12/2017 4:23 PM
106	Vouchers for emergency housing or utility shut off	5/12/2017 3:46 PM
107	College students who are now in a career, who are still low-income... some type of wage increase... this might be on a bigger level than what the community can do...	5/12/2017 3:32 PM
108	Access to SF dwelling in blighted area- entertain small developments on empty lots	5/12/2017 3:18 PM
109	homes/apartments that are affordable for the majority of people in the county	5/12/2017 3:04 PM
#	2.	Date
1	each element of cost of living; health costs, housing costs, etc	5/30/2017 3:37 PM
2	opportunity for higher paying jobs	5/30/2017 8:42 AM
3	Housing lists are years long. Some apartment complexes also have lists that are months if not years long. Families have to constantly check these lists to verify where they are on the list and that they still are on the lists. Homeless individuals & families have to run to shelters every night to grab a bed so as not to sleep outside when it's cold. When there is an entire military neighborhood in Concord that has been abandoned for years that could house several families. If the city is receiving some of the land back from the military on Port Chicago, could the abandoned military homes & apartments be renovated and become Section 8 & HUD housing? If not, because it's still considered military land, then perhaps house the homeless veterans there?	5/26/2017 2:43 PM
4	strwamline the bidding process for contractos for infrastructure including union workers to expedite the repairs.	5/26/2017 8:43 AM
5	jobs to help those out of poverty	5/25/2017 1:22 PM
6	Training programs for people to be trained in a vocation that allows them to make enough money to support a family in the Bay Area	5/24/2017 3:45 PM
7	variety of times offering free food, so working families can attend	5/24/2017 2:33 PM
8	when people dont have enough money to provide for their famlies they do crazy thing.	5/24/2017 12:41 PM
9	Vouchers for temporary shelter	5/24/2017 12:31 PM
10	More subsidy slots for eligible families	5/24/2017 11:34 AM
11	vouchers extension for temporary shelter	5/24/2017 9:19 AM
12	More low income or affordable child care	5/24/2017 8:57 AM
13	Vouchers	5/24/2017 8:38 AM
14	If salaries were higher, rent and other shelter expenses wouldn't be such a hardship	5/23/2017 5:06 PM
15	funding for first time buyers	5/23/2017 2:45 PM
16	increased availability for education or apprenticeships	5/23/2017 2:32 PM
17	increased funding for child care assistance	5/23/2017 1:44 PM
18	raise the minimum wage like Richmond, Oakland, SF etc.	5/23/2017 1:25 PM
19	support for small businesses to raise wages	5/23/2017 12:45 PM
20	Better road repair, extended hours(early and late) on public transportation	5/23/2017 11:18 AM
21	meals to needy families especially with children 0 - 17 years of age such as the meals on wheels program	5/23/2017 11:16 AM
22	More resources for food, vouchers for families who cannot afford food, but isn't eligible for snap.	5/23/2017 11:00 AM
23	rent control	5/23/2017 10:51 AM
24	More line staff training openings	5/23/2017 10:30 AM

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25	Notices of how to obtain services, put in places where they will be seen by the needy? Grocery Stores, etc.	5/23/2017 10:27 AM
26	Local agency and governments should team up to help adult families to find work or training so they can get a job , keep a job or advance in the workforce.	5/23/2017 10:21 AM
27	Because of the merging of many of the grocery store chains, these companies are able to charge what they want and there is no attention paid to how the middle and lower class citizens are supposed to pay for their family's food.	5/23/2017 10:05 AM
28	Affordable housing	5/23/2017 10:01 AM
29	hotel vouchers for homeless	5/23/2017 9:08 AM
30	Subsidized childcare	5/23/2017 9:08 AM
31	Higher income brackets for families in need of food	5/23/2017 9:07 AM
32	Map & address food deserts; normalize CalFresh & food pantries; expand food support for undocumented residents	5/23/2017 8:55 AM
33	There needs to be more specific homeless shelters in areas where the greatest need is.	5/23/2017 8:44 AM
34	CHANGE RESTRICTIONS W/PERSONS RECEIVING SS BENEFITS	5/23/2017 8:43 AM
35	more access to services offered within the community	5/23/2017 8:42 AM
36	qualifying for WIC or Head Start should automatically qualify one for Food Stamps - that's not always the case	5/23/2017 8:29 AM
37	emergency shelter - with transition to longer term transitional housing	5/23/2017 8:14 AM
