

Appendix B Low-Income Testimony and Agency's Response

Central Contra Costa County Public Hearing– April 21, 2021
 Central Contra Costa County Public Hearing – April 22, 2021
 East Contra Costa County Public Hearing - April 28, 2021
 West Contra Costa County Public Hearing – April 29, 2021
 Service Provider Roundtable Event- May 13, 2021

The table below describes the comments/concern noted in the public hearing, the person who stated it, whether it was included the Community Action Plan (CAP) and where, and if not included in the CAP, why not.

| Comment/Concern | Commenter | Was the concern addressed in the CAP? | If so, page # | If not, indicate the reason |
|--|-------------------|--|----------------------|---|
| PH1. Need for childcare | Desiree Jordan | Y | Page 18 | |
| PH1. Need for stress reduction | Jasmine Cisneros | Y | Page 19 | |
| PH1. Not ready to reopen due to pandemic | Desiree Jordan | N | | Statement heard by EOC and noted for further consideration. |
| PH1. The need to be independent of government assistance | Jasmine Cisneros | N | | Statement heard by EOC and noted for further consideration. |
| PH1. Challenges with virtual education – children are not learning | Myriah Herrington | N | | Statement heard by EOC and noted for further consideration. |
| PH1. Challenges with managing stress | Jasmine Cisneros | Y | Page 19 | |
| PH1. Children need to socialize again | Nivette MA | | Page 17 | |
| PH1. Challenge with Hybrid education – children are not learning | Myriah Herrington | N | | Statement heard by EOC and noted for further consideration. |
| PH1. Need to focus on Mental/ physical health | Jasmine Cisneros | Y | Page 19 | |
| PH2. Loss of Employment due to pandemic | Claudia Vazquez | Y | Page 13-14 | |
| PH2. Children suffering from anxiety/ mental health need treatment | Rosa | Y | Page 19 | |
| PH2. More families are seeking government assistance | Karla | Y | Throughout CAP | |

| Comment/Concern | Commenter | Was the concern addressed in the CAP? | If so, page # | If not, indicate the reason |
|---|------------------|--|----------------------|---|
| PH2. Need for therapists & counselors | Olivia Rivera | Y | Page 19 | |
| PH2. Children needs to socialize and not be homebound | Claudia Vazquez | Y | Page 17 | |
| PH2. Children need summer opportunities to socialize | Claudia Vazquez | Y | Page 17 | |
| PH2. Educate children on gang activities and getting involved in positive activities | Claudia Vazquez | Y | Page 21 | |
| PH2. Need more police control | Claudia Vazquez | Y | Page 21 | |
| PH2. Parents are struggling as well as children | Rosa | Y | All CAP | |
| PH3. Need assistance with utilities, car payments, rent, insurance & medical bills | Sara Zoccoli | Y | All CAP | |
| PH3. Unable to work due to family w/ COVID | Sara Zoccoli | Y | Page 19 | |
| PH3. Life changing decisions need to be made due to the pandemic in all areas of quality of life – need support with this | Natalie | Y | Throughout CAP | |
| PH3. Challenges with working from home | Annabelle | N | | Statement heard by EOC and noted for further consideration. |
| PH3. Stress is weighing on mental health | Annabelle | Y | Page 19 | |
| PH3. Staff changes in the work environment are hampering effectiveness | Natalie | N | | Statement heard by EOC and noted for further consideration. |
| PH3. Looking forward to adult time with children back in school soon. | Janelle | N | | Statement heard by EOC and noted for further consideration. |
| PH3. Concerns of how people will deal with reopening | Alissa Friedman | N | | Statement heard by EOC and noted for further consideration. |
| PH3. Increased health issues due to pandemic put stress on an already overwhelmed health care system. | Alissa Friedman | Y | Page 19-20 | |
| PH3. Concern for childcare, distance learning, remotely working | Alissa Friedman | Y | Page 17, 13-14 | |
| PH3. More quality childcare needed | Alissa Friedman | Y | Page 17 | |