38	Build up job club and job search within county and monitor the efforts of cbo's job search organizations	5/23/2017 8:13 AM
39	Food programs	5/23/2017 8:04 AM
40	Advocacy representatives for Housing information and assistance with paperwork and availability of housing in the client's area	5/23/2017 7:53 AM
41	attendance at English language class should be required for any type of assistance given	5/23/2017 7:45 AM
42	job skills training	5/23/2017 7:44 AM
43	drug treatment/mental health services for homeless	5/23/2017 7:38 AM
44	hire more law enforcement	5/23/2017 7:33 AM
45	Increasing the Temporary Homeless Assistance amount paid per night from \$65 to \$80.	5/23/2017 7:25 AM
46	hire someone to clean up homeless incampments /monitor that it be clean by the homeless or they have to leave	5/23/2017 7:24 AM
47	Many of the lower middle class cannot afford housing in contra costa. If you work full time you should be able to afford the rental prices.	5/23/2017 7:16 AM
48	Trade related part time employment to identify skills or lack of skills	5/23/2017 7:11 AM
49	affordable housing	5/23/2017 7:07 AM
50	hurry up completing bart	5/23/2017 6:45 AM
51	The available resources do not even begin to meet the tremendous need for childcare. It isn't worth it for our clients to work because quality childcare is unaffordable for an unskilled, uneducated, inexperienced workforce. The reality is people can't afford to get off benefits to get a job because when the subsidies end they have lost so much they cannot survive.	5/22/2017 6:04 PM
52	????	5/22/2017 5:21 PM
53	Credit counseling services	5/22/2017 5:16 PM
54	assistance to find shelter, down payment assistance easier to get	5/22/2017 4:51 PM
55	ethical guidelines	5/22/2017 4:46 PM
56	programs for lower level crime violators to clean up city/projects	5/22/2017 4:37 PM
57	higher income bracket for medi-cal	5/22/2017 4:32 PM
58	daily work to pay for stay in a shelter and give homeless a bit of pocket money/shelter that allows pets	5/22/2017 4:31 PM
59	Mandatory Case management for benefits	5/22/2017 4:27 PM
60	More Shelter availability	5/22/2017 4:26 PM

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61	grants	5/22/2017 4:26 PM
62	Run more BART trains to the bay area	5/22/2017 4:20 PM
63	Being able to disseminate information for the homeless. Maybe business sized cards with phone numbers with resources, which could easily be passed out?	5/22/2017 4:20 PM
64	Set up mental health facilities for the homeless. Mental health seems to be the root for a lot of the homeless population.	5/22/2017 4:16 PM
65	School Buses for K-12 grade students	5/22/2017 4:16 PM
66	INCREASE THE AMOUNT OF LANES TRAVELING HWY 4, PAST THE 242 INTERCHANGE THROUGH TO THE 680.	5/22/2017 4:12 PM
67	Before Education enrolls Early Education Students need more information/screening on the individual to ensure they 'fit' and understand the occupation.	5/22/2017 4:12 PM
68	Increase public CCTV cameras and police visibility	5/22/2017 4:11 PM
69	affordable child care programs	5/22/2017 4:10 PM
70	Widen Highway 4 at 680 interchange	5/22/2017 4:09 PM
71	More funding for Stage 3 child care or the working poor population- higher income guidelines	5/22/2017 4:09 PM
72	additional public transportation	5/22/2017 4:08 PM
73	Lower housing prices	5/22/2017 4:07 PM
74	Again Develop empty abandoned and unused property to build a variety of housing including low income and special needs	5/22/2017 4:07 PM
75	assist community based food pantries	5/22/2017 4:06 PM
76	vouchers for county employees for food; such as a stipend	5/22/2017 4:06 PM
77	food pantries	5/22/2017 4:05 PM
78	invest in public transportation	5/22/2017 4:04 PM
79	Offer incentives for businesses to operate in the east bay (Antioch, Oakley, Brentwood, Pittsburg)	5/22/2017 4:04 PM
80	grants for people needing early childcare	5/22/2017 4:04 PM
81	Too many individuals with mental health are roaming the streets with no one to oversee them. they can get hurt if they encounter the wrong person. Some of them are violent and should not be out of care of someone.	5/22/2017 4:03 PM
82	Increase funds to basic senior service to meet needs of growing senior population, ie, more senior legal services, more meals-on-wheels, etc.	5/22/2017 4:03 PM
83	Better access to low cost/free mental health services and treatment	5/22/2017 4:02 PM
84	Substance abuse treatment, particularly in west county	5/22/2017 4:01 PM
85	Reduced rate transportation	5/22/2017 4:00 PM
86	More agencies provide legal help	5/22/2017 3:51 PM
87	Greater access to CalFresh benefits	5/22/2017 1:24 PM