| Comment/Concern | Commenter | Was the concern addressed in the CAP? | If so, page # | If not, indicate the reason |
|---|-------------------|--|----------------------|---|
| PH4. Need for rental assistance and relief for other bills | Brittany Ferguson | Y | Page 16 | |
| PH4. Need for PPE supplies for clients | Brittany Ferguson | Y | Page 33 | |
| PH4. Need for COVID resources | Brittany Ferguson | Y | All CAP | |
| PH4. Need rental assistance | Brittany Ferguson | Y | Page 16 | |
| PH4. Need support for clients who need to use computers in the virtual environment | Brittany Ferguson | Y | Page 28 | |
| PH4. Need to address fear of being a victim of a hate crime due to racial and political tension | Brittany Ferguson | Y | Page 21 | |
| PH4. Need assistance with EDD process and application | Brittany Ferguson | Y | Page 16 | |
| PH4. Subcontractors would like to see more community events | Brittany Ferguson | N | | Statement heard by EOC and noted for further consideration. |
| PH4. Need to see clients coming in again for support with employment | Brittany Ferguson | Y | Pages 16 | |
| PH4. Need more in-person services | Brittany Ferguson | N | | Statement heard by EOC and noted for further consideration. |
| PH4. Concern for staff safety (safety protocols) due to pandemic | Adriana | N | | Statement heard by EOC and noted for further consideration. |
| RT. Need assistance with transition to virtual hybrid environment | Brittany Ferguson | N | | Statement heard by EOC and noted for further consideration. |
| RT. Need assistance with keeping up with demands for CSBG contract services | Barbara Hunt | N | | Statement heard by EOC and noted for further consideration. |
| RT. Concern for staff safety and need to address racial and political unrest | Sara Marsh | N | | Statement heard by EOC and noted for further consideration. |

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|---|-------------------|---------------------------------------|---------------|---|
| RT. Need resources to keep staff from feeling depressed | Sara Marsh | N | | Statement heard by EOC and noted for further consideration. |
| RT. Trying to keep up with laws regarding COVID so we keep everyone safe | Laura Sharples | N | | Statement heard by EOC and noted for further consideration. |
| RT. Challenges with staff changes due to effects of the pandemic | Kareem T. Ervin | N | | Statement heard by EOC and noted for further consideration. |
| RT. Not being able to meet deliverables due to staff shortages and resource shortages | Samara Cummins | N | | Statement heard by EOC and noted for further consideration. |
| RT. Keeping up with tremendous need in community with limited resources | Sandra Scherer | N | | Statement heard by EOC and noted for further consideration. |
| RT. Shifting programs to online and then need to pivot and redesign services | Dave Thompson | N | | Statement heard by EOC and noted for further consideration. |
| RT. Limiting clients and how many can be served | Laura Sharples | N | | Statement heard by EOC and noted for further consideration. |
| RT. Dealing with Participants who do not want to get vaccinated | Brittany Ferguson | N | | Statement heard by EOC and noted for further consideration. |
| RT. Dealing with clients who do not want to be vaccinated | Brittany Ferguson | N | | Statement heard by EOC and noted for further consideration. |
| RT. Keeping clients motivated in the pandemic environment | Laura Sharples | N | | Statement heard by EOC and noted for further consideration. |
| RT. Preparation for reopening in a safe manner | Subcontractors | N | | Statement heard by EOC and noted for further consideration. |

| Comment/Concern | Commenter | Was the concern addressed in the CAP? | If so, page # | If not, indicate the reason |
|---|-------------------|---------------------------------------|---------------|---|
| RT. Need to adapt to changes from face-to-face to virtual service delivery | Dave Thompson | N | | Statement heard by EOC and noted for further consideration. |
| RT. Need resources for upkeep of equipment and hiring staff to provide services | Sandra Scherer | N | | Statement heard by EOC and noted for further consideration. |
| RT. Need to adapt to changes with face-to-face services and now remotely providing same services | Alissa Friedman | N | | Statement heard by EOC and noted for further consideration. |
| RT. Need to moving services outside to accommodate large groups | Sandra Scherer | N | | Statement heard by EOC and noted for further consideration. |
| RT. Need to offer most programs online and in person appointments with smaller groups/ individuals | Brittney Ferguson | N | | Statement heard by EOC and noted for further consideration. |
| RT. Need to address staff dealing with their own trauma and with clients at the same time | Alissa Friedman | N | | Statement heard by EOC and noted for further consideration. |
| RT. Need to gradually open up the building to clients safely while addressing staff concerns | Lynna Magnuson | N | | Statement heard by EOC and noted for further consideration. |
| KEY: PH1- Central PH2-Central County PH3- East County PH4- West County RT- County Wide | | | | |