88	Bring new industries to contra Costa	5/22/2017 10:46 AM
89	Restrict oil refineries and their pollution	5/22/2017 10:40 AM
90	More funding for Food Bank/Pantries	5/22/2017 10:30 AM
91	more permanent supportive housing (affordable housing with on-site support services)	5/17/2017 3:52 PM
92	job trainings	5/16/2017 11:55 AM
93	Diminish Union control	5/16/2017 11:46 AM
94	Streamline regulations/fees	5/16/2017 9:16 AM
95	Provide high quality mental health services to non-English speakers at different price levels	5/15/2017 4:03 PM
96	Economic security: increasing minimum wage	5/15/2017 12:07 PM

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97	Additional support for training providers to expand or deepen services	5/15/2017 9:23 AM
98	section 8	5/15/2017 9:11 AM
99	Transitional housing	5/12/2017 4:23 PM
100	Financial Literacy Education	5/12/2017 3:46 PM
101	Have a billboard specific for nonprofits so that the community can be aware of programs that can help them	5/12/2017 3:32 PM
102	More pathway work with through employer engagement	5/12/2017 3:18 PM
103	shelter for people who are single without children	5/12/2017 3:04 PM
#	3.	Date
1	cost of food is too high	5/30/2017 3:37 PM
2	more access to jobs	5/30/2017 8:42 AM
3	Homeless mental health patients require additional funds, hc providers and suitable housing instead of building brick and mortar business.	5/26/2017 8:43 AM
4	more shelters in areas which have a high population of homeless	5/25/2017 1:22 PM
5	too many people have food insecurities--help Food Bank serve more people	5/24/2017 3:45 PM
6	More state preschool options	5/24/2017 2:33 PM
7	it is hard for people to find a job when they dont have the help they need.	5/24/2017 12:41 PM
8	More locations to access food help	5/24/2017 12:31 PM
9	Higher minimum wage, trade school support, job training	5/24/2017 11:34 AM
10	more access to food	5/24/2017 9:19 AM
11	More shelters or resources for homeless families	5/24/2017 8:57 AM
12	Rate of pay increase	5/24/2017 8:38 AM
13	same as 2	5/23/2017 5:06 PM
14	more road and freeway improvements	5/23/2017 2:45 PM
15	more availability of programs for children that aren't cost prohibitive.	5/23/2017 2:32 PM
16	public transportation sync up throughout the county	5/23/2017 1:44 PM
17	too stressful here...want to leave	5/23/2017 1:25 PM
18	transportation vouchers	5/23/2017 12:45 PM
19	More emphasis on Neighborhood watch and foot patrols	5/23/2017 11:18 AM
20	available facilities	5/23/2017 11:16 AM
21	Some schools need help with programs & meal expenses.	5/23/2017 11:00 AM
22	Budget for more hiring of staff	5/23/2017 10:30 AM
23	More police involvement in the community, and agency teaming up with local police to help educate schools and communities how to stay safe, be aware of dangers and to protect themselves in case of emergencies etc.	5/23/2017 10:21 AM
24	While the Bay Area is a very desirable place to live, many of the venues and interesting places are not available because the traffic requires people to either leave very early to beat the traffic or spend additional hours, yes hours, going or coming home.	5/23/2017 10:05 AM
25	Vouchers for temporary shelter	5/23/2017 10:01 AM
26	set up food pantries at all EHSD offices	5/23/2017 9:08 AM
27	Child care options for children 6-9 grade for after school and summer so more parents can work	5/23/2017 9:07 AM
28	support neighborhood activities (block parties, get to know your neighbors, neighborhood advisory groups)	5/23/2017 8:55 AM
29	More benefits need to be given to small business, so they can employ people in the poorest communities	5/23/2017 8:44 AM
30	vouchers for the homeless as well as more facilities to house the homeless	5/23/2017 8:42 AM

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31	better wages	5/23/2017 8:29 AM
32	\$\$ for client schooling and skill building	5/23/2017 8:14 AM
33	monitor, regulate and license and hire qualified individuals to develop programs and to teach and empower the youth in this community.	5/23/2017 8:13 AM
34	More school choices	5/23/2017 8:04 AM
35	Finding a way of making CCC's program information more available	5/23/2017 7:53 AM
36	free child care if the clients are willing to use birth control, while job hunting	5/23/2017 7:45 AM
37	life skills training	5/23/2017 7:44 AM
38	more food banks	5/23/2017 7:38 AM
39	Building relationships with a broader range of shelters, especially for emergency situations.	5/23/2017 7:25 AM
40	I do not like the voucher idea /I think more places with free meals	5/23/2017 7:24 AM
41	Affordable education is important to all people. Everyone should be able to afford schooling.	5/23/2017 7:16 AM
42	Online classes/ day classes geared specifically to individual needs	5/23/2017 7:11 AM
43	west county hospital	5/23/2017 7:07 AM
44	reduce housing costs	5/23/2017 6:45 AM
45	The really poor, unemployed, disabled get healthcare, but the working poor cannot afford the high premiums and deductibles. The reality is, if you are among the working poor, you really cannot afford medical or mental health treatment. Sure, the facility will see you and maybe treat you, but then you will get a huge bill that you cannot pay ~so you never go back. It is shameful that in an effort to make things better, the health care system is all but destroyed. For the working poor, it is worthless!!	5/22/2017 6:04 PM
46	fight for single payer in CA	5/22/2017 5:21 PM
47	Coop grocery stores or other low cost food sources.	5/22/2017 5:16 PM
48	training for jobs/reentry assimilation for non violent offenders	5/22/2017 4:51 PM
49	money	5/22/2017 4:46 PM
50	job clubs and mental evals for people wanting to receive help with homelessness	5/22/2017 4:37 PM
51	Lower costs other places or increase employer wages	5/22/2017 4:32 PM
52	affordable housing for families	5/22/2017 4:31 PM
53	Advising and counseling- Mentoring	5/22/2017 4:27 PM
54	resources that provide food	5/22/2017 4:26 PM
55	Provide tax benefits to employers that hire people who get government assistance	5/22/2017 4:20 PM
56	Compensation to keep on with the cost of living - CCWD and PG&E keep raising rates. Food costs keep rising.	5/22/2017 4:20 PM
57	Cleaning up downtown, ie the homeless that live on Concord Blvd. to attract companies to a safe area. Look to Walnut Creek for examples.	5/22/2017 4:16 PM
58	Extended hours for animal services	5/22/2017 4:16 PM
59	MORE POLICE PRESENCE IN CRIME AREAS, BETTER CUSTOMER SERVICE.	5/22/2017 4:12 PM
60	UNKNOWN: utility companies keep raising costs, food costs increase. Families can't afford the healthy organic items with the pull of other costs. Cheaper food is easy access for families struggling with time.	5/22/2017 4:12 PM
61	Offer more routes for bus or maybe coasters connecting to and from bart for areas that have limited bus routes	5/22/2017 4:11 PM
62	more police presence	5/22/2017 4:10 PM
63	Have BART open E-BART in the near future, and continue extending service through to Brentwood	5/22/2017 4:09 PM
64	Revamping the health care system	5/22/2017 4:09 PM
65	additional clinics and mobile crisis team	5/22/2017 4:08 PM
66	Increased wages	5/22/2017 4:07 PM

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67	the development of the unused properties mentioned above could help develop some skilled and unskilled jobs	5/22/2017 4:07 PM
68	vouchers for bus rides	5/22/2017 4:06 PM
69	free shelters for homeless that serves food from county employees who volunteer time	5/22/2017 4:06 PM
70	create a housing trust fund from developer fees to help create more housing that is below market rate	5/22/2017 4:04 PM
71	Redesign the highway 4/680 interchange and add carpool lane.	5/22/2017 4:04 PM
72	Too many school aged children are not in school during school hours, there should be more followup to make sure they are in school during this time.	5/22/2017 4:03 PM
73	Improve transportation connections for all the community to be able to commute in other than cars.	5/22/2017 4:03 PM
74	Better access to low cost/free substance abuse treatment and/or dual diagnosis treatment	5/22/2017 4:02 PM
75	Increased mental health services	5/22/2017 4:01 PM
76	Assistance with utility bills - all types	5/22/2017 4:00 PM
77	Relevant training programs, new industries, and increases in minimum wages	5/22/2017 1:24 PM
78	Develop communities carefully - e.g. Concord Reuse plan for Naval Weapons Station	5/22/2017 10:46 AM
79	Invest and update the CCC transportation	5/22/2017 10:40 AM
80	Better public transportation (buses)	5/22/2017 10:30 AM
81	More jobs and childcare	5/17/2017 3:52 PM
82	transportation vouchers	5/16/2017 11:55 AM
83	reduce retirement benefits	5/16/2017 11:46 AM
84	Cooperate with ICE	5/16/2017 9:16 AM
85	Create work programs for homeless	5/15/2017 4:03 PM
86	Political environment: education of rights	5/15/2017 12:07 PM
87	More programs to help people get their licenses back or have access to low-cost car loans.	5/15/2017 9:23 AM
88	more shelters	5/15/2017 9:11 AM
89	More Subsidized child care	5/12/2017 3:46 PM
90	work with food chains to incentive them to come into neighborhood deemed "unprofitable"	5/12/2017 3:18 PM
91	jobs open to people who live in the area	5/12/2017 3:04 PM